



ON TARGET

FOR FORD AND LINCOLN WHOLESALERS AND THE COLLISION REPAIR INDUSTRY

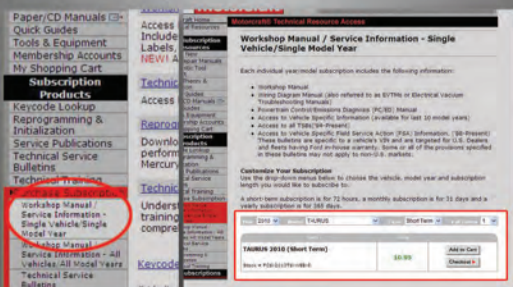
In This Issue . . .



Truckload Program Continues Growth



Workshop Manual Tutorial



Expanded Ford Body Repair Section in Workshop Manual

Workshop Manual

2013 Fusion



in this manual, refer to health and safety warnings in section 100-00 General Information. Failure to follow

 [CLICK HERE](#) to learn about using the new Workshop Manual format.

VEHICLE ANTI-THEFT LABELS

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TECHNOLOGY TARGET

NEW TECHNICAL SERVICE BULLETINS

Industry Events Calendar

CRASH PARTS LEGISLATIVE UPDATES

New Core Flyer



NEW FORD WORKSHOP MANUALS Feature More Collision Repair Sections, 3D Graphics

Change part of a larger format overhaul aimed at providing repairers with more detailed repair information that can be more quickly referenced

Ford Motor Company has begun rolling out new-and-improved workshop manuals, including more sections for collision repair procedures, new 3D graphics, and the addition of a feature that allows repairers to view two procedures at the same time.

The enhanced treatment of collision repair procedures means the old body repair section (501-35) has been expanded to seven sections covering the following specific areas:

- 501-25: Body Repairs—General Information
- 501-26: Body Repairs-Vehicle-Specific Information and Tolerance Checks
- 501-27: Front-End Sheet Metal Repairs
- 501-28: Roof Sheet Metal Repairs
- 501-29: Side-Panel Sheet Metal Repairs
- 501-30: Rear-End Sheet Metal Repairs
- 501-36: Paint—General Information

Along with the new collision sections, the standard graphic line-art has been replaced with advanced 3D renderings, giving repairers a far superior look at important vehicle details, while a new “window-within-a-window” feature has been added as well, letting repairers view two separate but related procedures simultaneously. This also allows for direct links to the applicable wiring diagram cell or connector location when performing pinpoint tests.

Gerry Bonanni, Ford’s senior damageability engineer, has long advocated the need to research the repair procedure before any work is done, and believes the revamped manuals can help that process, “As more and more advanced materials and metals are used in vehicle construction, researching the repair will only grow in importance, and we think these improvements will allow repairers to do a more thorough job.”

Additional enhancements include a new service information section, which will include safety warnings, a symbols glossary, diagnostic methods and explanations of the various colors used in the graphics and illustrations throughout the manuals, and better indexing than previous versions, allowing repairers to locate the information they need quickly and more accurately.

The redesigned format is being used on manuals worldwide as part of an effort to globalize Ford’s official repair procedures and

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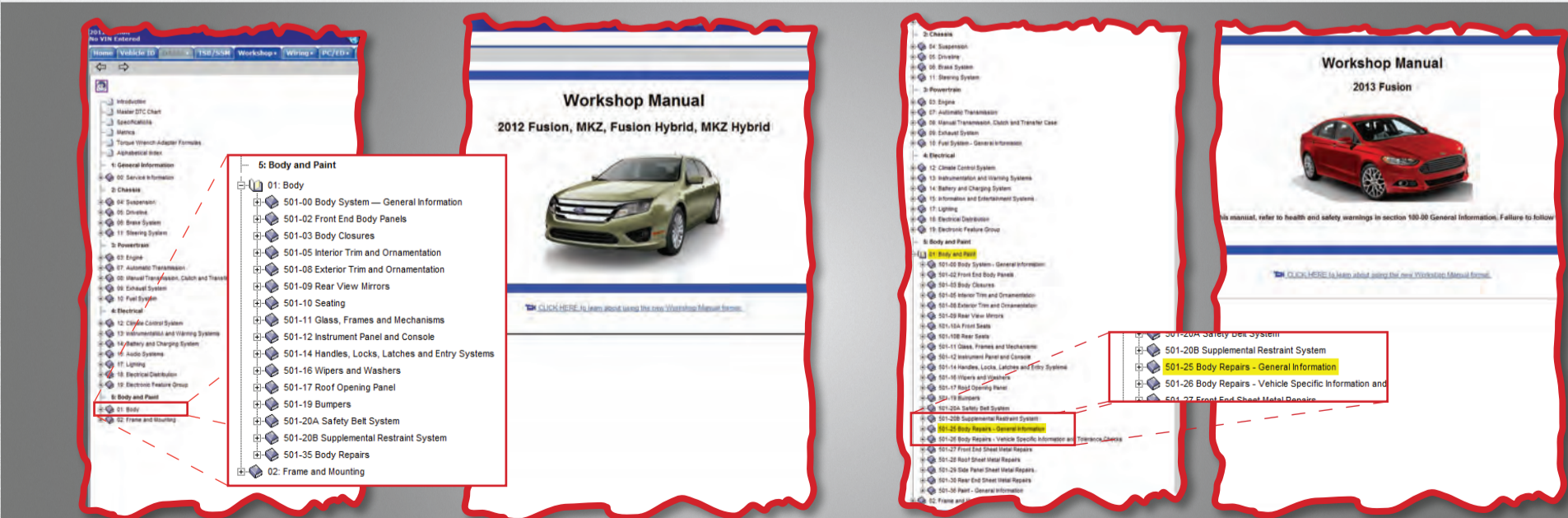
ADDITIONAL FEATURES AND TIPS

In addition to the new repair sections and 3D graphics, here are some additional features, tips and guidelines to help repairers become more familiar with the new workshop manual format:

Format Overview and Navigation Tips

Within the workshop manual, repairers will see each section listed in chronological order on the far left side of the page, along with a book icon and a plus sign (+). A plus sign next to a book icon indicates that additional material is available for that topic in a drop-down menu. A minus sign (-) indicates that the menu cannot be expanded any further.

While navigating, the repairer’s current selection remains highlighted in yellow to allow you to track your location. A gray icon located at the top left corner of the manual, above the section numbers, allows repairers to collapse every expanded menu at once, re-setting the page to its original state.



The 2013 Ford Fusion is one of the vehicles that has switched over to the new format. One of the benefits of the new format is the expansion of Section 501-35 into seven new repair sections.

information. So far the new manuals have been released for the following vehicles:

- 2013 Fiesta
- 2013 C-MAX / C-MAX Energi Plug-in Hybrid
- 2013 Fusion / Fusion Hybrid
- 2013 Focus / Focus Electric
- 2013 Lincoln MKZ / MKZ Hybrid

Manuals for the upcoming 2014 Escape, Transit and Transit Connect will also employ the new format and features, while those for all other vehicles will be updated as the vehicles undergo significant revisions.

For more information, visit www.motorcraftservice.com. Questions on any Ford Motor Company body-repair procedure can also be directed to Gerry Bonanni (313-317-9000 or gbonanni@ford.com) or the Ford Collision Parts Hotline at cphep@ford.com.

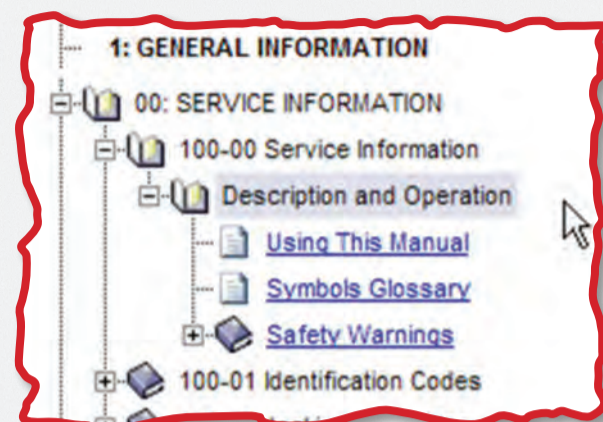
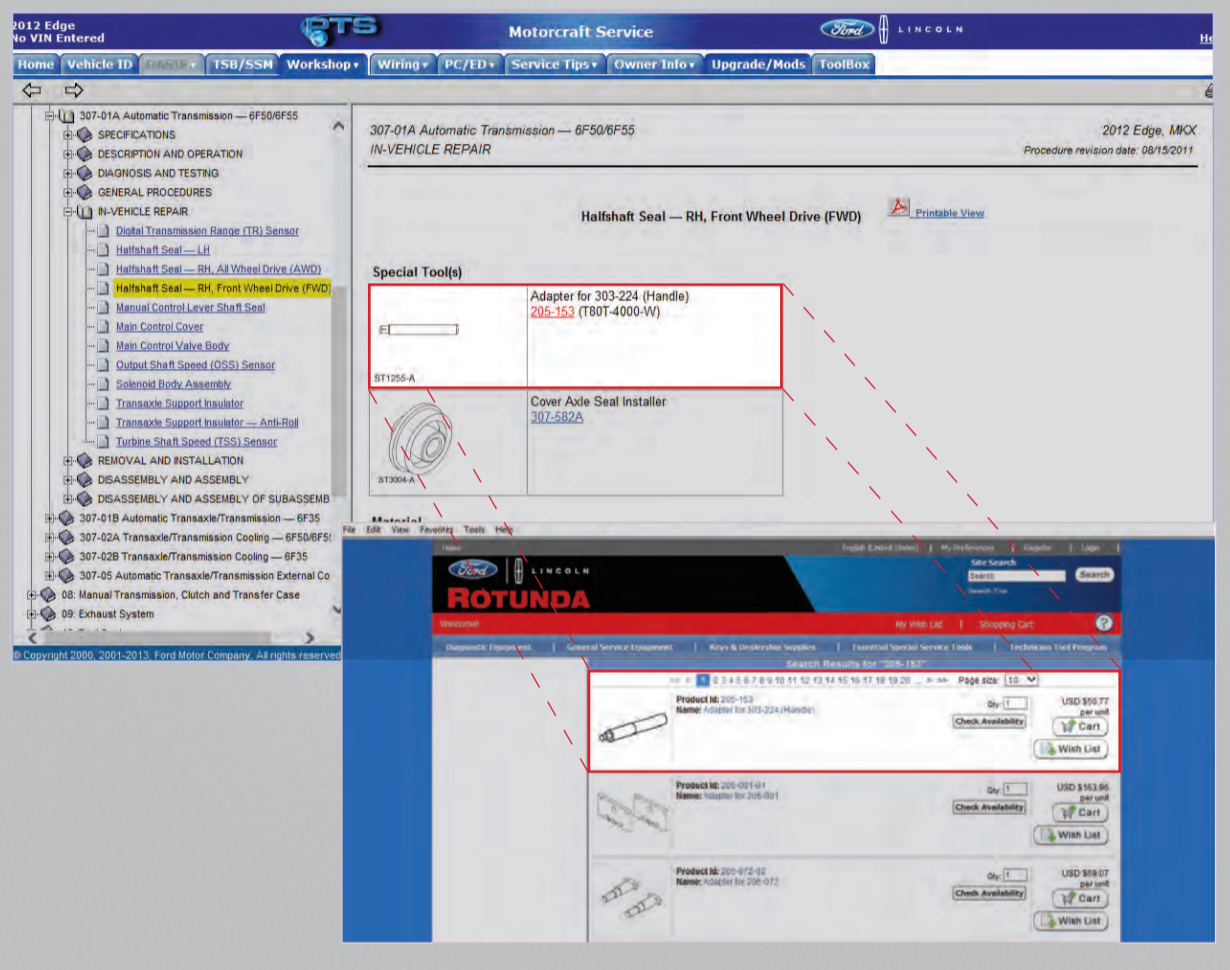
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ADDITIONAL FEATURES AND TIPS

External Links

Some procedures may include a list of special tools that are required for the proper repair. A link in the manual directs users to the Ford Rotunda website for additional information including the kit where the specific tool can be located.

If a VIN is entered into the manual, repairers can also access the Ford Catalog Advantage website, allowing users to view the catalog illustrations or order parts. Clicking on a specific base part number link or on the Ford Catalog Advantage logo link at the top of the procedure allows repairers to view all of the parts in that section.



Another new feature of the revised workshop manual is Section 100-00: Service Information. It contains information such as a symbols glossary, navigation tips, and a detailed explanation of color usage—an extremely important and helpful tool for repairers (Page 3).

ADDITIONAL FEATURES AND TIPS

Alphabetical Index

The manual also includes an exhaustive alphabetical index near the top of the page that allows users to jump directly to a specific procedure or section number.

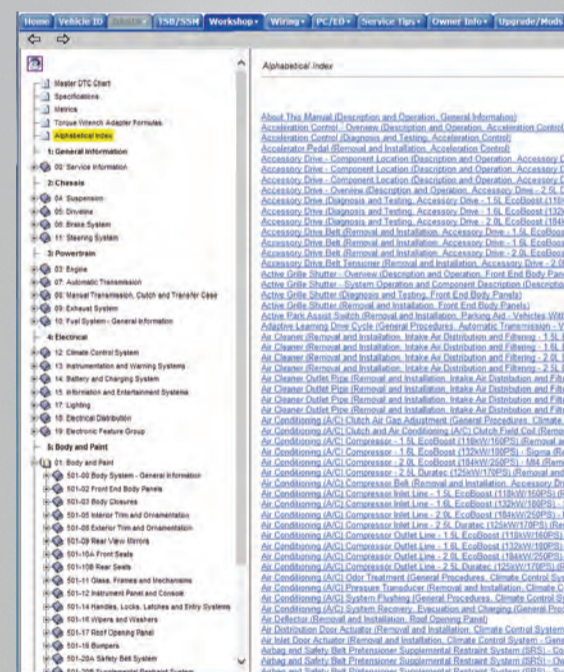


Figure 1



Figure 2

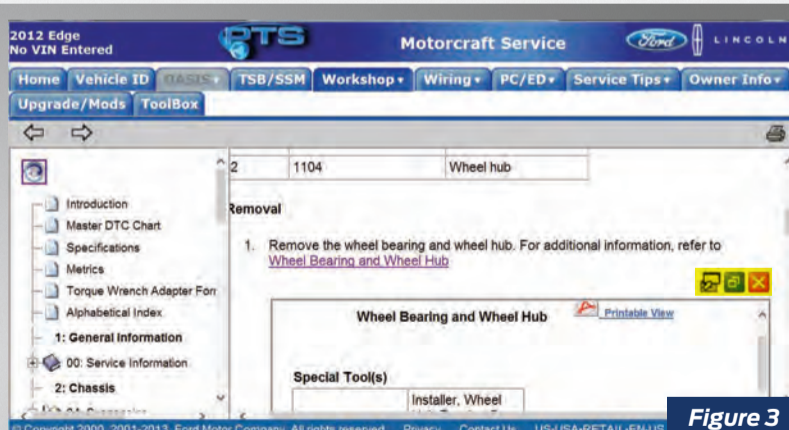


Figure 3

One of the major enhancements of the re-authored workshop manual is the “window-within-a-window” feature, which allows repairers to view two separate but related repair procedures. Here, you can see a repair procedure that references another one in a hyperlink (Figure 1). Clicking the link opens that referenced procedure in a new window within the original window (Figure 2). The navigation at the upper right-hand corner allows the repairer to switch the new window with the one already open, minimize or maximize the new window, or close the window (Figure 3).

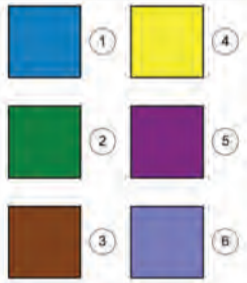
Ford Revamps Workshop Manual

Continued from page 2

ILLUSTRATION COLOR-CODING

Color-coding is not only used to identify new and different types of steel within the manual, but also to convey required repair actions in a step-by-step process as detailed in Section 100-00: Service Information:

1. **Blue** – Target or primary component to be removed / installed or disassembled / assembled.
2. **Green** – Components that need to be removed prior to or installed after the primary target component.
3. **Brown** – Components that need to be removed prior to or installed after the primary target component.
4. **Yellow** – Components to be set aside for access but not removed; also used to highlight areas to inspect or adjust.
5. **Magenta** – Electrical connectors and fasteners such as nuts, bolts, clamps and clips that are to be: detached, attached, loosened, moved, removed or installed.
6. **Pale Blue** – Denotes special tools or common tools used in an uncommon way.



Other color-coding tips:

Alternating blue and white – Areas to apply adhesives, sealers or other chemicals

Red – Sectioned or cut-away areas

Grey – Background components shown for location.

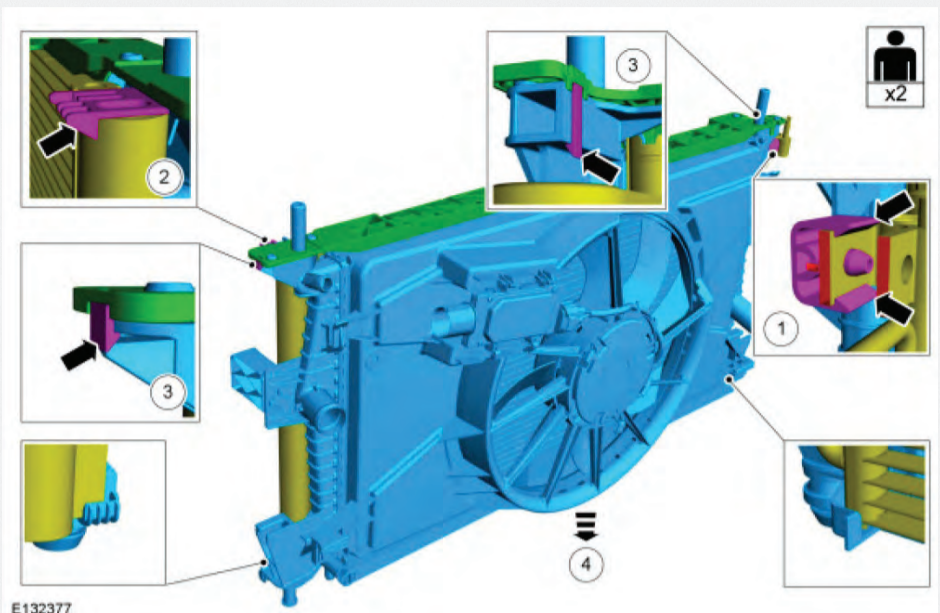
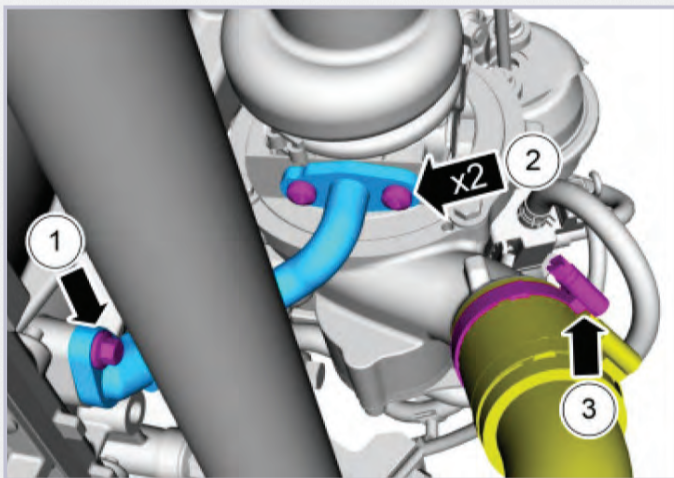
Illustration Task Sequence

Components that must be removed or installed in a specific sequence are identified with a numbered callout. Any text associated with that step is numbered accordingly.

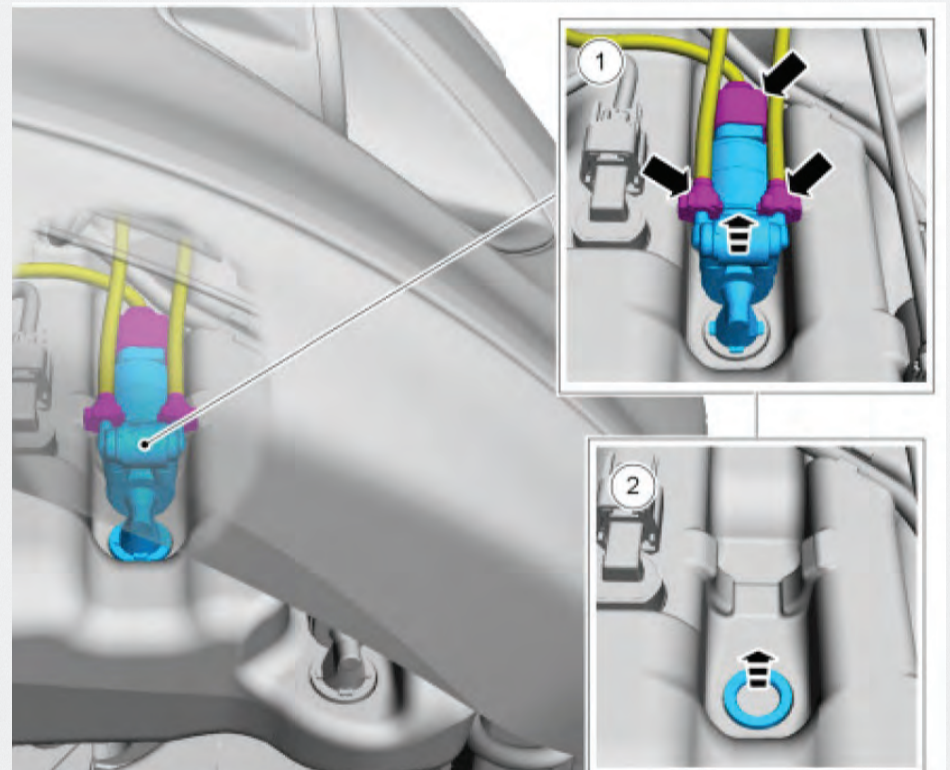
Black arrows are used to draw attention to components, usually fasteners, while arrows with multiples specified (x2) identify the number of identical fasteners or items. Callouts (numbers inside of circles) indicate a required sequence or tightening torque. In the illustration, the callouts indicate the removal sequence, which is reversed for installation. The yellow-colored hose indicates it is to be positioned aside but not removed; the magenta-colored fasteners are to be removed and the numbered callouts identify their different torque requirements.

Hidden Details

Separate detail boxes or transparent (ghosted) components may be used to show hidden items in an illustration.



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INSIDE THE INDUSTRY

Ford Commits to NACE; 2014 Show in Detroit

Ford Motor Company has announced it will exhibit at this year's Automotive Service and Repair Week (ASRW), one of two OEMs (Chrysler) to commit to the event, which includes both the NACE (International Autobody Congress and Exposition) and CARS (Congress of Automotive Repair and Service) shows. For the first time, the event—to be held at the Mandalay Bay Convention Center in Las Vegas—will be a day shorter than usual, with the education program running from Wed. Oct. 16 to Fri. Oct. 18, and the show floor open just Thursday and Friday. For complete information visit the show's website (www.asrwevents.com).

Meanwhile, the Automotive Service Association says NACE 2014 will be held in Detroit next summer, as part of an "industry week" in conjunction with I-CAR's annual summer conference, the Collision Industry Conference meeting, and the Collision Repair Education Foundation's annual golf fundraiser. The events will run July 28 – Aug. 2, marking the first time NACE will take place outside its traditional fall time frame. ASA says in addition to the standard collision-related activities, it expects a number of automotive-related opportunities will be made available to attendees and exhibitors.

Leadership Change at ASA

Dan Risley, the former leader of the Society of Collision Repair Specialists, has been named interim executive director of the Automotive Service Association (ASA). The appointment of Risley, who has been with Allstate Insurance the last six years, follows the resignation of Ron Pyle, who served as the association's president and chief staff executive since November 2002. Pyle will continue in an advisory role until the end of the year.

At the same time, Denise Caspersen has stepped down as ASA's collision division manager. She joins National Autobody Parts Warehouse after 16 years with the association, the last seven in the collision division role.

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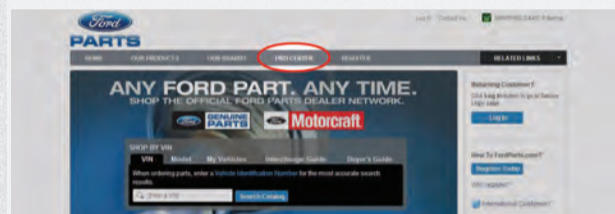
Ford Workshop Manual Tutorial

Ford's official workshop manual—**specifically repair Section 501-35 and Sections 501-25 through 501-36**—provides repairers with the precise information they require to fix the vehicle correctly the first time. Familiarizing yourself with the repair sections will be essential in returning the vehicle to proper working order.

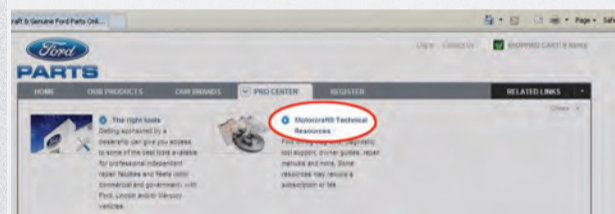
The manuals feature information on sectioning, corrosion protection, sealing and paint, along with all official Ford position statements dealing with repair procedures. In addition, the workshop manuals include the Steel Repairability Matrix, a guide that tells repairers what they can do with the steels, what type of welding is approved, and whether or not heat is allowable in a repair.

The following are step-by-step instructions on how repairers can properly locate and utilize these specific sections of the Workshop Manual to help perform a proper repair. **Stage 1** will detail finding and obtaining the actual Workshop Manual; **Stage 2** will detail how to locate Sections 501-35 / 501-25.

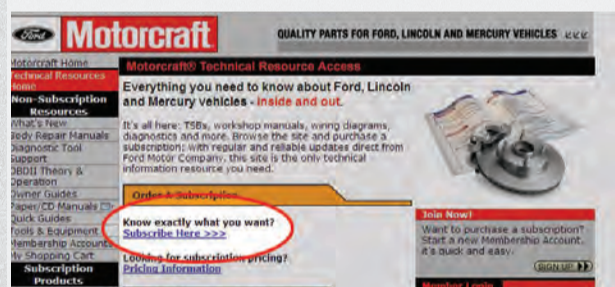
Stage 1 – Finding the Workshop Manual



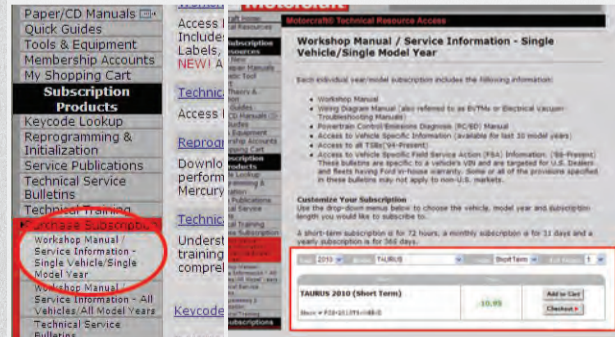
1. First, in Internet Explorer only, repairers should visit www.fordparts.com. (Repairers can also go directly to www.motorcraftservice.com as well, in which case, skip to step 3).



2. Once there, locate the Pro Center tab and click on Motorcraft® Technical Resources.



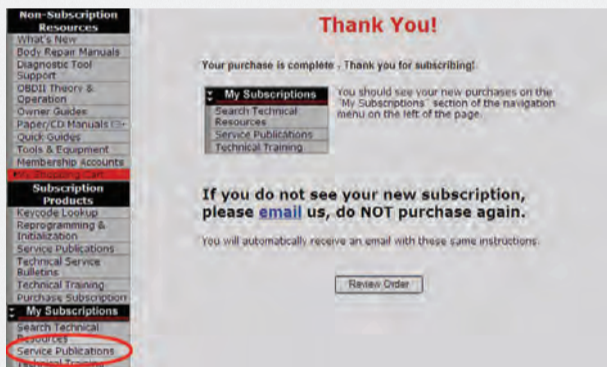
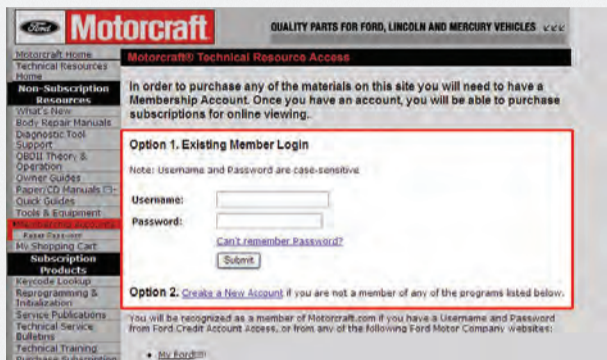
3. Now on the Motorcraft® page, click on Subscribe Here.



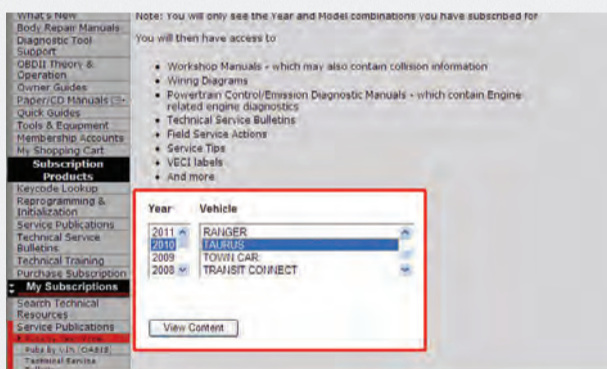
4. Repairers can then select the amount of information they are looking for, by choosing either Single Vehicle / Single Model Year or All Vehicles / All Model Years. Repairers also indicate the amount of time they want to access the information—short term (72 hours), one month (31 days) and one year (365 days) are available at different cost levels.



5. After adding your subscription to the shopping cart, and proceeding to the checkout, review the Disclaimers and Terms of Use page and then click I Agree to continue.

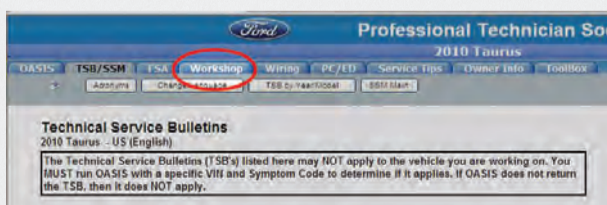


7. Once you have created an account, or logged in, locate the My Subscriptions tab on the left side of the screen, and click on Service Publications.

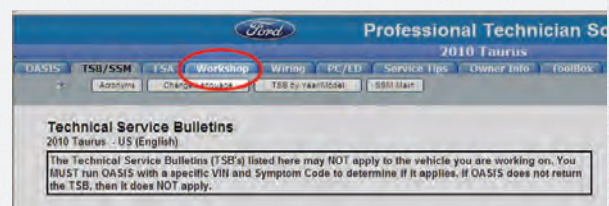


8. Select the Year and Vehicle type for which you purchased the information in the previous step, then click View Content.

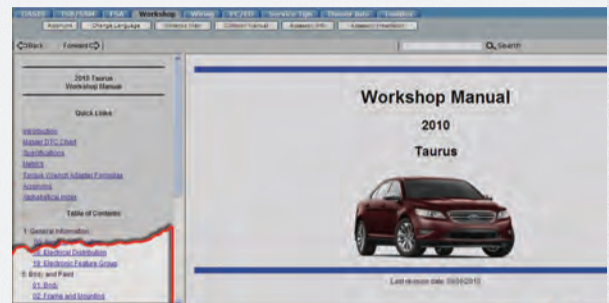
Stage 2 – Finding Section 501-35 (and 501-26 through 501-36)



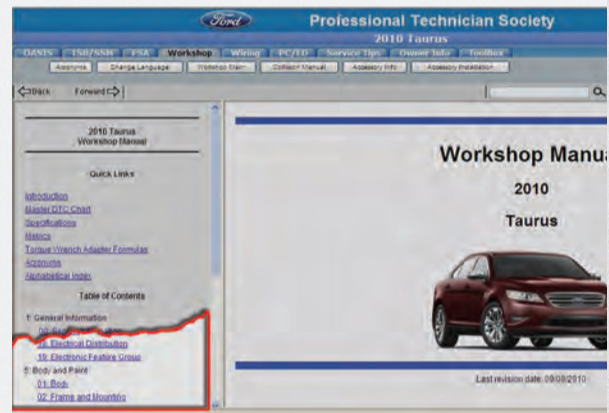
1. Once the repairer has selected his / her subscription and selected the specific vehicle, he / she is redirected to the Ford Professional Technician Society website.



2. From that page, go to the Workshop tab, located near the top of the page.



3. Scrolling down on the left-hand side of the screen, the repairer will come to Section 5: Body and Paint.



4. Select group 01: Body and then scroll down. For most vehicles, the repair information is located in Section 501-35: Body Repairs. For select vehicles—including the 2013 models of Fiesta, C-MAX / C-MAX Energi Plug-in Hybrid, Fusion / Fusion Hybrid, Focus / Focus Electric and the 2013 Lincoln MKZ / MKZ Hybrid—Section 501-35 has been replaced by seven separate repair sections, beginning with Section 501-26, located in the same area.

THE RIGHT CHOICE...

ALWAYS HAVE BEEN...
ALWAYS WILL BE.



FCSD COLLISION TRUCKLOAD PROGRAM

Adds 72 New Parts; Sales Continue To Grow

Seventy-two new parts have been added to Ford Customer Service Division's (FCSD) Collision Parts Truckload Program, with the list-price reduction averaging 11 percent. The program continues to play a key role in helping collision repairers deliver high-quality, cost-effective repairs to their customers.

"The truckload program continues 2013 with great sales momentum, after completing a record 2012," said George Gilbert, Truckload Program manager for FCSD. "We're competitive with the aftermarket imitation parts, which means more vehicles can be repaired with the parts that were designed and produced to the same specifications and tolerances as the parts on the vehicle when it was manufactured," continued Gilbert. "Since Ford vehicles contain such highly advanced crash-avoidance and

safety-system technologies, it is critical that these systems be repaired with parts that will deliver the intended level of form, function, performance and safety originally specified by our engineers."

By offering Ford and Lincoln wholesaling dealers—the exclusive distributors of genuine Ford collision replacement parts—competitive prices on bulk purchases of high-volume collision parts, the Truckload Program allows them to compete more effectively against non-OEM copy parts and other parts specified by insurance customers. This allows for a win-win-win situation for insurance companies, body shops and consumers.

The 72 part additions include 26 exterior lights, 10 bumper facias,

nine wheels, seven isolators/brackets, six grilles / GORs / GOPs, five mirrors, four valances/fender shields, three steel bumpers and two radiators.

The Truckload Program currently covers over a dozen replacement part types, including bumper fascias, steel bumpers, bumper bars, exterior lighting, mirrors, car and truck radiators, wheels, header panels, grilles/GORs/GOPs, isolators/impact pads/shafts and valances.

For more information on FCSD's Collision Parts Truckload Program, contact your local Ford or Lincoln collision parts wholesaling dealer or the Ford Collision Parts Hotline at cphelp@ford.com.

Collision Truckload Program Additions

WHEELS / WHEEL COVERS			
Part Number	MY	Vehicle	Description
AL3Z1007DCP	09-12	F-150 / Lincoln Mark LT	Wheel
BG1Z1007ACP	10-12	Taurus	Wheel
9L8Z1007ECP	07-12	Escape / Tribute / Mariner / Hybrid	Wheel
BC3Z1015CCP	10-10	F-Series over 8500 GVW	Wheel
1L5Z1015EACP	01	Explorer Sport Trac	Wheel
F8UZ1130AACP	01-10	Econoline	Wheel Cover
1F2Z1130AACP	00-03	Windstar	Wheel Cover
1S4Z1130AACP	04	Focus	Wheel Cover
7W7Z1130ACP	05-11	Crown Victoria	Wheel Cover
CAR / MINIVAN RADIATORS			
Part Number	MY	Vehicle	Description
6L3Z8005ACP	05-08	F-150 / Lincoln Mark LT	Truck Radiator
7C3Z8005FCP	07-10	F-Series over 8500 GVW	Truck Radiator
GRILLES / GORs / GOPs			
Part Number	MY	Vehicle	Description
3L2Z8200BACP	02-05	Explorer / Mountaineer	Grille
6E5Z8200ACP	06-09	Fusion / Milan / Zephyr	Grille
6W7Z8200BACP	99-05	Crown Victoria	Grille
8G1Z8200AACP	07-09	Taurus / Sable / Taurus X / 500	Grille
7R3Z17K945BACP	05-09	Mustang	Grille
8E6Z8A284ACP	07-12	Escape / Tribute / Mariner / Hybrid	Grille Opening Panel
EXTERIOR LIGHTING			
Part Number	MY	Vehicle	Description
AL7Z13008ACP	06-14	Lincoln Navigator	Headlamp w/o bulb
AL7Z13008BCP	06-14	Lincoln Navigator	Headlamp w/o bulb
BG1Z13008ACP	10-12	Taurus	Headlamp
BG1Z13008BCP	10-12	Taurus	Headlamp
AE5Z13200CCP	09-11	Fusion / Milan / Zephyr	Parking Lamp
AE5Z13200DCP	09-11	Fusion / Milan / Zephyr	Parking Lamp
6E5Z13200CCP	06-09	Fusion / Milan / Zephyr	Parking Lamp
6E5Z13200DCP	06-09	Fusion / Milan / Zephyr	Parking Lamp
BL3Z13404ABCP	10-12	F-150 / Lincoln Mark LT	Tail Lamp
BL3Z13405ABCP	10-12	F-150 / Lincoln Mark LT	Tail Lamp
7T4Z13404BCP	07-10	Edge / Lincoln MKX	Tail Lamp
7T4Z13405BCP	07-10	Edge / Lincoln MKX	Tail Lamp
AL3Z15200ACP	10	F-150 / Lincoln Mark LT	Fog Lamp
AL3Z15201ACP	10-13	F-150 / Lincoln Mark LT	Fog Lamp

FORD Bolsters Collision Truckload Program

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EXTERIOR LIGHTING (CONTINUED)			
Part Number	MY	Vehicle	Description
5L3Z15200ACP	04-08	F-150 / Lincoln Mark LT	Fog Lamp
5L3Z15201ACP	04-08	F-150 / Lincoln Mark LT	Fog Lamp
7R3Z15200ACP	07-12	Escape / Tribute / Mariner / Hybrid	Fog Lamp
6L5Z15A201AACP	05-11	Ranger / Mazda B2000	Side Marker
6L5Z15A201BACP	05-11	Ranger / Mazda B2000	Side Marker
4L3Z15266AACP	04-06	F-150 / Lincoln Mark LT	Bracket - Fog Lamp
4L3Z15266BACP	04-06	F-150 / Lincoln Mark LT	Bracket - Fog Lamp
6L3Z15266AACP	05-08	F-150 / Lincoln Mark LT	Bracket - Fog Lamp
6L3Z15266BACP	05-08	F-150 / Lincoln Mark LT	Bracket - Fog Lamp
7L8Z15266ACP	07-12	Escape / Tribute / Mariner / Hybrid	Bracket - Fog Lamp
8S4Z15266AACP	07-11	Focus	Bracket - Fog Lamp
8S4Z15266ABCP	07-11	Focus	Bracket - Fog Lamp
VALANCE PANELS			
Part Number	MY	Vehicle	Description
F87Z17626CAACP	01-11	Ranger / Mazda B2000	Valance
8C3Z17626AACP	07-08	F-Series over 8500 GVW	Valance
9L3Z17626ACP	08-12	F-150 / Lincoln Mark LT	Valance
9L8Z17626ACP	07-12	Escape / Tribute / Mariner / Hybrid	Valance
MIRRORS			
Part Number	MY	Vehicle	Description
6L7Z17683AACP	06	Expedition	Mirror
8S4Z17682AACP	07-11	Focus	Mirror
8S4Z17683AACP	07-11	Focus	Mirror
9L3Z17682CBCP	08-10	F-150 / Lincoln Mark LT	Mirror
9L3Z17683CBCP	08-10	F-150 / Lincoln Mark LT	Mirror
ISOLATORS / BRACKETS			
Part Number	MY	Vehicle	Description
5G1Z17C882AACP	05-07	Taurus / Sable / Taurus X / 500	Isolator
7T4Z17C882ACP	07-08	Edge / Lincoln MKS	Isolator
8L8Z17C882ACP	07-12	Escape / Tribute / Mariner / Hybrid	Isolator
ISOLATORS / BRACKETS (CONTINUED)			
Part Number	MY	Vehicle	Description
9S4Z17E855ACP	07-11	Focus	Isolator
6L3Z17B984AACP	05-08	F-150 / Lincoln Mark LT	Plate - Bumper Mounting
4L3Z17B985AACP	04-06	F-150 / Lincoln Mark LT	Plate - Bumper Mounting
6L3Z17B985AACP	05-08	F-150 / Lincoln Mark LT	Plate - Bumper Mounting
BUMPER FASCIAS			
Part Number	MY	Vehicle	Description
AA8Z17K835MCP	09-Current	Flex	Fascia - Rear
AE5Z17K835AACP	09-12	Fusion / Milan / Zephyr	Fascia - Rear
AG1Z17K835LACP	10-Current	Taurus	Fascia - Rear
AG1Z17K835MACP	10-Current	Taurus	Fascia - Rear
AG1Z17K835NACP	10	Taurus	Fascia - Rear
4L5Z17K835AAACP	03-05	Explorer Sport Trac	Fascia - Rear
7A2Z17K835EACP	07-10	Explorer Sport	Fascia - Rear
8A5Z17K835GACP	09-12	Lincoln MKS	Fascia - Rear
AE5Z17D957BACP	09-12	Fusion / Milan / Zephyr	Fascia - Front
AR3Z17D957ACCP	09-10	Mustang	Fascia - Front

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NORTHEAST Show Flourishes Despite Weather

Not even a snow storm that closed down New Jersey airports could keep Ford Customer Service Division (FCSD), or other show goers, away from the NORTHEAST Automotive Services Show earlier this year. Organized by the Alliance of Automotive Service Providers of New Jersey (AASP/NJ) and now in its 36th year, the three-day event held in Secaucus, N.J., thrived in spite of the late-season snow, which cancelled flights and delayed some exhibitors and attendees the first day of the event.

“Another year, another fantastic show,” AASP/NJ President Jeff McDowell said in a *CollisionWeek* interview following the show. “We were a little concerned with the weather, but apparently that isn’t a factor when it comes to NORTHEAST. We are thrilled with the support and dedication our vendors and attendees give to the show. Like fine wine, every year it just keeps getting better.”

Ford Collision Parts team members interacted with thousands of collision repair professionals throughout the event, answering questions and distributing the annual collision CD, which includes much-sought-after technical repair information, informational videos, press releases, the *On Target* newsletter, and the joint-OEM steel repairability matrix, among other things.

“The NORTHEAST show has always been great for Ford to support, and the repair technicians on-hand are always eager to get the latest information on genuine collision parts and repair procedures,” said George Gilbert, FCSD collision merchandising manager.

Looking ahead, plans are already underway for next year’s NORTHEAST show, which is scheduled for March 21-23, 2014, in Secaucus. Details will be posted at www.aaspnjnortheast.com when they become available.



Industry Events Calendar

2013	2014
Oct. 16 – 18 International Autobody Congress & Exposition (NACE) Las Vegas, NV www.naceexpo.com	Jan. 13 – 26 North American International Auto Show Detroit, MI www.naias.com
Oct. 16 – 18 Congress of Automotive Repair and Service (CARS) Las Vegas, NV www.carsevent.com	Jan. 15 – 17 Collision Industry Conference – General Meeting Palm Springs, CA www.ciclink.com
Nov. 5 SCRS Board of Directors Meeting Las Vegas, NV www.scrs.com	Mar. 21 – 23 AASP-New Jersey NORTHEAST Trade Show Secaucus, NJ www.aaspnjnortheast.com
Nov. 6 – 7 Collision Industry Conference – General Meeting Las Vegas, NV www.ciclink.com	Apr. 9 – 10 Collision Industry Conference – General Meeting Portland, OR www.ciclink.com
Nov. 5 – 7 Automotive Aftermarket Products Expo (AAPEX) Las Vegas, NV www.aapexshow.com	July 29 Collision Industry Conference – General Meeting Detroit, MI www.ciclink.com
Nov. 5 – 8 Specialty Equipment Market Association (SEMA) Show Las Vegas, NV www.semashow.com	July 30 I-CAR Technology Conference and Reception Detroit, MI www.i-car.com
	July 30 – Aug. 1 International Autobody Congress & Exposition (NACE) Detroit, MI www.asrwevents.com
	July 30 – Aug. 1 Congress of Automotive Repair and Service (CARS) Detroit, MI www.asrwevents.com

INSIDE THE INDUSTRY

Continued from page 3

State Farm Eliminates Zones

State Farm has announced it’s changing its claims system, dropping the 13 independently run zones it’s been using in favor of an enterprise-wide system with just three major “hubs”, along with operations centers across the U.S. and Canada. The insurer states new system is intended to reduce inconsistencies in claims handling.

VMT Down in June

After posting two consecutive months of increase, June saw U.S. drivers log an estimated 258.1 billion miles, a decrease of 0.4 percent from June 2012. Through June, the Federal Highway Administration estimates total vehicle miles traveled (VMT) at 1.462 trillion, down just 0.1 percent from the same period a year ago.

Meanwhile, a new study predicts VMT will not rebound to 2007 peak levels—when drivers logged over three trillion miles—until at least 2040. The U.S. PIRG (Public Interest Research Groups) Education Fund says as the Baby Boomer generation ages out of heavy travel they are being replaced by the Millennial generation (16 – 24 years of age) which drove 23 percent fewer miles between 2001 and 2009.

However, a report by Lacey Plache, chief economist at *Edmunds.com*, concludes that Millennials—whose new vehicle purchases plunged 30 percent between 2007 and 2011—want to drive as much as previous generations but a lack of funds and unemployment have been forcing them to consider other options.

Industry Mourns Ohrnstein

Matthew Ohrnstein, managing director for consulting firm Symphony Advisors, LLC, passed away on April 30. He was 57. From 1997 through October of 2004, Ohrnstein was the chairman and CEO of Caliber Collision Centers, which added 68 collision repair centers in California and Texas during his tenure.

Insurers’ Net Income Rises in 2012

Property/casualty insurers saw their net income jump 52 percent last year to \$39.9 billion, with lower underwriting losses as the key reason. The industry’s combined loss ratio improved to 103.2 percent for the year, down from 108.1 percent in 2011, while A.M. Best reports the earnings helped push the insurers’ policyholder’s surplus to a record \$598.4 billion, surpassing the previous mark of \$572.2 billion set in 2010.

ABRA Announces Record Expansion

ABRA Auto Body & Glass has acquired the Washington-based Precision Collision Auto Body chain. The 23-shop deal is the largest in ABRA’s history, and when combined with other recent purchases, gives the company a total of 175 stores in 17 states.

Fatal Crashes Rise in 2012

Motor vehicle deaths in the U.S. jumped 5.3 percent last year, the first such annual increase since 2005. That’s according to projected figures released by the National Highway Traffic Safety Administration, which reports an estimated 34,080 deaths in 2012, up from 32,367 in 2011. From 2005 to 2011, the number of highway fatalities fell by about 26 percent.

Meanwhile, a new report released by the Governors Highway Safety Association finds deaths among teen drivers rose by 19 percent for the first half of 2012.

Collision Industry Provides Record Support

The Collision Repair Education Foundation says it received a record \$4.9 million in donations last year from 175 corporate and individual donors. The Foundation, which provides student scholarships, along with grants for tools, equipment and supplies, says it has been able to provide more than \$10 million in monetary and in-kind support to collision schools since 2008. Meanwhile,

Continued on page 9



TECHNOLOGY TARGET

NEW TECHNICAL SERVICE BULLETINS

Ford Motor Company has released two collision repair-related Technical Service Bulletins (TSBs) in recent months, covering important information repairers need to know in order to fix their customers' vehicles right the first time. Here are the details on each:

TSB 13-2-7: Corrosion on Outboard Rim Flange on 17-inch Chrome-Clad Aluminum Wheels

Issue: Some 2008 – 2012 Ford Escape and 2008 – 2011 Mercury Mariner vehicles equipped with 17-inch chrome-clad aluminum wheels may exhibit corrosion on the outboard rim flange, which appears as a white/gray oxidation.



Service Procedure: This process does not apply if corrosion is present anywhere else on the wheel or in addition to the outboard rim flange. Technicians should install one trim ring on all four wheels following the instruction included in the repair kit, part number CL8Z-1A108-A. Repairers are reminded that they should only use FUSOR™ Metal Bonding Adhesive. If future wheel replacement is required, a new trim ring should be installed on the new service wheel. Trim rings should NOT be transferred or reused.

Note: Repairers should NOT use clip-on wheel weights as they may damage the trim ring. Instead, mid-plane tape-on wheel weights should be utilized.

TSB 12-11-13: Inoperative Front Turn Signal Lamp (Supersedes TSB 12-7-12)

Issue: A certain number of 2010 – 2012 Transit Connect vehicles may exhibit looseness, distortion or damage to the lamp socket where the lamp and socket contact for the front turn signal.

Service Procedure: Referencing Section 417-01: Exterior Lighting of the workshop manual, repairers should remove the front turn signal lamp and inspect the lamp socket—located inside the headlamp assembly—for looseness, distortion or damage at the lamp-to-socket location insert. If damage is present, repairers should perform the following steps:

1. Check the electrical contact ring inside the headlamp assembly. If it is loose or dislodged and prevents electrical contact, remove the headlamp assembly.
2. Remove the headlamp bulb and place aside; pull the contact ring out through the headlamp access hole. **(Figure 1)**
3. Remove electrical terminals from old contact ring. **(Figures 2-5)**
4. Install new electrical terminals in the new contact ring.
5. Guide the contact ring back into the headlamp assembly, snapping the contact ring into the turn signal hole. **(Figure 6)**
6. Install the headlamp bulb, new turn signal socket and lamp; re-install the headlamp assembly.

Note: Part numbers utilized: 9T1Z-13K371-C (socket); YU5Z-13466-AD (bulb); DT1Z-13N019-B (contact ring).



Figure 1



Figure 2

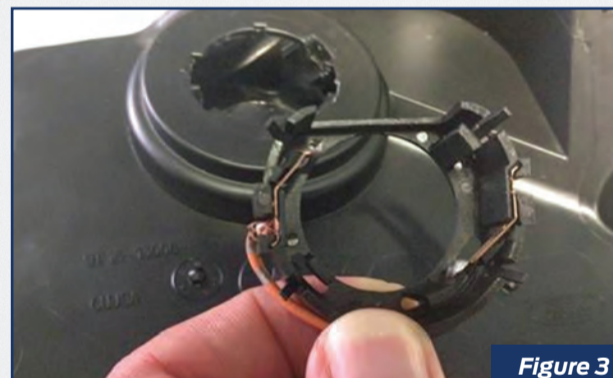


Figure 3



Figure 4



Figure 5

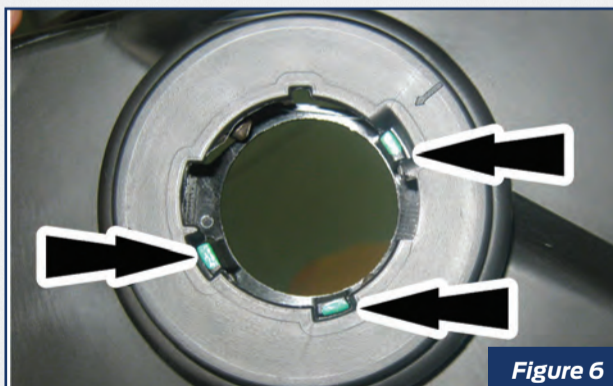


Figure 6

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

VEHICLE ANTI-THEFT LABELS INCLUDE BUILT-IN SECURITY

Most repairers are likely familiar with vehicle anti-theft labels as a simple tool that aims to help authorities trace and recover stolen parts. What they probably don't know, however, is those "simple" labels are actually loaded with advanced security features designed to prevent tampering and removal.

Though not exactly advertised for obvious reasons, original equipment anti-theft labels—required by NHTSA as a way to put the VIN on major parts of many new vehicles, such as fenders, hoods, doors and decklids—will automatically self-destruct if someone attempts to remove them, and if removed, will leave behind covert evidence indicating that a label was in place and has been intentionally—and illegally—removed.

Another security feature is hidden within the label itself and is only detectable with special equipment available to police and other authorities.

These security features not only allow for proper part tracking and monitoring, but also deter aftermarket companies from attempting to copy or remove the label to apply it to an aftermarket part. Replacement service parts, which include

"R-DOT" letters and the Ford Oval trademark label, also include the same security protection features as the OE labels. While the Ford Oval trademark is currently used on most service sheet metal parts, in the near future it will be replaced by the FoMoCo label imprint/trademark, which is used on the punch stamps for service engines and transmissions.

The label manufacturer retains an active parts list by vehicle line and packaging specifications, as well as an engineering print of the labels to aid in tracking. The labels are also numbered so distribution to contract packagers can be monitored if needed.

Since the regulatory inception in 1987, 32 Ford vehicle offerings have had to meet this requirement at one time or another.

Not to be confused with VECI labels—which must be replaced after a collision and can be ordered by using Form FPS-8604 on FMCDealer.com—anti-theft labels should not be removed and replacements cannot be ordered. Independent repairers should contact their local Ford or Lincoln dealer for assistance, and other questions or concerns can be directed to the Label Helpline at (734) 374-8353.

New Flyer Touts Core Programs

DID YOU KNOW
That 85% of the materials used on Ford vehicles are recyclable?

We are proud to be part of Ford's global sustainability strategy to reduce its environmental footprint and accelerate the global development of advanced fuel-efficient vehicle technologies.

Since 2003, Ford's Core Recovery Program has kept 120 million pounds of damaged vehicle parts from landfills. Reduce, reuse and recycle.

WHEEL CORE PROGRAM
Launched in 2005, the Wheel Core Program has kept 34,000+ wheels annually out of the landfills by recycling the metals. It also helps to eliminate aftermarket reconditioned wheels, which may be of poor quality and could potentially affect vehicle safety, from entering the market.

LIGHTING CORE PROGRAM
Every single part of the 26,000+ lights collected annually through the Ford Lighting Core Program can be recycled. Launched in 2011, the program's number of reclaimed lights is increasing every year.

FASCIA CORE PROGRAM
Launched in 2010, over 23,000 (and growing) Ford fascias are collected annually and processed into pellets that are reused to make brand-new products.

CPCORE13

During its first 10 years, Ford's Core Recovery Program has kept 120 million pounds of damaged vehicle parts out of landfills, and now a new flyer highlights the successful participation of the three collision-related core programs.

The Wheel, Lighting and Fascia Core Program flyer gives participating body shops a way to tell their customers they're part of the recycling "solution" in ways that many of those customers may not have considered.

The Core Recovery Program is part of Ford's global sustainability strategy to reduce its environmental footprint and accelerate the global development of advanced fuel-efficient vehicle technologies, and this new flyer is a good way for collision repairers to promote their support of the programs.

Dealers can download the flyer at FMCDealer.com, while interested independent shops should contact their local Ford or Lincoln wholesaling dealer or the Ford Collision Parts Hotline (cphelp@ford.com).

INSIDE THE INDUSTRY

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the Foundation reports this year's annual fundraising golf outing raised \$70,000, up from \$55,000 last year and just \$19,000 in 2009.

Consumers Wary of Self-Driving Cars

A recent survey finds that 42 percent of consumers think self-driving cars are a bad idea, while 40 percent believe they will not enhance safety. The poll, conducted on behalf of the Alliance of Automobile Manufacturers, shows only 33 percent call such vehicles a good idea while just 43 percent expect they would lead to fewer accidents.

NHTSA is currently researching self-driving vehicles to help establish standards should they become commercially viable, and hopes to have the first phase of that research done in the next four years.

Cycle Time Increases

The average vehicle repair cycle time for an insurance claim rose to 13.5 days in the fourth quarter of last year, up from 12.3 days during the same period a year before. That's according to J.D. Power and Associates' 2013 U.S. Auto Claims Satisfaction Study, which also found the percentage of vehicles being fixed right the first time took a slight dip, from 91 to 89 percent.

New Name for DuPont

The automotive paint giant formerly known as DuPont Performance Coatings has now been renamed Axalta Coating Systems. The change follows completion of the sale of the automotive unit from DuPont to the Carlyle Group for an estimated \$4.9 billion.

Plaintiffs Hope to Question Judge in Avery v. State Farm Case

Plaintiffs suing State Farm over the ultimate decision in the landmark *Avery v. State Farm* non-OEM parts lawsuit have announced they'd like to depose Illinois Supreme Court Justice Lloyd Karmeier over his role in overturning the verdict. Former plaintiffs in the Avery case filed suit against the insurer in Illinois federal court in May 2012, claiming State Farm committed conspiracy and racketeering through its alleged recruitment of Karmeier to run for the seat and secret funneling of campaign funds to help his election. The court denied State Farm's motion to dismiss the case in March of this year.

Alcoa Expanding Aluminum Capacity

Aluminum manufacturer Alcoa has broken ground on a \$275 million expansion of its plant in Tennessee, as it aims to meet the automobile industry's growing demand for the lighter-weight material. The move follows a \$300 million expansion of the company's facility in Davenport, Iowa, expected to be completed by the end of this year. Alcoa says it expects automotive use of aluminum to nearly double by 2025.

ASA Revamps Websites

The Automotive Service Association has recently launched a redesign of its legislative website, www.takingthehill.com. The association says the changes make it more user-friendly and easier for members to take action on legislative issues. ASA's main site—www.asashop.org—was recently freshened as well.

Missouri Puts Auto Policies Online

The Missouri Department of Insurance says the automobile and homeowners insurance policies from most of the insurance providers in the state, as well as the available endorsements from each, are now available online (Missouri Auto Insurance Policies), making it easier for consumers to compare offerings. The department says the insurers participating so far account for about 80 percent of the private passenger policies sold there. Missouri becomes the second state, after Nevada, to make the resource available.

CRASH PARTS LEGISLATIVE UPDATES

Collision-repair related legislation has been introduced in at least 22 states and Congress so far this year, with non-OEM parts restrictions/disclosure/consent (six states), counterfeit airbags (five states and the National Conference of Insurance Legislators), and required use of a particular parts procurement vendor (three states) the most frequently considered. Here's a rundown:

GOV. ENTITY	BILL NUMBER	BILL STATUS AND DESCRIPTION
CT	S 1040	Signed into law 7/12/13. Prohibits installation of counterfeit airbags.
	H 5072	Signed into law; effective 1/1/14. Anti-steering for glass repair claims.
	H 6021	Died. Requires periodic safety inspections for vehicles over 100k miles.
IA	SF 42	In comm. Requires study of direct repair programs.
KY	H 243	Died. Requires periodic safety inspections for vehicles over 100k miles.
ME	H 539	Carried over to 2014. Right-to-repair. Same as LD 788.
MD	H 885	Withdrawn. Prohibits installation of counterfeit airbags.
	H 1375	Died. Prohibits insurer from requiring use of particular vendor or process for parts procurement; also prohibits use of non-OE parts for first five years w/o written consent.
	H 763	Died. Makes paying a deductible to lure customers an act of fraud. Same as S 736.
MA	H 952	In comm. Disclosure requirements for non-OE parts; also requires permanent ID of manufacturer on all parts.
	H 969	In comm. Body shop labor rate requirements.
MI	H 4635	In comm. Prohibits: insurer-specified non-OE parts unless certified for quality, fit & crashability; use of particular parts procurement vendor; and paint caps. Also includes anti-steering provisions.
	S 249	In comm. Requires non-OE parts disclosure to include notice that they aren't covered by vehicle manufacturer warranty.
	S 61 & S 62	Signed into law 3/18/13; effective immediately. Prohibits most-favored-nation clauses for health insurers.
	H 4612	In comm. Reforms no-fault insurance system & catastrophic coverage requirement.
MN	H 677	Signed into law ; effective 7/1/13. Changes imposition of sales tax on paint & materials from wholesale to retail level.
MS	H 1339	Died. Anti-steering measure.
MO	S 136	Died. Changes safety inspection requirement from every two years to every three.
NV	S 170	Passed Senate. Caps daily shop storage fees.
NJ	A 352	In comm. Hearing held in June 2103. Right-to-repair. Opposed by ASA.
NM	H 118	Died. Prohibits installation of counterfeit airbags.

GOV. ENTITY	BILL NUMBER	BILL STATUS AND DESCRIPTION
NY	A 6378	Signed into law 7/31/13. Prohibits installation of counterfeit airbags.
	A 3872	In comm. Requires disclosure and consent regarding parts to be used; prohibits use of non-OE parts for first three years. Same as S 3945.
	A 3606	In comm. Allows use of salvage airbags; establishes anti-fraud measures.
	S 3779	In comm. Record maintenance requirements for selling or installing recycled airbags.
	A 7789	In comm. Right-to-repair.
	A 7234	In comm. Prohibits insurer from requiring use of particular vendor for parts procurement.
	A 5093	In comm. Requires terms of any shop guarantee appear on the invoice.
NC	H 247	Signed into law 5/8/13. Prohibits most-favored-nation clauses for health insurers
OH	H 177	Passed House 6/25/13. Prohibits installation of counterfeit airbags.
OK	S 1051	Withdrawn. Requires written consent for use of non-OE safety or crash part.
	H 1792	Signed into law 4/29/13. Increases maximum penalty for driving uninsured.
	S 691	Died. Prohibits uninsured drivers from collecting from another driver's insurer.
OR	H 3160	Died. Repeals insurers' exemption from unlawful trade practices act. Same as S 686.
RI	H 5263	Signed into law 7/17/13; effective immediately. Prohibits total loss declaration below 75% of pre-accident value. Same as S 465.
	H 6140	Held for further study. Establishes two levels of collision repair licenses.
	H 5522	Held for further study. Gives shops right to sue insurers directly. Same as S 472.
	H 5798	Held for further study. Repeals 2006 state law requiring insurers conduct labor rate surveys. Same as S 762.
	H 5797	Held for further study. Requires shops document agreements with consumer where paid-for repairs are not made. Same as S 764.
TX	H 500	Signed into law 6/14/13; effective 1/1/14. Allows independent shops to be taxed at same rate as dealers.
VT	H 362	In comm. Prohibits requiring use of non-OE parts before two years or 30,000 miles.
WI	A 237	In comm. Anti-steering measure.
US	HR 1663	In comm. Reduces length of crash parts design patents from 14 years to 30 months. Opposed by ASA. Same as S 780.
NCOIL		July 2013 - Held hearing on counterfeit airbags.

FORD Bolsters Collision Truckload Program

Continued from page 6

STEEL BUMPERS			
Part Number	MY	Vehicle	Description
BC3Z17757CCP	11-Current	F-250-550 Super Duty	Steel Bumper
9C3Z17906DCP	07-10	F-Series over 8500 GVW	Steel Bumper
9C3Z17906CCP	07-10	F-Series over 8500 GVW	Steel Bumper

Get it right.



From the source.

**Ford and Lincoln 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 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 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 also be featured. **ON TARGET** is scheduled to be published three times a year.

Your comments and article ideas are welcome. You can contact **ON TARGET** through e-mail at: cphep@ford.com.

Additional copies of **ON TARGET** are available through Ad Creator or FMCDealer.com. Independent collision repair shops should contact their Ford or Lincoln wholesaling dealer. **ON TARGET** is also available free of charge at Motorcraft.com under technical resources / quick guides.

ON TARGET

Produced for Ford and Lincoln
wholesaling dealers
and their collision repair customers.

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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

2013 FORD C-MAX ENERGI

Date Ordered:

PARTS ORDER

Date Needed:

QUANTITY	PART NUMBER / PART DESCRIPTION

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

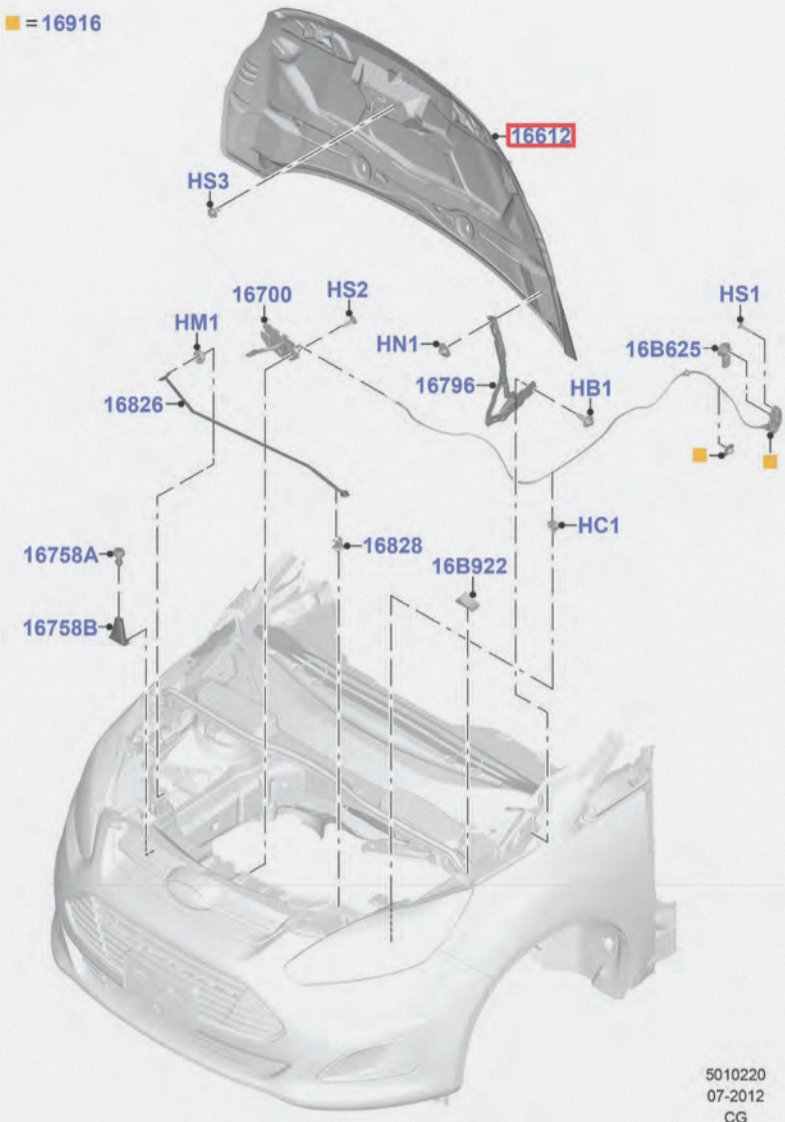
Front Bumper

■ = 17A385

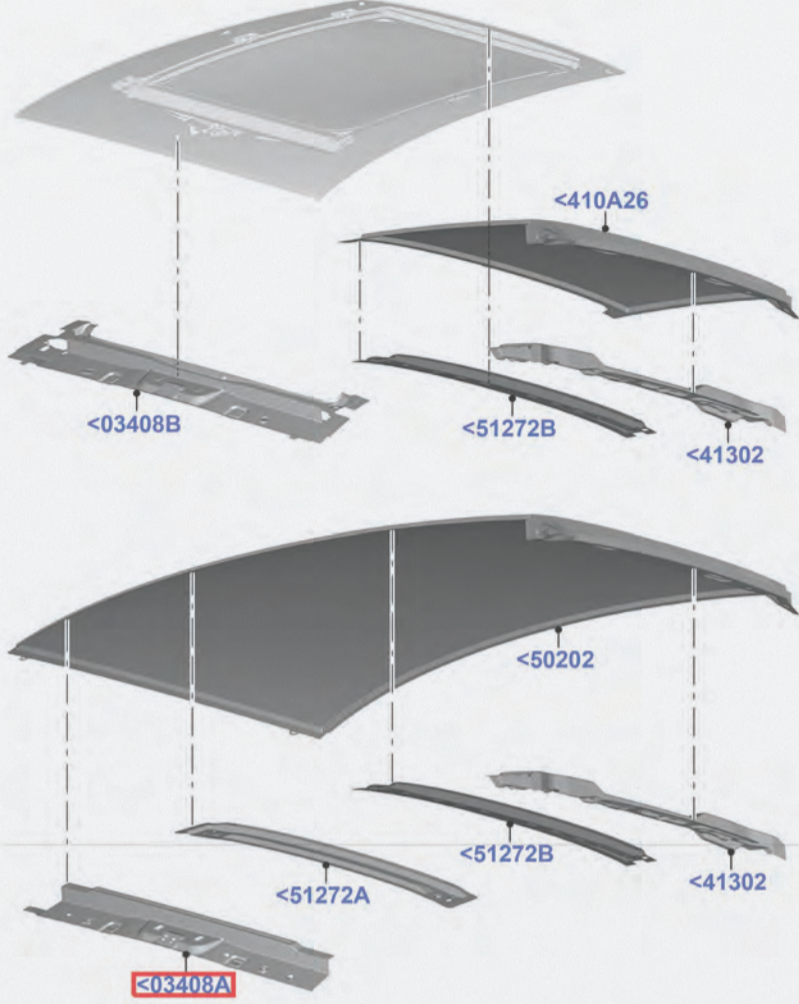
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<div></div> Bake Hardened (BH)	<div></div> Light Blue
<div></div> Solid Solution Strength	<div></div> Pink
<div></div> High Strength Low Alloy (HSLA)	<div></div> Dark Blue
<div></div> Dual Phase (DP) 500, 600 Class	<div></div> Green
<div></div> Dual Phase (DP) 700, 800, 900 Class	<div></div> Fuchsia
<div></div> Laminate Steel	<div></div> Teal
<div></div> Ultra High Strength Steel (UHSS) Martensitic, Boron	<div></div> Red
<div></div> Transformation Induced Plasticity Steel (TRIP)	<div></div> Gold
<div></div> Aluminum	<div></div> Purple

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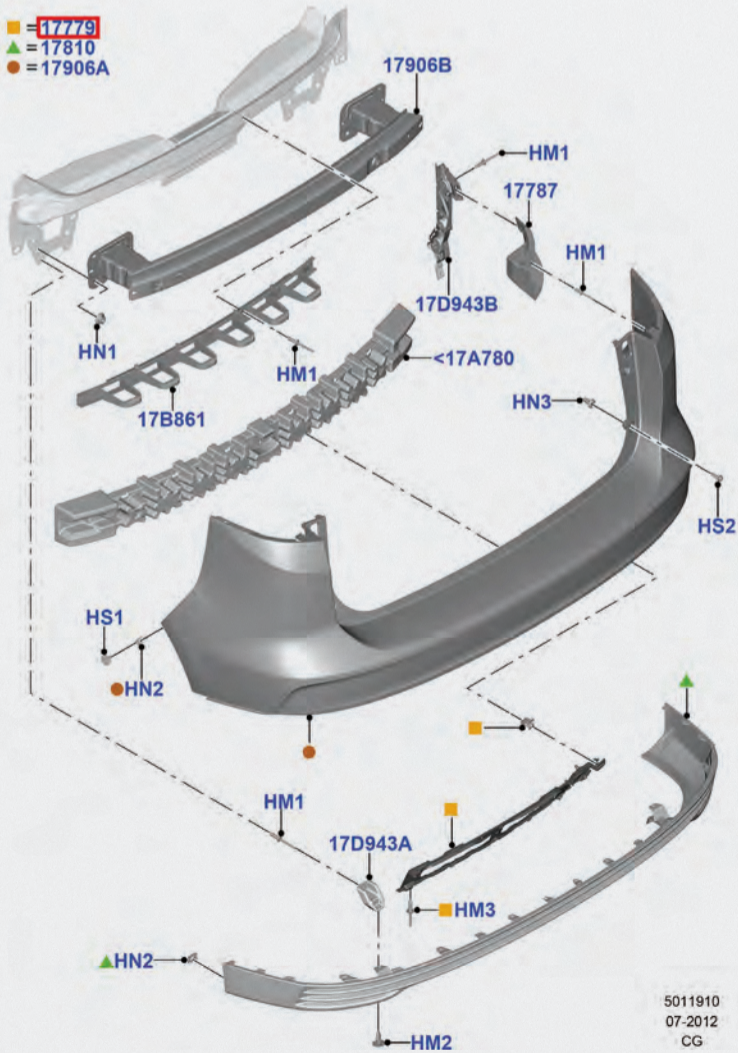
Hood



Roof



Rear Bumper



Rear Panels

