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FORD DEBUTS 2019 RANGER FRAME DISPLAY AT NORTHEAST® TRADE SHOW



2019 Ranger Frame Display

The expanding NORTHEAST® Automotive Services trade show, in Secaucus, N.J., served as the backdrop recently as Ford Motor Company gave the collision repair industry its first official close-up look at the all-new high-strength-steel frame of the revived 2019 Ford Ranger.

Serving as a sponsor for the show—now in its 42nd year—Ford featured a 1,200-square-foot display built to promote the repairability aspects of the new truck. The booth included a Ranger frame, color-coded to highlight its unique repair characteristics and separately serviceable components and sections.

Representatives from Ford's global collision and crash parts teams, as well as Rotunda, were on-hand to interact with attendees. Ford damageability/repairability engineers were also available to answer technical questions about Ford-approved repair procedures for the new Ranger, particularly

its repair-friendly frame, including: numerous frame-sectioning kits; front-, mid-, and rear-crossmembers; lower control arm brackets; numerous bracket kits and other components. "This is not the same truck that was discontinued in 2011," said Ford Senior Damageability Engineer Gerry Bonanni. "From performance, to handling and especially repairability, this is a brand-new truck with lots to offer, and the NORTHEAST® show gave us a great opportunity to convey that information directly to the collision repair industry."

The Alliance of Automotive Service Providers of New Jersey (AASP/NJ)—the long-term hosts of the show—noted the three-day event drew the largest crowds and featured the most extensive slate of educational/training opportunities in the show's history.

"Everybody in AASP/NJ who works to facilitate this show and put it together was just blown away,"

said AASP/NJ President Jerry McNee. "We easily drew more attendees than we've had in the past, and nobody was disappointed. The show was 42 years in the making to get it to this level."

AASP/NJ is already hard at work planning for NORTHEAST 2020, scheduled for March 20 - 22, 2020 at the Meadowlands Exposition Center. Visit aaspnjnortheast.com for updates on next year's event as they become available.

Ford also plans to exhibit the Ranger display at the Specialty Equipment Market Association (SEMA) show in Las Vegas, November 5 - 8, continuing to provide the industry with the latest information on the new Ranger and other Ford and Lincoln vehicles, while also stressing the importance of knowing *and following* Ford OEM repair procedures using genuine Ford OEM replacement parts.



NEW FORD NETWORK GUIDES CUSTOMERS TO CERTIFIED COLLISION CENTERS

This past January, Ford Motor Company began accepting applications for its brand-new Ford Certified Collision Network (FCCN), an upgraded certification program that replaced the previous National Body Shop Network the automaker began in 2015.

The Ford-managed initiative supports its customer-first philosophy of providing Ford and Lincoln owners with genuine OEM parts and procedures to produce high-quality, correct—and ultimately—safe collision repairs.

FCCN offers a wealth of program benefits, including **Ford Collision Locator Services**, which guide customers to FCCN-registered facilities:

- Collision.Ford.com
- Ford and Lincoln owner websites
- Ford Roadside Assistance
- FordPass™
- LincolnWay™

Ford and Lincoln customers have said they would like to hear directly from Ford after being involved

in a collision. As a result, Ford is investing its resources to educate owners and ultimately drive traffic through several media channels, including and especially Collision.Ford.com.

With the help of an aggressive digital and search strategy, Ford is helping its vehicle owners search for and locate collision repair shops exactly when needed:

- Visits to the Find-A-Collision-Shop page on Collision.Ford.com increased over 500 percent in 2018.
- The Find-A-Collision-Shop page allows customers to run dedicated searches for certified collision repair centers using filters.

Certified repair shops create loyal customers:

- In a quantitative research study,* 86 percent of respondents who used a manufacturer-certified collision repair center said they would likely use one for a future repair.

- In the same study, nearly one quarter of customers think the value of their vehicle would be lower if repaired at a non-certified collision center, versus a certified one.

Developing a strong relationship with its vehicle owners allows Ford to continue to educate them on what to do after getting into an accident, the importance of OEM parts, and, ultimately guide them to a certified collision center. Ford is committed to growing its FCCN to meet the capacity and capability needs for complete and safe repairs for its customers.

Additional details on the Ford Certified Collision Network will be offered in future issues of *On Target*. To begin the enrollment process—or to update existing profiles—visit Collision.Ford.com/fordcertifiedcollisionnetwork.

*Ford Collision Journey Experience Mapping, MORPACE, April/May 2017

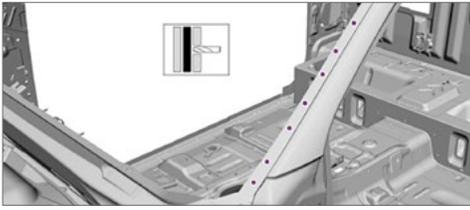


Figure 1

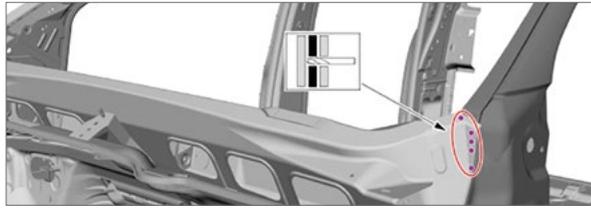


Figure 2

These figures indicate on the vehicle the location of the existing spot-welds, which repairers must remove using a spot-weld drill bit. The A-pillar flange extends under the upper cowl panel. Repairers must remove the two layers of spot welds found at the upper cowl extension flange and bracket.

2019 FORD RANGER: A-PILLAR OUTER PANEL (REMOVAL)

FORD SENIOR DAMAGEABILITY ENGINEER GERRY BONANNI CONTINUES THE CONVERSATION REGARDING REPAIRS ON THE NEW TRUCK.

As Ford continues its debut of the all-new 2019 Ranger, we resume our discussion with Ford's Senior Damageability Engineer Gerry Bonanni—who previously detailed the Ranger's all-new frame (2018 - Vol. 3) and front fender apron (2019 - Vol. 1)—this time taking a look at the new truck's A-pillar outer panel repair.

Please note that the following repair information and steps are intended as a general guideline and are not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the *Ford Workshop Manual*, found at Motorcraftservice.com.

SECTION 501-29: SIDE-PANEL SHEET METAL REPAIRS, REMOVAL AND INSTALLATION

"Before discussing details of the repair, I want to stress to repairers to always fully research the repair before beginning any repair work," cautioned Bonanni. "Today's vehicles are complex machines with each component designed to work together as a whole system. Referencing the official Ford procedures for repairs—while using genuine Ford replacement collision parts—is the only way to ensure the vehicle components will work as designed and intended."

The repair procedure begins by detailing the tools, equipment and materials needed for removal (and installation), including:

- Resistance spot-welding equipment (installation)
- Spherical cutter (removal)
- Hot air gun (removal)
- Air body saw (removal)
- 8mm drill bit (installation)
- MIG/MAG welding equipment (installation)
- Spot-weld drill bit (removal)
- Locking pliers (installation)
- Metal bonding adhesive (TA-1, TA-1-B, 3M™ 08115, Lord Fusor® 108B) (installation)
- Seam sealer (TA-2-B, 3M™ 08308, LORD Fusor® 805DTM) (installation)
- Flexible foam repair (3M™ 08463, Lord Fusor® 121) (installation)

REMOVAL

"Repairers are notified, at the very start of the removal procedure, that bodyside sectioning is prohibited within 50mm of door hinge, door striker and restraint anchoring points," said Bonanni. "At the same time, the A-pillar outer panel may be sectioned as required, provided proper sectioning guidelines are observed. The procedure noted below includes typical sectioning points, but they may be adjusted to meet specific repair needs."

NOTE: Procedure applies to SuperCab and Crew Cab vehicles.

Before removing any components, first de-power the supplemental restraint system, referring to **Section 501-20B: Supplemental Restraint System, General Procedures**. Then, verify the vehicle is dimensionally correct, referring to **Section 501-26: Body Repairs – Vehicle-Specific Information and Tolerance Checks, Description and Operation**.

Next, remove the following vehicle components:

- **Front door** (refer to Section 501-03: Body Closures, Removal and Installation)
 - De-trim the vehicle as needed.
- **Front fender** (refer to Section 501-02: Front End Body Panels, Removal and Installation)
 - Remove the front door hinges.
 - Remove the bolt.

- **Windshield** (refer to Section 501-11: Glass, Frame and Mechanisms – General Procedures)

"Once all of those components are removed, the repairer can then carefully cut the **outer panel only**, using the air body saw and the spherical cutter," said Bonanni.

The A-pillar flange extends under the upper cowl panel, and repairers are instructed to remove the **two layers** of spot welds at the upper cowl extension flange and bracket for access, using the spot-weld drill bit. (**Figures 1 and 2**)

"The final step in the removal process is to take out the entire A-pillar outer panel section, using the hot air gun," said Bonanni.

In our next issue, *On Target* will cover the installation process of the A-pillar outer panel, as well as the procedure for the A-Pillar Outer Panel Section and Reinforcement.

For repair questions on the Ranger, or any Ford or Lincoln vehicle, contact the Ford Crash Parts Hotline at cphelp@fordcrashparts.com or visit I-CAR's RTS Portal at RTS.i-car.com.

FORDCRASHPARTS.COM: AN EVOLVING RESOURCE FOR COLLISION REPAIRERS

Ford Motor Company wants to remind repairers of the available online resources to help them in their day-to-day operations of repairing vehicles correctly the first time. To that end, Ford continues to increase the amount of collision repair information available through several websites, especially FordCrashParts.com.

Launched in Spring 2018, the site provides a "one-stop-shop" for collision repairers to easily access and reference information Ford wants to communicate to the collision repair industry, and serves as the tier-one central location site for Ford collision materials.

THE SITE INCLUDES:

- Position Statements
- Collision Repair Videos
- Instruction Sheets
- Certified Collision Network (CCN) details
- Approved Paint, Adhesive and Glass information
- Much more...

Visit FordCrashParts.com and check back often for new content and other site upgrades throughout the year.

Suggestions on material you would like to see on this website can be sent to cphelp@fordcrashparts.com.

FORD DETAILS THE IMPORTANCE OF PROPER FIXED GLASS REPAIRS

As heated discussions regarding proper vehicle collision repairs continue throughout the industry, and as new legislation pops up concerning the use of OEM parts and OEM procedures—such as recent actions in Connecticut, New Hampshire, Texas, Virginia, West Virginia and Wyoming—Ford Motor Company's Senior Damageability Engineer Gerry Bonanni recently spoke with *On Target* regarding the proper repair procedure for vehicle fixed glass, and the important role it plays.

"The fixed glass of the vehicle plays an important role in the overall strength of the roof, and in ensuring a robust repair," said Bonanni.

"Especially the windshield, which provides strength and stability to the vehicle's structure and affects how it performs in a collision event."

"Preserving that strength and stability is paramount, as is the proper preparation of the substrate to which the fixed glass adheres," continued Bonanni. "If the fixed glass, such as the windshield, is not seated properly, and the substrate is not prepared correctly, the glass could pop right out during a subsequent collision event, seriously jeopardizing the overall structural integrity and safety of the vehicle."

Please note that the following repair information—**Section 501-11: Glass, Frames and Mechanisms, General Procedures**—using the 2019 F-150 as an example, is intended as a general guideline and is not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the *Ford Workshop Manual*, which can be found at Motorcraftservice.com.

The repair procedure begins by detailing the tools, equipment and materials needed, including:

REMOVAL

- Glass cut-out wire
- Power caulk gun
- Power fixed glass removal tool
- Cold knife
- Knife
- Vacuum cleaner

INSTALLATION

- Sika® SikaTack® MACH 60 / Sika® SikaTack® MACH 30 / Dow® BETASEAL™ Express
- SikaTack® ASAP Urethane Adhesive
- Motorcraft® Ultra-Clear Spray Glass Cleaner / ZC-23 (ESR-M14P5-A)
- Sika® Aktivator PRO / Dow® BETAPRIME™ 5504G / Sika® Primer-207

When working on aluminum vehicles, repairers should adequately protect all glass, exterior finish and interior trim from contamination during repairs.

Some interior trim, exterior trim and/or components may require removal based on the tools and removal method used. In some instances, repair methods may be combined to achieve the best results.

NOTE: If any of the following conditions exist, the fixed glass must be discarded, and a new fixed glass is required when:

- The fixed glass is the windshield glass and is equipped with a camera bracket.
- The fixed glass is the windshield glass and is equipped with adhesive moldings.

Choose the best repair method for the type of glass being replaced:

Cold Knife Method – Uses the cold knife to cut the urethane from the outside of a vehicle, providing the blade can reach the bead.

- When using the cold knife method, apply tape to protect the perimeter of the window opening from paint damage. Multiple layers of tape may be required.

Power Tool Method – Uses various power tools from inside the vehicle using a cutting or paddle-type blade.

Piano Wire Method – Uses the piano wire to cut the urethane from inside and outside of a vehicle with the help of an assistant.

Repairers are provided a series of warnings and cautions, including:

- New or re-used fixed glass must be installed within two hours of cutting the urethane adhesive. Cut or scraped urethane becomes oxidized and inactive beyond two hours, reducing the effectiveness of the repair bond.
- To avoid rust formation, use extreme care not to scratch the paint or primer, or damage the pinch weld during glass removal.
- Take precautions to prevent damage to other components when cutting urethane.
- Fixed glass may have locating pins that vary in location. It may be necessary to cut these pins with a utility knife.

Utilizing the power fixed glass removal tool, cold knife and knife, remove the fixed glass.

WARNING: Repair any corrosion found on the pinch weld. The pinch weld is a structural component of the vehicle. Corrosion left unrepaired may reduce the structural integrity of the vehicle. Failure to follow this instruction may result in serious injury to vehicle occupants.

Repairers are also instructed on the following:

- Avoid scratching the pinch weld and repair all minor scratches or exposed metal on the pinch weld following the manufacturer's instructions for the specific product(s) being used.
- Use the same brand primer and urethane adhesive.
- Ensure the mating surfaces are clean and free of foreign material.
- Refrain from touching the adhesive surfaces, as it impairs re-bonding.

If the windshield glass being replaced is equipped with a camera bracket, it must have locating pins and spacers to ensure correct alignment.

Do not use a replacement windshield glass without locating pins and spacers.

Prep the pinch weld area to install the new or re-used fixed glass:

- Trim the original urethane adhesive using a utility knife, leaving a 1mm – 2mm (0.04in. to 0.08in.) base on the pinch weld.
- Remove any foreign material or dirt from the pinch weld using a soft brush or vacuum.

Minimize applying primer over areas with remaining urethane adhesive and observe a minimum flash time of 10 minutes.

If the paint layer was damaged on the pinch weld, and the damage extends into the bare metal, apply primer to those areas only, using the Sika® Aktivator PRO / Dow® BETAPRIM™ 5504G / Sika® Primer-207.

Apply primer only to those areas that previously received primer. If the clearcoat layer was damaged on the pinch weld, but the damage does not extend into the bare metal, apply primer to those areas only.

WHEN INSTALLING A NEW FIXED GLASS (ONLY):

Clean the inside of the new fixed glass with glass cleaner, using Motorcraft® Ultra-Clear Spray Glass Cleaner / ZC-23 (ESR-M14P5-A). Apply primer to the new fixed glass, according to the manufacturer's instructions. Allow at least 10 minutes to dry.

WHEN INSTALLING A REUSABLE FIXED GLASS (ONLY):

Visually inspect and remove most of the remaining adhesive from the glass, leaving only a thin layer to bond with the new urethane adhesive bead. Apply primer to the fixed glass according to the manufacturer's instructions, anywhere the urethane adhesive was completely removed. Allow at least 10 minutes to dry.

Cut the urethane application tip to specification using the Sika® SikaTack® MACH 60 / Sika® SikaTack® MACH 30 / Dow® BETASEAL™ Express and the SikaTack® ASAP Urethane Adhesive.

While applying the adhesive, repairers are instructed to:

- Make sure the urethane bead is uniform to prevent air and water leaks.
- Install the fixed glass within 10 minutes of applying the urethane adhesive.
- Use a power caulk gun, as it applies the urethane adhesive with less effort and in a continuous bead.

When applying the urethane adhesive bead, start and end at the original overlap points to prevent air and water leaks. Take care in applying urethane on

Continued on page 4

Continued from page 3

vehicles without peripheral moldings, as urethane expulsion could become an appearance issue.

Apply the urethane adhesive bead 14mm (0.551in.) high and 8mm (0.314in.) wide on top of the existing, trimmed urethane adhesive bead on the pinch weld. Ensure there are no gaps in the bead.

The vehicle door windows must be left open during the adhesive curing time, to prevent the air pressure of closing doors from compromising the urethane adhesive bond.

Finally, repairers are provided an additional set of warnings and instructions, including:

- **Do not drive the vehicle until the urethane adhesive seal has cured. Follow the urethane adhesive manufacturer's curing directions. Inadequate or incorrect curing of the urethane adhesive seal will adversely affect glass retention. Failure to follow these instructions may result in serious injury to vehicle occupants.**
- If equipped, the adhesive strip backings must be removed from the A-pillar moldings before installing the fixed glass.

When installing the fixed glass, press firmly by hand to ensure a good bond. Secure the fixed glass in the correct position with tape until the urethane adhesive has cured. If necessary, remove excess, uncured urethane adhesive from the interior and exterior surface of the fixed glass.

Concluding the repair, technicians are instructed to install any components that may have been removed. If the vehicle is equipped with a camera, carry out IPMA camera alignment, referring to Section 419-07: Lane Keeping System, Description and Operation.

"Today's vehicles are specifically designed and constructed to work together in a complex sequence to provide proper functionality and safety in the event of a collision," said Bonanni. "Ford's OEM repair procedures—as found in the workshop manual—are the only way to ensure the vehicle's proper functionality and safety are maintained, providing peace of mind for repairers and customers alike."

"Unauthorized changes to any one component, skipping a step, or not adhering to the carefully and fully laid out Ford OEM repair procedures can cause catastrophic results," concluded Bonanni.

For more information on this or the repair of any Ford or Lincoln vehicle, contact the Ford Crash Parts Hotline at cphelp@fordcrashparts.com or visit I-CAR's RTS Portal at [RTS.i-car.com](https://www.rts.i-car.com).

**ADDITIONAL REPAIR
INFORMATION
CAN BE FOUND ON
FORDCRASHPARTS.COM.**

PROPER VEHICLE DIAGNOSTICS: DTCs AND SCANNING EQUIPMENT

In the last issue of *On Target* (2019, Vol. 1), Ford detailed its recent position statement on proper vehicle scanning, as well as its first entry detailing effective diagnostic techniques. These techniques are used together with vehicle scanning to properly verify vehicle fault symptoms, determine the system of origin, identify the responsible component, determine the root cause and finally, repair all related faults.

This installment delves deeper into DTC terminology and proper use of scanning equipment.

Please note that the following steps are intended as a general guideline and are not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the *Ford Workshop Manual* at [Motorcraftservice.com](https://www.motorcraftservice.com).

DIAGNOSTIC METHODS, SECTION 100-00: GENERAL INFORMATION – DESCRIPTION AND OPERATION

Effective Diagnostic Methods

Note: Do not use this document in place of Ford-prescribed Symptom-Based Diagnostics or Workshop Manual Diagnostics. Diagnostic methods are intended to provide Ford vehicle diagnostic information only for support of Ford-prescribed diagnostics.

The following diagnostic process is critical for consistently successful diagnoses. Random methods work inconsistently and often lead to multiple repairs.

DTC Nomenclature (SAE J2012 and ISO 14229)

Many modules use 5-character DTCs followed by a 2-character failure-type code. The failure-type (sometimes called "fault byte") codes provide information about specific fault conditions such as opens or shorts to ground. Continuous memory DTCs have an additional 2-character DTC status code suffix to assist in determining DTC history.

Integrated Diagnostic System (IDS) Scan Tool Usage

If the IDS Scan Tool Does Not Communicate with the Vehicle Communication Module:

1. Check the Vehicle Communication Module connection and power from the Data Link Connector (DLC).
2. Check the communication between the scan tool and the Vehicle Communication Module (VCM).
3. Follow scan tool instructions to retry.

If the IDS Scan Tool Does Not Communicate with the Vehicle:

The IDS scan tool first attempts to communicate with the Powertrain Control Module (PCM). After establishing communication with the PCM, the scan tool then attempts to communicate with all other modules on the vehicle.

1. Verify the scan tool operation on an established, correct vehicle.

2. Verify the ignition is ON.

3. If an IDS session cannot be established with the vehicle, (IDS may state "No communication can be established with the PCM"):

- Choose "NO" when the scan tool prompts to retry communication.
- Enter a PCM engineering part number, tear tag, or calibration number to identify the vehicle and start a session. These identifying numbers may be located as follows:
 - The PCM engineering part number and the 4-character tear tag are printed on the PCM label.
 - PTS website users only: The PCM engineering part number can be determined from OASIS using the VIN. Choose "HVBoM" from the OASIS tab menu and search Powertrain Engine Modules for the PCM engineering part number (If the first character is a "P" in the part number, enter only the characters following the "P" into IDS).

- Establish a session based on the PCM information (above).

4. Using the tool box menu, run the network test.

- Determine if all modules on the network are unresponsive or if only the PCM does not communicate.
- **Recommended practice:** Refer to section 418-00 Module Communication Network, Diagnosis and Testing, to diagnose the network outage or no response from the PCM.

Additional installments on diagnostic methods will continue in future issues of *On Target*.

For any questions regarding proper diagnostics for Ford or Lincoln vehicles, contact the Ford Crash Parts Hotline at cphelp@fordcrashparts.com or visit I-CAR's RTS Portal at [RTS.i-car.com](https://www.rts.i-car.com).



F-SERIES REPAIR INFORMATION AND PROCEDURES DRIVE TECHNICIAN EXCELLENCE

Courtesy of Mark Bochenek, Principal, OEM Business Development, I-CAR

Ford Motor Company has long teamed with I-CAR®, the not-for-profit collision repair education, knowledge and solutions organization dedicated to providing the industry with the knowledge and skills required to perform complete, safe and quality repairs. From instituting recognition requirements to developing innovative programs for the automotive industry, this close relationship has provided numerous benefits over the years.

While I-CAR cannot post vehicle maker-specific repair procedures due to copyright restrictions, its widely respected Repairability Technical Support® (RTS) Portal enables members to quickly determine whether specific information exists, thereby saving valuable research time and permitting technicians to return to the repair bay with the right answers when it comes to complex vehicle repairs.

According to *Crash Network* and *Collision Advice's* 2019 "Who Pays for What?" survey, more than half of the respondents said they access I-CAR's RTS Portal for repair procedure information. I-CAR's industry-recognized Ask I-CAR™ inquiry system is also available for members to ask repair-related questions, and the organization works closely with OEMs such as Ford to provide accurate and timely information.

Ford's award-winning and immensely popular F-150 model has been a significant topic of conversation over the past five years, especially as it relates to cab size or materials utilized. This vehicle, which requires complex technology and material repairs by technicians in the event of a collision, was the second-most-searched vehicle in I-CAR's OEM Calibration Requirements Search tool on the RTS Portal.

I-CAR's Ford OEM Information webpage on the RTS Portal hosts a breadth of information, including calibration and diagnostics pre- and post-repair scanning, restraints systems, glass replacement, sectioning and partial part replacement. For the F-150 Super Duty® models from 2017-2019 (Regular, Super and Crew cab), instruction sheets are available (in English, Spanish and French) for the following areas of the vehicle:

- Radiator Core Support and Front Upper Rail
- Cowl and Dash
- Roof and Roof Rails
- Doors and Cab Side (Outer Uniside, Pillars and Rocker Panel)
- Floor Pan, Floor Crossmembers and Cab Rear Panel
- Box

These Ford-issued instruction sheets include useful kit instructions and service guidelines for repairers. They often detail preparations before beginning proper rivet removal, adhesive and welding procedures, or body installation steps once structural repairs are completed.

OEM-issued collision repair procedures, whether listed on a specific service information website (such as Ford Service Information at motorcraftservice.com) or via I-CAR's RTS Portal, are imperative for technicians to be able to access during virtually any repair. I-CAR remains committed to keeping technicians current with collision repair information covering the latest vehicles and technologies on the road, equipping them with the knowledge to perform complete, safe and quality repairs for the ultimate benefit of the consumer.

Learn more about Ford and I-CAR's training relationship at I-CAR.com/Ford, or visit I-CAR's RTS Portal at RTS.i-car.com.

2019 LEGISLATIVE UPDATE

It's been a busy legislative season so far in 2019, and a number of states have been considering bills dealing with OEM repair procedures and the use of OEM parts. Here's a quick rundown:

STATE	BILL #	STATUS AND DESCRIPTION
CT	H 7266	Prohibits insurers from requiring shops to deviate from OEM repair procedures.
HI	S 823	Prohibits insurers from charging difference between OEM and non-OEM parts if those parts affect ADAS.
IL	S 2104	Requires OEM repair procedures and written consent for use of non-OEM parts. Includes exception for glass repair and ADAS calibration.
KY	H 369	Requires written consent for non-OEM parts.
MA	S 132	Prohibits requiring non-OEM parts on vehicles under warranty.
MA	H 4051	Signed into law. Prohibits manufacture, sale or installation of counterfeit airbags.
MN	HF 2234	Removed from committee. Prohibited insurers from refusing to pay for OEM-recommended repair procedures.
MS	H 435	Died in committee. Required insurers to pay for repairs in accordance with OEM-suggested repair standards.

MT	S 251	Tabled. Required shops conduct repairs in accordance with OEM directives, including scanning.
MT	H 252	Died in committee. Required written consent for non-OEM parts; prohibited requiring customers pay difference for OEM parts.
NE	LB 7	Signed into law. Prohibits manufacture, sale or installation of counterfeit airbags.
NV	A 173	Prohibits insurers from requiring repairs contrary to OEM recommendations; prohibits requiring non-OEM parts for five years.
NH	H 664	Requires insurers pay all claims based on repairers' use of OEM procedures. Includes exception for glass repair and ADAS calibration.
NY	A 3872	Requires OEM parts for three years.
ND	H 1143	Signed into law. Prohibits manufacture, sale or installation of counterfeit airbags.
TX	H 1348	Died in committee. Prohibited insurers from disregarding OEM-recommended repair operations.
VA	H 2143	Signed into law. Prohibits manufacture, sale or installation of counterfeit airbags.
WV	S 49	Died in committee. Required use of OEM parts for two years.
WY	SF 0095	Died in committee. Eliminated requirement insurers pay for an OEM part when a non-OE part "equal in kind and quality" is available. ASA opposed.

Ford and I-CAR Announce 2019 Collision Repair Workshops & Schedule

To support its collision repair partners in today's increasingly complex and rapidly evolving industry, Ford Motor Company is once again teaming up with I-CAR to host a series of free workshops focusing on Ford and Lincoln vehicles.

The 2019 workshop is designed specifically for shop management, estimators and auto physical damage appraisers, and will focus on several key topics, including: Ford's collision philosophy; navigating the Ford repair website and resources; identifying the most frequent types of damage on Ford and Lincoln vehicles; and discussing the latest Ford collision repair methods.

Each location will include a morning (8:30 to 11:30 a.m.) and an afternoon (1:30 to 4:30 p.m.) workshop session

for scheduling flexibility, but seating is limited, so you're urged to sign up as soon as possible.

To register, or to obtain more information, contact I-CAR's Stephanie Seligman at stephanie.seligman@i-car.com or 800.422.7872 (ext. 289).

2019 FORD COLLISION WORKSHOP DATES & LOCATIONS:

DATE	LOCATION
AUGUST 28 - 29	BRENTWOOD, CA
SEPTEMBER 18 - 19	HOUSTON, TX
OCTOBER 9 - 10	LEWISVILLE, TX



On Target

Scheduled to be published four times a year, *On Target* aims to provide Ford and Lincoln dealership parts departments and independent collision repair shops with the technical information needed to deliver efficient, high-quality repairs to Ford and Lincoln vehicle owners.

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On Target Digital

Download *OnTarget* for free at FordCrashParts.com, or by clicking the Ford page on OEM1Stop.com.

GENUINE PARTING THOUGHTS

Have an idea?

We'd love to hear from you. Your comments and article suggestions can be sent to:

cphelp@fordcrashparts.com



FORDCRASHPARTS.COM

INSIDE THE INDUSTRY

Student Technicians Earn Scholarships

Faced with a technician shortage, the collision industry continues to help deserving students in their efforts to join the industry, awarding a number of scholarships and grants recently:

- The Nashville I-CAR Committee and the Collision Repair Education Foundation (CREF) awarded one student a \$14,000 scholarship at the recent Collision Industry Conference (CIC) in Nashville, covering his entire student debt.
- Also at the Nashville CIC, the March Taylor Memorial Fund presented \$1,000 tool grants to six local students (MarchTaylorMemorial.org).
- The Women's Industry Network (WIN) announced eight winners of its 2019 WIN College Student Tuition and Conference Scholarship Award, presenting each of those students, enrolled in post-secondary collision repair education programs around the country, with \$1,000 scholarships to aid in their continued education.

Collisions Increase in Marijuana States

A new study finds the legalization of marijuana may help push vehicle collision rates higher. The report, published by the Insurance Information Institute, examined police-reported crash rates in three of the 10 states that have approved the use of the drug on a recreational basis, and found collision claim frequency has jumped 12.5 percent in Colorado and 9.7 percent in Washington, but only 0.7 percent in Oregon, since marijuana was legalized. Combined, the crash rate is up six percent in those states so far.

Counterfeit Airbag Blamed in Fatal Crash

Attorneys investigating a 2017 single-vehicle fatal crash in Texas now say the vehicle was repaired with a counterfeit airbag. A 34-year-old woman suffered fatal injuries when her vehicle struck a tree. The vehicle's steering wheel airbag, which was stuffed with black plastic, did not deploy in the crash.

In 2012, the National Highway Traffic Safety Administration issued a consumer advisory regarding the dangers and prevalence of counterfeit airbags in the marketplace ([NHTSA Consumer Alert](#)). Since then, a number of counterfeit airbag operations have been discovered and broken up around the U.S. Repairers are urged to contact the [National Intellectual Property Rights Coordination Center](#) if they suspect they may have received or come across counterfeit airbags or other parts.

Earnings Up for Insurers

Property/casualty insurers in the U.S. enjoyed a much-improved financial picture in 2018, as their combined net income rose 66.3 percent from the previous year. The American Property Casualty Insurance Association and Verisk Analytics say private P/C insurers reported net income of \$60.0 billion, up from \$36.1 billion in 2017, as their net written premiums increased 10.8 percent and their combined ratio (percentage of revenue spent on claims and other expenses) fell from 103.7 percent to 99.2 percent.