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NEWS

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Ford Launches New Ford Certified Collision Network

- An all-new, Ford-managed initiative, the Ford Certified Collision Network (FCCN) that supports our customer-first philosophy of providing our owners with quality, safe collision repairs utilizing Ford Repair procedures and original equipment parts, is replacing the Ford National Body Shop Network (NBSN) in 2019.
- Ford is dedicated to delivering collision repair solutions that meet vehicle complexity needs which have evolved since the original network was launched and ensures our owners have access to a network of shops that demonstrate commitment to providing quality repairs to Ford and Lincoln vehicles.
- Our customers have told us that they value a referral for a certified collision repair shop that comes from the vehicle manufacturer over all other sources

DEARBORN, Mich., Dec. 10, 2018 – To ensure collision repair quality matches the fast-paced development of today’s automotive industry, in January Ford will launch its Ford Certified Collision Network. The Ford Certified Collision Network will replace the National Body Shop Network. This new network aims to drive customer loyalty by supporting repair shops in delivering quality collision repairs through increased access to original equipment repair procedures and a more direct connection to Ford than ever before.

“We are committed to delivering quality and safe collision repairs,” said Jennifer Boyer, Ford global collision business and strategy manager. “The evolution of our collision repair certification program demonstrates this commitment and represents our desire to manage the program internally and include new benefits to certified repairers.”

The new network will offer certification, access to technical repair procedures and detailed shop and inspection requirements. New program features will include performance metrics, proper repair verification and access to a technical hotline. Improved certification options include specialization in advanced driver assistance systems and electric vehicles.

“We are eager to build this new network and provide customers with improved access to certified collision repairers. The Ford Certified Collision Network is an evolution which prepares us for the future of the collision and claims industry.” said Boyer.

Ford will begin accepting applications for certification in January, anticipating the network will grow by the end of 2019 as it strives for a solid footprint throughout the United States.

For more information, go to Collision.Ford.com\Fordcertifiedcollisionnetwork.

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About Ford Motor Company

Ford Motor Company is a global company based in Dearborn, Michigan. The company designs, manufactures, markets and services a full line of Ford cars, trucks, SUVs, electrified vehicles and Lincoln luxury vehicles, provides financial services through Ford Motor Credit Company and is pursuing leadership positions in electrification, autonomous vehicles and mobility solutions. Ford employs approximately 200,000 people worldwide. For more information regarding Ford, its products and Ford Motor Credit Company, please visit www.corporate.ford.com.

Contact: Sherrice Gilsbach
313.322.3860
sgilsba1@ford.com