

# On Target

SUMMER 2008



**GENUINE  
PARTS**

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

## FORD'S "STEEL THE SALE" PROGRAM DISCOUNTS SELECT FENDERS, HOODS AND TAILGATES

Ford Customer Service Division (FCSD) is now offering 55 of its highest-volume sheet metal parts, including fenders, hoods and tailgates, at significantly reduced list prices through a discount sheet metal program called "Steel the Sale." These lower list prices are available to all Ford and Lincoln Mercury dealers and the body shops that buy from them. The new prices are also reflected in each of the estimating systems.

"The program provides a simple, hassle-free process for our dealers to effectively compete with aftermarket alternatives without requiring

dealers to submit invoices," said George Gilbert, collision merchandising manager for FCSD. "It also provides our dealers a better opportunity to compete for every sheet metal sale by offering the highest-quality parts available in the market at competitive prices."

All of the 55 parts on the program are offered at newly reduced list prices within a 10 percent premium to average national aftermarket list prices. The list price reductions are passed on to all collision repair

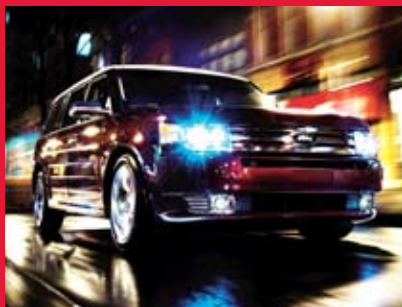
shops that purchase these high-volume sheet metal parts through participating Ford and Lincoln Mercury dealers.

For more information on the "Steel the Sale" program, contact your local Ford or Lincoln Mercury collision parts wholesaling dealer or the Ford Collision Parts Hotline at [cphelp@ford.com](mailto:cphelp@ford.com).

The chart on page two details the part numbers featured on the "Steel the Sale" program.

### On The Inside

- **Feature Vehicle – 2009 Ford Flex**
- **New Warranty Terms for Gas Engines and Transmissions**
- **Collision Industry Legal and Legislative Update**
- **New Technical Service Bulletins**



**Ford's "Steel the Sale" program features several parts for its popular Escape SUV.**

# FORD "STEEL THE SALE" PROGRAM

## PARTS LIST

<b>Fenders</b>			
Part Number	Year	Model	Description
1L5Z16005AA	01-03	Explorer Sport	Fender – Front RH
1L5Z16006AA	01-03	Explorer Sport	Fender – Front LH
1L5Z16006BA	01-04	Ranger/Mazda B2000	Fender – Front LH
1L5Z16006CA	00-04	Ranger/Mazda B2000	Fender – Front RH
2C2Z16005AA	01-08	Econoline	Fender – Front RH
2C2Z16006AA	01-08	Econoline	Fender – Front LH
2L1Z16006DA	03-07	Expedition	Fender – Front LH
2L3Z16005AA	01-03	F-Series (Under 8500 GVW)	Fender – Front RH
2L3Z16005BA	01-04	F-Series (Under 8500 GVW)	Fender – Front RH
2L3Z16006AA	01-03	F-Series (Under 8500 GVW)	Fender – Front LH
2L3Z16006BA	01-04	F-Series (Under 8500 GVW)	Fender – Front LH
3L2Z16005AA	03-06	Explorer/Mountaineer	Fender – Front RH
3L2Z16005BA	03-06	Explorer/Mountaineer	Fender – Front RH
3L2Z16006AA	03-06	Explorer/Mountaineer	Fender – Front LH
3L2Z16006BA	03-06	Explorer/Mountaineer	Fender – Front LH
7W7Z16005A	04-08	Grand Marquis	Fender – Front RH
7W7Z16006A	04-08	Grand Marquis	Fender – Front LH
F81Z16005AA	04	Excursion	Fender – Front RH
F81Z16006AA	04	Excursion	Fender – Front LH
F87Z16005AA	01-04	Ranger/Mazda B2000	Fender – Front LH
F87Z16005BA	00-04	Ranger/Mazda B2000	Fender – Front RH
XF2Z16005AA	99-00	Windstar	Fender – Front RH
XF2Z16006AA	99-00	Windstar	Fender – Front LH
XL2Z16005DA	00-01	Explorer/Mountaineer	Fender – Front RH
XR3Z16005AA	99-00	Mustang	Fender – Front RH
XR3Z16006AA	99-00	Mustang	Fender – Front LH
YF1Z16005AA	00-07	Taurus/Sable	Fender – Front RH
YF1Z16006AA	00-07	Taurus/Sable	Fender – Front LH
YL8Z16005BA	07-08	Escape/Tribute/Mariner and Hybrid versions	Fender – Front RH
YL8Z16005DA	07-08	Escape/Tribute/Mariner and Hybrid versions	Fender – Front RH
YL8Z16006BA	07-08	Escape/Tribute/Mariner and Hybrid versions	Fender – Front LH
YL8Z16006DA	07-08	Escape/Tribute/Mariner and Hybrid versions	Fender – Front LH
YS4Z16005CA	04-05	Focus	Fender – Front RH
YS4Z16006CA	04-05	Focus	Fender – Front LH

<b>Hoods</b>			
Part Number	Year	Model	Description
6W7Z16612A	05-08	Grand Marquis	Hood
YF1Z16612AA	00-07	Taurus/Sable	Hood
3R3Z16612AA	02-04	Mustang	Hood
XF2Z16612AA	99-00	Windstar	Hood
1L2Z16612AA	02-06	Explorer/Mountaineer	Hood
2C2Z16612AA	01-05	Econoline	Hood
1L5Z16612AA	01-03	Explorer Sport	Hood
1R3Z16612AA	01-04	Mustang	Hood
5L8Z16612AA	07-08	Escape/Tribute/Mariner and Hybrid versions	Hood – Less Hinges
4C3Z16612AA	04-05	Excursion	Hood
F87Z16612AA	99-00	Ranger/Mazda B2000	Hood
1W1Z16612AA	00-02	Town Car	Hood
F65Z16612AL	97-99	F-Series (Under 8500 GVW)	Hood
F87Z16612BA	00-01	Explorer/Mountaineer	Hood
4L5Z16612BA	03-09	Ranger/Mazda B2000	Hood
YF4Z16612BA	00-06	Taurus/Sable	Hood
F8RZ16612CA	99-02	Cougar	Hood
YS4Z16612SA	04-05	Focus	Hood – Less Hinges

<b>Tailgates</b>			
Part Number	Year	Model	Description
F37Z8340700A	93-08	Ranger (Flare Side)	Tailgate
F65Z9940700AX	97-07	F-Series	Tailgate
1L5Z9940700BA	98-05	Ranger (Style Side)	Tailgate



**Ford's "Steel the Sale" program features parts for its popular Ranger pickup and 19 other vehicles.**

## INSIDE THE INDUSTRY

### State Farm Stops Specifying Clip Repairs

Citing the "growing complexity of newer vehicle construction technology, specifically the increasing use of exotic metal alloys and steel," State Farm has announced it will no longer specify full rear-body sectioning procedures, or "clip repairs," on its estimates. The company says the change has been communicated to every zone in the U.S. and Canada.

Ford Motor Company issued a position statement against the use of clip repairs in February 2005, saying that because every such repair is unique "it is impossible to test whether the repair technique affects the safety, performance or durability of the vehicle," and that it could not be confident the procedure returns vehicles to pre-accident condition. Ford cited several other possibilities in the development of its position, including hidden damage to the individual components or assemblies, improper removal techniques and exposure to weather degrading the clip, and using mismatched components, assemblies or systems.

### Ford and GM Increase Key Code Access

Ford and General Motors have now made access to their key code data and other security information available in all 50 states as part of their participation in the National Automotive Service Task Force's Secure Data Release Model. The information was previously available only to service technicians and locksmiths in California.

### Insurer Adds OEM Endorsement

Plymouth Rock Assurance Corporation has made it easier for its customers to get OEM crash parts. In April the Massachusetts-based insurer began offering a policy endorsement covering the replacement cost of OEM parts on vehicles with less than 20,000 miles. The new endorsement is said to be free of charge for "qualified customers."

At the same time, Plymouth Rock says it's now the first insurer in the state to offer a discount for driving less. The company says a customer who drives 15 percent less than the average for their area will receive a premium reduction of 10 – 20 percent.

### LKQ Posts Strong Numbers

LKQ Corp. says its second-quarter revenue and net income both more than doubled, to \$484.4 million and \$31.0 million respectively, helped along by last year's acquisition of Keystone Automotive Industries and same-store sales growth of 13.2 percent. Revenue from new aftermarket and refurbished collision parts, however, inched ahead just 0.9 percent for the combined operation when compared to a year ago, and was down 12.3 percent from the first three months of the year. Company officials say they believe higher fuel prices contributed to a decline in insurance claim activity, which helped push its aftermarket parts sales down.

Meanwhile, LKQ has made two acquisitions so far this year – a retail recycled parts facility in Orlando, Fla., and a heavy-duty truck recycled parts business in Houston, Texas. The two posted combined revenue of \$10.6 million last year.

### Risley Leaving SCRS

The Society of Collision Repair Specialists has announced executive director Dan Risley will be leaving his post, effective August 22nd. Risley, who has led the association for nearly eight years, has accepted a position with Allstate Insurance. The search for his replacement will begin immediately.

*Continued on page 7*

# FORD EXTENDS SERVICE PART WARRANTY COVERAGE ON GAS ENGINES AND TRANSMISSIONS



Ford Motor Company has significantly improved its Service Part Limited Warranty coverage on both new and remanufactured gas engine and transmission assemblies, increasing the terms from 3-years/75,000 miles to 3-years/100,000 miles, effective April 1, 2008.

"This warranty enhancement not only matches the terms of competitive automakers in the aftermarket industry, but it exceeds their coverage in a significant way," said Steve Lopez, Ford's transmission product marketing manager. "Ford has no restrictions on the application of the vehicle, whether it is a private use, commercial application or municipality."

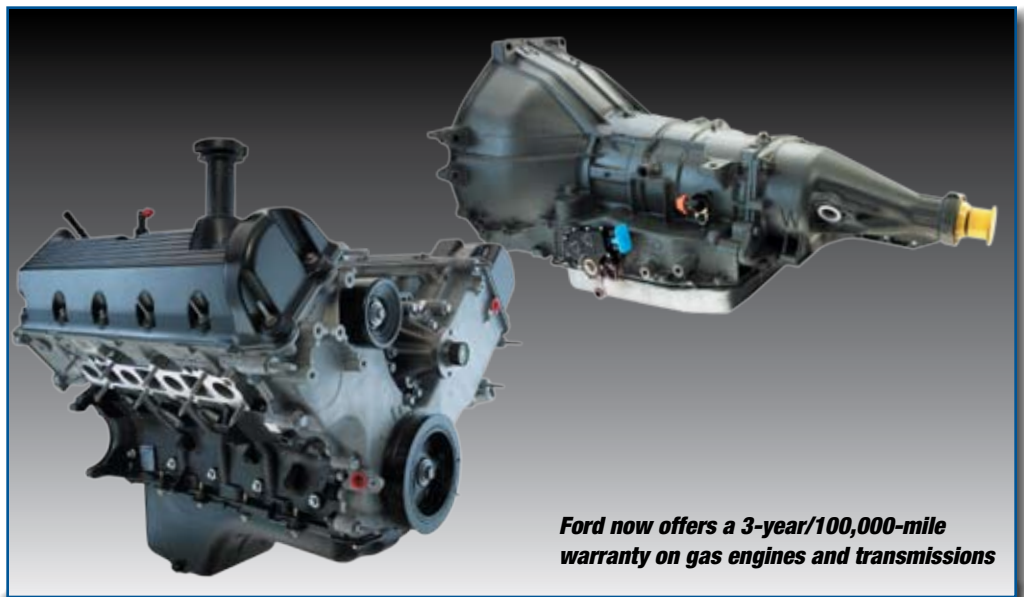
The new warranty terms apply only to gas engines and transmission assemblies sold on or after April 1, 2008. Warranty coverage on Ford and Motorcraft® remanufactured transmissions and gas engines

installed by the dealer or installer begins on the date of sale from the Ford or Lincoln Mercury dealership or a Ford factory-authorized powertrain distributor. New assemblies still need to be registered with Ford in order to obtain the full coverage of the warranty enhancement.

The warranty coverage upgrade does not affect the diesel engine warranty, which remains 2-years/unlimited miles for Complete Diesel Engine and Long Block Assemblies.

The improved warranty coverage will not result in a price increase on assemblies.

"The new 100,000-mile warranty component combined with Ford's quality, competitive pricing, outstanding availability, and no-risk core policy, provides a significant competitive advantage in the powertrain marketplace," said Lopez.



**Ford now offers a 3-year/100,000-mile warranty on gas engines and transmissions**





# 2009 Ford Flex

## Damageability, Reparability, Safety and Theft Deterrence Features

Flex offers Ford enthusiasts a fresh, contemporary design and state-of-the-art automotive technologies. Its innovative “look” has produced the most polarized opinions of any Ford vehicle yet – something the company is proud to promote with hopes for appealing to a class of buyer that is drawn to the vehicle’s defiance to be categorized with other typical SUVs and crossovers.

The following information on the 2009 Flex is important to all collision repairers:



### Program Summary

- All-new, full-size crossover utility vehicle (CUV) derived from the D3 platform of vehicles (Taurus, Sable and Taurus X)
- Trim lines: SE, SEL, Limited

### Body Exterior

- Structure:
  - Common D3 front structure, except unique shotgun
  - Modified D3 front floor pan
  - New rear floor pan to accommodate new rear suspension
  - Three-piece unique wheelhouse
  - Unique cowl top outer panel to accommodate windshield rake
  - New “top hat” steel body side
  - New roof panel
  - New, unique steel fenders
  - Modified D3, common front end module bolster for material change (magnesium)
  - New, unique steel hood

- Closures:
  - New, unique doors (lower open hem design)
  - Door skins available for service
  - New, hidden rocker with exposed dogleg
  - New, unique steel liftgate, including fixed-glass – Flex Limited includes an appliqué
- Bumpers:
  - New steel front-bumper beam bolted to front rail
  - New, unique, one-piece front and rear fascias
  - Painted body-color fascias
  - EA foam front and rear energy absorbers
  - New, unique “D” section bolt-on rear bumper beam
- Exterior Lighting:
  - Unique, complex reflector optics headlamps (halogen)
  - Optional HID (high-intensity-discharge) headlamps
  - Unique rear lamps – non-LED and optional LED
  - Optional fog lamps
  - All lamps manufactured using recycled content
- Exterior Ornamentation:
  - Unique 3-bar front grille, mounted to the fascias
  - No body side or wheel lip moldings
  - No rear spoiler
  - New, manual foldaway outside rearview mirrors, with puddle lamps, memory and heating, depending upon series (recycled content)
- Glass:
  - Unique solar-tinted front laminated windshield 6.0 mm thick.
  - 4.7-mm-thick solar tinted, non-acoustic front door glass with new “snap in” glass attachment
  - Optional multi-panel Vista Roof™ (moon roof)





## Body Interior

- Seats:
  - New, unique 7-passenger seating
  - Optional heated front and second row seats
  - Optional second row “class-exclusive” refrigerator
  - Second row best-in-class leg room, including class-exclusive adjustable and removable foot rest
  - Front passenger, second and third row fold-flat seats for versatility
- Interior Trim:
  - New, unique molded-in color interior trim panels
  - New, unique front-floor console
  - New, unique door trim panels, with integral side-impact pusher/pelvic blocks and compliant door trim geometry
- Features:
  - Optional Ford Sync voice-activated hands-free in-car communications and entertainment system
  - Optional DVD family entertainment system
  - Optional next-generation satellite navigation system
  - Optional multi-color programmable interior ambient “mood” lighting



## Powertrains

- Engine:
  - 3.5L Duratec V6 (260 hp with 245 lb-ft torque)
  - Internally chain-driven water pump
- Transmission:
  - 6F 6-speed automatic
  - 3.16 FWD and 3.39 AWD
  - Standard FWD and optional intelligent AWD

## Chassis

- Frame:
  - Modified D3 front and new rear subframes
- Suspension:
  - Front – MacPherson struts; no formal caster adjustments; camber and tow available
  - Rear – New multi-link for additional towing capacity
- Steering:
  - Power-assist rack and pinion
- Wheels:
  - 17-inch, available 18-inch and 19-inch – size depending on the series
- Cooling Module:
  - Common with D3 “combo cooler” (A/C condenser and trans cooler)
  - Optional rear auxiliary air system
  - Optional dual-zone “DEATC” system available
- Towing Capacity:
  - Optional class III (5,000# max)

## Safety

- Advanced Restraint System:
  - Dual-stage driver and front-passenger airbags
  - New “I-bolt” seat weight sensor/occupant classification sensor (OCS)
  - Driver-seat track position sensor
  - Safety belt pre-tensioners and limiters
  - “BeltMinder” system
- Standard front-seat side and safety canopy airbags
- Side-impact provisions in door trim panels
- Optional rear back-up camera
- LATCH child seat anchors
- Tire-pressure monitoring system
- Standard AdvanceTrac® with RSC®
- Strategic use of high-strength steels in the body-structure design

## Convenience

- Optional reverse-sensing system
- Cap-less fuel filler system

## Security

- Standard, next-generation encrypted SecuriLock system, with control electronics integrated into powertrain control module
- Ford-exclusive second-generation SecuriCode door-entry keypad



# LEGAL AND LEGISLATIVE UPDATE

The legislative season has drawn to a close in most states, but not before more than half considered collision repair-related measures and at least eight voted to enact new laws impacting some part of the repair process, including Connecticut (right-to-choose notice), Minnesota (disregard of estimating systems) and Virginia (paint and materials capping).

Elsewhere, anti-steering bills were defeated in six states, parts disclosure and consent went down in three, insurer shop ownership lost out in two, and right-to-repair died in two. A handful of states – including Michigan, Massachusetts, New Jersey, New York and California – as well as the Congress, remain in session, however, and are actively considering bills of this nature and others.

Here's a brief look at where key bills stand:

Gov. Entity	Bill Number	Bill Status and Description
AL	H 63	<b>Died in comm.</b> Prohibited insurers from recommending or requiring use of a <b>specific shop</b> . Did not apply to glass claims.
CA	S 1059	<b>Defeated in comm.</b> Amended version required disclosure of aftermarket parts use at sale of insurance policy, and prohibited requiring use for first three years.
	S 1167	Amend. version calls for task force on <b>steering</b> .
	A 2825	Amend. version requires statement on invoice that <b>using parts other than those on estimate without approval is unlawful</b> . Opposed by California Autobody Association.
	S 1371	Prohibits insurer <b>capping</b> of paint and material charges.
CT	H 5152	<b>Signed; effective 1/1/09.</b> Requires notice of consumers' <b>right to choose shop</b> .
	S 288	<b>Died in comm.</b> Would have strengthened existing <b>anti-steering</b> law.
IA	H 2122	<b>Died in comm.</b> Prohibited insurer requirement to buy parts from specific vendors.
	S 2326	<b>Died in comm.</b> Companion to H 2122.
	H 2555	<b>Signed; effective 7/1/08.</b> Creates consumer advocate in insurance dept.
KS	H 2653	<b>Died in comm.</b> Prohibited insurers from influencing <b>choice of shop</b> once consumer has made a selection. Prohibited limiting payment on basis repair would cost less elsewhere.
	H 2655	<b>Died in comm.</b> Required insurers use an <b>estimating system</b> in its entirety. Did not apply to DRP shops.
	H 2652	<b>Died in comm.</b> Motor Vehicle <b>Physical Damage Appraisal Act</b> .
MD	H 1057	<b>Signed; effective 10/1/08.</b> Consumer disclosure requirements; doesn't include parts.
MA	H 945	<b>Died in comm.</b> Required <b>disclosure and written consent</b> for use of aftermarket parts.
	H 1098	<b>Died in comm.</b> Required <b>disclosure</b> of aftermarket parts in estimate.
	H 9892	<b>Died in comm.</b> <b>Right to Repair Act (Formerly H 296)</b> .
	H 5056	<b>Passed House 7/31/08.</b> Insurer <b>steering</b> , supplement and shop equipment rules.
MI	H 4778	In committee. Prohibits insurers from <b>owning repair shops</b> .
MN	S 3508	<b>Signed; effective 8/1/08.</b> Prohibits insurer disregard of <b>estimating systems</b> .
	H 3823	<b>Died in comm.</b> Prohibited insurers from <b>owning repair shops</b> .
MO	S 775	<b>Died in comm.</b> Required insurers inform vehicle owners of <b>right to choose shop</b> .
	S 868	<b>Died in comm.</b> Required insurers use an <b>estimating system in its entirety</b> .
NJ	A 803	In comm. <b>Right to Repair Act</b> .
NY	A 11693	<b>Signed; effective 1/1/09.</b> Allows insurers <b>5% rate adjustment</b> without approval.
OK	H 2820	<b>Died in comm.</b> <b>Right to Repair Act</b> .
	H 3245	<b>Died in comm.</b> <b>Right to Repair Act</b> .
RI	H 7994	<b>Died in comm.</b> Would have banned insurance <b>deductible rebates</b> .
	H 7146	<b>Died in comm.</b> Allowed customer to <b>designate representative</b> to authorize repairs.
	H 7719	<b>Died in comm.</b> Prohibited insurers from <b>owning repair shops</b> .
	H 7144	<b>Died in comm.</b> Required <b>independent appraisal</b> for damage in excess of \$1,500.
	H 7621	<b>Died in comm.</b> Required any <b>total-loss vehicle</b> to have title stamped "for salvage parts only."
	S 2613	<b>Died in comm.</b> Repealed <b>labor rate survey</b> requirement.
TN	S 4208	<b>Signed; effective 1/1/09.</b> Updates <b>unfair claims practices</b> .
UT	S 149	<b>Signed; effective 1/1/09.</b> Increases mandatory minimum <b>auto liability insurance</b> .
VT	Bulletin	DMV issued safety advisory recommending consumer notification when <b>remanufactured wheels</b> used.
VA	S 697	<b>Signed.</b> Prohibits insurers from setting <b>arbitrary limits</b> on paint and materials.

## ITC to Investigate Patent Complaint on Mustang Parts

The U.S. International Trade Commission has announced it will conduct an investigation into a patent-infringement complaint concerning certain crash parts for the Ford Mustang.

Ford Global Technologies filed the complaint in May against Keystone Automotive Industries, LKQ Corporation, U.S. Autoparts Network and five aftermarket parts manufacturers. The company claims the importation and sale of the imitation hoods, fenders, bumpers, side-view mirrors and tail lamps for the redesigned 2005-model Mustang violates Ford's patents on those parts.

Last year the ITC ruled in Ford's favor in a similar case involving the F-150, barring the importation of seven imitation parts found to violate the company's patents. LKQ-Keystone and the other companies involved are currently appealing that ruling.

## Other Recent Legal Developments

- A class-action lawsuit has been filed against **State Farm** in U.S. District Court in **California**, alleging the insurer has violated the state's "Make Whole Rule." The case focuses on State Farm's practice of reimbursing its policyholders for 80 percent of the cost of a rental car, while keeping the remaining 20 percent it may be able to retrieve from an at-fault driver's insurance company. The complaint claims the "Make Whole Rule" requires the insurer to fully refund the policyholder for any out-of-pocket expenses before keeping any money for itself.
- The **Alliance of Automobile Manufacturers**, the **National Automobile Dealers Association** and several other industry organizations and consumer groups have sent a letter to the U.S. Department of Justice asking that creation of the regulations needed to establish a **national database of vehicle titling information** be made a priority. Congress passed a law calling for the database in 1992, but the necessary rules have never been established. Earlier this year three consumer groups filed a lawsuit on the matter against the federal government, saying unsuspecting consumers end up with millions of totaled and flood-damaged vehicles each year after they're rebuilt and resold with a clean title in another state. A ruling on the lawsuit is expected in August.
- A **steering and unfair trade practices** class-action case against **The Hartford** is moving forward in **Connecticut** after the state Supreme Court affirmed a lower-court ruling granting the class action. The Auto Body Association of Connecticut and three collision repair shops filed the suit in 2003, accusing the insurer of pressuring consumers to use their network shops and suppressing labor rates. The class reportedly numbers about 750 shops, and includes about 50 Hartford-preferred shops negatively affected by the labor rate charge. The trial is tentatively set to begin in December.
- The insurance department for the state of **New York** has decided that it's not illegal for collision repair shops to pay part or all of a **customer's insurance deductible**, as long as the shop has no relationship with the insurer and the insurer is properly billed. The announcement was made earlier this year as a follow-up to a bulletin issued last October.

## Americans Driving Less

For the first time in at least a quarter century, motorists in the United States are actually driving less than they did the previous year.

That's according to the U.S. Department of Transportation, which reports Americans drove 2.986 trillion miles last year, down 0.4 percent from the 2.999 trillion vehicle miles traveled (VMT) in 2006. That's the first annual decline since 1982, the first year covered in the recent report – from 1982 to 2006, VMT increased an average of 3.7 percent.

The slowdown continues to take hold so far this year. In May, VMT dropped 3.7 percent, the seventh straight month of decline versus prior year. For the first five months of 2008, Americans have trimmed their driving by about 2.5 percent, or approximately 29.8 billion miles.

## Mitchell & CCC to Merge

Mitchell International and CCC Information Services, two of the three main providers of electronic estimating systems, have entered into a definitive agreement to merge the two companies. The new company will reportedly be called CCC-Mitchell, Inc., and the two current private-equity investor-group owners will each own 50 percent of the newly merged operation.

Being described as a merger of equals, the agreement divides ownership and board seats equally between the Mitchell and CCC investor groups. The combined company would have annual sales of roughly \$460 million and about 2,000 employees. The deal still requires federal government approval.

## Allstate Florida Suspension Upheld; McKinsey Documents Released

Allstate Insurance remains suspended from writing new policies in Florida, the result of an ongoing dispute between the company and the state's office of insurance regulation. Florida's insurance commissioner took the action early this year after the insurer refused to produce requested documents for a state probe into the way it sets its rates and its relationships with trade groups and ratings organizations. In late June, the state's Supreme Court refused to hear Allstate's appeal of a lower-court ruling that upheld the suspension.

In April, Allstate publicly released some 150,000 pages of reports produced by McKinsey and Co. aimed at making its claims practices more profitable, but the state says the insurer has not yet fully complied with its subpoenas. The McKinsey documents have been targeted as the blueprint for Allstate's efforts to reduce claims payouts and boost profitability, and have been closely guarded by the insurer as trade secrets.

## Claim Frequency Drops

A new report from the Insurance Research Council finds auto injury claim frequency fell significantly during the first six years of this decade, to the lowest level since 1990. The IRC's 2008 *Trends in Auto Injury Claims* finds the number of property damage claims per 100 vehicles dropped 11 percent from 2000 to 2006, while the frequency of bodily injury claims declined 19 percent and personal injury protection claims decreased 14 percent. During that time, however, the IRC says the average cost of those claims rose 18, 22 and 19 percent respectively.

# NEW TECHNICAL SERVICE BULLETINS

*Ford Motor Company has released four 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 08-1-4 – Water Leak in Roof Panel

Warns of a possible water leak in the roof-opening panel in some 2005-08 Expedition, Navigator and F-Series trucks, and 2006-08 Mark LT, when they are driven through a high-pressure car wash. The procedure describes how to clean and re-install the rear trough.

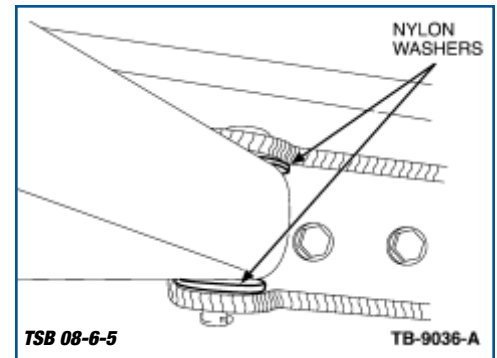
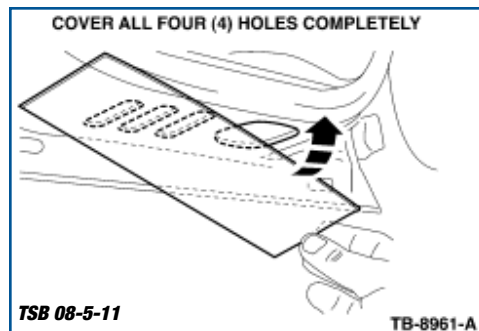
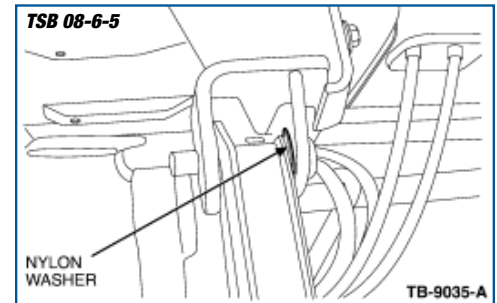
## TSB 08-6-5 – Rattle Under Cab

Educates repairers that some 2006-07 Low Cab Forward trucks built on or before December 3, 2007, may experience a rattle noise from under the cab when driven over bumps. The addition of nylon washers between the body tilt support rod and upper support bracket, and on each side of the lower support rod, is suggested to correct the condition.

## TSB 08-5-11 – Water Leak in Door/Speakers Inoperable

*(Supersedes TSB 07-21-10)*

Warns of door speakers that may not function in 2006-07 Low Cab Forward vehicles built before June 7, 2007, which may be caused by water that has migrated through four holes at the bottom edge of the doors to the speakers causing them to oxidize. The service bulletin outlines how to cover the four holes with tape to prevent damage to replacement speakers.

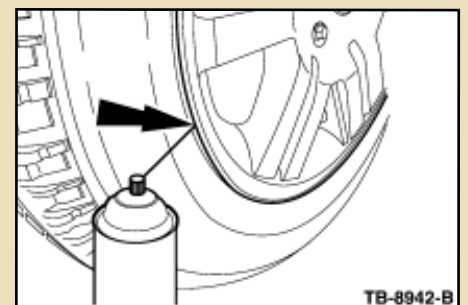
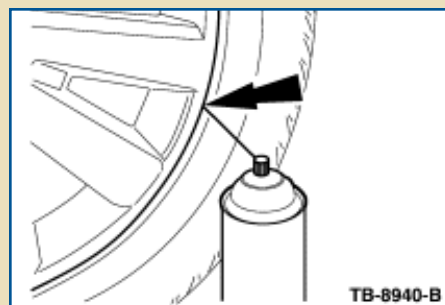


## TSB 08-7-2 – Front or Rear 20-Inch Wheels Popping or Snapping

*(Supersedes TSB 08-4-10)*

Advises that some 2008 Edge and MKX vehicles equipped with 20-inch chrome-clad cast aluminum wheels may exhibit a noise coming from the front or rear wheel(s) while turning at speeds lower than 10 miles per hour.

The noise may be coming from the chrome cladding that attaches to the wheel's rim. The service bulletin recommends replacing the affected wheel(s) and illustrates how to properly lubricate the remaining wheel(s) on the vehicle with Motorcraft® Silicone Spray Lubricant.



# FORD CLAIMS EIGHT TOP SAFETY PICKS

Eight Ford Motor Company vehicles have earned the Insurance Institute for Highway Safety's "Top Safety Pick" award for the 2008 model year, more than any other manufacturer. The designation recognizes those cars and trucks that earn the best scores in the Institute's front, rear and side-impact crash tests; they must also come equipped with electronic stability control to qualify. In all, 36

vehicles made this year's list, up from 23 in 2007. Ford vehicles to make the cut include:

Ford Taurus	Ford Edge
Mercury Sable	Ford Taurus X
Volvo S80	Lincoln MKX
Volvo C70	Volvo XC90



2008 Ford Taurus

Several of Ford's vehicles topped the IIHS' 2008 Top Safety Picks

2008 Ford Edge

2008 Ford Taurus X

## Legislative Update

Continued from Page 6

Gov. Entity	Bill Number	Bill Status and Description
WA	H 3053	Died in comm. Prohibited insurers from <b>recomm. auto glass shop</b> 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 <b>use of a specific shop</b> for estimates or repairs; amendment excluded glass repair.
U.S.	HR 5638	In subcommittee. <b>Repair part exception</b> to U.S. patent law. U.S. Patent and Trademark Office holding town hall meetings on issue.
	S 1145	Patent Reform Act of 2007.
	HR 2694	In committee. <b>Right to Repair Act.</b>

## INSIDE THE INDUSTRY

Continued from page 7

### I-CAR Announces New CEO, Job Cuts

The Inter-Industry Conference on Auto Collision Repair (I-CAR) has named John Edelen its new president and CEO, elevating him from the interim CEO position he's held since last November. In filling his new role, Edelen has resigned his position as chairman of the board; Sam Pezzullo, who had been vice chair, will take that position.

Meanwhile, I-CAR recently announced staffing reductions of just over 10 percent, noting that while revenue levels remain respectable, growth has been outpaced by increasing expenses.

In other I-CAR news, the organization has named the six Industry Segment Advisory Councils it promised to establish as part of the re-organization it announced last November. The segments include: collision repair; vehicle insurance; vehicle manufacturing; tool, equipment and supply; education, training and related research; and other related industry services. I-CAR says the Councils will consist of industry participants and will try to better identify the training needs of each segment.

### Insurers Post Solid Financials

The property-casualty insurance industry enjoyed another good underwriting performance in 2007, reporting a combined ratio of 95.6 percent (the combined ratio represents the percentage of underwriting revenue paid out in claims and expenses). That's up from 92.4 percent in 2006, but the Insurance Services Office and the Property Casualty Insurers Association of America report the two-year period is the industry's best since 1953/1954.

The P-C industry posted net income of \$61.9 billion for the year, down 5.8 percent from 2006 – the first such decline since 2001 – as net written premiums slipped 0.6 percent.

### Insurer Surveys Produce Familiar Results

Collision repairers in Kentucky and Oregon have recently had their say on the way insurers carry out the repair process, and they produced similar and familiar results, with Progressive, Allstate, Nationwide and Safeco rated at or near the bottom of each, and State Farm once again at or near the top.

The Automotive Service Council of Kentucky says Progressive earned the worst grade in its annual shop survey, with more than 50 percent of the respondents giving the insurer an "F," while Allstate, Nationwide, Safeco and Liberty Mutual were each given a "D." State Farm, meanwhile, slipped to number two this year behind Kentucky Farm Bureau, the only two insurers to receive an "A."

In Oregon, the Northwest Automotive Trades Association survey once again rated State Farm as the best insurer when it comes to ensuring quality repairs and customer service, just ahead of Oregon Mutual, while Progressive drew the worst score, just behind Allstate, Farmers and Safeco.

Meanwhile, a new report released by the American Association for Justice (formerly known as the Association of Trial Lawyers of America) details what it calls "the ten worst insurance companies in America." It examined all types of insurers and how they treat their policyholders. Leading the way in this report is Allstate, while AIG (3rd), State Farm (4th), Farmers (7th) and Liberty Mutual (10th) also made the dubious list.



# 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](mailto: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](http://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](http://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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Dealer Return Address Here



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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 side front corner of the dashboard.

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

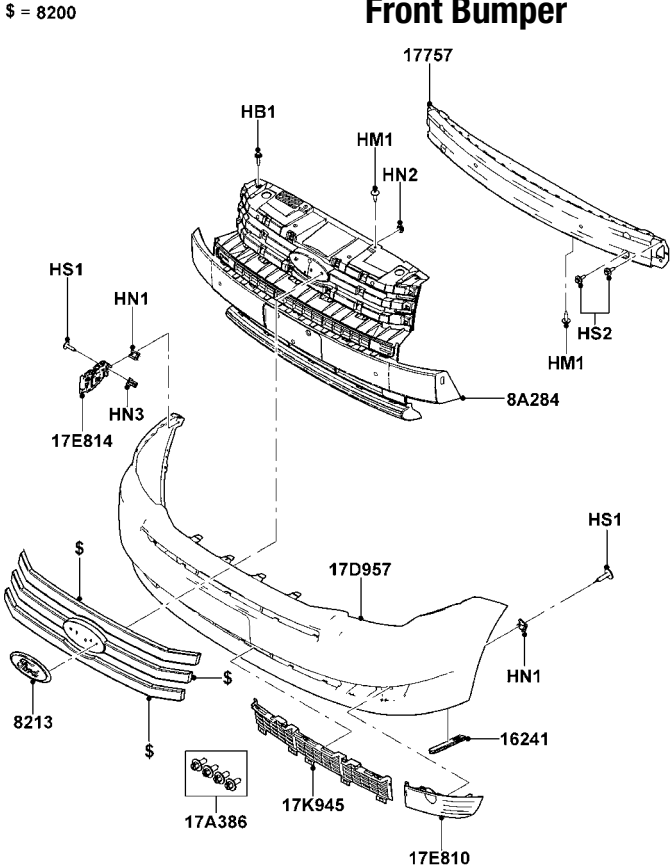
**2009 FORD FLEX**

Date Ordered:

## PARTS ORDER

Date Needed:

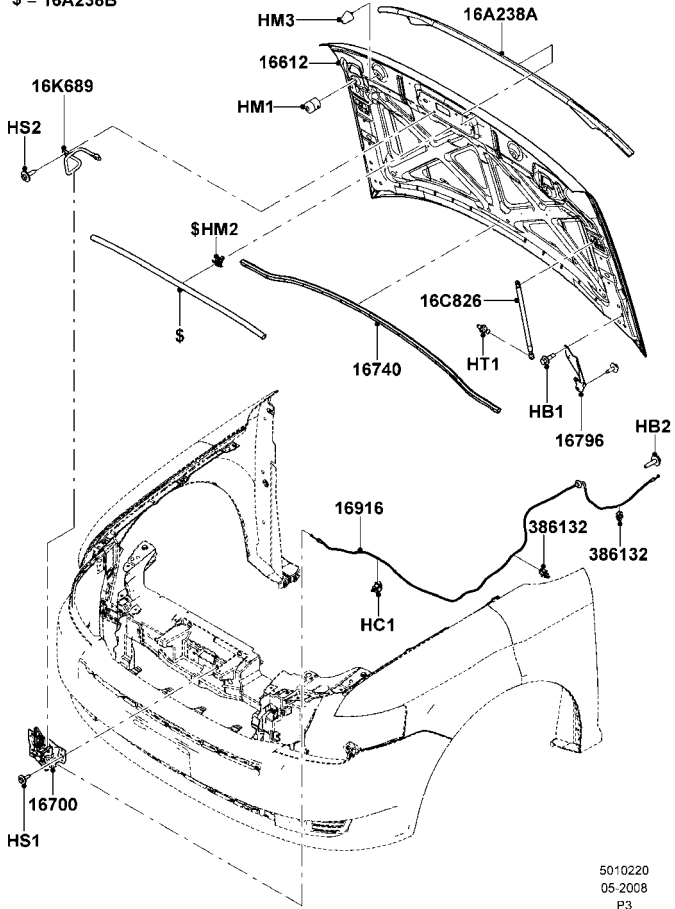
QUANTITY	PART NUMBER/PART DESCRIPTION



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

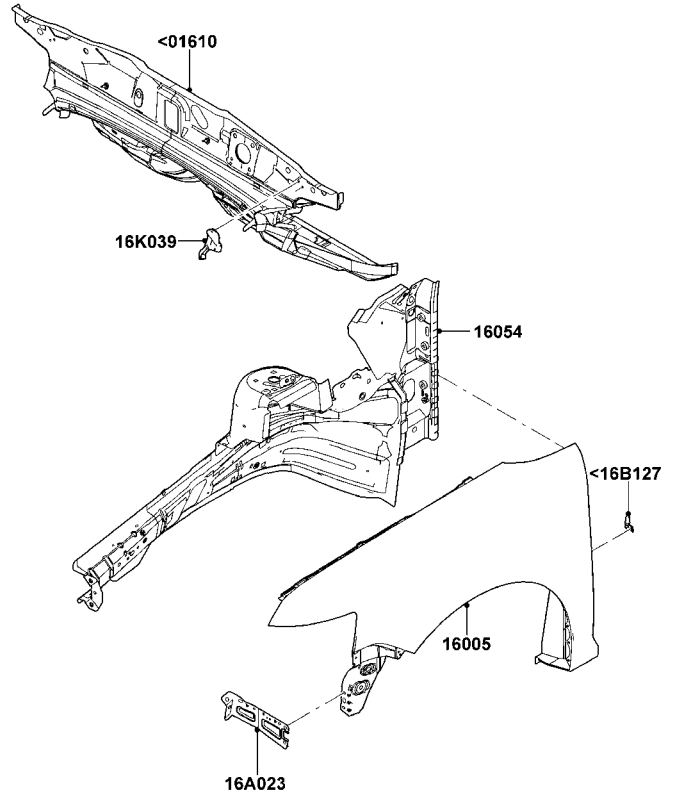
## Hood

\$ = 16A238B



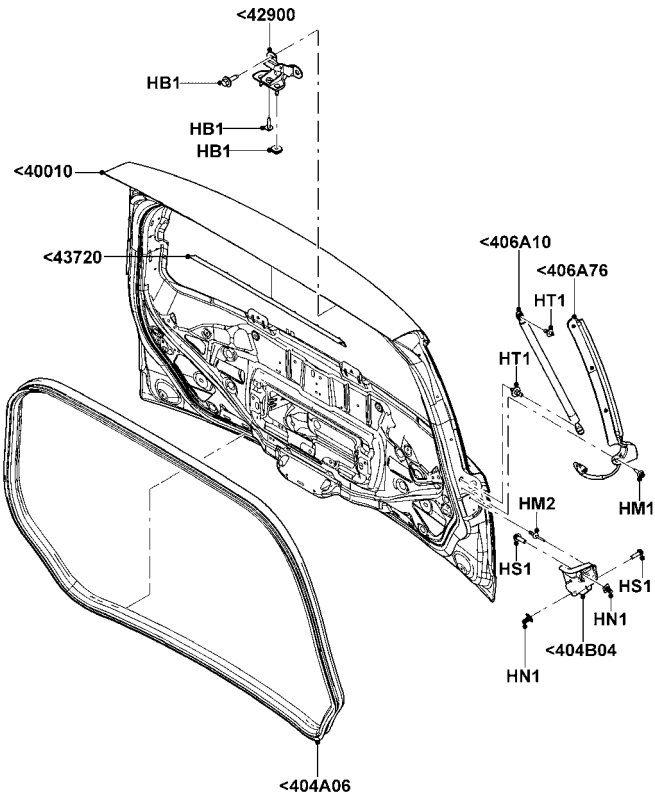
5010220  
05-2008  
P3

## Fender



5010210  
05-2008  
P3

## Luggage Door



## Outer Side Panels

