

Takata Airbag Recall Rental Vehicle Reimbursement Process

Why is a Rental Vehicle Reimbursement being offered?

Ford Motor Company and Lincoln Motor Company continue to work closely with our suppliers to produce the needed parts for the Takata airbag inflator recalls. While parts are available for some vehicles affected by these recalls, parts are not yet available or are available in limited quantities for a portion of the affected vehicles. We are committed to the safety of our customers so a rental vehicle reimbursement is being offered to customers until parts become available.

To support the unique long-term rental needs for vehicles affected by Takata airbag inflator recalls, this unique long-term rental vehicle reimbursement process has been created. This process and rates apply only to Takata airbag inflator recalls 16S26, 17S01, 17S42, and 18S01.

Rental Vehicle Reimbursement Guidelines

The following table lists the maximum per day and per month dollar amount that will be reimbursed under this program. In some cases the dollar per day limits may not be sufficient to cover all of the costs associated with a rental vehicle. It is the customer's responsibility to cover any additional costs above the cost per day and per month limits.

Model of Recalled Vehicle	Rental Vehicle Reimbursement Cost Per Day Limit	Rental Vehicle Reimbursement Cost Per Month Limit
Ford	\$44	\$1,320
Mercury	\$44	\$1,320
Lincoln	\$55	\$1,650

Note: The above cost per day limits have factored in the current market rate for rental vehicles including tax. If the dollar per day limit is not exceeded with taxes included then taxes can be covered under the rental vehicle reimbursement.

Note: Customers that were placed into a long-term rental vehicle prior to June 13, 2018 are eligible for the increased dollar per day rental reimbursement rates back to the date the most recent long-term rental approval code was approved from the SSSC. See the claims preparation and submission section in the dealer bulletin for details.

If there is a unique customer circumstance that requires a rental vehicle with a higher per day/month allowance, dealers should submit a VIN specific request to the Special Service Support Center (SSSC) for consideration.

Things Not Covered Under Rental Vehicle Reimbursement

Rental Vehicle Reimbursement does not cover the following items:

- Mileage charges
- Fuel charges
- Underage driver surcharge
- Insurance

Note: Some car insurance policies include rental vehicle insurance coverage so the purchase of additional insurance may not be required.

Takata Airbag Recall Rental Vehicle Reimbursement Process**Rental Vehicles**

Rental vehicles may be supplied through dealership owned rental units, the Ford Courtesy Transportation Program, Ford Rent-A-Car, Lincoln Rent-A-Car, or third party rental agencies. When requesting a rate quote from a rental agency, ensure to ask for a monthly rate, as this can be significantly lower than daily rates. If a customer has reserved a rental vehicle on their own or with the assistance of the Customer Relationship Center, the same rental guidelines and process for requesting reimbursement apply.

Increased Ford Courtesy Transportation Program (FCTP) Guides

In order to support these customers, FCTP Program Headquarters will review increased guides requests above the existing maximum on a case by case basis to ensure coverage is sufficient. Dealers must submit their request to their SOM in order to be considered.

Enterprise National Recall Rental Program

To make it easier for dealers to locate vehicles within the rental vehicle reimbursement dollar per day limits, Ford has established an agreement with Enterprise Rent-A-Car to provide a rental vehicle when available for customers affected by the Takata airbag inflator recalls at the following rates:

Model of Recalled Vehicle	Enterprise Per Day Rate	Enterprise Per Month Rate
Ford	\$40 plus tax	\$1,200 plus tax
Mercury	\$40 plus tax	\$1,200 plus tax
Lincoln	\$49 plus tax	\$1,470 plus tax

Rates are provided based on the type of vehicle covered under the recall, rather than the type of vehicle rented to the customer, if a customer rents a vehicle more expensive than a Large SUV, the difference above the approved rate for the vehicle rented will be charged to the customer regardless of the type of vehicle the customer has had recalled. Enterprise does not guarantee that a Ford or Lincoln vehicle will be rented to all customers that own or request such vehicles.

Automated Rental Management System

If renting from Enterprise dealers are encouraged to schedule reservations through the Enterprise's free Automated Rental Management System (ARMS).

The ARMS® benefits to dealers are as follows:

- Create and submit "real time" rental reservations online or through your CDK® or Reynolds & Reynolds® Dealership Management System to the local Enterprise branch.
- Reservations can be made same day or submitted in advance with anticipation of rental needs.
- Specific rental needs can be communicated in the reservation (e.g. full-size SUV desired, etc.).
- Authorize additional rental days when necessary.
- View and print rental invoices (after each rental event is completed).

Ford does not endorse any particular rental management software or any specific rental car brand. This is for your information only.

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Vehicle Make and Model Year Requirements

While it is a preference to put Ford customers in Ford rental vehicles and Lincoln customers in Lincoln rental vehicles, this is not always possible and is not a requirement for rental reimbursement under the Takata airbag inflator recalls. Due to varying rental car agency make and model inventory, Ford and Lincoln vehicles may not always be available so it is acceptable to use other make rental cars. There are no model year requirements for rental vehicle reimbursement.

Storage of Customers Vehicles

A vehicle storage/upkeep allowance will not be provided to dealers. It is recommended that customers retain and store their vehicles. If a dealer would like to store a customers vehicle as a service for their customers, this would be at the dealer's discretion, but a storage and upkeep allowance will not be provided.

Rental Vehicle Documentation

Rental vehicle documentation must include the following:

- A rental invoice from a dealership or commercial rental agency
- Contract holder's name on the rental invoice
- Daily rental rate
- Date out and date returned
- Repair order showing the date the vehicle repair is completed (when parts are available)
- Proof of payment (for customer refund of rental)
- Completed Restricted Vehicle Use Agreement

Administrative Allowance

Dealers are authorized to claim an administrative allowance of \$25 for every long-term rental vehicle warranty claim submitted. This administrative allowance can be claimed every 30 days, at which time a new approval code needs to be requested. Reference the dealer bulletin claims preparation and submission section for further details.

Rental Vehicle Reimbursement Process:

Prior to customer visit/customer at dealership:

1. Check OASIS to confirm the vehicle is involved in safety recall 16S26, 17S01, 17S42, or 18S01.
2. Refer to the [Takata Airbag Inflator Recall Information for Dealers](#) document on the FMC dealer homepage to confirm parts are not available to repair the vehicle at this time.
Note: this document is updated regularly so it is recommended to check the electronic version rather than a printed out copy.
3. Make arrangements for a rental vehicle either through the dealerships rental car fleet or outside rental agency. If using Enterprise it is recommended the reservation be made through ARMS®.

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Rental Vehicle Reimbursement Process (continued):

4. Customer completes all required rental vehicle paperwork.
5. Customer completes the Restricted Vehicle Use Agreement.
 - If the customer was previously placed in a rental vehicle prior to this requirement this form must be completed when a new rental vehicle approval code is required. This form was recently updated but previous completed versions of this form are sufficient to fulfill this requirement.
6. Customer is free to leave with the rental car.

After the customer has left the dealership:

7. Submit a VIN specific web contact to the Special Service Support Center (SSSC) under the appropriate rental program as listed below:
 - 18A01 for 16S26
 - 18A02 for 17S01
 - 18A03 for 18S01
 - 18A04 for 17S42

The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

8. Attach the completed Restricted Vehicle Use Agreement to the SSSC contact.
9. If the vehicle is involved in the recall and does not have parts available the SSSC will provide an approval code to use on the warranty claim.
10. For warranty payment purposes and to continue long-term rental vehicle reimbursement dealers will need to re-contact the SSSC under a new contact every 30 days to receive a new approval code. This can be managed two different ways depending on dealership preference:
 - **Option 1:** Close out the R.O. every 30 days and open a new R.O. prior to contacting the SSSC under a new contact.
 - **Option 2:** Leave the current R.O. open and add another line to the R.O. for the next month's rental prior to contacting the SSSC under a new contact.

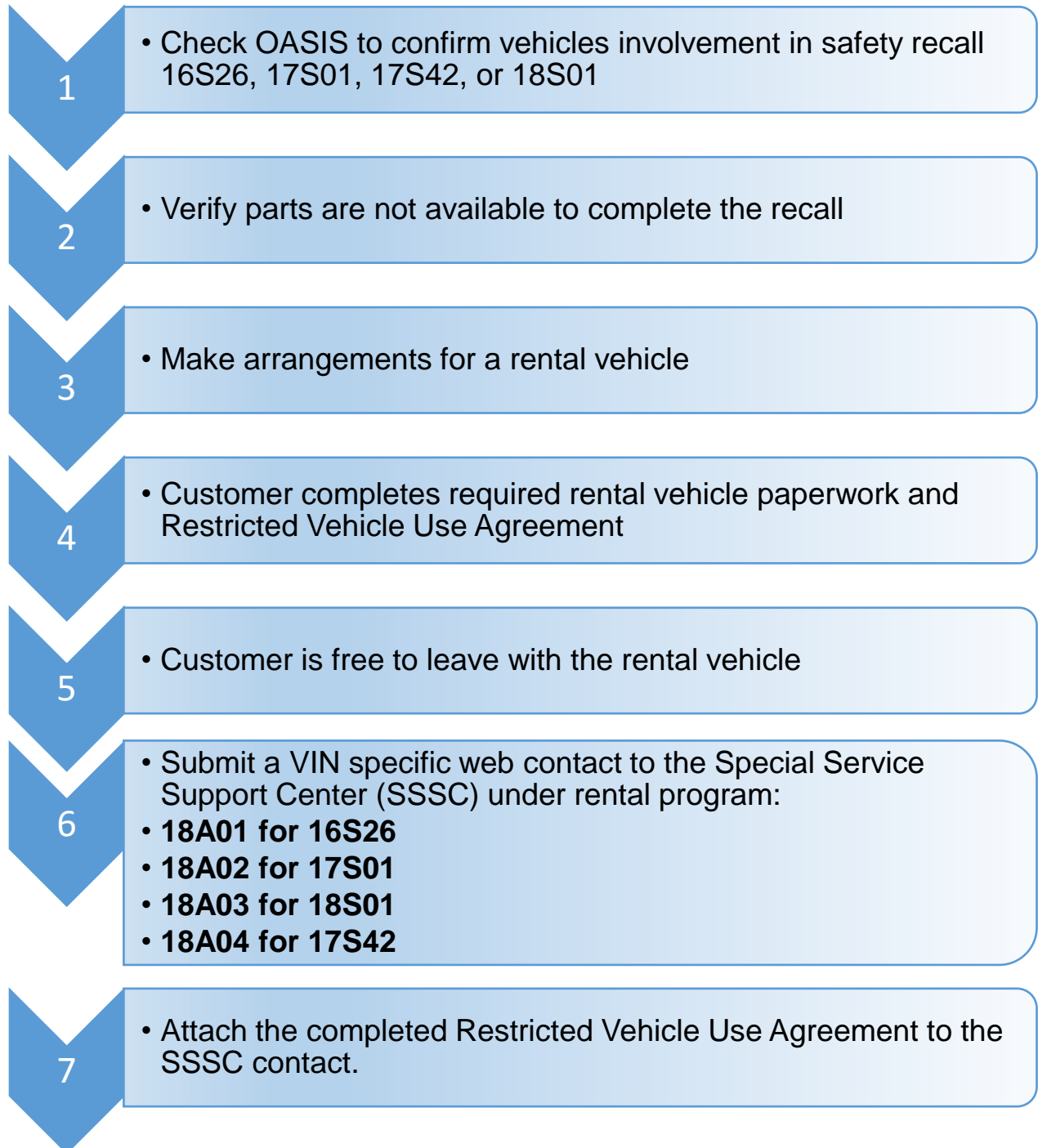
Note: A new function to the SSSC web tracker has been added so contacts approaching a long-term rental renewal date (30 days old) will turn red.

11. As soon as the part arrives at the dealer the customer should be contacted to notify them that parts are available to repair their vehicle and schedule an appointment for the repair as soon as possible.
12. After the repair is complete the customer should be contacted promptly to return the rental and pick up their vehicle.

Note: Customers must return the rental vehicle by the end of the business day on which the repair is completed. Retention of the rental vehicle beyond that date will be at the customer's or dealer's expense.

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Rental Vehicle Reimbursement Process Flow Chart



Takata Airbag Recall Rental Vehicle Reimbursement Process

Rental Vehicle Reimbursement Process Flow Chart (continued)

