Before You Begin: Download the Customer Needs Assessment Worksheet for Spec’ing Trucks to use with this instruction guide.

The Three Elements of the Truck Selection Process

To select trucks that fit your customers’ needs, work with them to determine exactly what those needs are. Your process should include investigating these three elements:

- **HOLD**
  - Help customers determine the right configuration of space to meet their cab and cargo-carrying needs.

- **SUPPORT**
  - Help customers determine the payload and gross combination weight (GCW) of their new truck to ensure they don’t exceed the established ratings.

- **MOVE**
  - Help customers determine the right powertrain combination to get the job done.

The Support element is essential when spec’ing a truck for towing — it’s key in determining the total payload and towing capabilities needed.
The gross combination weight (GCW) provides a picture of how much “total work” a truck can do. That's because it measures the weight of everything the powertrain must carry and pull, including the:

- Truck
- Driver and passengers
- Payload in the cab and in the bed
- Hitch

- Trailer
- Contents in/on the trailer

The gross combination weight (GCW) provides a picture of how much “total work” a truck can do. That’s because it measures the weight of everything the powertrain must carry and pull, including the:

Gross Combination Weight (GCW) = Truck + Payload (Cargo, Options, People, Hitch) + Total Trailer Weight (Trailer and Trailer Contents)

Tools to Help Get the Job Done

Work with the customer to ensure all of the items above result in a gross combination weight (GCW) that’s less than the gross combination weight rating (GCWR) of the truck being recommended, by using these tools:

- Customer Needs Assessment Worksheet for Spec’ing Trucks – Helps you easily complete the calculations to find the GCW
- RV & Trailer Towing Guide – Provides the gross combination weight ratings (GCWR) for Ford vehicles
Ask your customer these key questions and record the answers on the Customer Needs Assessment Worksheet for Spec’ing Trucks:

A. What is the weight of the trailer itself?
   **TIP:** If the customer doesn’t know the weight of the trailer, consult the trailer manufacturer’s website, suggest the customer weigh the trailer or check the trailer’s gross vehicle weight rating (GVWR) sticker to determine a more precise weight.
   **TIP:** Customers may not know the exact weight or may underestimate the weight, so be generous with the estimate.

B. What is the weight of the cargo on or in the trailer?
   **TIP:** This could include shelves, storage bins, etc. You may want to overestimate this weight as well.

C. Click here if your customer wants to use a fifth-wheel/gooseneck application instead of a conventional hitch.

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**FOUR EASY STEPS TO SPEC A TRUCK**

**STEP 1**

Determine Trailer and Trailer Contents Weight

```
| Total Trailer Weight | = | Trailer + Contents |
```

**Step 1 – Tongue Weight Calculation**

```
A. Trailer Weight: __________ lbs.
B. Trailer Contents: + __________ lbs.
Total Trailer Weight: = __________ lbs.
    x __________ .15(.25)
Tongue Weight: = __________ lbs.
```

C. Fifth-wheel/gooseneck application

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**NOTE:** The Customer Needs Assessment Worksheet for Spec’ing Trucks automatically calculates a less conservative 10% to account for the tongue weight with conventional towing or 15% for fifth-wheel/gooseneck towing. Note that the Owner’s Manual recommends a range of 10%-15% for conventional hitch and 15%-25% for 5th wheel/gooseneck hitch.
This step is critical to ensuring your customer receives a truck that can carry the required weight. At this point, you’ll need to know which truck they have in mind. Ask these questions and record the answers on the Customer Needs Assessment Worksheet for Spec’ing Trucks:

A. How much will the typical cargo being carried in the bed weigh?

B. How much do the vehicle options weigh?
   **TIP:** Generally, the higher the trim level, the more the truck will weigh. For instance, a King Ranch® weighs more than an XL. Check the appropriate eSourceBook vehicle section for trim level weights under Specs. Check the appropriate eSourceBook vehicle section for trim level and option content weights under Specs, then Dimensions/Weights/Capacities.

C. How much do the people weigh?
   **TIP:** Account for all safety-belted positions multiplied by 150 lbs. each (or more, if you know the passengers’ weights).

D. What is the tongue weight?
   **TIP:** This figure is automatically calculated and populated from Step 1.

E. How much does the hitch itself weigh?
   **TIP:** Be sure to include stabilizer or weight distribution bars and any other hitch accessories, if applicable.

**Step 2 — Payload Calculation**

\[
\text{Payload: } \text{Cargo} + \text{Options} + \text{People} + \text{Tongue Weight} + \text{Hitch Weight}
\]

**Checkpoint #1:** Make sure the payload weight calculated here is lower than the maximum payload rating for the truck your customer has selected. If the payload weight is higher, recommend a truck with a higher maximum payload rating. Remember, option weights add up quickly, which leaves less capability available for towing.
Using the truck selection that passed Checkpoint #1, continue to complete the Customer Needs Assessment Worksheet:

A. Add the selected vehicle’s curb weight.
   TIP: Remember, curb weights can change dramatically based on engine and powertrain. The vehicle’s base curb weight can be found in the vehicle section on eSourceBook under Specs, by clicking on Dimensions/Weights/Capacities, then Weight Ratings, located in the left-hand navigation.

   NOTE: Payload and Gross Vehicle Weight are automatically calculated and populated on the Worksheet PDF.

B. Make sure the spec’d GVW is less than the GVWR.
   TIP: You can find the vehicle’s GVWR on eSourceBook under Specs located in the left hand navigation. Click on Dimensions/Weights/Capacities, then Weight Ratings in the left-hand navigation.

   **Step 3 — Select Tentative Truck to Meet Payload GVW Requirements**

   - **Payload:** = _____________ lbs.
   - **Curb Weight:** + _____________ lbs.
   - **GVW:** = _____________ lbs.
   - **Is GVW Less Than GVWR?** _____________ lbs.

   **GVW must be less than GVWR.**

Checkpoint #2: Make sure that the spec’d gross vehicle weight listed here is lower than the gross vehicle weight rating for the truck selected. If it’s higher, recommend a truck with a higher gross vehicle weight rating and restart the process at Step 2. Remember, trucks with more options and higher trim levels tend to weigh more, which can affect the towing capability.
Now that you’ve selected a vehicle with an appropriate maximum payload rating (Checkpoint #1) and appropriate gross vehicle weight rating (Checkpoint #2), it’s time to make sure the vehicle can also tow the weight required:

**NOTE:** All weights in Step 4 should already be populated in the Worksheet PDF.

A. Find the GCW results in the Step 4 box on the Customer Needs Assessment Worksheet for Spec’ing Trucks.

B. Compare that to the GCWR shown for that vehicle found in the *RV & Trailer Towing Guide*. Look for the first column as shown.

### Step 4 – Gross Combination Weight (GCW) Calculation

- **GVW:** _________ lbs.
- **Tongue Weight:** (-) _________ lbs.
- **Adjusted GVW:** + _________ lbs.
- **Trailer Weight and Trailer Contents:** + _________ lbs.
- **GCW:** = _________ lbs.

Is GCW Less Than GCWR? _________ lbs.

GCW must be less than GCWR.

**Checkpoint #3:** Make sure the gross combination weight for the selected truck is lower than the gross combination weight rating listed in the *RV & Trailer Towing Guide*. If the gross combination weight is higher than the gross combination weight rating, recommend a truck with a higher GCWR as listed in the *RV & Trailer Towing Guide* and start the process over at Step 2.
LOCATING GVWR AND MAXIMUM PAYLOAD RATING FOR TRUCKS ON YOUR LOT

It’s easy to match a truck on your lot to a customer’s needs once you know the gross vehicle weight rating and the maximum payload rating. Here’s how to locate these key specifications:

A. Look for the labels below on the driver’s side B-pillar of the doorjamb. GVWR is stated here in kilograms and pounds.

B. Maximum Payload Rating is also located on the doorjamb in kilograms and pounds.

Key Spec’ing Resources for Towing

Download these tools to assist your spec’ing process:

- Customer Needs Assessment Worksheet for Spec’ing Trucks
- RV & Trailer Towing Guide
- Towing Capability Calculator for F-Series Trucks in stock

Interested in sharpening your spec’ing skills further? Check this out:

- Essential Knowledge for Spec’ing Trucks eLearning course

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