



Ford Collision Repair Position Statements



THE FORD MOTOR COMPANY HAS RELEASED A SERIES OF COLLISION REPAIR POSITION STATEMENTS. THIS IS THE FIRST PART OF A TWO-PART OVERVIEW OF HOW THE STATEMENTS APPLY TO OUR INDUSTRY.

Pre- and post-diagnostic scanning during a collision repair

Ford vehicles contain many state-of-the-art features that provide occupant safety and enhance the driving experience. During collision repairs, it is critical that the proper function of these systems and features be restored to pre-accident condition and performance.

All Ford vehicles from and including model year 2010 forward that are involved in a collision require a pre-repair diagnostic scan during the estimation phase to assist in properly identifying all required repairs. During the repair process, certain modules and other system components may require calibration or initialisation to complete the repair properly. Additionally, the vehicle requires a post-repair diagnostic scan after the vehicle has been repaired to verify that new faults have not been introduced during the repair and that the vehicle has been fully repaired. The following points show why a diagnostic scan is crucial to a proper repair:

- Preliminary diagnostic scans provide a baseline to the condition of the systems on the vehicle and what concerns may need to be addressed during the vehicle repair plan development.
- Not every malfunction will illuminate a malfunction warning light (MIL) or message centre warning.
- A system may require a certain number of drive or function cycles to set a warning light or manifest a concern.
- Low battery voltage may allow for numerous diagnostic trouble codes (DTCs) to set.

Clearcoat blending during a collision repair

Ford does not approve 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 does not approve 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. Over time, the edge will begin to lift and discolour, making the edge around the repair very noticeable. To resist ultraviolet light and other environmental factors, the clearcoat needs approximately 25 microns of thickness; however, the micron thickness 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 colour as necessary and then clearcoat the entire panel. Clearcoat must be continued to the nearest edge, including apertures. For example, the channel area is usually the line to make a break point on a quarter panel or roof. Most Ford vehicles include a channel area that makes it easier to perform the procedure the right way the first time.



Ford diagnostics.



Clearcoat blending gone wrong.

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

Use of non-OEM parts on Ford Motor Company vehicles

Ford vehicles are designed and built to provide optimum fit, function, safety and structural integrity. Ford does not approve the use of third-party replacement parts. The quality, performance and safety of these parts cannot be verified and may result in substandard repairs that can inhibit proper vehicle function and cause diagnostic trouble codes (DTCs). You can only be assured of the replacement part's fit, finish, quality and safety by purchasing Ford Original Equipment Collision Replacement Parts through an authorised Ford Dealer.

Recycled, salvaged, aftermarket and reconditioned parts (including body parts, wheels and safety restraint components) are not authorised by Ford. Departure from repair instructions provided in the Ford Workshop Manual, including alternate repair methods or the use of substitute components, risks compromising crash safety. Failure to follow these instructions may adversely affect the structural integrity and crash safety performance, which could result in serious personal injury to vehicle occupants in a crash.

- Aftermarket parts. Ford does not approve the use of aftermarket or third-party replacement parts. Ford vehicles are fully tested and certified

as an entire assembly. Each part plays a role in the vehicle's overall operation and is optimised for fit, function, safety, and structural integrity. Aftermarket parts are not subject to the same requirements of entire vehicle operation or function and may not be manufactured to the same standards or design. This could compromise the vehicle's overall safety should a future collision occur. Aftermarket parts such as fenders, hoods, bumpers and doors may not provide proper operation or function of vehicle crumple zones, supplemental restraint sensors (SRS/airbag sensors), or meet Australian Design Rules for vehicle collisions.

- Salvaged/recycled components. Ford does not approve the use of components removed from a vehicle that was damaged, burned, flooded, scrapped or involved in a previous collision. Salvaged or recycled parts may have been subjected to crash impact loads, exposure to outside weather, excessive wear, high temperatures or extreme forces during removal from the donor vehicle. Ford cannot guarantee the safety, quality, compatibility or durability of recycled parts as there are no standards in place for testing these components. In addition, salvaged components are not traceable should a recall occur in the future.
- Fasteners. Ford requires the replacement of all associated fasteners during a collision repair. Fasteners that have been worn, broken or deformed during a collision must be replaced with genuine Ford replacement parts. Each structural collision repair is

developed and tested using Ford replacement parts – including rivets, screws, bolts and other fasteners. The integrity of the complete repair cannot be guaranteed with the use of aftermarket, damaged or broken fasteners.

- Adhesives. Ford only allows the use of adhesives that are specified in the Ford Workshop Manual or Body Repair Manual found on the Professional Technician System (PTS). Many technological advances have taken place in the field of structural adhesives for use in Ford vehicles. The use of adhesives in automotive repair is specific to each vehicle and location of repair; these repairs have been fully tested using the components, products and procedures specified in Ford's technical documentation. The use of other adhesive products not approved for a repair may compromise the safety and durability of the entire vehicle.

Furthermore, Ford Premium Motor Insurance stipulates that all parts damaged because of a collision must be replaced with Genuine Ford Original Equipment Replacement Parts. Alternative collision parts are not covered by Ford's New Vehicle Warranty or the Ford Service Parts Warranty or any variety of the Ford Extended Service Plan. In addition, any damage to or failure of a Ford part caused by the installation or improper performance of an alternative part is not covered by any of the warranties or programs.

It is important to utilise Ford repair procedures for all collision repairs to ensure quality results. Ford also recommends using the integrated diagnostic system (IDS) or Ford Diagnosis and Repair System (FDRS) to perform all vehicle diagnostic testing, module programming and system calibrations during collision repairs. Ford dealerships can access service information, training and diagnostic scan tool support through the Professional Technician Society at www.fordtechservice.dealerconnection.com and independent repairers can access similar information with a subscription to www.motorcraftservice.com.

Editor: Look for the second part of this Ford feature in the next issue.



Ford Genuine Parts.