



Resources and Tools

If additional copies of this Marketing Manual are needed, they can be ordered by accessing the Dealer eStore at www.fmcdealer.dealerconnection.com and ordering FCS-11653-MKTG-09.

FMCDDealer.com

Please view the ESP section of FMCDDealer.com for up-to-date information on current ESP information, announcements, message boards and access to reporting systems.

Ford/Mercury/Lincoln Certified Pre-Owned Sales and Service Guides

These manuals explain in detail the Certified Pre-Owned Vehicle Programs. They describe the program features and explain the Certified Pre-owned process. Online versions of these manuals are available at <https://CPO.dealerconnection.com>.

IPP Website

To access the IPP website, go to ippforesp.budco.com.

Vehicle In-Service Dates (Warranty Start Date)

The following telephone numbers have been provided to assist you in obtaining the vehicle in-service date and other manufacturer customer service assistance. The numbers are subject to change without notice.

Acura	(800) 382-2238
Alfa Romeo	(407) 856-5000
Audi	(800) 822-2834
BMW	(800) 831-1117
Buick	(800) 521-7300
Cadillac	(800) 458-8006
Chevrolet	(800) 222-1020
Chrysler	(800) 992-1997
Daewoo	(877) 463-2396
Daihatsu	(800) 777-7070
Dodge	(800) 992-1997
Eagle	(800) 992-1997
Ford	(800) 392-3673
Geo	(800) 222-1020
GMC Truck	(800) 462-8782
Honda	(800) 999-1009
Hummer	(800) 732-5493
Hyundai	(800) 633-5151
Infiniti	(800) 662-6200
Isuzu	(800) 255-6727
Jaguar	(800) 452-4827
Jeep	(800) 992-1997
Kia	(800) 225-5542

Land Rover	(800) 346-3493
Lexus	(800) 255-3987
Lincoln	(800) 521-4140
Mazda	(800) 222-5500
Mercedes-Benz	(800) 367-6372
Mercury	(800) 521-4140
Mini	(866) 467-6464
Mitsubishi	(800) 222-0037
Nissan	(800) 647-7261
Oldsmobile	(800) 442-6537
Peugeot	(973) 812-4444
Plymouth	(800) 992-1997
Pontiac	(800) 762-2737
Porsche	(800) 767-7243
Saab	(800) 955-9007
Saturn	(800) 533-6000
Scion	(866) 707-2466
Subaru	(800) 782-2783
Suzuki	(800) 934-0934
Toyota	(800) 331-4331
Volkswagen	(800) 822-8987
Volvo	(800) 458-1552

Information Resources

The Information Resources section lists important call center phone numbers and addresses for dealers needing assistance processing Ford Extended Service Plans (ESP).

ESP Administration P.O. Box 6045 Dearborn, MI 48121	Provides administrative assistance for ESP concerns (i.e., registrations, cancellations and contract changes)	8:30 a.m. to 6 p.m. ET Monday through Friday	Dealer (800) 521-4144 Customer (800) 392-FORD (800) 392-3673 Fax (313) 390-3817
ESP Claims Prior Approval P.O. Box 43375 Detroit, MI 48243	Provides prior approval for ESP repairs and information on covered parts and rejected claims for Ford, Mercury or Lincoln vehicles, and competitive-make vehicles registered through ESPs.	8:30 a.m. to 6:30 p.m. ET Monday through Friday	Dealer (800) 321-7790
DentCare	Provides prior approval and claims status for DentCare repairs	8:30 a.m. to 7 p.m. ET Monday through Friday 9 a.m. to 4 p.m. ET Sat. Closed Sunday	Prior Approval (800) 321-7790 Claims (800) 890-7211 Claims Fax (678) 553-1355 or (678) 553-1367
TireCare	Provides prior approval and claims status for TireCare repairs	8:30 a.m. to 7 p.m. ET Monday through Friday 9 a.m. to 4 p.m. ET Sat. Closed Sunday	Prior Approval (800) 321-7790 Claims (800) 321-7790
Quality Fleet Care Headquarters P.O. Box 6065 Dearborn, MI 48121	Provides administrative assistance for ESP/Fleet concerns (i.e., registrations, contract changes, cancellations, customer concerns, QFC payment procedures and QFC Parts Program).	8:30 a.m. to 5 p.m. ET Monday through Friday	Dealer/Fleet (800) 367-3221 Customer (800) 367-3221 Fax (313) 390-3555 E-mail: qfcadmin@ford.com
Installment Payment Program (IPP) P.O. Box 3178 Highland Park, MI 48203-9901	Provides administrative support for billing inquiries for customers enrolled in the IPP.	8 a.m. to 6 p.m. ET Monday through Friday	Dealer (888) 368-8462 Customer (888) 352-7901
Direct Mail P.O. Box 3178 Highland Park, MI 48203-9901	Provides sales support regarding the Direct Mail Program customers.	8:30 a.m. to 10 p.m. ET Monday through Friday	Customer (800) FORD-ESP (800) 367-3377
ESC Claims P.O. Box 6045 Detroit, MI 48124	Provides prior approval and repair information for contracts on competitive-make vehicles.	8:30 a.m. to 6:30 p.m. ET Monday through Friday	Dealer (800) 521-4116
Roadside Assistance	Provides roadside assistance for ESP customers.	Available 24/7/365	Dealer (800) 241-3673 Customer (800) 241-3673