

February 8, 2010

To:

All Ford and Lincoln Mercury Dealerships

Subject:

2011 Model Year Dealer Pre-Delivery Inspection (PDI) Changes

The purpose of this communication is to inform dealers of the changes to the Pre-Delivery Inspection (PDI) process effective with the 2011 model year.

WHAT'S CHANGING

1. PDI Service Records (Check Sheets) and Labor Allowances will be published at OK to Buy for each vehicle.
2. PDI Service Records (Check Sheets) will be vehicle specific to incorporate special instruction and to ensure the most up-to-date Service Record is being used.
3. PDI operations that are no longer required have been eliminated for 2011MY. Due to the elimination of many operations, PDI labor allowances are projected to be reduced on all Passenger Car & Light Truck Programs.

PDI PUBLICATION TIMING

Previously, Dealer Preparation and Conditioning materials and labor allowances were developed and released annually (in August) to coincide with the vehicle summer change-over launches. In recent years, plant launches have changed from an annual summer process and new models are now launched during all times of the year.

- ***What's changing:*** Beginning with 2011MY, PDI will be published at OK-to-Buy for each vehicle.

PDI CHECK SHEETS AND MANUAL

PDI Service Records (Check Sheets):

Previously, PDI Service Records were developed based on brand (Ford, Lincoln or Mercury). In 2009MY, Hybrids and Mustang GT500 were developed separately. Beginning with 2011MY, PDI Service Records will be vehicle-specific to incorporate special instructions and to ensure the most up-to-date Service Record is being used.

- ***What's changing:*** New vehicle-specific PDI Service Records will be published at OK to Buy for each vehicle. **Dealers should discontinue use of the old PDI check sheets and print new sheets for 2011MY as they are released.**

PDI Manual:

Note that beginning in 2010MY, the PDI Manual is no longer published for Car & Light Truck applications. Additional instructions have been added to the PDI Service Records and many PDI operations are found in the Workshop Manual if additional instruction is required.

PDI OPERATIONS ELIMINATED

PDI operations are removed when they are no longer required. Refer to the vehicle specific PDI Service Record for all operations to be completed during PDI. Each vehicle is reviewed prior to launch for applicable operations.

- **What's Changing:** Several PDI operations have been eliminated for 2011MY1 including (but not limited to):
 - Check fluid level, engine¹
 - Check fluid level, transmission¹
 - Check fluid level, clutch master cylinder¹
 - Check fluid level, brake master cylinder¹
 - Check fluid level, power steering fluid¹
 - Calibrate Compass - technology changes no longer require PDI set-up
 - Set-up Satellite Navigation DVD system - technology changes no longer require PDI set-up
 - Set hubs to auto position (F-series) - assembly plant completes this operation
 - Torque wheel lug nuts (F-series) - assembly plant completes this operation
 - Paint touch-up: Note that time is included in the PDI labor allowance for inspecting the vehicle for paint defects and damage, but labor for applying "touch-up" paint is no longer included. Many new paints may require special handling for correction of any problems. Dealers should refer to the Warranty and Policy Manual for specific policy direction on the differences in paint defects covered under the manufacturer's warranty and paint damage from transport. All paint damage from dealer storage and handling are the responsibility of the dealer.

1 Fluid Level Checks were removed for 2009MY and 2010MY effective 3/16/2009 with no reduction in the PDI labor allowance for 2009MY or 2010MY.

PREPARATION AND CONDITIONING REIMBURSEMENT

The dealer payment procedure is **unchanged** from the current process. Payment for preparation and conditioning on all Cars, Light Trucks and

Commercial Trucks is made on the dealer payment statement within 60 days of vehicle release for shipment and authorized for sale or "Pre-Sale". The 2011MY Preparation and Conditioning Reimbursement schedule will be published in the same location. PDI Labor Allowances for each vehicle will be populated on the schedule (one-page table) as each vehicle launches.

WHERE TO FIND THE PRE-DELIVERY INSPECTION SERVICE RECORDS / LABOR ALLOWANCE SCHEDULE

The location of all PDI materials is unchanged from the current location. To access the PDI materials and labor allowances from FMCDealer, choose Customer Satisfaction/Pre-Delivery Service Records.

To access the PDI materials and labor allowances from PTS choose the SLTS tab at the top of the PTS homepage, then choose Pre-Delivery Labor Time from the SLTS menu page.

QUESTIONS

- Dealer Payment to the Business Assistance Center via the Dealer Ask Ford tool on FMCDealer.com.
- This letter to Curt Ryan at cryan9@ford.com *updated 2/9/11*
- Access to PDI information on the PTS website to pts@ford.com