

On Target

FALL 2008



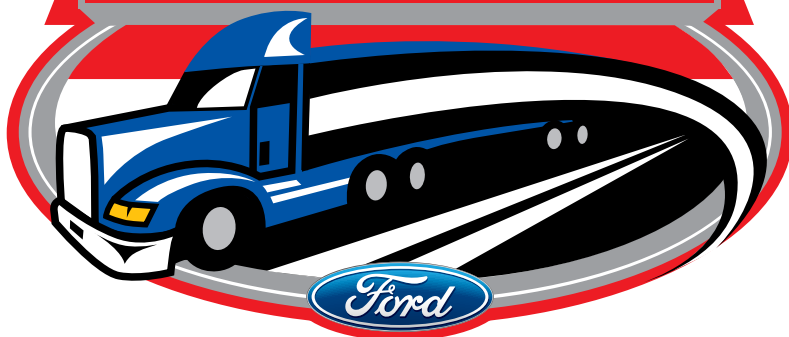
**GENUINE
PARTS**

For Ford, Lincoln and Mercury Wholesalers and the Collision Repair Industry

FORD COLLISION TRUCKLOAD PROGRAM OFFERS COMPETITIVELY PRICED PARTS FOR REPAIRERS

FCSD

**COLLISION TRUCKLOAD
PROGRAM**



Forty-eight new parts are now available through Ford Customer Service Division's (FCSD) Collision Truckload Program, including parts for the popular Focus, Escape, Explorer and F-Series vehicle lines.

"We're always looking to expand our product offerings so more dealers are able to effectively participate in the program," said George Gilbert,

Truckload Program manager for FCSD. "We're now offering products in 12 part categories, which provides more flexibility for our dealers and greater value to insurers, repairers and vehicle owners."

All of the 48 parts added to the program are offered at reduced list prices. The list-price

reductions, in combination with other cost savings, are passed on to all collision repair shops that purchase the high-volume truckload parts through participating Ford and Lincoln Mercury dealers.

390+ high-volume collision parts are now available on Ford's Collision Truckload Program.

back the increasing threat of aftermarket parts."

The Truckload Program is updated with new parts twice annually and recently added a new product line, isolators / impact bars / shafts. All Ford or Lincoln Mercury dealers are eligible to purchase parts offered on the program via its ordering web site found on www.FMCDealer.com.

"Each year the program improves with additional products and features," Gilbert added. "Today, the Truckload Program is the primary tool in assisting dealers to turn

"We're now offering products in 12 part categories, which provides more flexibility for our dealers and greater value to insurers, repairers and vehicle owners." – George Gilbert, Truckload Program manager for FCSD.

For more information on the Truckload Program or its offerings, contact your local Ford or Lincoln Mercury collision parts wholesaling dealer or the Ford Collision Parts Hotline at cphelp@ford.com.

The chart on page 2 details the part numbers added to the program on October 1, 2008.

On The Inside

- **Ford-Recommended Steel Reparability Matrix**
- **New Technical Service Bulletins**
- **Collision Industry News**



INSIDE THE INDUSTRY

Allstate Follows Suit on Clip Repairs

Allstate has followed the lead of State Farm, announcing recently it will no longer specify full-body sectioning procedures on its estimates. The insurer said that while the controversial practice – known as a “clip repair” – still may be a viable procedure on many vehicles, the increasing use of newer metals in modern vehicles may prevent it “from facilitating a quality repair.”

While Allstate says it has stopped specifying the procedure, it still will authorize it when a repairer considers it appropriate, has the proper training and equipment, and the claimant has given his approval. State Farm announced in August it was halting the practice. Several automakers, including Ford, have issued position statements against the use of clip repairs.

California Gets Paint Capping; Anti-Steering and Invoicing Vetted

Collision repairers in California can claim victory in two out of three recent legislative decisions. First off, the governor has signed into law a bill (SB 1371) that prohibits insurers from setting arbitrary limits – called “capping” – on reimbursements for paint and materials. That goes into effect January 1st.

In another repairer-friendly decision, the governor has vetoed the CAPA-supported bill (AB 2825) that would have required repairers to provide copies of invoices to customers for crash parts costing more than \$50 and include a statement on the invoice that part switching is illegal. The measure was opposed by both the California Autobody Association and the Collision Repair Association of California, and was similar to a bill vetoed last year.

On the down side, Gov. Schwarzenegger also has vetoed an anti-steering bill (SB 1167), citing a delay in passing the state's budget and that it was not of the highest priority right now. The proposal, as amended, called for the creation of a task force to study the steering issue.

Labor Rate Survey Law Stands in RI

A Rhode Island Superior Court Judge has ruled that the language of a state law clearly requires every insurer in the state to conduct a labor rate survey and use that as the sole factor in determining rates. The decision is being hailed by the Auto Body Association of Rhode Island, which filed the suit after the state's department of business regulation ruled the law's language was open to interpretation. Insurers, which reportedly had been using several sources to determine labor rates, including estimating system reports, have filed an appeal with the state Supreme Court.

Traffic Volume Continues to Decline

U.S. motorists continue to drive less than they did a year ago. According to the Federal Highway Administration, the vehicle miles traveled (VMT) dropped 3.6 percent in July, representing about 9.6 billion fewer miles than July 2007. That's the ninth straight month of decline. Through the first seven months of this year, the government reports VMT is down about 52 billion miles, or 3.0 percent.

LKQ Acquisitions

LKQ Corporation has purchased two more businesses. The most recent is Automotive Rebuilders Supply Co., a heavy-duty truck recycled parts operation in Chicago. This is the company's third acquisition in the recycled truck industry, and is said to give it a distribution point in the Midwest. Its trailing 12-month revenue was about \$9.5 million.

In August, LKQ completed its purchase of Pick-Your-Part Auto Wrecking, an auto recycler based in California with nine locations. LKQ says it paid 60% of the purchase price utilizing common stock.

Continued on page 3

October 1, 2008, Additions to Ford Collision Truckload Program Parts List

Wheels	MY	Vehicle	Part Description
1L2Z-1007-DACP	02-05	Explorer/Mountaineer	16-Inch Steel Wheel
4C3Z-1007-KACP	99-04	F-Series (over 8500)	Aluminum Wheel
F81Z-1015-AACP	99-04	F-Series (over 8500)	Steel Wheel
1W7Z-1130-AACP	98-02	Crown Victoria	Wheel Cover
Header Panels / GOR-GOPs	MY	Vehicle	Part Description
F85Z-8A284-AACP	98-02	Navigator	Radiator Grille Opening Panel
1W1Z-8A284-AACP	98-02	Town Car	Radiator Grille Opening Panel
5W1Z-8A284-AACP	03-05	Town Car	Radiator Grille Opening Panel
Mirrors	MY	Vehicle	Part Description
1C3Z-17682-AABCP	01-07	F-Series (over 8500)	Mirror RH
1C3Z-17683-AABCP	01-07	F-Series (over 8500)	Mirror LH
1L5Z-17682-BAACP	01-05	Explorer Sport Trac	Mirror RH
1L5Z-17683-BAACP	01-05	Explorer Sport Trac	Mirror LH
2C2Z-17682-AACCP	03-06	Econoline	Mirror RH
2C2Z-17683-AABCP	03-06	Econoline	Mirror LH
6F1Z-17682-BCP	06-07	Taurus/Sable	Mirror RH
6F1Z-17683-BCP	06-07	Taurus/Sable	Mirror LH
Lighting	MY	Vehicle	Part Description
1L5Z-13008-AACP	01-05	Explorer Sport Trac	Right Headlamp
1L5Z-13008-BACP	01-05	Explorer Sport Trac	Left Headlamp
7F2Z-13008-ACP	04-07	Freestar/Monterey	Right Headlamp
7F2Z-13008-BCP	04-07	Freestar/Monterey	Left Headlamp
7S4Z-13008-CCP	04-07	Focus	Right Headlamp
7S4Z-13008-DCP	04-07	Focus	Left Headlamp
YL8Z-15200-AACP	01-04	Escape/Mariner	Right Fog Lamp
YL8Z-15200-ABCP	01-04	Escape/Mariner	Left Fog Lamp

Lighting	MY	Vehicle	Part Description
4L2Z-15200-BACP	01-05	Explorer Sport Trac	Right Fog Lamp
4L2Z-15200-CACP	01-05	Explorer Sport Trac	Left Fog Lamp
4L9Z-15200-AACP	02-05	Mountaineer	Right Fog Lamp
4L9Z-15200-BACP	02-05	Mountaineer	Left Fog Lamp
Radiators	MY	Vehicle	Part Description
3W1Z-8005-AHCP	03-05	Crown Victoria	Car Radiator
4R3Z-8005-CACP	05-08	Mustang	Car Radiator
6E5Z-8005-CCP	06-08	Fusion/Milan/MKZ	Car Radiator
3C2Z-8005-ACP	03-04	Econoline	Truck Radiator
6C3Z-8005-DACP	04-07	F-Series (over 8500)	Truck Radiator
4C3Z-8009-BACP	04	F-Series (over 8500)	Truck Radiator
Fascias	MY	Vehicle	Part Description
YL8Z-17K835-EAACP	01-04	Escape	Rear Bumper Fascia
1L2Z-17K835-ZACP	02-06	Explorer/Mountaineer	Rear Bumper Fascia
2L2Z-17D957-SACP	02-05	Explorer/Mountaineer	Front Bumper Fascia
3F2Z-17D957-RAACP	04-07	Freestar/Monterey	Front Bumper Fascia
4L1Z-17D957-HAACP	04-08	Expedition	Front Bumper Fascia
5G1Z-17D957-BABCP	05-08	Taurus/Sable	Front Bumper Fascia
Steel Bumpers	MY	Vehicle	Part Description
4L3Z-17757-EACP	04-08	F-150/Mark LT	Front Bumper
6L3Z-17757-AACP	06-08	F-150/Mark LT	Front Bumper (Chrome)
YL2Z-17906-BAACP	99-01	Explorer	Rear Bumper
YL3Z-17906-FACP	97-03	F-150	Rear Bumper
4L3Z-17906-BACP	04-07	F-150/Mark LT	Rear Bumper (Chrome)
4L3Z-17906-HACP	04-07	F-150/Mark LT	Rear Bumper
7C2Z-17906-ECP	07-08	Econoline	Rear Bumper
7C2Z-17906-GCP	98-07	Econoline	Rear Bumper (Step)
8L3Z-17906-BCP	06-08	F-150/Mark LT	Rear Bumper (Step)

LEGISLATIVE UPDATE

Gov. Entity	Bill Number	Bill Status and Description
AL	H 63	Died in comm. Prohibited insurers from recommending or requiring use of a specific shop . Did not apply to glass claims.
CA	S 1059	Defeated in comm. Amended version required disclosure of aftermarket parts use at sale of insurance policy, and prohibited requiring use for first three years.
	S 1167	Vetoed. Amend. version called for task force on steering .
	A 2825	Vetoed. Amend. version required statement on invoice that using parts other than those on estimate without approval is unlawful . Opposed by California Autobody Association.
	S 1371	Signed; effective 1/1/09. Prohibits insurer capping of paint and material charges.
CT	H 5152	Signed; effective 1/1/09. Requires notice of consumers' right to choose shop .
	S 288	Died in comm. Would have strengthened existing anti-steering law.
IA	H 2122	Died in comm. Prohibited insurer requirement to buy parts from specific vendors.
	S 2326	Died in comm. Companion to H 2122.
	H 2555	Signed; effective 7/1/08. Creates consumer advocate in insurance dept.
KS	H 2653	Died in comm. Prohibited insurers from influencing choice of shop once consumer has made a selection. Prohibited limiting payment on basis repair would cost less elsewhere.
	H 2655	Died in comm. Required insurers use an estimating system in its entirety. Did not apply to DRP shops.
	H 2652	Died in comm. Motor Vehicle Physical Damage Appraisal Act.
MD	H 1057	Signed; effective 10/1/08. Consumer disclosure requirements; doesn't include parts.
MA	H 945	Died in comm. Required disclosure and written consent for use of aftermarket parts.
	H 1098	Died in comm. Required disclosure of aftermarket parts in estimate.
	H 4892	Died in comm. Right to Repair Act . (Formerly H296).
	H 5056	Passed House 7/31/08; referred to Senate Ways and Means . Insurer steering , supplement and shop equipment rules.
MI	H 4778	In committee. Prohibits insurers from owning repair shops .
MN	S 3508	Signed; effective 8/1/08. Prohibits insurer disregard of estimating systems .
	H 3823	Died in comm. Prohibited insurers from owning repair shops .
MO	S 775	Died in comm. Required insurers inform vehicle owners of right to choose shop .
	S 868	Died in comm. Required insurers use an estimating system in its entirety.
NJ	A 803	Carries over to 2009. Right to Repair Act .
	S 1334	Carries over to 2009. Right to Repair Act .
NY	A 11693	Sent to governor. Allows insurers 5% rate adjustment without approval.
	A 5817	In committee. Right to Repair Act .
	S 7001	In committee. Right to Repair Act .
OK	H 2820	Died in comm. Right to Repair Act .
	H 3245	Died in comm. Right to Repair Act .
RI	H 7994	Died in comm. Would have banned insurance deductible rebates .
	H 7146	Died in comm. Allowed customer to designate representative to authorize repairs.
	H 7719	Died in comm. Prohibited insurers from owning repair shops .
	H 7144	Died in comm. Required independent appraisal for damage in excess of \$1,500.
	H 7621	Died in comm. Required any total-loss vehicle to have title stamped "for salvage parts only."
	S 2613	Died in comm. Repealed labor rate survey requirement.
TN	S 4208	Signed; effective 1/1/09. Updates unfair claims practices .
UT	S 149	Signed; effective 1/1/09. Increases mandatory minimum auto liability insurance .
VT	Bulletin	DMV issued safety advisory recommending consumer notification when remanufactured wheels used.
VA	S 697	Signed. Prohibits insurers from setting arbitrary limits on paint and materials.
WA	H 3053	Died in comm. Prohibited insurers from recomm. auto glass shop if choice already made.
	H 3056	Died in comm. Disclosure and written consent for use of aftermarket parts for five years/warranty period.
	H 1112	Died in comm. Written consent for use of aftermarket parts for five years/warranty period.
WI	S 181	Failed. Prohibited insurers from requiring use of a specific shop for estimates or repairs; amendment excluded glass repair.
U.S.	HR 5638	In subcommittee. Repair part exception to U.S. patent law. Seven co-sponsors.
	S 1145	Patent Reform Act of 2007 .
	HR 2694	In committee. Right to Repair Act . 54 co-sponsors.

INSIDE THE INDUSTRY

Continued from page 2

OEM1Stop.com Expands

OEM1Stop.com – the automakers' collaborative effort to make OEM collision and mechanical repair information as easy to find as possible – has improved its offerings in recent months. Links to the Porsche, Audi and Subaru repair sites have been added, bringing the number of brands now available to 33, while separate buttons now give repairers a clear choice on whether they'd like GM's collision or mechanical information.

At the same time, the site is becoming more accepted and visible around the industry, with links to it popping up on the web sites of numerous other organizations, including DuPont, CIECA, the California Autobody Association, Montana Collision Repair Specialists, Nebraska Autobody Association and VeriFacts Automotive to name a few.

CRA Gets New Leader

The Collision Repair Association of California has a new president. Shop owner Lee Amaradio has been selected to replace Gene Crozat, who was a founding member and led the group the last two years. Amaradio says the CRA will continue to focus on reducing illegal insurer steering and reducing insurer payment disputes.

Audatex Manual to Include CIC "Best Practices"

Audatex says that its updated 2008-2009 Database Reference Manual will include the "Best Practices Guidelines" approved earlier this year by the Collision Industry Conference. The document lays out minimum expectations for repairers and insurers during the collision repair process.

Study Shows OEM Glass Rarely Requested

A recent study finds very few people ask for OEM glass when seeking a glass repair or replacement. The glassBYTES.com/AGRR magazine survey of 400 repair shops finds 51 percent indicate that 10 percent or fewer of their customers request OEM glass. Only 17 percent of those shops responding say that a majority of customers ask for OEM, while six percent report they've never had an OEM glass request.

Progressive Suit Against Repairer Dismissed

New York shop owner Greg Coccoaro has scored a victory in his legal battle with Progressive Insurance. A judge in New York has dismissed the insurer's fraud case against Coccoaro, ruling it failed to offer sufficient and credible evidence. Progressive says it plans to appeal.

That case is just half of the legal dispute involving the two. The other half has the repairer suing Progressive for alleged deceptive business practices and steering business away from his shop. That case originally sought \$40 million in damages, but five of the eight counts have since been dismissed, dropping the suit to \$15 million. The case is currently in discovery with no court date set.

Collision Severity Down, Frequency Up

Collision claim severity and frequency both bucked recent trends last year. That's according to the Insurance Information Institute, which says the average physical damage claim cost \$3,131 in 2007, down 1.8 percent from the previous year. The Institute reports the average cost has increased 37.7 percent since 1998, when it was \$2,273.

Meanwhile, the frequency of collision claims, which had been steadily slipping, actually rose 5.3 percent last year. Since 1999, however, claim frequency is down 10.3 percent.

Ford Provides Repairers Information on Steel Reparability

Ford Motor Company has released a Steel Reparability Matrix that outlines the auto manufacturer's recommended procedures for repairing several grades of steel that are found on current and future Ford vehicles.

In addition to following the repair guidelines in the matrix, repairers should also reference Ford-vehicle repair manuals, which can be accessed through the web-based automotive original equipment manufacturer technical information resource, www.OEM1STOP.com.



Ford-Recommended Steel Reparability Matrix

Grade	Trade Descriptions	Welding Method			Cold Repairs	Use of Heat for Repair	Temperature Range	Maximum Heat
		MIG	RSW	MIG Braze				
Mild Steel	Mild	Yes	Yes	NA	Yes**	Yes	Up to 1200°F (650°C)	90 sec. X 2
Laminate Steel	Quiet Steel	No	Yes	No	Yes**	No	N/A	N/A
Bake Hardened	BH 180, BH 210, BH 250, BH 280	Yes	Yes	Yes	Yes**	Yes	Up to 1200°F (650°C)	90 sec. X 2
Solid Solution-Strengthened		Yes	Yes	Yes	Yes**	Yes	Up to 1200°F (650°C)	90 sec. X 2
High Strength, Low Alloy	HSLA 250, HSLA 350, HSLA 550	Yes	Yes	Yes	Yes**	Yes	Up to 1200°F (650°C)	90 sec. X 2
Dual Phase <= 600 Mpa UTS (particular to 780 and 980 grades)***	DP 500, DP 600	Yes*	Yes	Yes	Yes**	No	N/A	N/A
UHSS Martensitic Boron****	Bare Boron USIBOR	Yes* (plug weld only)	Yes	Yes	No	No	N/A	N/A
TRIP	TRIP 590, TRIP 780, TRIP 980	N/A	N/A	N/A	N/A	N/A	N/A	N/A

NOTE: MIG Braze allowed for non-structural applications only.

* Mig Plug Only, NO STITCH WELDING.

** Cold repairs can be performed if damage excludes kinks. May section only if Workshop Manual procedure allows.

*** Dual phase Steels DP 700, DP 780 and DP 980 must be replaced at factory joints, no sectioning unless Workshop Manual procedure allows.

**** Boron components must be replaced at factory joints, no sectioning allowed.

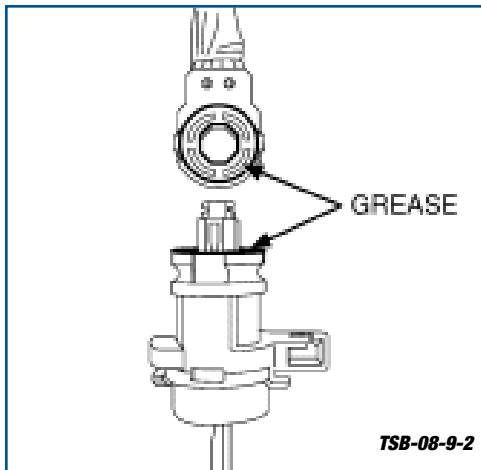


NEW TECHNICAL SERVICE BULLETINS

Ford Motor Company has released several collision repair-related Technical Service Bulletins (TSB) in recent months, each covering important information repairers need to fix their customers' vehicles right the first time. Here's the rundown:

TSB 08-9-2 – Un-Commanded Perimeter Lighting

Warns of a possible un-commanded activation of the perimeter lighting feature (headlamps / park lamps / side-marker lamps) in some 2007-08 Mustang models due to a water-induced short to ground in the door disarm switch. The procedure describes how to prep the area properly to prevent future leaks and install a new door disarm switch.



TSB 08-9-10 – Coolant Leak at Upper Radiator Hose Connection

Inform technicians that some 2008 Focus vehicles built through October 31, 2007, may exhibit a coolant leak at the upper radiator hose to radiator connection area. The service bulletin explains that the leak could be caused by a cracked plastic upper hose clamp and outlines how to replace the broken clamp if needed.

TSB 08-10-4 – Peeling / Blistering / Wrinkling Chrome Grille

Educates repairers that some 2007-08 Explorer Sport Trac and 2006-08 Explorer SUVs may experience a peeling, blistering or wrinkling chrome grille. If such a condition exists the grille should be replaced according to the Work Shop Manual, Section 501-08.

TSB 08-18-3 – Power Liftgate Noise

Educates repairers that some 2007-08 Expedition and Navigator SUVs equipped with the power liftgate function may exhibit a grunt / groan / squeal noise when powered to open and / or close. The service bulletin recommends replacing the power liftgate actuator / lift rod.

TSB 08-19-4 – Rear Power Windows Operate Slow / Bind / Stick

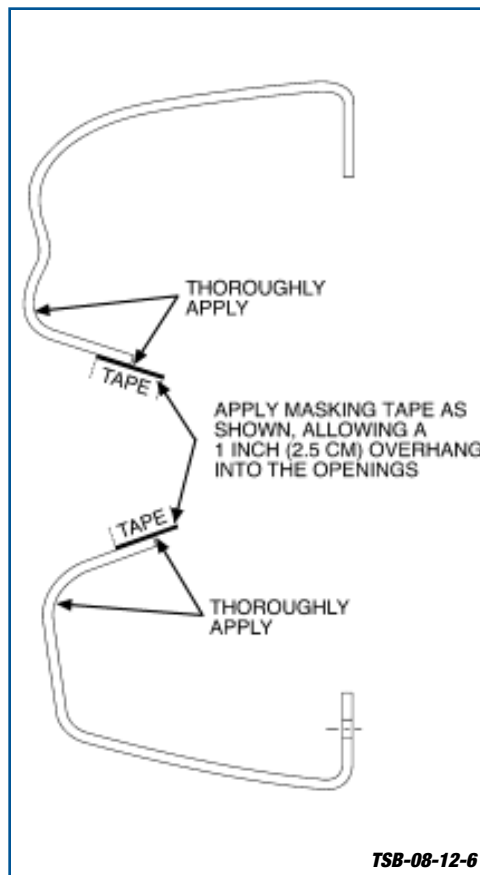
(Supersedes TSB 08-13-4)

Inform that some 2008 Expedition and Navigator vehicles built on or before October 8, 2007, may have rear power windows that operate slowly or stick and bind when opening and closing. The procedure suggests replacing the rear door glass top run on the affected window and that the repairer inspect the outer glass weather strip for correct positioning while the vehicle's door panel is off.

TSB 08-12-6 – Rust Stains on Front Bumper Vent and Fog Lamp Openings

(Supersedes TSB 06-15-11)

Warns that some 2004-05 F-150, 2005 Excursion and 2005-08 Super Duty vehicles may have signs of rust on the edges of the front bumper center vent and both fog lamp openings. The bulletin provides a detailed service procedure to correct the condition if the vehicle owner has properly maintained the bumper according to the manufacturer's warranty.

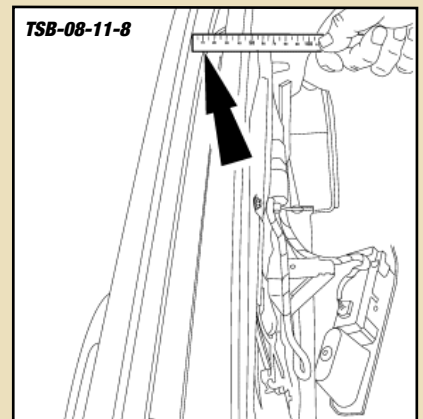
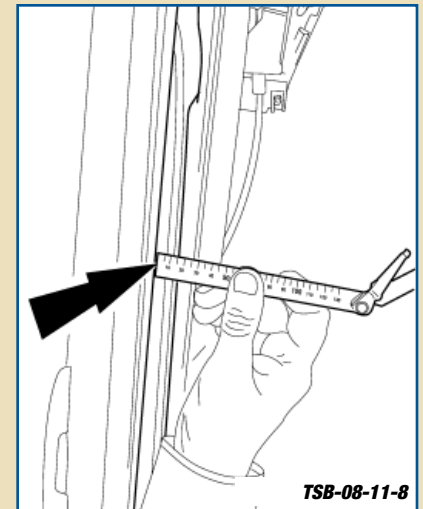


TSB 08-11-8 – Door Glass Scratches / Slow Movement; Window Regulator Noise

(Supersedes TSB 07-12-10)

Advise that some 2006 Zephyr, 2007-08 MKZ and 2006-08 Fusion and Milan vehicles may exhibit slow door glass movement and window regulator noises on the driver and passenger-side front doors, along with vertical door glass scratches.

The noise and glass scratches may be the result of a too tight door-opening dimension between the inner and outer door panels. The service bulletin recommends measuring the opening between the inner door panel and outer sheet metal. If the dimension is too tight, the door inner and outer panels need to be spread apart.



Get it right.



From the source.

Ford and Lincoln Mercury Dealers are the one-stop source for all of your collision repair needs.

Not only are they a great source for technical and repair information, their Ford Motor Company Genuine Parts can help your body shop reduce cycle time, improve relationships with insurance companies and satisfy customers. So call your local Ford or Lincoln Mercury Wholesaling Dealership today for all your Genuine Parts needs.



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SHARE YOUR THOUGHTS

The purpose of *On Target* is to provide Ford and Lincoln Mercury dealership parts departments and independent collision repair shops with the general and technical information needed to deliver efficient, high-quality repairs to Ford, Lincoln and Mercury vehicle owners. In addition, information on parts wholesaling policies and procedures, and collision repair industry activities will be featured. *On Target* is scheduled for publication three times a year.

Your comments and article ideas are welcome. Contact *On Target* via fax (313)271-3055, by e-mail at cphelp@Ford.com or by sending a note to Crash Parts Headquarters, P.O. Box 490, Dearborn, MI 48121.

Additional copies of *On Target* are available through Ad Creator or at FMCDealer.com. Independent collision repair shops should contact their Ford or Lincoln Mercury wholesaling dealer. *On Target* is also available free of charge at Motorcraft.com under technical resources/quick guides.

OnTarget

Produced for Ford and Lincoln Mercury wholesaling dealers and their collision repair customers.

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George Gilbert

Contributors

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Andrea Presnell Kim Jennings



Dealer Return Address Here



Dealership Information

Crash Parts Order Form

Use this form to provide us with the information necessary to make certain we deliver the right parts on time ... the first time!

The information below can be found on the certification label located on the driver's side door jamb.
If the vehicle is damaged in this area provide us with the Vehicle ID# located on the driver side front corner of the dashboard.

VEHICLE ID#	(Need all 17 Digits)				
TRIM CODE		YEAR		DAMAGE AREA (Circle)	
MLDG. CODE		MAKE		FRONT	REAR
BODY CODE		PHONE:	()	LEFT SIDE	RIGHT SIDE
CONTACT:			SHOP:	UNDERBODY	LEFT / RIGHT

2009 FORD F-150

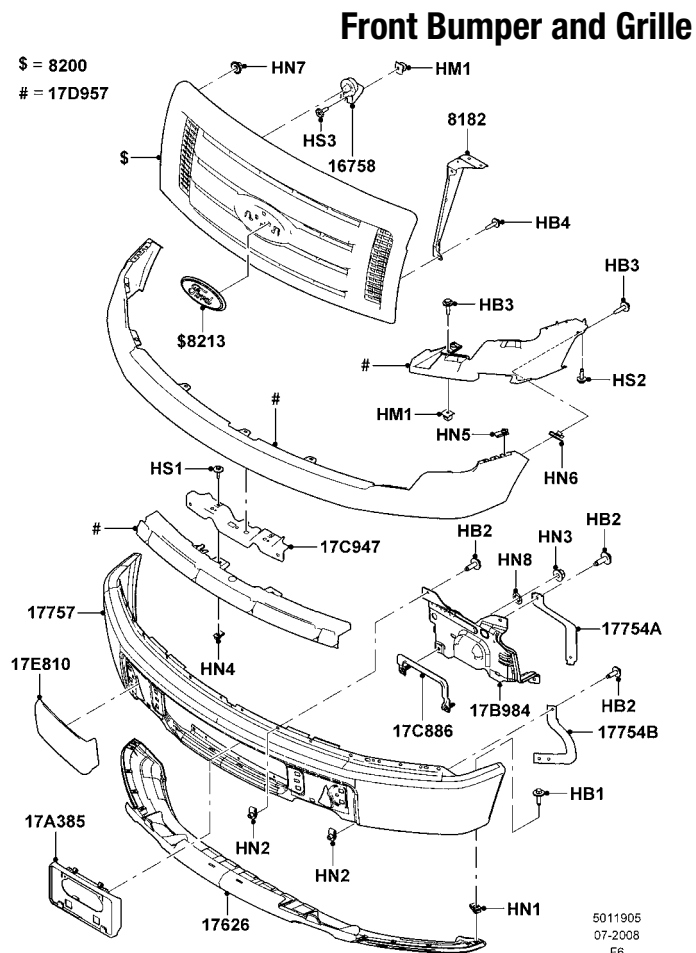
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PARTS ORDER

Date Needed:

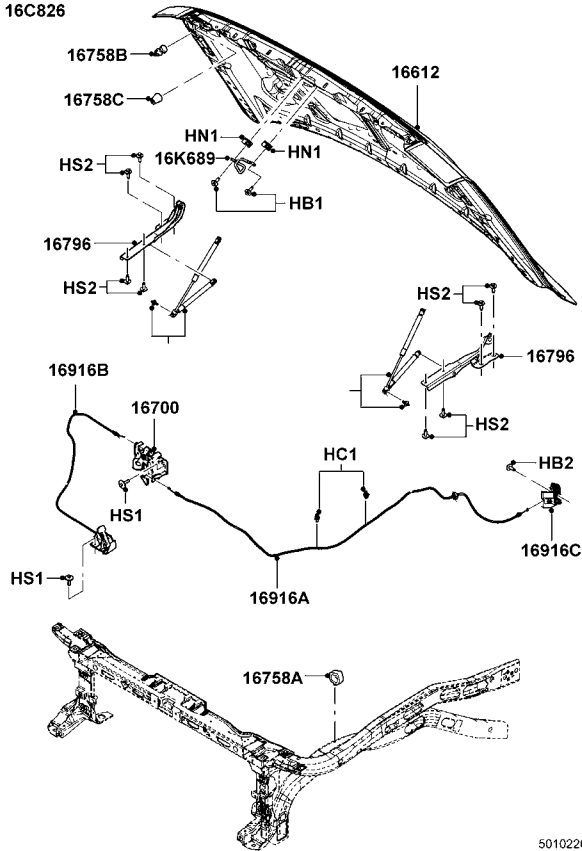
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NOTE: Refer to vehicle diagrams for part identification and numbers.



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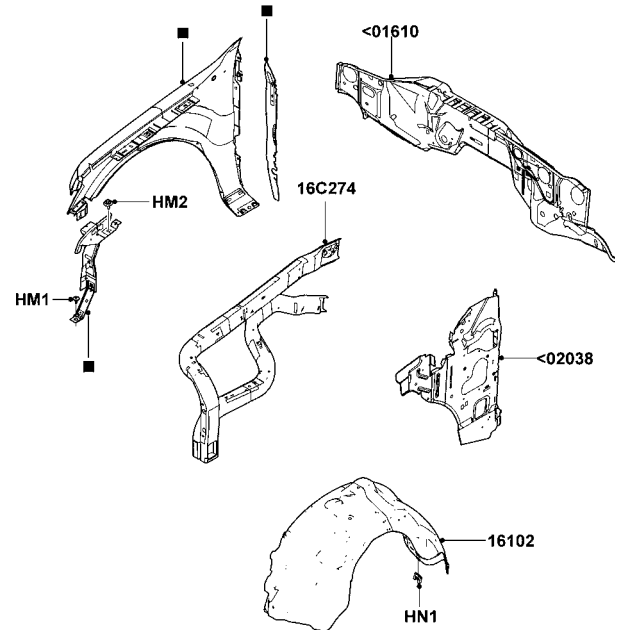


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Fender

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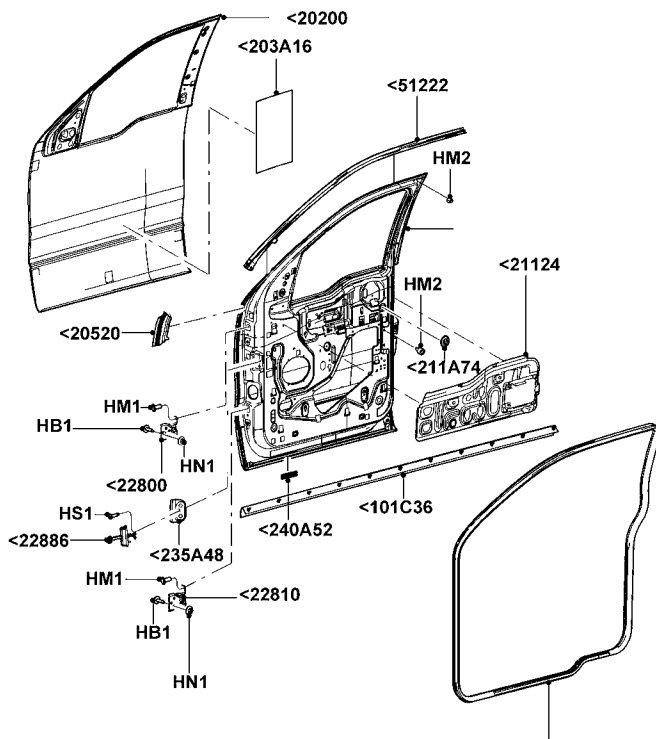


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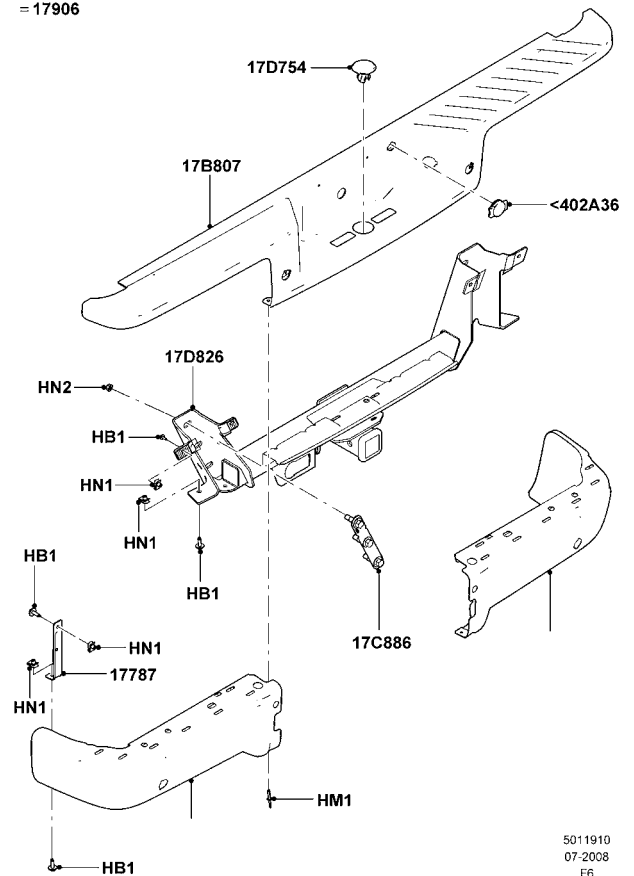
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Rear Bumper

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