



February 2010 Update

## **Pre-Delivery Inspection (PDI) Frequently Asked Questions**

### **1. What is included in the Pre-Delivery Inspection?**

PDI content varies by vehicle. Dealers should follow the latest Pre-Delivery Service Record (check sheet) for each model year vehicle. It contains all the steps included in the PDI.

### **2. Where can I find copies of the PDI Service Records (check sheets)?**

All PDI materials are posted in the same location.

To access the PDI materials from FMCDealer:

1. Choose Customer Satisfaction
2. Choose Pre-Delivery Inspection (PDI)

To access the PDI materials from PTS:

1. Choose the SLTS tab at the top of the PTS homepage
2. Choose Pre-Delivery Labor Time from the SLTS menu page

### **3. Can I order copies of the PDI Service Records (check sheets) on the Dealer eStore?**

The PDI Service Records (check sheets) are not available for ordering on the Dealer eStore. PDI Service Records are vehicle and model year specific and are published just prior to vehicle launches and therefore cannot be printed and distributed through the eStore. Dealers need to access and print the PDI Service Records from their online location (see Q.2 above).

### **4. How much is the Dealer paid for performing the Pre-Delivery Inspection?**

The dealer payment for PDI is based on the PDI labor allowance for the specific vehicle. Reimbursement is calculated by multiplying the dealer's warranty labor rate (in effect at the time of the vehicle's release) by the PDI labor allowance for the specific vehicle.

### **5. How is the PDI labor allowance determined?**

The PDI labor allowance is developed like all other Service Labor Time Standards. The PDI labor allowance includes labor time to perform all the operations listed on the PDI Service Record (check sheet).

### **6. Why does the PDI labor allowance vary between vehicle lines and model years?**

The PDI labor allowance is based on the operations listed on the PDI Service Record (check sheet). The PDI operations can vary between vehicle lines and model years. Each vehicle is reviewed prior to launch for applicable operations that should be included. Also, sometimes 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. PDI labor allowances are subject to final time studies on vehicle-specific content and represent a cumulative labor time calculation based in tenths of an hour.

### **7. Can the PDI labor allowance be split out - how much of the PDI labor allowance is for the "clean up" operations?**

The PDI labor allowance is a Service Labor Time Standard. It includes the labor time to complete all of the operations listed on the PDI Service Record (check sheet). Like all Service Labor Time Standards, the elemental steps are never published. It is up to the dealer to determine any splits in the PDI labor allowance payment.

### **8. How are Dealers paid for the installation of loose ship items packaged with the vehicle?**

Payment for the installation of any loose ship items during PDI is included in the PDI labor allowance. All loose ship items should be listed on the "Loose Ship Label" (sticker) on the window of the vehicle.

**9. What is the difference between the installation of Loose Ship items and Factory Invoiced (dealer-installed) Accessories (FIA)?**

Dealers may need to install different items prior to delivery of the vehicle to the customer. If the items are packaged with the vehicle and listed on the "Loose Ship Label" (see Q.7 above) then the dealer payment for the installation is included in the PDI labor allowance. If the items are shipped separately to the dealer (typically shown on the window sticker as \*DLR INST ACCY\*) then they are considered "dealer installed accessories". Dealer payment for the installation of Factory Invoiced (dealer-installed) Accessories is automatically issued to the "ship-to" dealer's Miscellaneous Parts Statement. More information is available at the FIA web site of [FMCDDealer.com](http://FMCDDealer.com).

**10. Does the technician performing the PDI have to be "certified"?**

The operations included in the PDI do not require a certified technician. However, if the PDI technician discovers any problems during the course of completing the PDI (road test, etc), the vehicle should be turned over to authorized personnel in the Service Department to perform appropriate diagnostics and repairs (if applicable) per Ford Motor Company service publication procedures and warranty policies.

**11. How are Dealers paid for performing the Pre-Delivery Inspection?**

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".

**12. When are Dealers paid for performing the Pre-Delivery Inspection?**

When a vehicle is released by the assembly plant, it generates automatic payment to the "invoiced to" dealer, or to the drop ship location, if the drop ship location is a dealer. The automatic payment is a credit on the dealer's Payment Statement.

**13. Who gets the PDI credit for Courtesy deliveries?**

- If the drop ship location is another dealer, payment is made to the "drop ship" dealer.
- If the drop ship location is an authorized non-dealer drop ship location, payment is made to the "invoice to" dealer.
- For authorized fleet locations, payment will be made to the "invoice to" dealer.
- For authorized body and conversion companies, payment will be made to the "invoice to" dealer.

**14. How can a dealer get more information about a specific PDI payment on a specific vehicle?**

Dealers with specific questions about PDI payments for specific VINs need to contact the Business Assistance Center (BAC) using the Dealers Ask Ford tool on [FMCDDealer](http://FMCDDealer.com). The BAC can answer Dealer Payment Statement questions.

**15. Does a dealer have to perform the Pre-Delivery Inspection?**

It is a Sales and Service Agreement requirement to complete the Pre-Delivery Inspection. As a part of the PDI, dealers are required to confirm that all open recalls and field service actions have been completed prior to selling/delivering the vehicle to the customer.

**16. Does the dealer have to complete the Pre-Delivery Service Record?**

It is a Sales and Service Agreement requirement to maintain the PDI Service Record in the dealer's vehicle service file. Time to complete the PDI Service Record is included in the PDI labor allowance. The Company periodically inspects vehicles and reviews customer service files to verify that new vehicle PDIs are performed according to Company standards.

**17. What about vehicles delivered to locations other than the selling dealership?**

The selling dealer is responsible for the drop-off inspection and the PDI of vehicles delivered to locations other than the selling dealership. This includes all vehicles (fleet and retail) shipped directly from the assembly plant to a body builder or another dealer. The selling dealer must arrange for the inspection at time of carrier drop-off and the PDI through an authorized dealer or PDI contractor near the place of delivery. The PDI labor allowance will be paid directly to the "drop ship" dealer performing the courtesy delivery (see Q.12 above). The selling dealer is responsible for damage resulting from failure to arrange for proper PDI.

**18. What is the difference between the PDI Service Record (check sheet) and the Delivery Checklist?**

The PDI Service Record (check sheet) is used by dealer Pre-Delivery personnel to identify and record all the operations to prepare and condition the vehicle for sale prior to customer delivery. The Delivery Checklist is used by the dealer Sales personnel to identify and record all the items that they review with the Customer during the sales delivery process.