	FAQ - Questions/Issues	FAQ - Answer
1	Why can't I find the correct Position Code for my claims in FALCON?	In the data migration, few codes were not properly transferred. Currently this is a known issue and will be resolved by March 12, 2017. If the problem is not found solved, please let us know the affected position code by email.
2	Why can't I find the Labor code for my work in FALCON?	It has a relation to the position code and please wait until March 12, 2017 to see more position codes and labor codes. In the mean time, please put such claims on hold and move ahead with submitting others.
3	Why were my submitted claims rejected automatically by FALCON?	First, please make sure your vehicles have gone through Warranty Registration before filing claims. If problem is not solved after following above, please let us know by email at mftbc_international_claims_management@daimler.com
4	Why can't I find all of the correct VINs in FALCON?	This is a specific problem and affected are few CKD markets. There is a continuous VIN update ongoing and will be completed by March 2017
5	Why can't I find my Field Fix campaign in FALCON?	The Field Fix code to VIN mapping was missing in few cases. The corrective action is initiated expected to be completed by March 2017.
6	I have a PQR-related question...whom should I contact?	Please contact your usual respective Service Contact point in MFTBC for all PQR related queries.
7	Why can't I perform Warranty Registration for vehicles in FALCON?	System expects all Field Fixes to be completed before making warranty registration. However, considering the current situation of making warranty registration for those VINs sold in the past, we will disable this system check to proceed with warranty registration. We strongly recommend you to complete all stock period pending Field Fixes and make a claim before selling the vehicle. If above is not the case, please let us know by email.
8	I want to create another FALCON ID for a new user in my market. How can I do that?	Access to Falcon is restricted to Warranty Administrators and Warranty Managers in operating markets. Please email mftbc_international_claims_management@daimler.com with the subject line New FALCON User ID for above user category. In the absence of a Warranty Manager, the Service Manager can take that role. However, we cannot grant access to roles outside of warranty. (ex. Sales, Parts, etc.)
9	Why aren't my claim statuses updated in FALCON?	Currently, FALCON reports the following status: Denied and Closed: The claim has been denied. In Progress: Pending manual review or accepted by the system. Action Required: Requests from MFTBC for further information or clarification. Please check in your Replies inbox; please attend to the requests as soon as possible.
10	In Warranty Registration, what is "Customer Type" and "Customer Details"?	For Customer Type, we have reconfigured FALCON so that it chooses End Customer by default. No action is required by you. As well, the Customer Details have been removed.
11	Can I make use of the Bulk Uploads in FALCON? And for what uses?	Yes, bulk upload templates can be used for Warranty Registration and for Claim Submission Upload. Please note that for claim submission you still have to do it claim by claim as the upload function brings the claims to screen from excel sheet and not an automatic submission.
12	Why am I seeing a "Please pick your policy" red error message during Warranty Registration?	If you see a pop-up message during Warranty Registration in FALCON asking you to choose the appropriate policy, please do not be alarmed. Please take the time to ensure the proper policies have been chosen for the vehicle in your market and continue with the submission. Please inform MFTBC Int'l Warranty if there are any incorrect or missing policies seen in registration. If there is an open Field Fix claim for an out-of-warranty vehicle, warranty registration is not required.