



Emerging Market Services

**1555 Fairlane Dr.
Allen Park MI 48101**

July 23, 2015

To: All EMS Dealers

Subject: Warranty Action Notice Brake Rotor Service

Purpose: Advise EMS Dealers of policy regarding on the vehicle brake lathe requirement for all rotor turning / rotor cutting claimed on Ford ESP and Warranty claim submissions.

Background: Engineering has brought to our attention that some dealerships are not using the Pro-Cut on the vehicle brake lathe to turn or machine rotors. Per the Warranty and Policy Manual Section #3 page 66. We have had a number NVH / Wheel nibble issues that have been corrected utilizing this process. This procedure is a more productive and efficient approach to performing this repair considering the fact that the ETIS and SLTS labor operations only pay for on the vehicle rotor turning. Therefore the dealership is not compensated for the time it takes to remove and re-install the rotors back on the vehicle after using a bench lathe. Use is not limited to Ford paid repairs, there is a tremendous opportunity to increase shop efficiency and productivity on the retail side of business as well.

Submission of on the vehicle brake lathe labor operations where the Pro-Cut on vehicle brake lathe is not available or not used is not reimbursable for Ford Warranty / ESP paid repairs.

Emerging Market Services will enforce this policy beginning January 1, 2016.

Action: All Ford Claim submissions for rotor turning / rotor cutting are to be performed using the Pro-Cut on the vehicle brake lathe.

Category: Chassis / Brakes

Do: Properly turn rotors using Pro Cut on the vehicle brake lathe.

Don't: Turn rotors using off vehicle bench lathes.

Questions: Questions regarding this communication can be directed to the Warranty Inquiry Form located on www.fmcdealer.com

Contact your Rotunda / Bosch representative to obtain information about purchasing a Pro-Cut on the vehicle brake lathe.

Middle East Dealer contact:

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See Attachment I for Product Details

See Attachment II for Additional Rotunda / Bosch Contacts Information