Dealer Installed Options User Manual

FORD ACCESSORIES
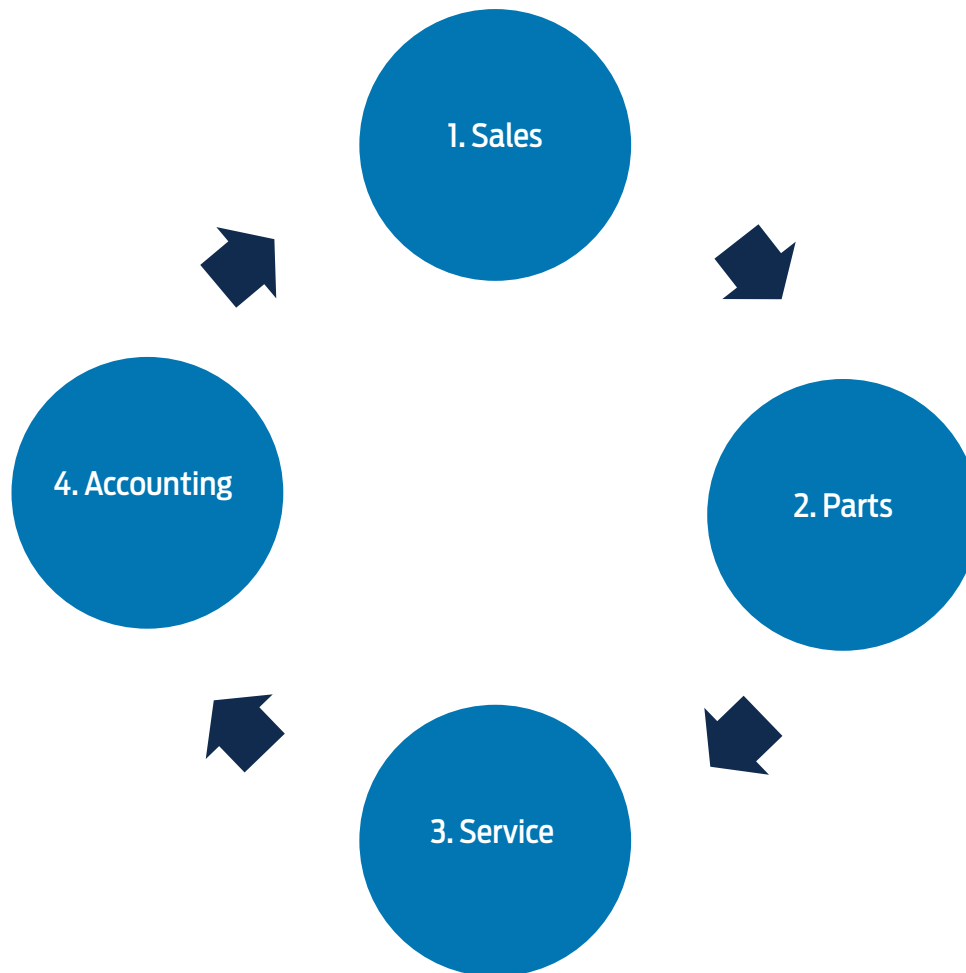

1. Sales
DIO content is ordered in WBDO, ships independently from the vehicle at gate release, and is designed to increase accessory sales through high-penetrating, low-cost items. DIO will not delay vehicle scheduling or production.

2. Parts
DIO parts are billed to Ford Motor Company and **should not** be inventoried in parts DMS. DIO parts **should not** be billed to ROs. DIO parts should be stored separate from other parts inventory.

Best practice: DIO bins 0-9, place part in bin according to last digit of VIN for efficient identification and handoff to service.

3. Service
DIO is designed to drive revenue in the service department via labor credits for dealer installations of accessories. Labor credits are automatically issued on the parts statement at gate release and do not require claims. MY2022 DIO installations pay $100/hour, MY2023 pay $120/hour. Labor credits are available in the DIO Order Guide or on FMC Dealer.

4. Accounting
Set up an internal account dedicated to DIO receivables so that service can bill/close ROs to this account. Once closed ROs reach accounting, reconcile RO receivable to parts statement DIO installation credit and finalize RO. The New Car Department **should not** absorb any parts or labor costs on DIO – all charges are customer facing on Monroney label.

- DIO content is orderable in WBDO in the bottom-left corner after selecting "Edit Order."

- You can select DIO content by description or view invoice/ Monroney pricing by "preview order."

- Once vehicles with DIO content are gate released, parts will be shipped to your parts department and labeled by VIN.

- Parts and labor cost are included in the vehicle's invoice price listed on the Monroney label. The Sales/New Car Department **should not** pay for parts or labor.

- DIO parts will be automatically shipped to you when vehicles with DIO content are gate released.

- DIO parts are billed to Ford Motor Company, not your statement.

- **Do not** inventory DIO parts in your DMS.

- **Do not** bill DIO parts to ROs.

- Best practice: Store DIO parts in a designated location, labeling bins 0-9 and filing the parts based on the last digit of the VIN.

- While DIO are a "pass through" in parts, they increase consumer awareness around accessories and drive incremental accessories parts sales.

- Service Manager: Consult with accounting to create an internal account and Op Code to be used exclusively for DIO labor.

- Review DIO User Guide or FMC Dealer to identify DIO labor installation credits and job times.

> **MY 2022 labor credits are based on $100/hr.**
> **Ex: $50 credit = 0.5 hr labor.**
>
> **MY 2023 labor credits are based on $120/hr.**
> **Ex: $60 credit = 0.5 hr labor.**

- Service Advisors responsible for writing PDI tickets should print a copy of the Monroney Label and look for DIO content. DIO content will always be in the lower-left hand side of vehicle options.

- If DIO content is present:
  - Utilize existing PDI RO to add job lines for DIO labor.
  - Labor charges should mirror DIO labor credits issued by FMC and tech times should match DIO book times.
  - Utilize PDI technician for DIO installations/part retrieval.
  - If DIO parts are not present in your Parts Department, consult with your FAD for tracking.
  - Prior to installing DIO, confirm that the VIN on the part matches the VIN on the vehicle/RO.
  - Once installation is complete, flag technician based on DIO established book times and close the RO to the DIO account.

- Consult with Service to create an internal DIO labor account.

- Labor credits are automatically posted to the parts statement biweekly and are identified by VIN – DIO Installation Credit.

- Labor credits will be posted to your parts statement in advance of part installation.

- Confirm that there are no DIO charges against the cost of inventory (New Car Department).

- Reconcile DIO internal job lines with your parts statement to close/finalize the RO.