



Technician Hotsheet

July/August 2010

Notes:

To use the links in the articles below, you must be logged into the PTS website through FMCDealer.com. Direct links listed in articles may not work for all web browsers. If you have questions regarding any of the articles, please email PTS@Ford.com

Printable File

For a printable version of the Hotsheet, click on the graphic below.



2010 FORD/AAA STUDENT AUTO SKILLS COMPETITION

The 2010 Ford/AAA Student Auto Skills National Finals Competition took place on the front lawn of the Ford World Headquarters in Dearborn, Michigan on Tuesday, June 15, 2010. At the end of the 90-minute hands-on competition, the two-student team of McKenzie Nordland and Jonathan Anderson, and their instructor, James McFadgen, from Sheyenne Valley Area Career and Technology Center in North Dakota emerged as the winners.

Editor's Corner

The Technician Hotsheet is intended to keep you, the Professional Technician, informed of things that involve you. If you have ideas for articles you would like to see, format changes or any other feedback, please contact us at PTS@Ford.com

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This year marked the 61st anniversary of the competition which was founded in 1949 and is dedicated to quality auto service. Through the years it has been sponsored by various organizations. This was AAA's 26th year with the competition and the 16th year for Ford Motor Company as a co-sponsor. The competition is the largest of its kind and is for high school juniors and seniors interested in pursuing a career as an automotive technician. The competition tests students' automotive knowledge, workmanship and problem-solving abilities. It begins in February with an on-line test to find the top 10 two-student teams in each of the 50 states. Through April and May the top 10 teams from each state compete against each other in hands-on competitions. The winners in each state then advance to the National Finals which includes both a written test and a race against the clock to diagnose and properly repair intentionally "bugged" vehicles.

At this year's final showdown in Dearborn, McKenzie and Jonathan recorded the only "perfect" car as they correctly diagnosed and repaired all of the bugs without incurring any workmanship demerits.

Their instructor, James McFadgen, was not allowed to enter the field while the students were working on the car. The "bugs" in this year's competition included driveability (cranks/no start, runs rough), lighting (brake and turn lamps, headlamp) and interior and exterior electrical bugs (liftgate, seat, rearview mirror, windshield washer and horn) as well as two questions on the repair order that needed to be researched.

In 2010, approximately 10,500 automotive technology students from 958 Automotive Technology programs competed for a share in the record-high \$11.5 million in scholarships available through the state and national competitions.

Rounding out the top 10 teams in order of finish were Texas, Connecticut, South Carolina, Oregon, Kansas, Rhode Island, Washington, Hawaii and Michigan.

The Ford/AAA Student Auto Skills competition is just one of the many ways in which AAA and Ford Motor Company work with the automotive industry and local communities to build awareness of career opportunities in the automotive service industry and to ensure the development of a quality workforce that is equipped to respond to increasingly sophisticated auto repair challenges.

RTTP NEWS



44-piece Master Radio Removal Set

RTTP Part No. AST78444

\$55.17

ALWAYS FREE SHIPPING!



On the PTS Home page, select the Rotunda tab, then RTTP or [Click Here](#)

Features and Benefits

- Includes tools needed to install and remove radios from a large variety of vehicle makes
- Contains radio removal U-hooks, special wrenches and an assortment of keys specifically designed for many types of radios
- The entire 44 piece set comes in a handy blowmolded case for ease of storage

TRAINING UPDATES

New Technical Training Courses - 3rd Quarter 2010

Gas Engine Performance - Curriculum 31

With the increased availability of EcoBoost technology across Ford and Lincoln vehicles, a new 2-day classroom course for EcoBoost Gas Turbo Direct Injection (GTDI) has been added to the Gas Engine Performance Curriculum, Specialty 31. Classes begin in August 2010. Technicians who are currently certified in Gas Engine Performance will have until September 30, 2011 to complete the course.

Further information is available in the [Dealer Communication "Q3 2010 NEW Technical Training Courses" dated July 5, 2010.](#)

Electrical Systems - Curriculum 34

The course "SYNC/MyFord Operations and Testing" (Course Code 34S26W2) has been updated and was released in August 2010 concurrent with the launch of the 2011 Model Year Ford Edge and the Lincoln MKX. This course builds on the previous course to cover the new features, including integrated Navigation and Climate Control.

Technicians who are currently certified in Electrical Systems, Curriculum 34, will have until January 10, 2011 to complete this web

course to maintain their certification.

Further information is available in the [Dealer Communication "Q3 2010 NEW Technical Training Courses" dated July 5, 2010.](#)

New Technician Competency Requirement - Gas Engine Performance

Specialty 31, Gas Engine Performance, has been announced as the next Service Technician Specialty Training (STST) area to include Technician Competency Requirements. Claims edits will be implemented October 1, 2011.

The rollout sequence for the remaining STST certification areas is:

Specialty 32 - Gasoline Engine Repair

Specialty 36 - Manual Transmission and Drivetrain

Specialty 37 - Automatic Transmission and Drivetrain

Specialty 34 - Electrical Systems

The timing for these rollouts has not been established at this time.

For further information, see the [Dealer Communication "NEW Technician Competency - Gas Engine Performance" dated June 21, 2010.](#)

2010 Masters Program Curriculum Map

An updated 2010 Masters Program Curriculum Map is available on the Professional Technician Society (PTS) website. Go to the PTS website, then Tech Training tab > Masters tab > Curriculum Map tab. Or [click here](#).

STARS UPDATE

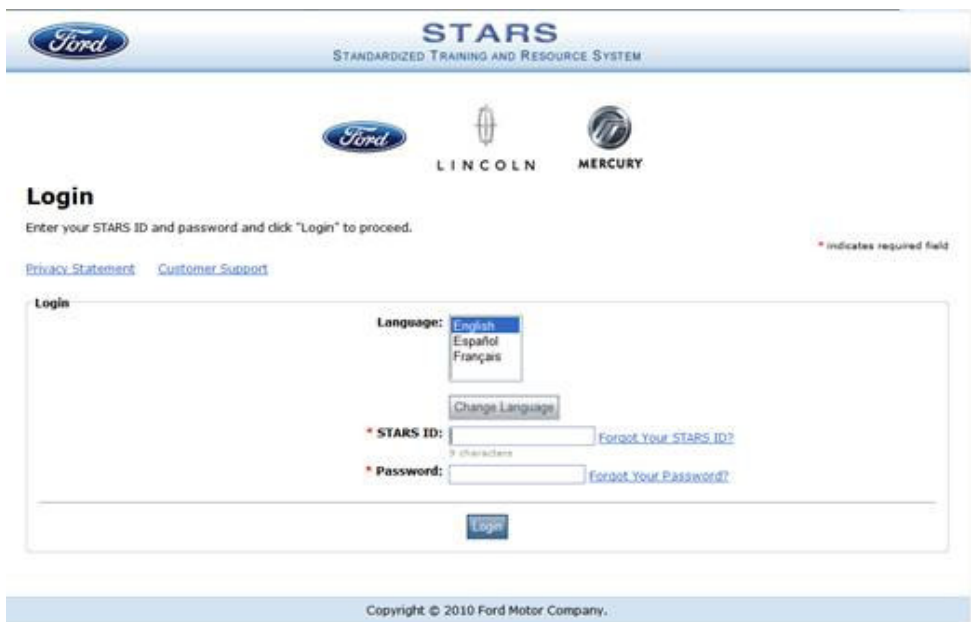
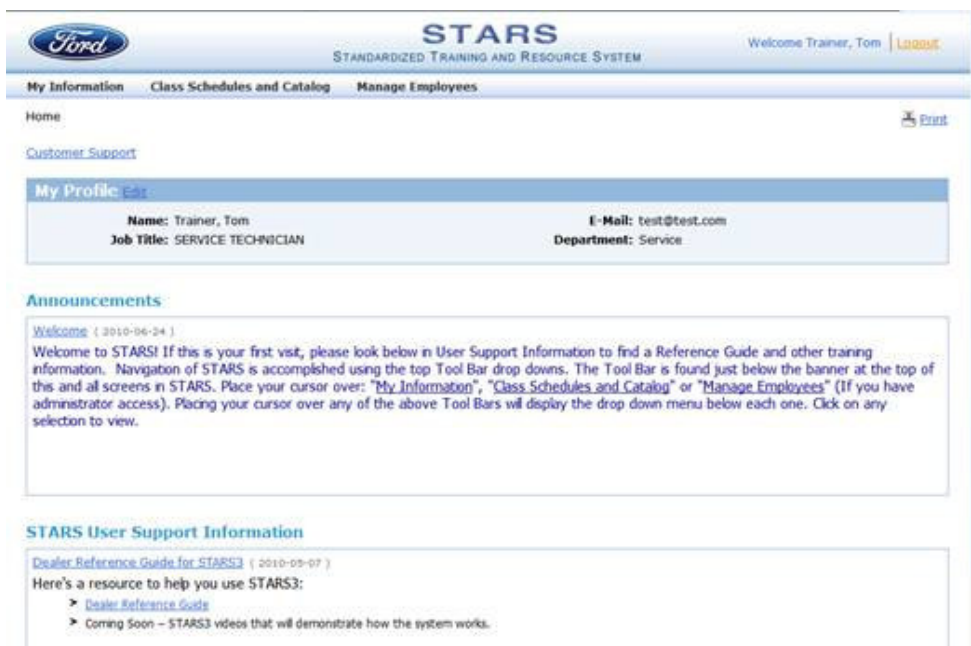
Announcing STARS Generation Three

A new version of STARS launched on Monday, August 9th. Users will see a completely new interface with improvements over STARS2. Key changes include:

- New Home Page with an Announcements section and User Support section.
- Ability to copy and paste, improved print functionality and ability to export lists to Microsoft Excel.
- Wait list Requests (formerly Course Requests) can be submitted for multiple training locations (up to 3). This requires administrator/manager access to STARS.
- Improvements to Certification Summaries and Planners

Click [HERE](#) for more information, FAQs and links to the **STARS3 Dealer Reference Guide** and a **Video Preview** of the new system.

Screen prints of the new Login screen and Home Page are below.

NEW MODEL INFORMATION

2011 Model Year Fiesta - New Powertrain Repair Procedures

The 2011 Model Year Fiesta features all new powertrains which will require special repair procedures. During launch, complete assemblies will be replaced in some instances instead of performing a repair. As with all powertrain warranty claims, the normal diagnosis, cost cap analysis and prior approval (if applicable) process should be followed.

For specific information on DPS6 automatic transmission and 1.6 TiVCT engine repairs, see the [Dealer Communication "2011 Fiesta Launch - New Powertrain Repair Procedures"](#) dated July 26, 2010.

RTDA UPDATE

Real Time Diagnostic Assistance (RTDA) Body Chassis Electrical (BCE) Amended

Effective with Repair Orders opened August 2, 2010, the Real Time Diagnostic Assistance (RTDA) Body Chassis Electrical (BCE) program has been amended. Changes include:

- Updated 2010 RTDA BCE project component list - Door latches, liftgate latches and decklid latches have been added
- SYNC diagnostic sheet improved

For further information, see the [Dealer Communication "2010 Real Time Diagnostic Assistance \(RTDA\) Body Chassis Electrical \(BCE\) Project Amendment" dated July 19, 2010.](#)

TOOL UPDATES

Ford Catalog Advantage Now Integrates Workshop Manuals and Service Labor Time Standards

The communication between dealership Parts and Service departments has been made more effective by the integration of Workshop Manuals and Service Labor Time Standards (SLTS) with Ford Catalog Advantage. Technicians are now able to quickly identify full part numbers for parts needed for vehicle repairs and forward more detailed parts requests to the parts department.

The integration is enabled when a VIN is used on the PTS website. It is set in motion by simply clicking on any "hot" or linked engineering base code referenced in the Workshop Manual or the SLTS tab in PTS. This action launches a web-based session of Ford Catalog Advantage and transfers the VIN and engineering base code. The Ford Catalog Advantage application will provide the complete service part number specifically for that vehicle.

A free 60-day trial of PTS Integrated access to Ford Catalog Advantage can be requested by contacting the Ford Catalog Advantage Support Center.

For further details, see the [Dealer Communication "NEW - Ford Catalog Advantage Now Integrates Workshop Manuals and Service Labor Time Standards \(SLTS\)" dated July 19, 2010.](#)

Cost Cap Tool - Recent Additions and Important Reminder

Cost Cap Tool Recent Powertrain Additions

The new powertrains for the 2011 Model Year F-Super Duty, Mustang and Fiesta have been added to the Cost Cap Tool and additional 2011 powertrains will be added as they are launched.

Please Note: The new DPS6 transmission used in the Fiesta is considered an "automatic transmission". For those dealers with Automatic Transmission Prior Approval requirements, prior approval is required before the replacement of a DPS6 transmission.

Important Reminder

As stated in Dealer Communication "[Launch of the New Web Based Powertrain Cost Cap Tool](#)" dated March 1, 2010, the use of the new Cost Cap Tool is **MANDATORY** on all applicable Warranty and Extended Service Plan covered repairs as outlined below. This requirement complies with the repair vs. replacement policy as stated in the Warranty & Policy Manual. The use of a "paper" cost cap repair estimate and the Cost Cap Reference Charts is no longer valid (except on 1999 and prior model year vehicles). Additionally, this requirement is in effect regardless of your dealership's prior approval requirements.

Complete information regarding the Cost Cap process and the new Cost Cap Tool can be found on FMCDealer > Parts & Service tab > Warranty tab > "Important Warranty Information" section > "Cost Cap Tool & Reference Charts" or by [clicking here.](#)

WARNING - An engine or transmission assembly that is replaced without first completing a cost cap estimate using the new Cost Cap Tool is subject to chargeback.

The Cost Cap Tool must be used on:

- **Warranty Covered Repairs**, whenever the total cost of the repair to a gas engine, diesel engine, automatic or manual transmission is expected to exceed the dollar threshold listed below and/or when it is likely that the replacement of the powertrain assembly may be the least expensive repair alternative
 - Diesel Engines: \$7000
 - Gas Engines: \$2500

- Automatic Transmissions: \$1500
- Manual Transmissions: \$1000
- **Extended Service Plan Repairs**, whenever the total cost of the repair or replacement of a gas engine, diesel engine, automatic or manual transmission is expected to exceed your dealership's established ESP Prior Approval Level.

Note: The new Cost Cap Tool must be used on all repairs when the parameters listed above are met. Additionally,

- The thresholds for warranty covered repairs listed above are NOT the actual "Cost Caps" for these powertrains, but are simply meant to provide guidance on when the Cost Cap Tool is to be used. The actual Cost Cap for an individual engine or transmission assembly is contained within the Tool and is based on your dealership's own unique labor rate and parts mark-up.
- Your dealership's prior approval requirements do not affect when the Cost Cap Tool is to be used. The Tool is to be used on all gas and diesel engines, automatic and manual transmissions repairs when the thresholds listed above are met.
- For 1999 and prior Model Year vehicles (which are not supported by the Cost Cap Tool) the current paper process and Cost Cap Reference Charts (dated May 1, 2009) should continued to be used.

Prior Approval Requirements

In accordance with the Warranty & Policy Manual, certain repairs and claims require prior approval. The dealership is responsible for obtaining and documenting authorization when required. Additionally, dealerships are responsible for following the prior approval programs that pertain to them. This information is available in [FMCDealer under the Parts & Service tab / Warranty tab.](#)

TECHNICIANS HONORED



2010 Senior Master Technician, Jeff McDaniel, is presented with his Senior Master Technician award by Chris Patton of Mike Patton Ford Lincoln Mercury in Lagrange, Georgia



Kevin Williams and Jody Case have received Master Technician Awards. Pictured here from left to right: Bill Jones (Engine Master), Tom Dovi (Service Manager), Kevin Williams (Chassis Master), Phillip Dovi (Dealer Principal), and Jody Case (Chassis Master) at Dovi Motors, Cortland, New York



Several Technicians of the Monaco Ford Service department recently achieved Master and Senior Master Certifications.

Pictured from left to right:

Parts and Service Director John Bona, James Handel Engine Master and Certified Diesel Tech. Mathew LaBrie, Engine Master and Certified Diesel Tech. Chris Weskowski, Senior Master Tech, Jason McCusker, Senior Master and Certified Diesel Tech. Jeremy Varga, Senior Master and Certified Diesel Tech. Andreas Dimoff Engine Master and Certified Diesel Tech. Todd Beaudoin, Engine Master, Mark Hansen, Chassis Master Eugene Alicona, Engine Master, and Service Manager Douglas D'Alessandro.

CONGRATULATIONS TO ALL FOR THEIR HARD WORK AND DEDICATION!!!!

WARRANTY ACTION NOTICES

Recently published Warranty Action Notices include the following topics:

- **Combo Cooler Field Service Action (FSA) Repair** - In March 2010 a Field Service Action (FSA) was released that addresses 2008 Model Year Escape and Mariner Combo Coolers (condenser with trans oil cooler attached). Repairs covered by this FSA should be charged to FSA Program Code 09B10.
- **Power Steering Reservoir Top-Off at Pre-delivery** - New vehicles should be delivered without topping off power steering bottles if the fluid level is between the min and max lines with the engine off.
- **Wiper Blade Replacements** - Wiper blades that have defects in workmanship or materials should be replaced according to the Warranty and Policy Manual.
- **EVAP Canister Replacement** - EVAP canisters being replaced should be inspected for impact / hard-contact witness marks. Warranty claims for canisters with obvious impact witness marks (scrape or scuff marks, compressed or bent brackets, etc.) will be denied.
- **Tire Claims** - New warranty claim forms should be used for every tire replacement. The claim form must be fully completed, including the customer's signature, before being submitted.
- **Wheel Claims** - Defective wheels should be replaced using the Job Aid provided on FMC Dealer, the Workshop Manual and the Warranty & Policy Manual.

[Click here to view the complete Warranty Action Notices](#)
