



Ford In-House Warranty & Field Service Action Repair

IHW allows a fleet to perform warranty repairs on Ford and Lincoln vehicles they own or lease and operate. The fleet submits warranty claims to Ford Motor Company directly through a restricted on-line system. Payments are then made to the Fleet for reimbursement of the repairs.

Disclaimer: Due to state regulations, privileges are not available in Texas, Missouri, or West Virginia.

In-House Warranty FAQs

What is In-House Warranty (IHW)?

In-House Warranty covers the Ford Motor Company limited warranty repairs as outlined in the Ford Warranty and Policy Manual:

- New Vehicle Warranty
- Includes Field Service Actions
- Ford and Lincoln Protect
- Service Part Warranty

Not included in Ford In-House Warranty:

EV Powertrain Components for BEV, PHEV, FHEV and HEV Powertrains. Required warranty repairs must be taken to a Ford or Lincoln dealer certified in EV repairs.

Does not provide authorization for Non-Ford Diesel engine (i.e. Caterpillar, Cummins) and related diesel component repairs (Fuel, Cooling and Emissions), Non-ford Transmissions (i.e. Allison) or non-Ford gaseous fuel system components. These components are warranted by the individual manufacturers.

What is Field Service Action Repair (FSA)?

FSA repair allows a fleet to perform specific FSA repairs on Ford and Lincoln vehicles they own or lease and operate. The fleet submits FSA warranty claims to Ford Motor Company directly through a restricted on-line system. Payments are then made to the Fleet for reimbursement of the repairs.

EV Powertrain Components for BEV, PHEV, FHEV and HEV Powertrains. Required warranty repairs must be taken to a Ford or Lincoln dealer certified in EV repairs

Field Service Action repairs are limited to "S", "E", "B", "R" & "C"

- S = Safety
- E = Emissions
- B = Proactive Repair
- R = Regional
- C = Compliance
 - Examples: 20S36, 18E02, 19C17

What requirements must I meet for IHW?

- Must adhere to the Ford Motor Company Warranty and Policy Manual
- Labor times are submitted at the Ford Motor Company Service Labor Time Standards rate
- Ford subscription(s) and Integrated Diagnostic System (IDS) equipment and license must be purchased and maintained for:
 - [Service Publications and Training Subscriptions](#) (training subscription is not required for Field Service Actions)
 - [Integrated Diagnostic System \(IDS\) Vehicle Communication & Measurement Module \(VCMM®\) Hardware](#)
 - [2020 IDS License Pricing Information](#)
 - [2020 IDS+FDRS Training Flyer](#)
- Parts and fluids used for warranty repairs must be Ford or Motorcraft and must be purchased through a Ford or Lincoln Dealership, or Ford Authorized Distributor (FAD)
- Agree to purchase necessary tools and equipment as outlined in the IHW application and Ford Workshop Manual for the vehicles being repaired
- Must agree to terms and conditions of the IHW Operating Agreement and Warranty and Policy Manual

Am I automatically approved?

No, each request is reviewed independently. Some state regulations require area dealership's approval of the IHW request. These regulations do vary state by state.

Due to state regulations, In-House Warranty privileges are not available in Texas, Missouri, or West Virginia.

How long does the application review process take?

The process varies depending on the information received by the fleet, the number of locations, and the state the repair facility is located in. Fleet Service Operation's goal is to process all request as quickly as possible, generally 45-60 days.

Application Instructions

How can I apply to become a Ford authorized IHW Fleet?

You must provide the following information

- Business Case Letter on your Corporate Letterhead
- Complete Application(s)
- Complete the In-House Warranty Operating Agreement
- VIN list of Ford and Lincoln vehicles

Business Case Letter:

- Letter must be on company letterhead with a corporate officer's signature
- Include the Fleet Identification Number
- Complete contact information of requestor
- Number of Ford / Lincoln vehicles in the fleet
- Reason for requesting IHW
- Dealer proximity to fleet
- Dealer not able accommodate vehicle
- Dealer's hours of operation
- Dealer capacity

Complete Application(s)

- Download the application: [In-House Warranty/FSA Repair Application](#)
- One provided application per location

Complete In-House Warranty or Field Service Action Operating Agreement(s)

- Download the application: [In-House Warranty Operating Agreement](#) or [Field Service Action Repair Agreement](#)
- One provided application per location

VIN list of Ford and Lincoln vehicles

- A current Ford / Lincoln VIN list of vehicles owned or leased must be provided
- Must be in an Excel format
- If applying for multiple locations, must indicate identify which location the vehicle is located. i.e., separate column or separate tab

All documents must be completed, signed by the appropriate corporate officer and emailed to fleetwty@ford.com with **Subject: Att. IHW Application**

If you have any question, please contact fleetwty@ford.com or your Fleet Service Operations Manager.