



Commercial Vehicle Operations
Ford Motor Company
Phone (800) 367-3221
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Quality Fleet Care Program
Dearborn, MI 48121
www.qfc.ford.com

Notice: Elimination of Quality Fleet Care (QFC) Administrative Fees

Effective with the October 2013 invoicing cycle (items billed October 1, 2013 and beyond), **QFC administrative fees are being eliminated from the program.** This includes Service events, Parts Department wholesale transactions, enhanced Roadside, National Glass services, Rotunda shop tools, and Ford Extended Service Plans billed through the Quality Fleet Care program.

With this improvement we will continue the policy of:

- No enrollment fee
- No monthly per vehicle fee
- No transaction fees for network providers that can lead to increased costs

New QFC Program Agreement

Included with this letter is a copy of the new Ford Quality Fleet Care Program Agreement. Please review it carefully, as these provisions will become effective for October 1, 2013. A program late fee will continue to be assessed for items paid after the invoice due date.

Account Updates

As always, any updates to your account can be sent to qfcadmin@ford.com. If you have any questions regarding program features or changes to your account, please contact Ford QFC Program Headquarters by calling (800) 367-3221.

We are pleased to offer support services to help you manage your fleet. Thank you for your continued support of the Quality Fleet Care Program.

Ford Quality Fleet Care Program Headquarters