

Service Managers Letter

CIRCULATE:

Dealer Principal Service Manager Parts Manager

02-M-06

Domestic Dealers and Dealer Affiliates

Subject: **WARRANTY COVERAGE FOR 6X2 UTES**

This Service Managers Letter is a joint communication from Warranty Administration and Transit Hordern 6x2 Marketing Company. Its purpose is to advise dealers of the warranty coverage applicable to Falcon Utes which have been converted to 6x2 utes by Transit Engineering, as well as the procedures to be followed when claiming the cost of warranty repairs.

Ford's New Vehicle Express Warranty Coverage

All new Ford vehicles are covered by Ford's 3 Year/100,000km Bumper to Bumper Warranty. However, in cases where the vehicle has been modified, additional parts, parts specifically modified, or other parts that may be affected by the modification will not be covered under warranty. This applies to Falcon chassis cab vehicles converted to 6x2 utes. Should a dealer be unsure as to whether or not a specific repair should be covered under Ford Warranty, they are advised to contact Warranty Administration for assistance. If claiming the cost of a warranty repair on Ford Motor Company, the guidelines and procedures as set out in the Warranty & Policy Manual still apply.

Transit Hordern 6x2 Marketing Company Warranty Coverage

All modifications made to the vehicle are covered by a 3 year/100,000km warranty from Transit Engineering. A copy of the current warranty can also be viewed on the 6x2 website – www.6x2.com.au. Warranty coverage includes Parts & Labour costs associated with the repair. When a dealer is presented with a repair that is to be claimed under warranty on Transit Engineering they are asked to contact Ken Hordern at Transit Engineering to obtain an Authority Number and approval, prior to performing the repair.

Phone: (03) 9729 9433

Fax: (03) 9720 5465

Towing Costs

In the event of towing costs being incurred to get the vehicle to the nearest authorised Ford repairer, the costs for towing are to be included with the warranty claim. That is, should the warranty claim be lodged on Ford Motor Company, then the towing charge should be included in the claim on Ford. Should the claim be sent to Transit Engineering, towing costs to be charged to Transit Engineering should be communicated to Ken Hordern when seeking an authority number prior to repair.

If Dealers are unsure of their responsibilities in cases of warranty repairs on modified Falcon vehicles, or for that matter any vehicle, they are asked to contact Warranty Administration for assistance.

**Warranty Administration
Ford Motor Company of Australia**

Transit Hordern 6x2 Marketing Company