

**GENUINE
PARTS**

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

FORD'S NEW TECHNOLOGY CENTER FOCUSES ON REPARABILITY

Ford Customer Service Division has opened its new-and-improved Paint and Body Technology Center, a first-of-its-kind collaboration of repair and safety experts, product suppliers and insurers, in an effort to improve vehicle reparability and reduce repair costs.

The 9,400-square-foot facility in Inkster, Mich., gives the company nearly 20 percent more space than the original location, which opened in 2002, and more importantly, puts Ford's repair engineers in direct contact with its safety personnel by merging its operations with those at the existing Safety Crash Test Analysis building. This new relationship gives FCSD a great opportunity to utilize vehicle design to help develop key repair recommendations earlier in the product development process, and have that



The new Paint and Body Technology Center features state-of-the-art equipment from several suppliers; it aims to provide repairers with all of the information they need to return vehicles to pre-accident condition.

On The Inside

- **New Technical Service Bulletins**
- **Legislative & Legal Update**
- **Updated Anti-Theft Label Information**
- **Ford's Reparability Matrix**



information available to repairers when a vehicle reaches the showroom.

"The main goal of the PBTC is to determine what real-world technical applications are needed to perform proper repairs, and to anticipate any potential problems a repair technician may encounter and provide him or her with all the necessary information," said Gerry Bonanni, Ford damageability/collision repair senior engineer. "This could include anything from details concerning new materials used in a vehicle's production, to addressing questions such as how paint and adhesives work with the new repair procedures."

The decision to house the two operations in the same location stems from recent successful

collaborations of Ford repair and safety engineers, during the development of both the 2009 F-150 and the 2008 Focus. "The extensive use of advanced technologies and materials in the new F-150 required specific procedures and repair recommendations for the industry," said Bonanni. To address the issue, Ford developed special front and rear frame-section kits, which cost at least \$2,000 less than full frame replacements, reducing the chance of a total loss.

Mark Albrant, Ford customer service engineering supervisor, said such product developments, along with the ability to create repair procedure manuals ahead of the introduction of new vehicles, will help cut the overall cost of collision repair,

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INSIDE THE INDUSTRY

LKQ Financials and Acquisitions

LKQ Corporation, the nation's largest distributor of aftermarket and salvage crash parts, says its fourth-quarter net earnings fell 39.8 percent to \$13 million, as sales of new and refurbished aftermarket parts dipped about 2.0 percent versus prior year. For the full year, the company reports its net income hit \$99.9 million, an increase of 51.6 percent, as recycled parts and service sales jumped 23 percent.

However, same-store sales for the quarter rose less than 1 percent, pulling the number for the year down to 8.8 percent; and — citing the continuing drop in both miles driven and insurance claims volume — the company says its aftermarket part sales inched up by just 1 percent for all of 2008.

Meanwhile, LKQ has wrapped up several acquisitions in recent months. It has added to its fledgling heavy-duty recycled truck parts business by securing facilities in Toledo and Tampa; increased its presence in Ontario, Canada, through the purchase of two auto recyclers there; and obtained a wholesale salvage recycling operation in North Carolina.

Salvage VIN Database Up And Running

After becoming law nearly two decades ago, the National Motor Vehicle Title Information System database (www.nmvtis.gov) is now available to the public, having gone live on January 30, 2009. The site requires insurers and salvage yards to report vehicles that are severely damaged or totaled. The goal is to curb the practice of "title washing," where damaged or stolen vehicles are moved between states to receive new titles that hide their histories.

The database was signed into law in 1992, but never created. Last year, three consumer groups filed a lawsuit requesting it be created as soon as possible, and in September, a U.S. District Judge ordered the U.S. Attorney General to begin its implementation.

Currently 36 states are participating to some degree, representing about 73 percent of the U.S. vehicle population. All states must be full participants by January 1, 2010.

CCC/Mitchell Merger Off

The proposed \$1.4 billion merger between CCC Information Services and Mitchell International — two of the three main providers of electronic collision repair estimates — will not take place after all.

The two companies have announced they will no longer pursue the transaction, following a U.S. District Court's decision to grant the Federal Trade Commission's request for a preliminary injunction blocking the move. The FTC filed the suit late last year, saying the merger would limit competition, and called the court's decision a "triumph for consumers."

State Farm Tweaks Select Service

State Farm has announced it's making some minor changes to its Select Service program contract. Among the revisions: giving shops the ability to do a more thorough tear-down of the vehicle prior to completing the initial estimate; matching the requirements of the parts-ordering process being tested in Indiana and California; and requiring shops to meet local, state and federal licensing or certification mandates.

According to State Farm Estimating Consultant George Avery, who announced the changes at January's Collision Industry Conference meeting, the new agreement does not request new concessions or discounts, nor are there plans for a significant cut in the number of participating shops.

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New Ford Vehicles Receive Anti-Theft Labels

The 2009 Ford Flex and Lincoln MKS have been added to the list of vehicles requiring identification for service replacement parts, as part of the ongoing effort to reduce vehicle theft.

The designation means ID labels must be placed on each vehicle's major components, as dictated by the Federal Motor Vehicle Theft Prevention Standard — 49 CFR Part 541 — published by the National Highway Traffic Safety Administration in 1985.

The standard aims to decrease vehicle theft by facilitating the tracking and recovery of stolen parts and requires manufacturers to inscribe or attach the vehicle identification number onto major parts of new vehicles selected as high-theft car lines (an R-DOT — Ford Oval or FoMoCo — is used on replacement parts). The anti-theft identification labels will be found on the following parts: engine, transmission, fenders, hood, doors, bumpers, rear quarter panels, decklid, tailgate, hatchback, and/or rear doors.

While anti-theft labels **must not be removed from parts at any time and replacements cannot be ordered**, repairers are reminded that **replacement emissions labels** are available and can be ordered by faxing form FPS-8604 — found on FMCDealer.com — to (734) 374-8460. Independent repairers should contact their local Ford or Lincoln Mercury dealer for assistance, and other questions or concerns can be directed to the Label Helpline at (734) 374-8353.



2009 Ford Flex



2009 Lincoln MKS

FORD HEADS LIST OF TOP SAFETY PICKS

Fifteen Ford Motor Company vehicles have been named "Top Safety Picks" by the Insurance Institute for Highway Safety for the 2009 model year, more than any other automaker.

The award recognizes those vehicles that earn the highest rating in the Institute's front, rear and side-impact crash tests and offer electronic stability control.

The number of Ford vehicles on this year's list accounts for over 20 percent of the total vehicles named, nearly doubling the eight that made it last year. The list includes:

Ford Taurus	Ford Edge
Ford Escape	Ford Taurus X
Ford Fusion	Ford Flex
Lincoln MKX	Lincoln MKS
Mercury Milan	Mercury Sable
Mercury Mariner	Volvo C70
Volvo S80	Volvo XC90
Ford F-150	



2009 Ford Fusion



2009 Mercury Milan

New PBTC Targets Reparability

Continued from page 1

and in turn reduce auto insurance premiums. He added, "Some of our work with improved design for damageability and reported successes in reducing insurance rates are, and have been, defined, developed and implemented based on our work coming out of this facility. It is unique in the industry and a competitive advantage for Ford."

The current Ford Focus is another success story when it comes to trimming repair costs. According to the Highway Loss Data Institute, the four-door model saw a 13 percent improvement in average insurance loss payments compared to the 2007 model as a result of design improvements. "The work that Ford's reparability experts already have done with Ford's safety engineers has made the

Focus's bumper bigger and stronger to better protect adjacent components," according to Ford Damageability Engineer Larry Coan. "The new Paint and Body Technology Center will allow us to develop even more affordable repairs before vehicles launch."

Another key component of the PBTC is the participation of several industry suppliers – including Akzo Nobel, BASF, DuPont, PPG, Sherwin-Williams and Chief – which actually invested the \$650,000 needed to construct the facility and make it a fully-equipped, state-of-the-art body shop, and will be able to use it to train certified repair technicians. "I am proud of the relationship between the PBTC and our sponsor-vendors," noted Bonanni. "The collaborative



Chief Automotive Technologies is one of the many equipment providers that helped fund the new center.

effort put forth by both helps to validate the ongoing development of the repair procedures."

The center is also working closely with industry groups such as I-CAR and several insurers, including State Farm and Allstate, which are providing their input on improving reparability earlier than ever in the development of new vehicles. "Ultimately, we want to be able to give the repairer everything he or she needs to bring the vehicle back to pre-accident condition, and hopefully, save lives," said Bonanni.

For more information on the new Paint and Body Technology Center, contact Gerry Bonanni (313-317-9000 or gbonanni@ford.com) or Mark Albrant (313-317-4999 or malbrant@ford.com).



The new 9,400-square-foot Paint and Body Technology Center is a fully equipped bodyshop and includes large eco-friendly paint booths that help determine how paint and adhesives react with newly developed repair procedures.

INDUSTRY EVENTS CALENDAR – 2009

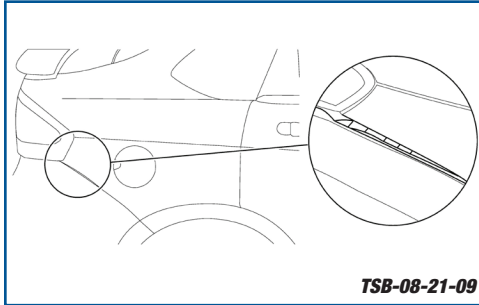
Date	Event	Location	URL
Apr. 22 – 23	Collision Industry Conference – General Meeting	Hartford, CT	www.ciclink.com
Apr. 30 – May 2	ASA Annual Convention	Orlando, FL	www.asashop.org
May 19 – 21	CCC Industry Conference	Naples, FL	www.cccis.com
Jul. 28 – 31	I-CAR 30th Annual Industry Conference	Washington, DC	www.i-car.com
Jul. 29 – 30	Collision Industry Conference – General Meeting	Washington, DC	www.ciclink.com
Nov. 3 – 6	Specialty Equipment Market Association (SEMA) Show	Las Vegas, NV	www.semashow.com
Nov. 3	Collision Industry Conference – General Meeting	Las Vegas, NV	www.ciclink.com
Nov. 3 – 5	Automotive Aftermarket Products Expo (AAPEX)	Las Vegas, NV	www.aapexshow.com
Nov. 5 – 7	International Autobody Congress & Exposition (NACE)	Las Vegas, NV	www.naceexpo.com
Nov. 5 – 7	Congress of Automotive Repair and Service (CARS)	Las Vegas, NV	www.carsevent.com

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 08-21-09 – Rear Bumper Cover Unfastened

Informs repairers that the rear bumper cover on some 2008 Focus models may become unfastened near the rear quarter panels due to it not being fully attached to the bumper cover reinforcements. The service bulletin outlines the procedures involved to correct the condition in instances where the bumper cover reinforcements are either damaged or not damaged.



TSB 08-23-03 – Water Leak at Reverse Lamp Assembly

Advises that some 2006-2009 Town Cars may exhibit water dripping from the drain holes located on the underside of the decklid when it is raised. The bulletin directs repairers to remove the reverse lamp assembly that mounts on the decklid and follow the procedure for proper drainage and sealing of the area.

TSB 08-23-10 – Rear-Fender Side Marker Lamps Loose

Alerts repairers that some 2008 F-Super Duty 350/450/550 vehicles equipped with Dual Rear Wheels (DRW) and built before 8/28/08 may exhibit rear-fender side marker lamps that are loose. The bulletin directs repairers to remove and replace the damaged lamps.

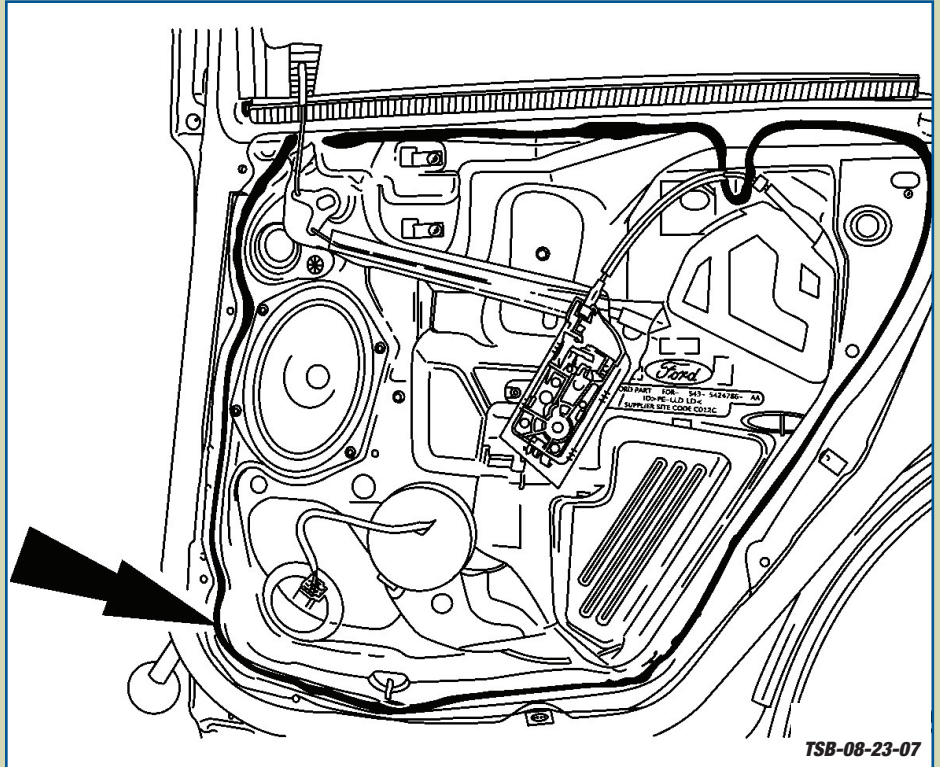
TSB 08-25-05 – Driver's-Side Cowl Panel Popped-Up

(Supersedes TSB 07-24-05)

Reports that some 2004-2008 F-150 (excluding Heritage) and 2006-2008 Lincoln Mark LT vehicles may experience the windshield cowl panel not being fully seated, popping up or giving the appearance of being warped. The bulletin instructs repairers to remove the cowl panel and inspect the J-hooks that hold it in place, and outlines the procedure for correcting the concern based on different conditions.

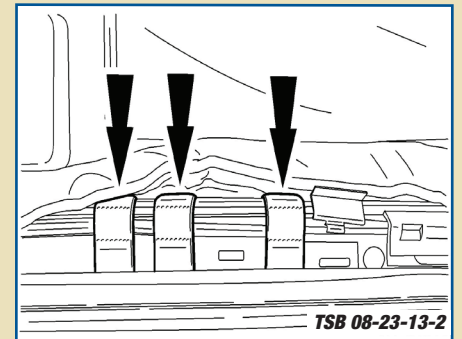
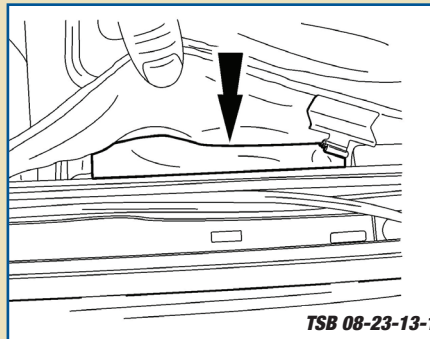
TSB 08-23-07 – Rear-Door Water Leak

Warns that some 2008 Focus four-door vehicles built before 2/1/08 may exhibit a water leak at the rear doors, due to excessive water entering the door cavity and perforating the water shield, resulting in water accumulating on the rear floor. The bulletin directs repairers to replace the belt molding with a revised version that incorporates an additional foam seal to reduce and redirect water entering the door cavity.



TSB 08-23-13 – Carpet Pulls Out at Sill Plate (Supersedes TSB 08-22-05)

Reveals that 2008-2009 Focus vehicles built before 9/30/08 may encounter the carpet pulling out from under the front-door sill plate area. This may be perceived as the carpet being cut too short, however it is caused by inadequate carpet retention to the body sill plate area. The bulletin outlines the procedure involved to correct the condition.



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.



Booth attendees inspect the 2009 F-150 Super Duty cutaway, which was utilized during live presentations detailing its high-strength steel and new repair procedures.

Ford Highlights New Collision Repair Procedures at NACE

New paint, body and frame-repair procedures were the focus of the Ford Customer Service Division display at the recent International Autobody Congress & Exposition (NACE).

Gerry Bonanni, senior engineer at Ford's Paint and Body Technology Center, spoke to hundreds of show delegates through daily, live instructional presentations covering numerous updates, including body repair procedures for the new F-150 and new frame-rail sectioning availability for both the F-150 and Mustang.

"Ford's PBTC develops specialized repair procedures that are passed on to repair technicians so that they can deliver the highest-quality collision repairs to Ford vehicle owners," stated Bonanni. "NACE is a great

venue to present this important information to the people in the industry who need it the most."

Ford also debuted its new Steel Reparability Matrix that outlines its recommended procedures for repairing several grades of steel that are found on current and future Ford vehicles. A copy of the matrix is available on page 10 of this newsletter.

The 2008 show marked the first union of NACE and the Congress of Automotive Repair & Service (CARS) to create Automotive Service & Repair Week (ASRW). The combined events drew over 23,000 collision industry professionals and around 400 exhibiting companies. The 2009 ASRW dates are November 4 – 7 and pre-show details are available on the Web at www.naceexpo.com and www.carsevent.com.



The Ford Reflex diesel-electric hybrid concept car was a big draw at the FCSD booth.

INSIDE THE INDUSTRY

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Association Leadership Changes; DEG Surpasses 1,000 Requests

Former Database Enhancement Gateway (DEG) administrator Aaron Schulenburg has taken over as executive director of the Society of Collision Repair Specialists. Schulenburg, who previously held positions with the Washington Metropolitan Auto Body Association and the National Auto Body Council, began his tenure January 15th. He steps in for Dan Risley, who resigned last August to take a position with Allstate, after nearly eight years on the job.

Meanwhile, the Alliance of Automotive Service Providers has elected shop owner Rick Starbard as its national president for 2009-2010. He also serves as president of AASP-Massachusetts/Rhode Island and has been a member of the Collision Industry Conference Database Task Force and the DEG's joint operating committee.

At the same time, the Database Enhance Gateway has eclipsed the 1,000-inquiry mark, doing so last year just prior to completing its first full year in operation. In addition, it has selected Bud Center, most recently a district manager for Gerber Collision & Glass, as its new administrator. The organization (www.degweb.org) is a joint creation of ASA, SCRS and AASP aimed at improving the quality and accuracy of collision repair estimates.

CIC Hits a Quarter Century

The Collision Industry Conference (www.ciclink.com) has begun its 25th year of examining industry issues. Among those raised at January's planning meeting in Scottsdale, Ariz., were the use of non-deployed airbags; the clarification of automaker repair recommendations; the use of estimating systems in their entirety; insurer acknowledgement of paint materials price increases; and CCC's recent change in its stance on the ability to deduct overlap time for painting flexible parts. The next meeting is set for April 22-23 in Hartford, Conn.

Traffic Volume Drop Eases

December saw U.S. motorists drive 1.6 percent less than the previous year, making 14 straight months of decline – but about a third of the states experienced increases for the first time since last summer. The latest Federal Highway Administration report shows vehicle miles traveled (VMT) fell by 3.7 billion in December, pushing the total drop since November 2007 to 115 billion miles. Seventeen states, however, witnessed higher VMT for the month, led by Colorado, which was up 5.4 percent.

Vehicle Age Continues to Rise

As new-vehicle sales struggle, the age of vehicles already on the road continues to rise. The latest R.L. Polk & Co. report shows the median age of passenger cars in operation last year reached a record 9.4 years, up from 9.2 the year before. The median age of light trucks jumped even more, going from 7.1 years in 2007 to 7.5 years in 2008, while all trucks increased from 7.3 to 7.6 years.

Dealerships Closing in Record Numbers

A new report shows 881 automobile dealerships, or 4.2 percent of the nationwide total, closed their doors last year. Urban Science says that was the largest such decline since data collection began in 1991. New-vehicle sales dropped 18 percent last year, to 13.2 million units, and the National Automobile Dealers Association says it expects another 1,200 dealers to go out of business this year.

LEGISLATIVE & LEGAL UPDATE

The 2009 legislative season has begun and a wide variety of crash parts-related measures are once again being considered by state legislatures around the country. One of the most active states is California, where bills introduced so far include: a CAPA-supported bill banning insurer use of non-certified crash parts; one that states an insurer's damage assessment is not a repair estimate; and – for the third straight year – an attempt to require shops to provide parts invoices upon request.

Elsewhere, Tennessee is considering changes to its non-OEM parts standards; several states are looking at new or revised anti-steering measures; right-to-repair has been re-introduced in Massachusetts; Missouri and Montana are reviewing estimating system use requirements; and numerous states are examining bills restricting cell phone use and text messaging while driving.

Gov. Entity	Bill Number	Bill Status and Description
AL	S 193	Defeated in comm. Would have opened salvage auctions to unlicensed buyers.
CA	S 350	Prohibits insurer use of non-certified parts and presumes CAPA parts are like kind and quality to OEM; adds liability for installation of previously damaged airbag. CAPA supports; California Autobody Association opposes.
	S 427	Requires shops to provide copy of parts invoices on request; also criminalizes failure to install a fully operational airbag.
	A 1179	Distinguishes between damage assessment by insurer and repair estimate by repairer. California Autobody Association supports.
	A 802	Revises anti-steering law by noting nothing prohibits insurers from providing information regarding benefits of policy.
	Reg.	Hearing held 2/25. Proposed changes to current anti-steering regulations.
CO	H 1094	Requires hands-free cell phone use and prohibits cell phone use by drivers 18 and under.
CT	H 6446	Died in comm. Strengthens current anti-steering laws for collision and glass claims.
	H 6450	Changes how value of a totaled vehicle is determined.
	S 896	Died in comm. Allows insurer right to authorize repair work beyond initial estimate.
DE	H 40	Bans use of hand-held cell phones while driving.
FL	S 172	Restricts hand-held cell phone use and text messaging while driving.
	H 261	Bans all cell phone use for drivers under age 18.
ID	S 1030	Bans hand-held cell phone use while driving.
	S 1031	Bans text messaging while driving.
IN	S 80	Bans cell phone use for drivers under age 18.
	H 1242	Passed House 2/24. Restricts use of personal communication devices by drivers under 18.
IA	H 155	Bans use of cell phones and text messaging while driving.
	H 17	Bans cell phone use by drivers under age 18.
ME		Several bills would limit use of cell phones by drivers.
MA	H 285	Right to Repair Act of 2009.
MO	H 134	Bans hand-held cell phone use while driving.
	H 834	Shop licensing requirements; requires use of estimating system in its entirety.
	H 539	Allows unlicensed buyers at salvage auctions.
MT	H 286	Requires insurers to use all repair costs identified by an estimating system.
	H 291	Requires insurers use "average prevailing market price" for autobody and glass repairs instead of "lowest prevailing" as currently required.
NV	A 297	Prohibits insurer ownership of body shops and establishes other restrictions.
NH	S 55	Passed Senate. Creates a commission to study collision repair industry.
NJ	S 132	Allows first-party bad-faith lawsuits against insurers.
NC	H 9	Bans text messaging while driving.
OR	S 617	Prohibits insurers from influencing service and repair decisions and practices.
	H 2268	Vehicle repair estimate requirements; includes disclosure of non-OEM parts.
RI	H 5891	Prohibits insurers from authorizing repairs for insureds.
	H 5892	Requires insurers to do an appraisal on damage over \$1,500.
TN	Reg.	Dept. of Commerce & Insurance considering fair claims standards; would include requirement that replacement crash parts be at least equal in kind and quality to OEM in terms of fit, quality and performance; also requires permanent ID on parts.
WA	H 2059	Vehicle scrapage program for vehicles more than 15 years old; includes \$2,000 sales tax exemption.
WI	A 121	Expands existing anti-steering law.
US	S 202	Enhances recently enacted National Motor Vehicle Title Information System to require insurers to disclose VINs of totaled cars before they return to marketplace.
NCOIL		National Conference of Insurance Legislators has pledged to pursue model law on airbag fraud, including fake airbag repairs and installing stolen or non-matching airbags.
NAIC		National Association of Insurance Commissioners has asked Diamond Standard Brand Division of Reflexion/PBSI to review its model law on aftermarket parts with regard to part quality and equivalency to OEM parts.

Ford Seeks to Uphold F-150 Parts Ban; Mustang Case Set For Trial

Ford has asked the U.S. Court of Appeals for the Federal Circuit to uphold a ban on the importation of F-150 replacement crash parts previously found to infringe on Ford's patents.

A three-judge panel heard oral arguments from both Ford and LKQ Corp. on February 5th. LKQ is seeking to overturn the International Trade Commission's 2006 decision to halt the importation of seven F-150 parts. Ford's attorney told the judges, "There's an entire industry competing in the aftermarket without copying." He also said that American jobs would be lost if the ruling is reversed.

Meanwhile, Ford's ITC complaint involving several 2005-model Mustang parts is expected to be heard by an administrative law judge beginning in late March. The company charges LKQ Corp./Keystone Automotive Industries, U.S. Autoparts Network and five aftermarket parts manufacturers violated its patents through the importation and sale of imitation hoods, fenders, bumpers, side-view mirrors and tail lamps.

Progressive Told to Hand Over Records

A New York judge has ordered Progressive Insurance to turn over hundreds of claims documents in the steering lawsuit involving the owner or North State Custom, or risk losing the case. In the directive issued Feb. 23rd, Judge Gerald Loehr wrote the insurer has withheld the information despite several court orders and unless Progressive complies within 45 days a default ruling would be entered in favor of North State.

GEICO Charged with Steering and Underpayment

The California Department of Insurance has issued a show cause order to GEICO, alleging nearly two-dozen instances where the insurer either improperly steered claimants to its preferred shops or adjusted labor rates downward without proper support that such moves were reasonable. The order was issued in December, and the department and insurer are now discussing possible next steps. In May 2007, the department fined GEICO \$60,000 for alleged underpayment of both labor rates and paint and materials.

DV Settlement Proposed in Washington

A \$35 million settlement proposal has been made in a Washington state diminished value case against Nationwide Insurance. The class action involves Nationwide policyholders involved in accidents with underinsured or uninsured motorists from 1996 to 2008. A hearing on the proposed settlement is scheduled for early April.

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 *OnTarget* are available through Ad Creator or at FMCDealer.com. Independent collision repair shops should contact their Ford or Lincoln Mercury wholesaling dealer. *OnTarget* 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'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

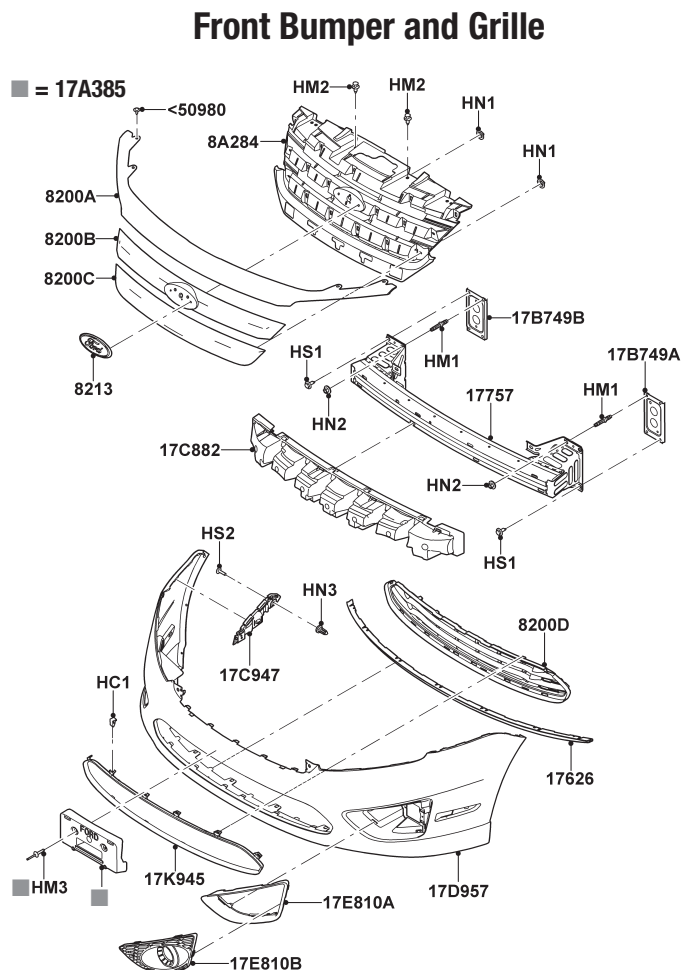
2010 FORD FUSION

Date Ordered:

PARTS ORDER

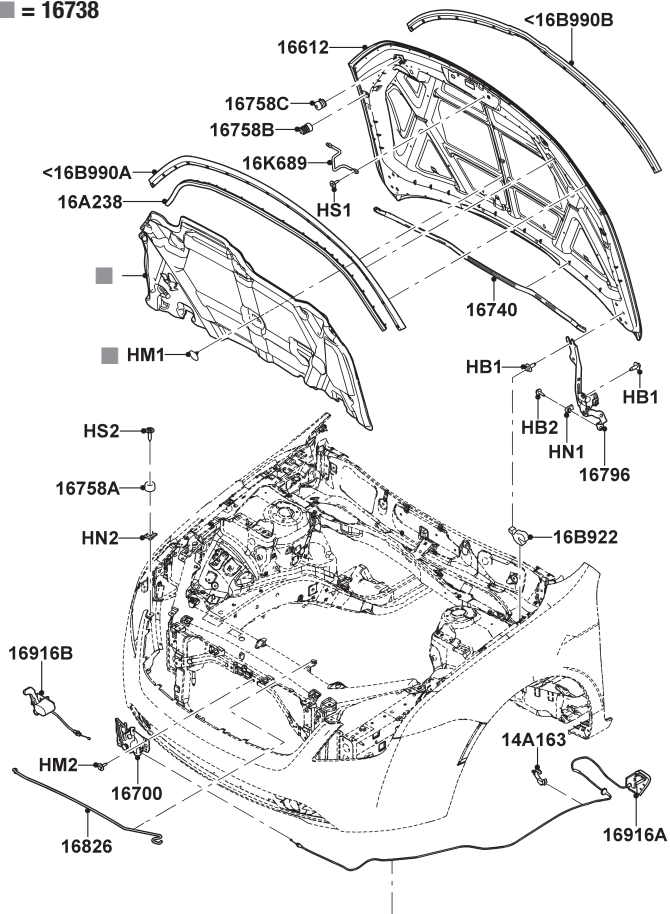
Date Needed:[illegible]

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



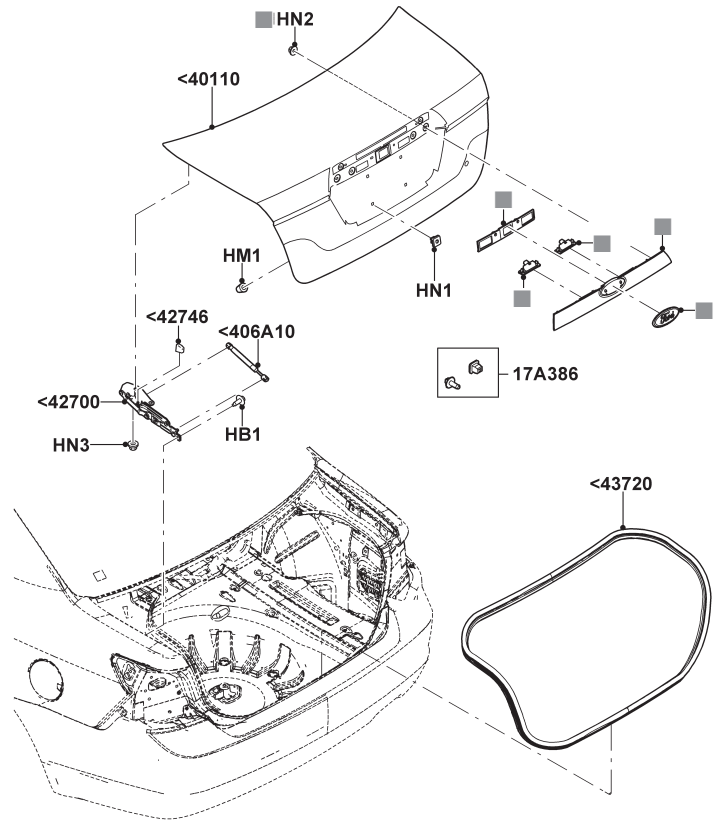
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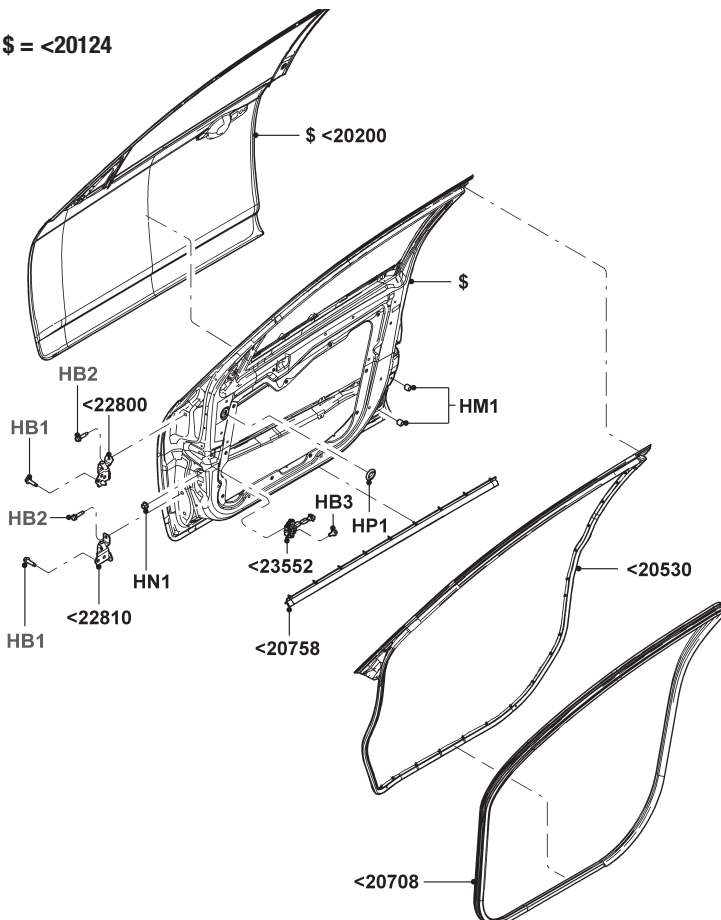
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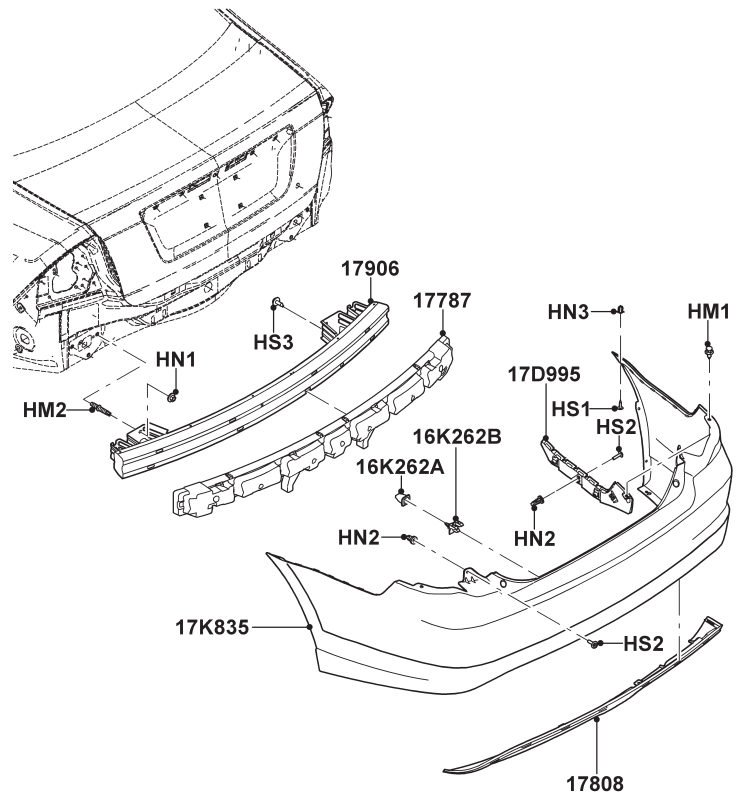


Front Door

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Rear Bumper



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 at www.OEM1STOP.com, the automotive original equipment manufacturer technical information resource.



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.