

HOT TOPIC

ONE TIME USE NUTS, BOLTS, HARDWARE..ETC... ALSO SPECIAL ALLOWANCE FOR REQUIRED CHEMICALS AND SUPPLIES FOR RECALLS & ONP REPAIRS

In the recent Ford Tube video they went thru what the top reasons are for chargebacks in audits. The number one was “Not replacing one time use parts.” Per the Work Shop Manual it will show you a trash can next to the parts that show a one-time use part (nuts, bolts, etc.). Ford seems to be adding more every month so who knows when all will be updated. A trash can is placed next to the throw away part that MUST be discarded and install new (charged on the ticket). This will take more time for technicians to refer to the shop manual to see if the one time use applies to their repair. I know that this will reduce your technician’s productivity at first but can you afford the costly chargeback if you don’t. If it was that important to replace hardware why isn’t it included with the part being replaced as a kit? This goes for any repair, TSB’S, Recalls and regular warranty claims.

Recalls & ONP Locally Obtained Supplies

We are having an epidemic of dealers who are not billing supplies out on the recalls. By not using the Ford or locally obtained supplies as outlined in the recall, this could result in a chargeback and a potential safety issue. Our findings indicate that several dealers are not using the supplies so in turn the recalls are not being performed as required. This is another way for Ford to charge the dealer back the recall because it was not performed as instructed.

You need you to bill out MISC, GOG or in the part area. An example would be 17N04. The parts that are required (TA-19-C or PM-13-A, ETC.). We understand many times the parts prices will exceed the allowance of \$15.00 so you can try to match these prices to reduce the accounting adjustments. Make sure you are following the recalls by billing these items out.

Remember in an audit Ford can request to see your purchase documentation to match your usage! This will save us from sending out multiple E-mails for not adding this to the claim and reduce another loop hole Ford can charge you back with.

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