



THE LINCOLN MOTOR COMPANY

Collision Position Statement

May 20, 2022

PRE- AND POST-DIAGNOSTIC SCANNING DURING A COLLISION REPAIR

Lincoln Motor Company vehicles contain many state-of-the-art features that provide occupant safety and enhance the driving experience. During collision repairs, it is critical the proper function of these systems and features be restored back to pre-accident condition and performance. The Lincoln Motor Company defines a collision as damage that exceeds minor outer body panel cosmetic distortion.

All Lincoln Motor Company vehicles from and including model year 2010 forward involved in a collision require a pre-repair diagnostic scan during the estimation phase of a collision repair to properly identify all required repairs. During the repair process, certain modules and other system components may require calibration or initialization to properly complete the repairs. Additionally, the vehicle must have a post-repair diagnostic scan completed after the vehicle has been repaired to verify that new faults have not been introduced in the course of the repair and to verify that the vehicle has been fully repaired. The following points show why a diagnostic scan is crucial to the proper repair of the vehicle:

- 1. Preliminary diagnostic scans provide a baseline to the condition of the systems on the vehicle, and what concerns may need to be addressed during the vehicle repair plan development.**
- 2. Not every malfunction will illuminate a malfunction warning light (MIL) or message center warning.**
- 3. A system may require a certain number of drive or function cycles in order to set a warning light or manifest a concern.**
- 4. Low battery voltage may allow for numerous Diagnostic Trouble Codes (DTCs) to set.**

It is important to utilize Lincoln Motor Company repair procedures for all collision repairs to ensure quality results. Vehicle diagnostic testing, including pre/post scanning, module programming and system calibrations is to be conducted using required Lincoln Motor Company diagnostic software and recommended hardware. The required Lincoln Motor Company software is Integrated Diagnostic (IDS) (Covers 1996 – 2018 vehicles)/ Ford Diagnostic and Repair System (FDRS) software (Covers 2018 forward) using the recommended Lincoln Motor Company diagnostic hardware VCMII or VCM3. Applicable workshop manual repair procedures are also to be followed for quality results.

A Lincoln dealer-owned body shops can access service information, training and diagnostic scan tool support through the Professional Technician Society at www.fordtechservice.dealerconnection.com and independent collision repairers can find information at www.motorcraftservice.com.

Lincoln Motor Company vehicles are designed and built to provide enhanced fit, function, safety and structural integrity for this reason, the Lincoln Motor Company does not approve the use of aftermarket, recycled, salvaged, or reconditioned parts. The quality, performance and safety of these parts cannot be verified and may result in substandard repairs, which can inhibit proper vehicle function and cause erroneous DTCs. Only by using Lincoln Original Equipment collision parts can you have confidence in the part's fit, finish, quality, and safety.

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