

This communication was originally posted on FMCDealer.com on Monday, October 12th

To: All Ford and Lincoln Mercury Dealers

Subject: Revisions to the existing Diesel Engine Components Prior Approval Program

Note: To access the attachments listed within this communication please proceed to the 'My Prior Approval Programs' section of the Warranty Guidelines page on FMCDealer.com

The existing Diesel Engine Components Prior Approval Program is being amended to remove four 6.0L components, and add one new 6.0L and two new 6.4L components. Overall the number of components requiring prior approval for this program is being reduced from six to five. These revisions apply to both Level 1 and Level 2 dealerships. In addition, the Prior Approval Requirements Table (**Attachment I**) has been updated to reflect these revisions. It is recommended that this letter and the attachments be printed and reviewed with your Parts and Service personnel.

COMPONENTS REQUIRING PRIOR APPROVAL

Effective with repair orders dated on or after November 2, 2009, any repair that requires the replacement of any of the following 6.0L or 6.4L Diesel Engine components listed below will require prior approval from the Technical Hotline. These prior approval requirements apply to both Level 1 and Level 2 dealers and to all repairs performed under the New Vehicle Limited Warranty (including the Powertrain and Diesel Engine and Emissions Warranty) and the Service Part Warranty.

6.0L Diesel Engine:	
6049	Cylinder Head *
6051	Head Gasket *
9E527	Fuel Injector (s)

6.4L Diesel Engine:	
9A543	High Pressure Pump
9E527	Fuel Injector (s)

* When diagnostics lead to the 6049 (Cylinder Head) or 6051 (Head Gasket) prior approval must be obtained before removing the Cylinder Head(s)

Note: These revised prior approval requirements apply to both Level 1 and Level 2 Dealers but with some exceptions. Please refer to the Prior Approval Requirements Table applicable to your dealership (Attachment I above) for additional details.

Please refer to Attachment II for the Warranty Prior Approval Dealer Process and Responsibilities.

COMPONENTS NO LONGER REQUIRING PRIOR APPROVAL

Effective with repair orders dated on or after November 2, 2009, prior approval for replacement of the following 6.0L Diesel Engine components is no longer required:

6K682	Turbocharger Assembly
9A543	High Pressure Oil Pump
9P456	EGR Cooler
6A642	Oil Cooler *

* The use of the Oil Cooler Heat Exchanger Kit, Part# 3C3Z-6A642-CA, does not require prior approval

REAL TIME DIAGNOSTIC ASSISTANCE (RTDA) PROGRAM

The 2009 RTDA program on 6.0L & 6.4L Diesel Injectors and 6.4L High Pressure Pumps that was originally in effect for selected dealerships will expire on October 19, 2009.

For dealership's participating in this RTDA program the following applies:

- For 6.0L and 6.4L Diesel Injector and 6.4L Diesel High Pressure Pump claims with repair orders **dated on or after October 19, 2009**, prior approval or a prior approval code is no longer required for the claim to be eligible for warranty payment.
- For 6.0L and 6.4L Diesel Injector and 6.4L Diesel High Pressure Pump claims with repair orders **dated prior to October 19, 2009** are subject to the following conditions:
 - All claims that have been denied remain ineligible for warranty payment.
 - Approved, but un-submitted warranty claims should include the approval code when entered into ACES.
 - All claims that are in process, but not approved or denied, are eligible for payment without a prior approval code from RTDA.

Other RTDA programs remain in effect and are not changed by this communication.

As stated previously, effective with repair orders dated on or after November 2, 2009, prior approval will be required for these components through the Technical Hotline.

LABOR OPERATION CODE FOR PRIOR APPROVAL ADMINISTRATION

Technicians will be paid for completing the prior approval component data sheet on the PTS website. Labor operation 6005PA will pay 0.3 hours for all applications. Included in this allowance is time to complete the online prior approval request form and subsequent contacts if necessary.

COMPONENT REPLACEMENTS COMPLETED WITHOUT PRIOR APPROVAL

If a prior approval code is not obtained from the Technical Hotline prior to replacing any one of the select components listed above, the warranty claim will be returned unpaid.

As a reminder, Dealers are responsible to be aware of the prior approval programs that pertain to them. Your dealership's prior approval programs are available in FMCDDealer / Parts & Service tab / Warranty tab / What are My Prior Approval Programs?

TECHNICAL GUIDE

It is recommended that Service Department Personnel technicians utilize the technical guide (Attachment III) included in this communication to ensure the proper diagnostics have been performed before requesting prior approval.

QUESTIONS

For additional clarification of the requirements of Warranty Prior Approval Programs please refer to the Warranty Guidelines page, within the Parts & Service Tab of FMCDDealer homepage. Questions about this prior approval program can be directed to Pete Bandoske, at pbandosk@ford.com or 313-317-9109.