

Ford and Lincoln Vehicle Warranty Start Dates

Correcting the Warranty Start Date (WSD)

To correct warranty start date discrepancies on qualified vehicles, go to <https://fordwsd.com/Ford-WSD/> and refer to the FCS-900 form process. (Do not submit this request via the Contract Assistance website.) For additional information, refer to the Warranty Policy Manual found on www.fmcdealer.com.

Competitive-Make In-Service Dates (Warranty Start Dates)

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.

Make	Phone Number	Web Address
Acura	(800) 382-2238	www.acura.com
Audi	(800) 822-2834	www.audiusa.com
BMW	(800) 831-1117	www.bmwusa.com
Buick	(800) 521-7300	www.buick.com
Cadillac	(800) 458-8006	www.cadillac.com
Chevrolet	(800) 222-1020	www.chevrolet.com
Chrysler	(800) 992-1997	www.chrysler.com
Dodge	(800) 992-1997	www.dodge.com
Fiat	(888) 242-6342	www.fiatusa.com
Ford	(800) 392-3673	www.ford.com
General Motors	(800) 462-8782	www.gmc.com
Honda	(800) 999-1009	www.honda.com
Hyundai	(800) 633-5151	www.hyundaiusa.com
Infiniti	(800) 662-6200	www.infinitiusa.com
Isuzu	(800) 255-6727	www.isuzu.com
Jaguar	(800) 452-4827	www.jaguarusa.com
Jeep	(877) 426-5337	www.jeep.com
Kia	(800) 333-4542	www.kia.com
Lexus	(800) 255-3987	www.lexus.com
Lincoln	(800) 521-4140	www.lincoln.com
Mazda	(800) 222-5500	www.mazdausa.com
Mercedes-Benz	(800) 367-6372	www.mbusa.com
Mini	(866) 275-6464	www.miniusa.com
Mitsubishi	(888) 648-7820	www.mitsucars.com
Nissan	(800) 647-7261	www.nissanusa.com
Ram	(866) 726-4636	www.ramtrucks.com
Scion	(866) 707-2466	www.scion.com
Smart Car	(800) 762-7887	www.smartusa.com
Subaru	(800) 782-2783	www.subaru.com
Suzuki	(800) 934-0934	www.suzukiauto.com
Toyota	(800) 331-4331	www.toyota.com
Volkswagen	(800) 822-8987	www.vw.com
Volvo	(800) 458-1552	www.volvocars.com



Note: Dealers can also use Experian Autocheck or Carfax to determine the original vehicle registration date.

Important Phone Numbers

For updated copies of the manual, go to www.fmcdealer.com, click on the Ford/Lincoln Protect Extended Service Plan link, then click on the Dealer eStore link.

Ford/Lincoln Protect Administration (Program Headquarters) P.O. Box 6045 Dearborn, MI 48121	Provides administrative assistance for Ford/Lincoln Protect Extended Service Plan concerns (i.e., registrations, cancellations and contract changes)	8:30 a.m. to 7 p.m. ET Monday through Friday	Dealer (800) 521-4144 CRC (800) 392-3673
Ford/Lincoln Protect Claims Prior Approval	Provides prior approval for Ford/Lincoln Protect repairs and info 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 www.fmcdealer.com Click on Ford/Lincoln Protect Extended Service Plan tab Click on WEPA application link
Certified Pre-Owned Headquarters	Provides administrative assistance for Ford/Lincoln Protect CPO concerns	8:30 a.m. to 8 p.m. ET Monday through Friday	Headquarters (888) 909-6144 Fax (877) 501-2025
Continued Service Plan (CSP) Claims	Provides administrative assistance for contract questions/concerns, prior approval and claims status.	10 a.m. to 7 p.m. ET Monday through Friday	CSP Hotline (877) 478-5018
Direct Mail P.O. Box 3178 Highland Park, MI 48203-9901	Provides sales support regarding the Direct Mail Program customers	9 a.m. to 9 p.m. ET Monday through Friday	Customer (800) 367-3377
EtchCARE	Provides prior approval and claims status	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) 890-7211 Florida Claims (866) 279-5263 Claims Fax (678) 553-1355 or (678) 553-1367
Installment Payment Plan (IPP) P.O. Box 321067 Detroit, MI 48232	Provides administrative support for billing inquiries for customers enrolled in the IPP	9 a.m. to 6 p.m. ET Monday through Friday	Dealer (888) 368-8462 Customer (888) 352-7901
2019 and Prior: Key Services – Ford	Provides administrative assistance for claims status	7 a.m. to 10 p.m. ET	Dealer (866) 231-1173
2019 and Prior: Key Services – Lincoln	Provides administrative assistance for claims status	24/7 online claim filing at reimbursements@joinswoop.com	
2020 to Current: Key Services	Provides administrative assistance for claims status		See pages 11:62-11:63
Quality Fleet Care Headquarters P.O. Box 6065 Dearborn, MI 48121	Provides admin assistance for Ford/Lincoln Protect 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
Roadside Assistance – Ford and Competitive-Make	Provides roadside assistance for Ford Protect Extended Service Plan customers	Available 24 hours, 7 days a week	Ford and Competitive-Make Vehicles (800) 241-3673
Roadside Assistance – Lincoln	Provides roadside assistance for Lincoln Protect Extended Service Plan customers	Available 24 hours, 7 days a week	Lincoln Vehicles (800) 521-4140
SurfaceCARE	Provides claims status	M-Th 7 a.m. to 5 p.m. CT; Friday 7 a.m. to 4 p.m. CT; 24/7 online claim filing at www.SurfaceCareProtect.com	SurfaceCARE Customer Service (844) 704-0329
TireCARE, DentCARE, WindshieldCARE and TripleCARE	Provides prior approval and claims status	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 Florida Dealers (866) 279-5263 Claims Fax (678) 553-1355 or (678) 553-1367