

Overview



Ford Certified Collision Network

The Ford Certified Collision Network (FCCN) supports our customer-first philosophy of providing our owners with quality, safe collision repairs utilizing original equipment repair procedures and parts.

Ford is dedicated to delivering collision repair solutions that meet vehicle complexity needs through certification of proper equipment, trained professionals and necessary facility requirements. FCCN will ensure our customers have access to a network of quality repairers.

Network Benefits

- **Collision Repair Procedures** – Access to the Ford Workshop Manual is included at a reduced rate in annual enrollment fee
- **Repair Process Assessment and Consultation** Annual assessment by third-party vendors helps ensure the right tools, equipment, training and repair processes are in place; industry-first repair process coaching
- **Ford Collision Locator Services** – Guides customers to FCCN facilities
 - Collision.Ford.com
 - Ford and Lincoln Owner websites
 - Ford Roadside Assistance
 - FordPass™ App
 - Lincoln Way™ App
- **FCCN Collision Rewards** – Earn up to 4% back on all eligible Ford collision part purchases after reaching quarterly growth targets
- **Signage** – Ford Certified Collision Network signage to identify your Collision Center as a Network participant
- **Technical Call Center Support** – Access to a dedicated collision repair hotline
- **“On Target” Quarterly Collision Newsletter** – Exclusive FMC collision-specific information
- **Network Roundtable Opportunity** – Select Collision Centers will be invited to join a Ford Collision Network Roundtable
- **Ford Communications** – Ongoing Ford and Lincoln video repair tips and procedures
- **Partner Vehicle Purchase Program** – Purchase or lease eligible Ford or Lincoln vehicles at non-negotiated discounted rates approved by Ford. Savings are in addition to most other publicly offered programs
- **Marketing Tools** – Access to assets, including consumer education, digital, video and specific additional assets updated quarterly

Visit Collision.Ford.com/FordCertifiedCollisionNetwork for complete information.



On-site Verification and Repair Process Assessment that includes:

- Conduct Pre-Assessment
 - Review Collision Center profile confirming all certification requirements submitted: Tools, Equipment, Training, Facility
- On-Site Verification Assessment Scheduled
- On-Site Verification Assessment Visit
 - Certification requirements verification
 - Repair process assessment and coaching
- Closing Meeting with Assessment Review and Consultation
 - Identify any actions required to meet certification
 - Discuss the repair process assessment with Collision Center management



Enrollment Instructions

Visit Collision.Ford.com/FordCertifiedCollisionNetwork where you can:

- View the Program Video
- Review the Program Overview
- Download the Certification Summary
- Download the Enrollment Checklist

Click **“Apply Now”** to get started on your Collision Center application.

Visit Collision.Ford.com/FordCertifiedCollisionNetwork for complete information.