



**GENUINE
PARTS**

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

FORD REPLENISHES COLLISION TRUCKLOAD PROGRAM

Ford Customer Service Division (FCSD) has refreshed the offerings on its popular Collision Parts Truckload Program.

Thirty-four new parts – all with significant list-price reductions – are now available, including radiators, grilles, exterior lighting, mirrors, steel bumpers, fascias and a wheel.

Meanwhile, the other Ford competitive collision parts initiative – “Steel the Sale” – will see its current parts list remain unchanged. The program’s 54 parts – including hoods, fenders and tailgates – allow dealers to more effectively compete with the imitation crash parts in the market.

“We’re continually evaluating programs to keep the most in-demand parts competitive...”

“We’re continually evaluating programs to keep the most in-demand parts competitive,” said George Gilbert, manager of both FCSD part programs. “With over 400 high-demand parts currently available on the truckload program, repairers and insurers can offer our customers – Ford vehicle owners – the genuine replacement parts they want and expect at competitive prices.”

To achieve its competitiveness in the market, the Ford truckload program utilizes reduced packaging costs, in combination with discounted list prices, and passes the savings on to collision repair shops that purchase the parts from participating Ford and Lincoln Mercury dealers.

The 34 parts added to the truckload program in October received list price reductions averaging 16.2 percent.

For more information on FCSD’s truckload and “Steel the Sale” programs, including a list of currently available program parts, contact your local Ford or Lincoln Mercury collision parts wholesaling dealer or the Ford Collision Parts Hotline at cphelp@ford.com.

On The Inside

- New Technical Service Bulletins
- Feature Vehicle – 2010 Taurus
- Inside The Industry
- Updated Cab and Box Assemblies
- Clearcoat Blending Position Statement



October 1, 2009, Collision Truckload Program Additions

Bumper Fascias					
Part Number			Years	Vehicle	Description
4L1Z	17K835	BAACP	04-09	Expedition	Rear Bumper Fascia
5G1Z	17K835	AABCP	05-07	Taurus / 500 / Sable / Montego	Rear Bumper Fascia
5R3Z	17K835	AAACP	05-09	Mustang	Rear Bumper Fascia
5R3Z	17K835	BAACP	05-09	Mustang	Rear Bumper Fascia
4L1Z	17D957	EAACP	04-09	Expedition	Front Bumper Fascia
5F9Z	17D957	AACCP	05-07	Freestyle	Front Bumper Fascia
5F9Z	17D957	AADCP	05-07	Freestyle	Front Bumper Fascia
5F9Z	17D957	BACCP	05-07	Freestyle	Front Bumper Fascia
Steel Bumpers					
Part Number			Years	Vehicle	Description
6L3Z	17757	DACP	07-09	F-150 / Mark LT	Front Bumper
7C2Z	17906	FCP	07-09	Econoline	Rear Bumper
8L3Z	17906	DCP	08-09	F-150 / Mark LT	Rear Bumper
8L3Z	17906	ECP	08-09	F-150 / Mark LT	Rear Bumper

Continued on page 2

INSIDE THE INDUSTRY

American Family Stops Using Aftermarket Parts in MO

American Family Mutual Insurance has announced it has temporarily halted its specification of aftermarket crash parts in Missouri. The move follows a decision earlier this year by a state appeals court to reinstate a \$17 million verdict against the insurer for its alleged illegal use of aftermarket parts as the basis for its claims payouts. American Family says the change will remain in effect as it appeals the case to the Missouri Supreme Court.

LKQ Acquires Greenleaf

LKQ Corporation, the nation's largest recycler of automotive parts, has struck a deal to purchase Greenleaf Auto Recyclers from Schnitzer Steel Industries. The wholesale operation consists of 17 locations, 11 of which LKQ says will be merged with its existing locations. As part of the agreement, LKQ will sell four retail self-service recycling facilities to Schnitzer – in Oregon and Washington – along with certain business assets related to two self-service operations in California and another in Oregon.

CAA Survey Critical of CAPA Parts; Controversial Anti-Steering Bill Signed

In a survey of its member shops, the California Autobody Association says 49 percent said three out of four CAPA-certified parts they receive are not equivalent to OEM parts in terms of fit, function and finish, while only 1.3 percent said they are always equivalent. The survey, conducted during the first quarter of this year, also found 43.8 percent of the respondents said direct-repair agreements with insurers have led them to install CAPA parts that were not equivalent to their OEM counterparts.

In a letter to California Governor Arnold Schwarzenegger, CAPA Executive Director Jack Gillis said the survey data "is seriously flawed" and that therefore "its conclusions cannot be true."

Meanwhile, Gov. Schwarzenegger has signed into law Assembly Bill 1200. The controversial measure amends the state's anti-steering law to allow insurers to discuss "specific truthful and nondeceptive information regarding the services and benefits available to the claimant" at any time during the claims process. The insurance industry supported the bill as a way to better inform consumers, while repairer groups and the California New Car Dealers Association said it will make it easier for insurers to "steer" customers to their direct-repair shops.

NCOIL to Consider Revised Crash Part and Airbag Fraud Models

Proposed model bills covering both crash parts and airbag fraud remain on the agenda for the National Conference of Insurance Legislators' Nov. 19 – 22 meeting in New Orleans. The group's Property-Casualty Insurance Committee has been taking input and holding conference calls on the proposals this fall, after both saw significant opposition at NCOIL's July meeting.

The crash parts model would place CAPA-certified parts on par with OEM parts, while the airbag model would endorse the use of salvage airbags, among other things. The latest versions of the models, as well as comments and suggested changes from interested parties, can be found at www.ncoil.org.

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October 1, 2009, Collision Truckload Program Additions

Continued from page 1

Exterior Lighting					
Part Number			Years	Vehicle	Description
6E5Z	13008	ADCP	06-09	Fusion / Milan / Zephyr / MKZ	Right Headlamp
6E5Z	13008	BDCP	06-09	Fusion / Milan / Zephyr / MKZ	Left Headlamp
6F9Z	13008	ACP	06-07	Freestyle	Right Headlamp
6F9Z	13008	BCP	06-07	Freestyle	Left Headlamp
7L8Z	13008	ACP	06-07	Escape / Mariner / Hybrid	Right Headlamp
7L8Z	13008	DCP	06-07	Escape / Mariner / Hybrid	Left Headlamp
YL3Z	13404	AACP	01-04	F-Series	Right Tail Lamp
YL3Z	13405	AACP	01-04	F-Series	Left Tail Lamp
5C2Z	13404	AACP	05-09	Econoline	Right Tail Lamp
5C2Z	13405	AACP	05-09	Econoline	Left Tail Lamp
2L1Z	15200	ACCP	03-06	Expedition	Right Fog Lamp
2L1Z	15201	ABCP	03-06	Expedition	Left Fog Lamp
6C3Z	15200	AACP	06-07	Super Duty	Right Fog Lamp
6C3Z	15200	BACP	06-07	Super Duty	Left Fog Lamp
Grilles / GOPs / GORs					
Part Number			Years	Vehicle	Description
2C2Z	8200	AADCP	05-07	Econoline	Grille (Chrome)
2C2Z	8200	BAACP	05-07	Econoline	Grille (Med Platinum)
3L5Z	8200	BACP	01-03	Ranger	Grille (PTM)
Mirrors					
Part Number			Years	Vehicle	Description
3C2Z	17682	FAACP	05-06	Econoline	Mirror RH
3C2Z	17683	FAACP	05-06	Econoline	Mirror LH
Car / Minivan Radiators					
Part Number			Years	Vehicle	Description
8W7Z	8005	ACP	06-09	Town Car / Crown Vic / Grand Marquis	Radiator
Light-Truck Radiators					
Part Number			Years	Vehicle	Description
8L8Z	8005	BCP	08-09	Escape / Mariner / Hybrid	Radiator
Wheels / Wheel Covers					
Part Number			Years	Vehicle	Description
YF1Z	1007	FACP	02-07	Sable / Taurus	Aluminum Wheel



2010 Ford TAURUS – Functionality, Damageability and Reparability



The all-new, upscale 2010 Ford Taurus confidently leads a growing wave of new-car introductions from Ford Motor Company. Having arrived at dealers during the later part of the summer, this distinctive new vehicle combines class-leading technologies with confident, engaging driving dynamics. At the same time, Taurus SHO returns as the sporty version of Ford's new flagship.

Overview

Beginning with the first-generation Taurus, this car has been all about innovation and blazing new trails. The new 2010 Taurus is no different. From its athletically sculpted exterior and sophisticated interior to class-exclusive technologies, Taurus is once again setting new standards for others to follow.

Safety Features

- Driver & passenger front and side airbags
- Side air curtains
- MyKey™
- AdvanceTrac® roll stability control
- Blind Spot Information System (BLIS®) with cross traffic alert
- Adaptive cruise control and collision warning with brake support

Model Availability

- SE
- SEL
- Limited
- SHO



Powertrain / Functionality

- Duratech 3.5L V6
 - 263 hp / 249 lb-ft torque
 - FWD & AWD
- 3.5L EcoBoost V6 (SHO)
 - Twin-turbo direct injection
 - 365 hp / 350 lb-ft torque (with premium fuel)
 - AWD
- 6-Speed Automatic (SE)
- 6-Speed SelectShift-Automatic™ with paddle shifters (SEL, Limited & SHO)



Damageability / Reparability

- The Taurus shares the same platform with the Lincoln MKS, Ford Flex and Lincoln MKT, so it will have the same under body reparability features, including three rail-sectioning options.
- Front rail-sectioning procedures are available and documented in sections 501-35 of the workshop manual.
- Front door outer panels will be available for service, with the repair procedure also appearing in sections 501-35 of the workshop manual.
- Blind Spot Information System (BLIS®) modules are located behind the rear fascia, mounted to the lower quarter panel. Please see the workshop manual for details.
- Adaptive Cruise Control module is located behind the front fascia. Please see the workshop manual for further details.
- The outer body panels are steel.

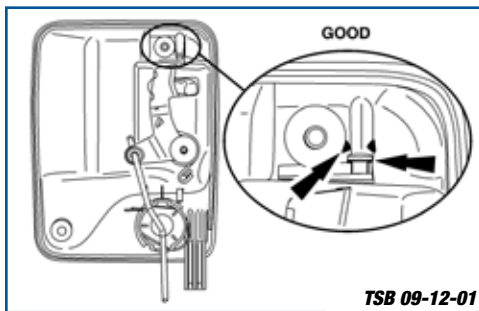


NEW TECHNICAL SERVICE BULLETINS

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 09-12-01 – Exterior Door Handle Loose

Informs repairers that some 2008-2009 F-Super Duty vehicles with a build date before November 1, 2008, may exhibit an exterior door handle assembly that is loose or appears to be broken. The pivot pin that keeps the door handle in place may not be properly seated and / or may back out of position. The bulletin directs repairers to check that the pivot pin is fully seated and retained in the door handle assembly.



TSB 09-12-01

TSB 09-12-07 – Tick / Pop / Snapping / Buzz Noise From Door Panel

Advises repairers that some 2010 Mustang vehicles built before May 1, 2009, may exhibit a tick / pop / snapping / buzz noise when using the audio system for voice broadcasts, or at high volumes or bass levels. A small piece of casting flash on the lower map pocket contacting the door panel is the source of the noise. The bulletin outlines the procedure involved to correct the condition.

TSB 09-14-02 – Headliner Droops / Sags

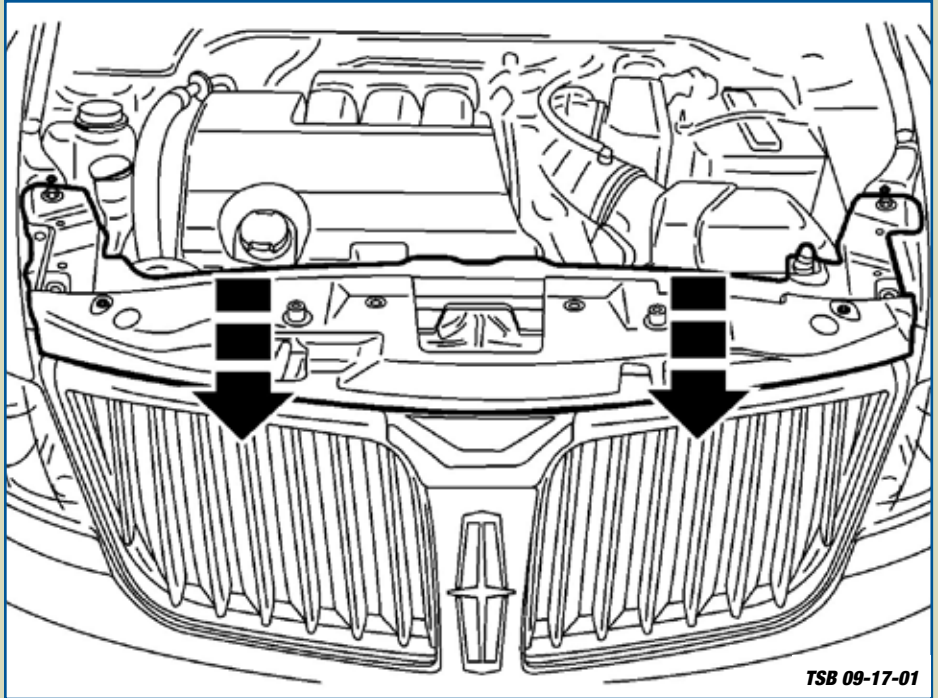
Reveals that some 2009 F-150 vehicles equipped with a roof-opening panel may exhibit headliner droop / sag at the rear of the panel. The bulletin directs repairers to follow the instructions contained within the Headliner Repair Kit to resolve the issue.

TSB 09-15-11 – Sliding Power Window (Back Glass) Inoperative or Binding

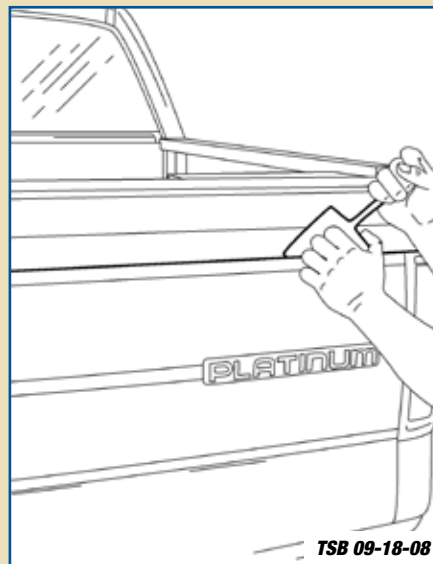
Alerts repairers that some 2008-2009 F-Super Duty vehicles with a build date before June 20, 2009, may exhibit a sliding power window (back glass) that is inoperative or difficult to open / close. This may be due to the power slider cable pulling through the passenger-end of the lower rail resulting in a binding condition. The bulletin directs repairers to replace the rear glass assembly.

TSB 09-17-01 – Excessive Headlamp-to-Bumper Gap

Informs repairers that some 2009 MKS vehicles may exhibit an excessive gap between the headlamp and bumper cover. The gap may be caused by a misaligned radiator grille support. The bulletin outlines the service procedure involved to correct the condition.



TSB 09-17-01



TSB 09-18-08

TSB 09-18-08 – Tailgate Appliqué Separation

Warns that some 2009 F-150 Platinum vehicles may exhibit tailgate appliqué separation from the sheet metal. The bulletin directs repairers to remove the appliqué and reattach it with new adhesive tape.

Dealers can get complete details on each of these TSBs at FMCDealer.com, while independent repairers should contact their local Ford or Lincoln Mercury wholesaling dealer for more information.

Traffic Volume Continues to Rebound

The month of August saw U.S. motorists drive 259.0 billion miles, a 0.7 percent increase from the same month last year. This follows a July jump of 2.3 percent, which was the largest year-over-year increase since 2006, and pushes the cumulative vehicle miles traveled for the year to just under two trillion, or nearly a billion more than a year ago.

CCC's New Advisory Group Meets

CCC Information Services has held the inaugural session of its new Repair Advisory Panel, which was formed in the wake of a dispute between CCC and collision repairers over a bumper prompt that CCC re-applied to its estimating software. Collision repairers, insurers, paint companies, OEMs and others were in attendance at the meeting this summer, which focused on potential modifications to existing CCC software.

Mitchell Partners with Thatcham

Mitchell International Inc. has announced that it has established a partnership with Thatcham, the insurer-funded European repair research organization. Mitchell says the collaboration will make Thatcham's proprietary collision repair methods available in North America for the first time.

SCRS – "Repairer Driven"

The Society of Collision Repair Specialists, the nation's largest collision-only repair association, has given itself a new tagline – "Repairer Driven." The 27-year-old organization says the move was made to re-emphasize that it's in tune with the everyday needs of collision repairers.

Side Curtain Airbags Now Standard

Head-protecting side curtain airbags are now included in nearly all passenger cars and light trucks manufactured for the U.S. market. An agreement to make the devices standard – which includes Ford, BMW, Chrysler, GM, Honda, Hyundai, Isuzu, Kia, Mazda, Mercedes-Benz, Mitsubishi, Nissan, Subaru, Suzuki, Toyota and Volkswagen – was struck in late 2003 between the automakers and the Insurance Institute for Highway Safety, and took effect September 1st, but does not include fleet sales.

Insurance Industry Remains Profitable

U.S. property-casualty insurers saw their underwriting results improve during the first half of this year. That's according to the Property Casualty Insurers Association of America and ISO, which report insurers' net losses on underwriting fell to \$2.2 billion, down from \$5.6 billion for the same six months last year. At the same time, the insurers' combined ratio – claims costs and other expenses as a percentage of revenue from premiums – improved from 102 percent to 100.9 percent. Despite those improvements, the groups report p-c insurers' net income slipped from \$14.1 billion to \$5.8 billion, due mainly to sharply lower investment gains.

FORD WARNS AGAINST CLEARCOAT BLENDING

Ford Motor Company has released a new position statement regarding the practice of clearcoat blending. The position statement reads:

Ford Motor Company does not condone or recommend the procedure of clearcoat blending or using clearcoat blending in any warranty or collision repair. Furthermore, Ford never allows for partial clearcoat blending on warranty paint repairs and strongly recommends that repairers do not perform clearcoat blending on customer-pay or insurance-pay repairs.

Paint companies and vehicle manufacturers agree that a repair using this material and procedure is not robust, and that over time, the edge will begin to lift and discolor, making the edge around the repair very noticeable. To resist ultraviolet light and other environmental factors, the clearcoat needs approximately two mils of thickness, however, the millage of the clearcoat in a blended area tapers out at the edge.

Ford's position is continually reinforced in all approved paint system manuals. Furthermore, paint companies will not warrant any products if clearcoat blending has been done. The preferred process – and the one that Ford approves – is to blend the basecoat color as necessary and then clearcoat the entire panel. On a quarter panel or roof, the ditch area is usually the line to make a break point. Most Ford vehicles include a ditch area, which makes it easier to perform the procedure the right way the first time.

More information on specific paint company recommendations will generally appear with their clearcoat application guidelines and mix information.

PICKUP BOX AND CAB ASSEMBLY OFFERINGS UPDATED

Ford Customer Service Division has refreshed its pickup box and Super Duty cab assembly programs, growing the box offerings by more than a third and adding part numbers for 2008-2010 models to the cab program. New additions to the box program include seven 2009-model F-150s and four 2008-2010 Super Duty pickups, bringing the total number of parts offered to 30.

The box and cab assemblies are the same as those used in new-vehicle production, with equivalent fit, finish and structural integrity. They also include corrosion protection and dent resistance – something that is not consistently delivered with a salvage unit.

"The pickup box and cab assemblies eliminate the need to order and assemble individual components

and the prep work often required when a salvage unit is used," said George Gilbert, collision merchandising manager for FCSD. "The competitive prices and ease of assembly installation combine to help reduce overall repair costs."

Both programs offer repairers other benefits as well, including a shorter delivery time – usually three to six business days after an order is submitted – and custom packaging, which protects the assemblies from possible damage during transit.

To obtain a full listing of the updated part numbers, including their application data, contact your nearest Ford or Lincoln Mercury dealer or the Ford Collision Parts Hotline at cphelp@ford.com



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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Contributors

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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's 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

2010 FORD TAURUS

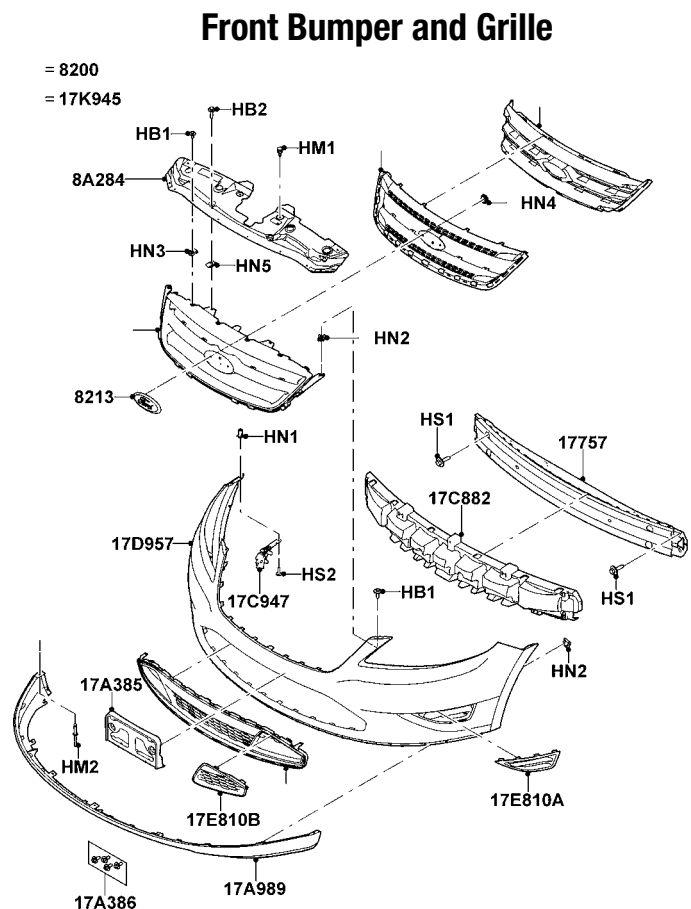
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PARTS ORDER

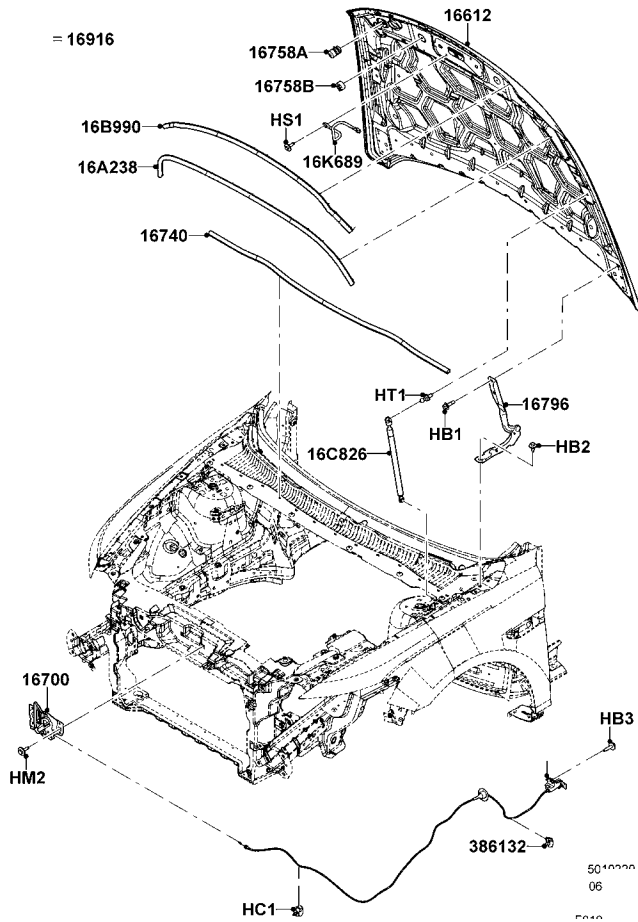
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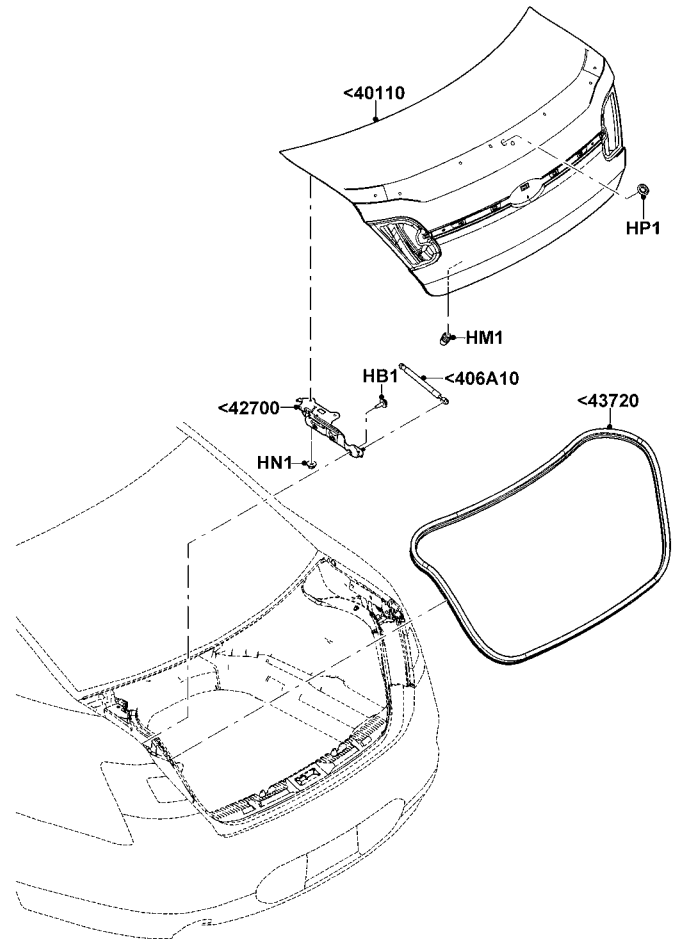
NOTE: Refer to vehicle diagrams for part identification and numbers.



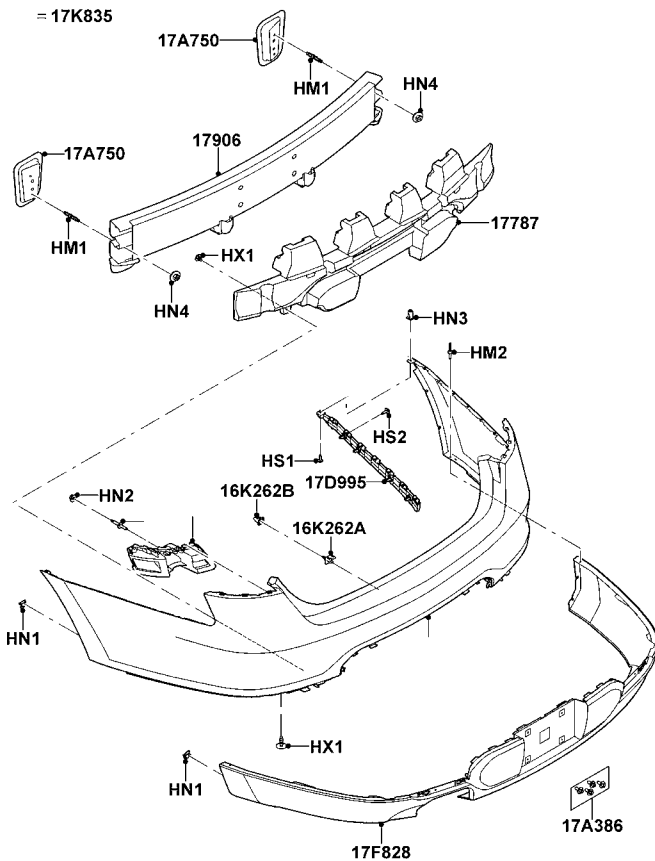
Hood



Decklid



Rear Bumper



Fender

