

EA02-025

FORD

OCTOBER 27, 2003

APPENDIX N

BOOKS 44 OF 61

PART 3 OF 4

WARRANTY & POLICY MANUAL

- **Battery:**

- Maintaining the state-of-charge while vehicles are in dealership storage is the dealer's responsibility.
- Check battery state-of-charge within 72 hours of vehicle receipt. If the battery eye is "red", recharge the battery until the eye turns green. Batteries without an eye, recharge if the voltage is less than 12.40 volts.
- Claims will not be accepted for battery recharges made between 72 hours after dealer receipt of the vehicle from the carrier and vehicle delivery to the customer.
- Any battery replacement claim for a vehicle in dealership storage requires FCSD Customer Service Manager authorization before it is submitted.

IMPORTANT: Neither dealership nor carrier personnel should attempt to identify the source of damage to a vehicle by using statements such as "factory damage," "carrier damage," "not carrier liability," etc. All personnel should, however, try to distinguish between damage to be reimbursed by the carrier and a factory defect to be reimbursed by Ford. Add any comments which clarify and support descriptions of damage to the bill of lading. Factory defects must not be noted on the bill of lading.

LOSS & DAMAGE TO BE REIMBURSED BY CARRIER (FORM 3715)

Conditions which must be noted on the bill of lading and claimed on Form 3715 because they are considered transportation loss or damage are:

- Damage caused by physical impact, abrasion, or forced entry. Be specific on size, area, and extent of damage.

NOTE: Paint and sheet metal damage found under the RapGard used to protect painted surfaces from environmental fallout is not transportation damage unless the RapGard is physically damaged at the time of delivery, and it is so noted on the delivery receipt.

- Interior damage or soiling (including obvious vandalism or abuse). Note specific location.
- Tire and wheel rim damage and loss, including spars.
- Damage to undercarriage.
- Missing parts, accessories.
- Items shipped loose as defined by the Loose Contents Checklist. Options not invoiced cannot be claimed.
- Exterior glass scratched, chipped, or broken.

WARRANTY & POLICY MANUAL

FACTORY DEFECTS TO BE REIMBURSED BY FORD (FORM 1863/6125-2)

Conditions which are not considered transportation loss and/or damage and should not be noted on the bill of lading include the following:

- Wavy sheet metal; file, grinder, or weld marks.
- Outward dents in sheet metal.
- Paint runs, overspray, sags, blistered or peeling paint, or foreign material in paint.
- Bumper under-chrome defects; thin or peeling chrome.

NOTE: Although not a factory defect, airborne material/environmental fallout (e.g., hail damage), acid rain, or fluid dripping damage to exterior finish or trim should not be noted on the bill of lading. Environmental fallout is reimbursable under policy within 12/12 and must be claimed on an 1863/6125-2 claim form through DWE/ACES II.

Misbuilt —

- Conditions when vehicle is "not built as ordered." (Refer to Section 2 — Misbuilt/Mis invoiced Vehicles)

Dealer/ship Letterhead Receipt

If there is no carrier bill of lading, a letterhead receipt is acceptable if it includes:

- All of the notations that would normally be on a bill of lading (including the five-digit area, damage, and severity code).
- Carrier name
- VIN
- Date and time of delivery indicated by representatives of dealer and carrier.
- Signature of both representatives.

A copy of the letterhead receipt must be given to the carrier representative.

Carrier Responsibilities When Delivering New Vehicles

The carrier representative must:

- Verify that any transportation loss or damage notation on the bill of lading is complete and accurate.
- Sign the bill of lading and write the date and time of delivery.

The carrier company is responsible for:

- Processing and investigating each claim thoroughly.
- Settling claims for loss or damage which occurred during transportation.

WARRANTY & POLICY MANUAL

Unloading Vehicles

The carrier is responsible for unloading the vehicles and for any damage which occurs during unloading.

- Normal shipments:
 - Vehicles delivered by haulway are unloaded and inspected in a safe area agreed upon by the carrier and dealer.

NOTE: For disabled vehicles, assist the carrier representative under their supervision and responsibility.

- Saddle-mount and full-mount shipments:
 - Dealer must provide adequate facilities to unload the vehicles at no charge to the carrier.
 - If unloading facilities are not provided, carrier will dismount vehicles at dealer's expense.
 - If assistance is given by dealership personnel, it is done under the carrier's responsibility and the carrier representative's supervision.

Dealership personnel cannot drive vehicles until the bill of lading is signed except to wash them before they are inspected. Inspect for accessories prior to washing.

Carrier Waiting Time

Carrier tariffs and / or contracts provide free time for unloading and inspection of vehicles. The free time begins with the arrival of the carrier and is one hour for full loads and proportionately less time for less than full loads. Inspection must be performed as quickly and accurately as possible. Dealers are responsible for any delay charges incurred. If a carrier representative refuses to wait in accordance with the above, call:

Vehicle Claims Administration Unit: (734) 523-3358 or 57.

- Enter the arrival and departure time on the bill of lading.
- Note the duration of any delay on the bill of lading.

Missing Printed Material

Missing Owner Guides, Warranty Guides, or other printed material may be requested from:

- Owner Guide - To purchase an Owner Guide contact Helm at 1-800-782-4356
- Warranty Guide - contact FCSD Region

WARRANTY & POLICY MANUAL

Late/After Hours Deliveries

When deliveries are made too late to be inspected (after business hours or at regular closing time), follow these steps:

- Note the date and time of delivery on the bill of lading.
- The following statement must be written on the bill of lading: "Vehicles received at the close of or after regular business hours, subject to later inspection."

NOTE: Do not sign the bill of lading for late deliveries without adding the above statement.

- When business hours are resumed, immediately inspect the vehicles for in-transit loss and damage.
- Either notify the carrier in writing (certified mail with return receipt recommended) of any damages or shortages, including any concealed damage or shortage, or return the signed copy of the carrier bill of lading within 48 hours of the inspection. Failure to properly notify the carrier within the proper time frame could relieve the carrier of liability, making it necessary for Ford to chargeback such claims to the dealer.

Deliveries to Body Companies (Primary and Secondary Moves)

This information pertains to deliveries to body companies or other locations (primary move) and transportation from the body company or other location (secondary move).

- **Primary Move** — The selling dealership is responsible for claiming any damage or shortage expense on vehicles (including drop-ship vehicles) during this move. The dealership must arrange to:
 - Have the Warranty Start Date changed.
 - Have the vehicle inspected for damages or shortages.
 - Have the bill of lading noted as usual.
 - Have all documents forwarded to the selling dealership.
 - When loss or damage occurs, submit through the Direct Warranty Entry (DWE/ACES II) System using Form 3715 within 60 days of new vehicle receipt and prior to installation of special equipment, if necessary (Using Form FCS-900).
- **Secondary Move** — This transportation is also the selling dealership's responsibility. Handle any claims directly with the carrier as Ford does not act as intermediary for transportation arranged by a dealership or body company.

WARRANTY & POLICY MANUAL

MISBUILT/MISINVOICED VEHICLES

Misbuilt Vehicles

Misbuilt vehicles are those not built as ordered. This includes vehicles:

- Received with an incorrect option
- Received with an option not ordered
- Received without an ordered option
- Received without standard equipment

Missing items (items subject to theft or loss) are carrier responsibility and claims should be filed on Form 3715.

Responsibility:

This program is administered by the Misbuilt Vehicle Claims (MVC) Team for all cars and light trucks. Misbuilt conditions should be identified at time of receipt during check-in inspection.

Dealers should initiate their misbuilt claim request immediately – no later than two working days after receipt of vehicle. The dealership repairing the misbuilt condition should file the claim.

The claim must be signed and dated by an authorized representative of the dealership. Documentation must be maintained for one year following Company notification of payment.

Dealers must submit a claim through DWE/ACES II prior to making any repair.

IMPORTANT: Corrective action of any kind (i.e., ordering parts and/or making repairs) cannot be taken until the repair appears in the repair register under the "paid repairs" section. The repair is then approved. Failure to adhere to this policy could result in denial of the claim.

FCSD Field Service Engineers, Customer Service Managers, or Sales Division Field Managers may be asked to verify misbuilt conditions but are not authorized to approve repairs or make adjustments.

Misbuilt Procedure - Cars & Light Trucks

Misbuilt claim requests are to be submitted through the Direct Warranty Entry (DWE/ACES II) System using Form 1863/6125-2. Program Code MVC is required on all claims, and only condition codes 38 (wrong part) or 39 (missing part) may be used.

When initiating a claim, refer to the ACES II User Manual for the following claim examples:

- General Procedure
- Tire Procedure
- Radio Procedure
- Option Credit Procedure
- Complete Assembly Procedure

WARRANTY & POLICY MANUAL

Misbuilt Vehicle Claim status is available via the Repair Register. You may receive any one of the following responses (R99):

- Approved for repair
- Denied
- Returned for more information (further action required)
- Plant shipment of parts
- Reinvoice vehicle to reflect existing condition
- Replacement vehicle (handled through your field office)

Questions on any response should be directed to Misbuilt Vehicle Claims (1-800-423-8851). For software concerns, consult your software vendor. Payment for repairs, if approved, is reflected on the Dealer Repair Register.

IMPORTANT: CORRECTIVE ACTION OF ANY KIND INVOLVING A MISBUILT CONDITION (i.e., ordering parts and/or making repairs) CANNOT BE TAKEN UNTIL THE REPAIR APPEARS IN THE REPAIR REGISTER UNDER THE "PAID REPAIRS" SECTION. THE REPAIR IS THEN APPROVED. FAILURE TO ADHERE TO THIS POLICY MAY RESULT IN DENIAL OF THE CLAIM.

Misbuilt Procedures — 600 and Higher Series Trucks

Misbuilt vehicles are those not built as ordered. This includes vehicles:

- Received with an incorrect option.
- Received with an option not ordered.
- Received without an ordered option.
- Received without standard equipment.

Correcting Misbuilt Conditions

- Misbuilt conditions should be identified at time of delivery during check-in inspection.
- Dealers should initiate the misbuilt request immediately — no later than two working days after receipt of vehicle. The Dealer must:
 - Identify missing or incorrect items.
 - Estimate cost of repair, installation, etc.
 - Complete Form 1883/6125-2, including all pertinent data identifying the component involved (e.g., rear axle code and tag date).
- Claims must be submitted through DWE/ACES II prior to making any repair using Form 1883/6125-2. Program code MYC is required on all claims and only condition codes 38 (wrong part) or 39 (missing part) may be used. See ACES II User Manual for additional processing instructions.
- Dealers will receive approval or additional repair direction on the ACES II Repair Register.

WARRANTY & POLICY MANUAL

Complete repairs only after approval has been received via the ACES II Repair Register.

- The dealership must maintain documentation supporting claim payment for one year following Company notification of payment. The claim must also be signed and dated by an authorized representative of the dealership.

IMPORTANT: Corrective action of any kind (i.e. ordering parts and/or making repairs) cannot be taken until the repair appears in the ACES II repair register under the "Paid Repairs" Section. The repair is then approved. Failure to adhere to the policy may result in denial of the claim.

Misinvoiced Vehicles

Misinvoiced vehicles are those with invoice problems only. For example:

- An item that has been invoiced as optional equipment, when in fact it is standard on vehicle line.
- Vehicle qualifies for certain value option discount, but receives lesser value option discount.
- Invoiced for an option, not ordered or received.

For Correction Dealers may:

Submit letter to:

Ford Motor Co.
Vehicle Billing Section
P.O. Box 6235
Dearborn, MI 48121 USA

or FAX letter to:

313-845-1572
Attn: Vehicle Billing Section

WARRANTY & POLICY MANUAL

IN-TRANSIT DAMAGE/LOSS & DAMAGE REPAIRS

Ford has two methods of helping dealers resolve problems associated with vehicles damaged during transportation. They are:

- **In-Transit Repair Program** which provides for repair of vehicles prior to delivery to the dealership.
- **Vehicle Loss and Damage Claims Service** which simplifies the loss and damage claim process for vehicles repaired at the dealership.

In-Transit Damage Repairs

Vehicles damaged in-transit between the assembly plant and the dealership or other location must be restored to new vehicle condition as soon as possible. Damage must always be corrected before retail delivery.

- Repair damaged car or truck as long as none of the following conditions exists:
 - Total discloseable repair cost exceeds \$500 (see page 2-13 in this section)
 - Vehicle is critically damaged, making new vehicle status doubtful. Critical damage usually involves at least one of the following:
 - Axles
 - Drivetrain
 - Brakes
 - Frame
 - Steering system – Suspension system
 - Body panel is damaged beyond repair and requires welding to replace.

If one of these conditions exists, report the vehicle damage to the FCSD Office Operations Manager within five days of receiving the vehicle. The Regional Office will either authorize the repair or arrange disposal of the vehicle.

- If repair is authorized:
 - Complete repairs at once, restoring the vehicle to new condition.
 - Use only new Ford parts. (See non-Ford parts in Section 3, pg. 31)
 - Use only Carlite Glass replacements.
 - Replace damaged or punctured tires. Never repair tires for use on a new vehicle.
 - Place the vehicle in dealer stock.

WARRANTY & POLICY MANUAL

In-Transit Damage Repair Process

This process provides for the repair of vehicles damaged during transportation and vehicles that are undeliverable because of mechanical malfunctions. Each dealer must:

- Select the appropriate repair procedure for handling vehicles damaged on the way from the assembly plant to the dealer from the following:

1. Receive and repair all vehicles at their own dealership.

EXCEPTIONS:

- A vehicle which must be repaired in-transit for safety reasons or for prevention of additional damage.
 - A vehicle which is too damaged to be repaired and sold as a new unit. The damaged vehicle is rebilled to Ford.
2. Have damaged vehicles with more than \$500 worth of damage repaired at in-transit repair locations (selected Ford or Lincoln-Mercury dealerships located near carrier shipping and receiving locations).
- Advise the Ford or Lincoln-Mercury Division Regional Manager in writing of the repair method selected. (See Example below) Once established, this method remains in effect until a change is requested.
 - Dealers who have signed agreements with Predelivery Service Centers are not required to follow this requirement.

(DEALERSHIP LETTERHEAD)

Date _____

To: (Regional Manager Name)
Regional Manager
(Ford or Lincoln-Mercury Regional Office as appropriate)
(Address)

Subject: Question to Repair Vehicles Damaged In-Transit

☐

This dealership requests that all vehicles designated for delivery to us that are damaged in-transit and which can be repaired to Ford standards be able to have vehicles be shipped directly to us for repair. This request will not apply if it is necessary in your judgment to repair a vehicle in-transit because of safety considerations, the possibility of additional damage occurring if it is not repaired (e.g., glass replacement), or the need to operate the vehicle (e.g., battery or tire replacement). We also understand that Ford Customer Service Division will assist us in the extent possible in obtaining required parts on an expedited basis.

☐

This dealership requests that vehicles designated for delivery to us that receive damage in-transit continue to be repaired prior to delivery to us.

This authorization will continue through the current Model Year and will automatically be extended for each subsequent model year thereafter unless notified in writing by us.

(Office)

(Dealer Name)

(Dealer Address)

(Distribution Code)

WARRANTY & POLICY MANUAL

In-Transit Damage Disclosure (To Customer)

Several states require that certain types of damage occurring to new vehicles before delivery to the purchaser must be disclosed in writing if the repair cost exceeds a certain limit. These requirements will vary. Dealers must meet both state and Company requirements for damage disclosure.

Ford normally prohibits the sale of vehicles as new vehicles if they require over \$500 of disclosable in-transit loss or damage repairs. In these instances contact your Regional office for handling procedures. If the Regional Office determines that the vehicle cannot be repaired and sold as new, the Company:

- Voids the original vehicle sale to the dealer.
- Transfers vehicle title to Ford.
- Reschedules a new vehicle as replacement.

Disclosable Conditions

These include all in-transit damage repairs that involve:

- Straightening, realigning, refinishing, and / or painting repaired or replaced sheet metal, except for insignificant dents and scratches.

Non-Disclosable Conditions

These include all in-transit loss or damage conditions that can be corrected by installing similar parts or accessories such as:

- Bolt-on parts (bumpers, fenders, hood, deck lid, instrument panel, moldings).

NOTE: Generally, bolt on parts do not require painting or additional work as they are generally supplied in a manner in which they can merely be "bolted on." However, in the instances where some additional work is required, such as refinishing/repainting, that portion of the repair would be considered disclosable damage and would go toward the \$500 damage disclosure requirement.

- Parts and accessories used to replace identical original components (glass, radios, tires and wheels, etc.).
- Airborne material (environmental fallout) damage is not considered transportation damage and Federal law does not require disclosure to a new vehicle purchaser. The \$500 disclosable limit does not apply to damage resulting from airborne material.
 - Dealers should be aware, however, that state or local laws may require disclosure of environmental fallout repairs.
 - Consult your legal counsel for the effect of state or local laws.

IMPORTANT: When requested, the dealership should provide a copy of the repair order which lists details of repairs performed to the new vehicle purchaser.

WARRANTY & POLICY MANUAL

Delayed Carrier Delivery due to In-Transit Repair

When a damaged vehicle will be delayed 5 days or more for in-transit repair, the ordering dealer is immediately notified of the delay by a regular-mail post card. See the example below.

This notice:

- Identifies the unit by VIN
- Describes the damage

ATTENTION MR. DEALER	
VIN _____ IS BEING REPAIRED IN-TRANSIT TO YOUR DEALERSHIP AND WILL BE DELAYED FOR 5 DAYS OR MORE. REPAIRS ARE BEING MADE BY:	
_____ (REPAIRING DEALER)	
_____ (ADDRESS)	
AREA OF VEHICLE BEING REPAIRED: _____ _____	
_____ (RAMP OPERATOR & LOCATION)	_____ (DATE)

On category "A" vehicles (New vehicles damaged in transit that are repairable and can be sold for new), a copy of an "Authorization and Notification of Unit Repaired In-Transit" (Form AAD 10032) is sent to the destination dealer by Certified Mail return receipt requested. The Form AAD 10032 must be retained for one year.

WARRANTY & POLICY MANUAL

Concealed Damage

Each vehicle should be placed on a hoist for an undercarriage inspection and, when necessary, road tested. Concealed damage is:

- Damage which can be detected only through on-hoist inspection or road testing after the carrier representative has left.
- A vehicle's trunk that cannot be inspected for loss or damage because of missing keys.

The dealer must notify the carrier in writing of any concealed damage within 48 hours (certified mail with return receipt recommended).

NOTE: Damage or shortage noticed anywhere on the vehicle after the removal of snow, ice, or dirt (except that found when placed on a hoist or road tested) is not considered concealed damage. This damage is reimbursable only if it is discovered prior to the departure of the carrier representative and noted on the bill of lading.

TO: Dealer's Name _____ Street Address _____ City and State _____		Dealer Letterhead Date: _____
Subject: Report of Delayed Inspection or Concealed Damage		
Vehicle Identification No. _____		
Carrier Bill of Lading No. _____		
Date of Delivery _____		
We Approve Late Inspection: The vehicle shown above was received at the store or after our regular business hours. We are not able to inspect it for damage or shortage at the time of delivery. Therefore, a joint inspection could not be made with your representative. Our subsequent inspection disclosed the following damage or shortage: _____ _____ When the time the vehicle was received, we have discovered the following concealed damage or shortage: _____ _____ Signature of Dealer or Authorized Representative _____		

A form letter on dealership letterhead, like the example above, can be used to notify the carrier.

Vehicle Loss & Damage Claim Repairs

Coding System For Loss & Damage Claims

Use the following five-digit code system to document damage or loss:

- The first two digits describe the area of damage and / or shortage.
- The next two digits indicate the type of damage.
- The last digit indicates the severity (size of damage area).

The codes and corresponding explanations are included in the New Vehicle Receiving and Inspection Procedures Manual.

WARRANTY & POLICY MANUAL

NOTE: The New Vehicle Receiving and Inspection Procedures Manual also includes procedures for receiving and inspecting vehicles and photographs of damaged areas with damage type code definitions. Dealership personnel responsible for receipt and inspection must be familiar with this manual.

Vehicle Loss and Damage Claim Reimbursement

There are two ways of seeking reimbursement for Vehicle Loss and Damage.

- First is where Ford acts as an intermediary between the dealer and the carrier. Dealers may submit in-transit loss and damage claims to Ford and receive reimbursement on the Daily Repair Register so long as the dealer uses proper vehicle inspection procedures and follows in-transit loss and damage claims guidelines.
- Second, dealers may handle in-transit loss and damage claims directly with the carrier, railroad, or warehouse. In this case dealers must:
 - Direct all inquiries to the carrier, railroad, or warehouse, not Ford
 - Not use Ford claim forms

Submitting Form 3715 (Loss and Damage Claim Form)

Form 3715 is used to request payment for vehicle loss and damage that occurred during delivery of the vehicle to the dealership, and the loss and damage was noted on the delivery document (Bill of Lading). After documenting in-transit loss and damage to a new vehicle, complete the repairs necessary to restore the vehicle to a new vehicle condition. Follow the Receiving and Inspecting New Vehicles guidelines outlined in this Section.

Submit Form 3715 immediately upon completion of repair, or at least within 30 days of repair date. Repairs returned for correction, completion, or additional information should be resubmitted within 48 hours.

IMPORTANT: Under no circumstances will Ford accept a repair older than six months from the date the vehicle was received from the carrier.

DWE/ACES II Repairs — After submitting the information, file the repair set with the supporting documents attached in the Customer Service File.

For repairs greater than \$500, mail supporting documents, including a copy of the DWE/ACES II repair register with the control number highlighted and stapled on top of the supporting documents, to the address given below. This documentation must be mailed within 30 days of DWE/ACES II submission of the repair. Failure to comply will result in a chargeback of the repair and will be reflected in the repair register.

Vehicle Claims Administration Unit
P.O. Box 309
Dearborn Heights, Michigan 48127

NOTE: Dealers who submit repairs directly to the carriers may not use Form 3715 and should not follow the mailing instructions outlined above.

WARRANTY & POLICY MANUAL

Repair Verification by Carrier

Carriers are required by law to investigate any in-transit damage and determine their liability for the damage. Therefore, they may inspect vehicles after transportation damage repairs have been made to verify completion of repairs. Any other method of verifying repairs (photographs, reports, etc.) must be agreed to by carrier and dealer.

Delayed/Denied Loss & Damage Claims Payment

Prompt, careful inspection of each new vehicle and accurate noting of any loss or damage found during the inspection are essential.

- Ford reserves the right to debit dealers for claims that are rejected wholly or in part by the carrier.
 - If a claim is denied, the Dealer's Daily Repair Register reflects the debit. The reason for the debit is shown on the face of the claim.
- If claims are submitted improperly, Ford may:
 - Delay payment until final settlement with the carrier.
 - Require the dealership to submit claims directly to the carrier.
- Although Ford provides immediate reimbursement for loss and damage claims submitted by dealerships, claims are not considered final until settlement is reached with the carrier.

Supporting Documents - Retention Requirements

The following documents must be retained for one year following notification of payment to support loss and damage claim payment.

- Bill of Lading.
- Invoices for outside-purchased parts or labor.
- Delayed Inspection or Concealed Damage Letter.
- Copy of the new vehicle invoice.
- Invoice for replacement glass purchased from an outside source.
- Copy of certified mail receipt if either a salvage parts notification or concealed damage/delayed inspection letter was required.
- All other documents supporting the repair(s).

WARRANTY & POLICY MANUAL

Disposition of Salvage Parts

It is the carrier's responsibility to tell the dealership what to do with salvage parts. Hold the salvage parts for 20 days from the date that the carrier is notified that you are holding the salvage parts. The carrier will instruct the dealership to either:

- Hold the parts for pickup by the carrier,
- Ship the parts to the carrier, or
- Scrap the parts.

Carrier Pickup of Parts

Dealer Responsibilities:

- Before pickup, circle the damaged area on the part with crayon or grease pencil.
- Hold parts to be picked up for 60 days after receiving instructions from the carrier. (After 60 days, mutilate and scrap the parts.)
- When the parts are picked up, have the carrier representative sign Dealer File Copy of Form 3715. Retain this as a receipt.

Shipping Salvage Parts to Carrier

Attach a tag to the parts shipment showing:

- Vehicle Identification Number
- Form 3715 Number
- Bill of Lading Number
- Dealership Name

Ship the parts collect. Retain a copy of the freight documents or express receipt as proof of shipment.

No Carrier Instructions or Instructions to Scrap

If the carrier does not issue instructions for disposition of salvage parts within 20 days, or the carrier instructs the dealership to scrap the parts:

- Mutilate and scrap the parts.
- Retain the document received from the carrier that instructs the dealership to scrap the parts.

WARRANTY & POLICY MANUAL

STORAGE OF NEW VEHICLES

It is the dealer's responsibility to store new vehicles properly. This responsibility includes maintaining vehicles in new condition. When a vehicle is sold, the dealership must follow predelivery procedures to deliver a vehicle which meets the Company's standards. Repairs that are required because of improper storage, maintenance, or damage that occurs while the vehicles are in dealership storage are the responsibility of the dealer and are not reimbursable by Ford Motor Company.

New Vehicles Damaged in Dealer Stock Before Delivery

New vehicles damaged while in dealer stock should be repaired and restored to new condition before retail delivery. If the vehicle cannot be repaired and sold as a new unit, the Company may void the new vehicle warranty (but not the Emissions Control Systems Warranties). The Company will offer guidance in disposing of the vehicles.

When vehicles are sold on "as-is" or "salvage" basis by the dealer or his insurer:

- The new vehicle warranty is voided, but the Emissions Control Systems Warranty remains in effect.
- For the dealer's protection, prepare a purchaser's acknowledgment statement on the Retail Buyer's Order Form or on dealer stationery (See example below).
- Follow disclosure of damage regulations per Company rules and your state laws.

IMPORTANT: All damaged vehicles that are not repaired and sold as new units must be reported to the Ford Customer Service Division Regional Management. Damaged vehicles which are unsaleable as new vehicles to retail customers or which are purchased by an insurance company are not eligible for any Ford Division or Lincoln-Mercury Division contest or incentive program.

- **Battery**
 - Battery recharging done between 72 hours after dealer receipt of the vehicle from the carrier and vehicle delivery to the customer is not reimbursable by Ford.
 - Any battery replacement claim for a vehicle in dealership storage requires FCSD Customer Service Manager authorization before it is submitted.

PURCHASER'S ACKNOWLEDGMENT STATEMENT

I, the undersigned, do hereby acknowledge my understanding that the Ford vehicle I purchased from

(Enter Dealership Name)

bearing Vehicle Identification Number

was purchased on an "as-is" basis and is not eligible for new vehicle warranty service under the terms of the Ford warranty.

Purchaser's Signature

Date

Dealership Representative's Signature

Date

WARRANTY & POLICY MANUAL

PRE-DELIVERY/DELIVERY TO CUSTOMER

Delivery of New Vehicles

All vehicles must conform to a high appearance and performance standard at the time of delivery regardless of when the predelivery service was performed.

The Company periodically inspects vehicles and reviews Customer Service Files to verify that new vehicle predelivery inspections are performed according to Company standards.

Under the Sales and Service Agreement, the dealer is responsible for inspecting, conditioning, and repairing each vehicle before it is delivered to the retail purchaser. The dealer:

- Should designate a section of the Service Department for new vehicle preparation.
- Should assign new vehicle preparation responsibility to selected Service Department personnel.
- Must have the equipment necessary to properly prepare new vehicles.

Predelivery / Delivery Guidelines

Prior to customer delivery:

- The service department must check OASIS at the time of the predelivery inspection for outstanding recalls. All recalls must be performed prior to delivery to the customer.
- The Sales Department should check with the Service Department in order to inform new owners of an accurate delivery time.
- The Service Department must prepare new vehicles according to the Predelivery Service Record (checksheet).
- A Predelivery Service Record (checksheet) must be completed for each new vehicle and retained in the Customer Service File.
- The Service Department should perform any warranty repairs noted during the new vehicle inspection.
- Sales, service, and predelivery personnel should jointly inspect each vehicle prior to delivery to verify that it meets the Company's quality standards.
- The Sales Department must complete the Quality Delivery Assurance Checklist. The dealer:
 - must complete and sign the checklist,
 - must obtain the customer signature on the checklist,
 - must retain a copy of the checklist in the New Vehicle Sales File,
 - must give a copy of the checklist to the customer.

NOTE: When a Predelivery Service Record shows "Check," required adjustments and repairs are to be performed under Warranty and submitted through the Direct Warranty Entry (DWE/ACES II) System using Form 1863/6125-2.

WARRANTY & POLICY MANUAL

When a Predelivery Service Record shows "Check and Adjust" (or correct, tighten, top-up, etc.), required labor services are part of the predelivery allowance. If fluids must be added, the actual quantity used may be claimed through the DWE/ACES II System using Form 1863/6125-2. Ford or Motorcraft branded material must be used.

IMPORTANT: The Company randomly selects vehicles to be evaluated by Company personnel before they are shipped to dealers. A decal will be on the window of vehicles driven more than 15 miles. Do not remove the decal before delivering the vehicle. The warranty will be extended to cover the evaluation mileage. Owners should keep the decal to support repairs required during the mileage extension.

New Vehicles Delivered by Other Than the Selling Dealer

The selling dealer is responsible for the predelivery inspection of vehicles delivered to locations other than the selling dealership. This includes all vehicles (fleet and retail) shipped directly from the assembly plant to a body builder or another dealer. The selling dealer:

- Must arrange for the predelivery inspection through an authorized dealer or predelivery contractor near the place of delivery, and provide necessary predelivery reimbursement to the owner, body builder, or servicing dealer.
- Is responsible for damage resulting from failure to arrange for proper predelivery preparation.

Delivery Guidelines

Normal Deliveries

- Report the vehicle sale, including the accurate warranty start date on:
 - The Dealer Computer Services Direct Sales Entry.
 - or
 - The Retail Delivery Form (FDLM-9949).
- Hand the warranty documents to the owner. Explain them before the owner takes delivery of the vehicle.

NOTE: If a location other than the selling dealer is delivering the vehicle, the selling dealer is responsible for both of the above requirements.

IMPORTANT: The warranty on a vehicle starts on the day a vehicle is first placed in service. If a vehicle is a dealership demonstrator unit, the in-service date (Warranty Start Date) is the date the vehicle was placed in demonstrator service.

DATE _____ **NOTIFICATION OF DELAYED DELIVERY DATE OR IN-TRANSIT MILEAGE ACCUMULATION**

This form is to be used to notify Ford Motor Company of a delayed warranty start date or to report on in-transit mileage accumulation on a vehicle driven (not transported) from the assembly plant to the receiving location.

VEHICLE IDENTIFICATION NUMBER

NAME AND ADDRESS OF RETAIL SELLER _____

RETAIL SELLER'S NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

NAME AND ADDRESS OF RETAIL BUYER _____

FIRST SECOND
INITIAL INITIAL LAST NAME ONLY

STREET ADDRESS

CITY OR TOWN _____ STATE _____ ZIP CODE _____

RETAIL BUYER'S SIGNATURE _____

This section of the form is to be used to notify Ford Motor Company of a delayed warranty start date.

WARRANTY START
DATE REQUESTED

REASON FOR DELAY OF WARRANTY START DATE

Please attach copies of documents to support revised warranty start date. (For example: new vehicle sales invoice or state registration.)

MONTH DAY YEAR

IS DATE AT TIME OF DELIVERY

(NO YES/NO)

IS DATE AT TIME OF RECEIPT

NOTE: When this portion of the form is completed, submit IMMEDIATELY to Ford Motor Company with supporting documentation attached.

This section of the form is to be used to notify Ford Motor Company of an in-transit mileage accumulation.

REASON FOR IN-TRANSIT MILEAGE ACCUMULATION

Please attach copies of documents to support accumulated mileage.

IS DATE AT TIME OF DELIVERY

(NO YES/NO)

IS DATE AT TIME OF RECEIPT

(NO YES/NO)

NOTE: When this portion of the form is completed, DO NOT submit to Ford Motor Company unless a repair is required beyond warranty but within the mileage extension period. When the newly requested warranty start date appears on DARS, submit the claim to payment via DWS.

MAIL TO:
Ford Motor Company
Ford Customer Service Division
P.O. Box 48008 - 13th Floor
200 Renaissance Center
Detroit, MI 48248

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WARRANTY & POLICY MANUAL

Delayed Deliveries

Incorrect warranty start dates can be corrected using Form FCS 900. This form may be obtained by calling Gage Corporation (1-734-414-2431). Dealerships should complete and submit Form FCS 900 for all vehicles when:

- There has been a delay due to special equipment installation, the warranty start date can be considered the date on which the vehicle is actually placed in service. This applies to Dealer-delivered units and Body Company Deliveries.
 - For 700 and higher series trucks dealers may ask their customers to submit the FCS 900 form which is included in their Warranty Guides.
- There is a Warranty Start Date Discrepancy. Claims will be returned when a vehicle:
 - Is unsold and the accrued mileage is over 750 miles (Cars and Light Trucks).
 - Is unsold and the accrued mileage is over 4,000 miles (Medium and Heavy Trucks, and Cutaways Cabs purchased from pools).
 - Has an incorrect warranty start date (normally because of a delayed delivery) and the vehicle is beyond warranty coverage.

NOTE: Claims may be resubmitted when the vehicle has been reported as sold or placed in demonstrator service, or has had the warranty start date discrepancy resolved.

- A vehicle requires a repair that appears to be beyond warranty, but is eligible because the body company failed to report the date the vehicle was actually placed in service. In these instances the dealer should:
 - Perform the repair.
 - Complete the warranty claim.
 - Complete and mail the Form FCS-900.
 - Submit the warranty claim through DWE/ACES II 7 days after the revised warranty start date is shown on OASIS.

IMPORTANT: Supporting documentation (new sales invoice, state registration, etc.) must be attached to the forms when requesting a warranty start date change.

NOTE: When there is a question about the eligibility of a vehicle because of delayed warranty start date or in-transit mileage accumulation, contact the Regional Sales Office.

Warranty Start Date Errors or Omissions

Vehicle sales reporting is the responsibility of the dealer through the Vehicle Sales Division. If OASIS shows no warranty start date, contact the Regional Sales Office to report the original sale of the vehicle. The dealer should follow one of the procedures listed below when the original sale of an older vehicle (beyond three model years) cannot be reported through the Vehicle Sales Division:

- Submit a copy of the Retail Delivery Form to:
ACTIONDATA INC.
23077 Greenfield Road
Suite 525
Southfield, MI 48075
- Complete and submit a Form FCS-900 with all supporting documents.

WARRANTY & POLICY MANUAL

TABLE OF CONTENTS

SECTION 3 – WARRANTY COVERAGES

	PAGE NUMBER
C OVERAGE SUMMARY/INTRODUCTION	
• Warranty Responsibility	3-1
• U.S. Warranty Application	3-1
• Coverage Priority	3-2
• Related Damage	3-2
• Non-Reimbursable Conditions	3-3
FORD & L/M CAR & LIGHT TRUCK COVERAGE	
• 1996-1999 Model Cars and Light Trucks	3-6
• 1995 Model Cars and Light Trucks	3-7
• 1994 Model Cars and Light Trucks	3-8
• 1993 Model Cars and Light Trucks	3-9
• 1992 Model Cars and Light Trucks	3-10
• 1991 Model Cars and Light Trucks	3-11
• Car & Light Truck Coverage, Conditions, & Procedures by Category	3-12
600 & HIGHER SERIES TRUCK COVERAGE	
• Warranty Coverage Summary Charts (1991-1999 Model Years)	3-41
• 1999 Model F-600 Series Trucks	3-42
• 1998 Model 700 and Higher Series Trucks	3-43
• 1994 to 1997 Model 600 and Higher Series Trucks	3-44
• 1991 to 1993 Model 600 and Higher Series Trucks	3-45
• Coverage for components installed by K-Tec or Mod Center	3-41
• Components Eligible for Engine & Drivetrain Coverage	3-48
• Medium & Heavy Truck Coverage, Conditions, & Procedures by Category	3-48
• Extended Coverage Programs (ESC/Work Ready Fleets)	3-68

WARRANTY & POLICY MANUAL

EMISSIONS COVERAGE	PAGE NUMBER
• Coverage - Emissions Control Systems	3-67
• Non-Ford Diesel Engines	3-67
• Guidelines for Emissions Defect Warranties (1995-1999 Model Vehicles)	3-67
• 8 Year/80,000 Mile Federal Emissions Coverage	3-68
• Guidelines for California Defect Warranty Coverage	3-68
• 1989 Model & Prior -California Emissions Defect Coverage	3-68
• 1990-1999 California Emissions Defect Coverage	3-69
• Emissions Defect Warranty Checklist	3-70
• Guidelines for the Emissions Control System Performance Warranty	3-70
• Emissions Performance Warranty Checklist	3-72
• Federal and California Emissions Warranty Guidelines	3-72
• Components Eligible for Emissions Control System Coverage	3-74
• Alternative Fuel Certification Program	3-74

BATTERY COVERAGE

• Introduction	3-75
• General Information	3-75
• Battery Recharging	3-75
• Determining Months in Service	3-76
• Battery Disposal	3-76
• Claims Preparation Instructions	3-77
- 1995-1999 Ford/Mercury Cars & Light Trucks, Lincoln	3-78
- 1993-1995 Ford/Mercury Cars & Light Trucks, Lincoln	3-79
- 1993-1999 800 and Higher Series Ford Trucks	3-80
• Coverage for Customer Purchased Motorcraft Batteries	3-81
• Customer Purchased Motorcraft Battery Coverages	3-83
• Electric Ranger Traction Battery	3-89

SERVICE PART COVERAGE

• Introduction	3-91
• Service Part Warranty Coverage	3-92
• Coverage Application	3-93
- Dealer Installed Parts	3-93
- Over-the-Counter Part Sales	3-93
• Determining Part or Accessory Warranty Start Date	3-94
• Service Parts and Accessories Warranty Statements	3-94
• Unique Service Parts & Accessories Warranty Coverages	3-97

WARRANTY & POLICY MANUAL

BUMPER-TO-BUMPER WARRANTY COVERAGE CHANGES 1992-1999

PAGE NUMBER

- Exceptions to Bumper-to-Bumper Coverage

3-101

WARRANTY CANCELLATION - BRANDED TITLE

- Warranty Cancellation Summary
- OASIS "T" Code Explanation
- Title Corrections-Reinstating Warranty Coverage
- Warranty Status Change Request Form

3-102

3-103

3-104

3-105

SERVICE CONTRACTS

- Service Contracts Summary 3-108
- Extended Service Plans (ESP) 3-108
- ESP Authorization Requirements (Repairs Requiring Prior Approval) 3-107
- ESP Prior Approval Worksheet 3-109
- Service Advisor Checklist-ESP Prior Approval 3-110
- ESC- Used Vehicle Contracts (Repairs Requiring Prior Approval) 3-111
- ESP/ESC Inspection 3-111
- ESP Plan Information - General Information (1993-1999 Plans) 3-112
- Rental Assistance 3-113
- Super Seal Corrosion Repair Protection Service Contract 3-115
- Fleet Service Program (FSP) 3-117

FAR COVERAGE/USAGE REQUIREMENTS

- FAR Parts Required for use in ESP Repairs 3-118
- FAR Warranty and Lifetime Parts Guarantee 3-119

GOVERNMENTAL COVERAGE REGULATIONS & LEGAL PROCEDURES

- State Laws 3-120
 - New York State Coverage 3-120
- In-Transit Damage Disclosure (to Customer) 3-121
- Recquired Vehicles 3-122
 - Disclosure and Warranty Registration 3-122
 - RAV Disclosure Agreement 3-123
 - Actions Ford May Take for Non-Disclosure 3-123
 - Reimbursement for Repurchase RAV's 3-124
 - RAV Repairs 3-124

WARRANTY & POLICY MANUAL

SECTION 3

WARRANTY COVERAGES

C OVERAGE SUMMARY/INTRODUCTION

Warranty Responsibility

In accordance with provisions of the Sales and Service Agreement and this Manual, dealers are required to provide warranty and policy service (e.g., warranty, ESP/ESC, and service recalls) for all vehicles they are franchised to sell. Owners of Ford vehicles are recommended but not required to return to their selling dealer for warranty service.

U.S. Warranty Application

In addition to all cars and light trucks sold, registered/licensed, and operated in the United States (including Alaska and Hawaii), the U.S. Warranty applies to cars and light trucks designed and built for sale and use in the U.S. market (or its territories) that are:

- Ordered through a post exchange or ship's store of the U.S. Armed Services and shipped to a foreign country, or
- Purchased from and delivered directly by the Company (e.g., U.S. government, American Red Cross), or
- Sold by Worldwide Direct Market Operations (WDMO) of North American Automotive Operations in U.S. federal territories such as Puerto Rico, Guam, Saipan, American Samoa, U.S. Virgin Islands, or in any other U.S. federalized territory, or
- Purchased, registered/licensed, and operated in the U.S., but then taken to another country including Canada and Mexico for business/personal use.

IMPORTANT: In some cases, it may be necessary for the vehicle owner to pay the servicing Ford dealer in a foreign country for a repair that is covered under the U.S. Warranty. When this occurs, the vehicle owner must present the paid repair order/invoice to a U.S. Ford or Lincoln-Mercury dealer for refund consideration. When submitting a refund claim, the dealer must price the claim in U.S. dollars at the current exchange rate at his local bank, and the repair cost must be reasonable.

For cars and light trucks, other than indicated above, the U.S. Warranty does not apply when the vehicles are purchased from U.S. dealers, but are not registered/licensed in the United States or its federal territories or Canada and:

- Are subsequently shipped out of the United States or its territories to foreign countries specifically for the purpose of resale in that country, or
- Are registered/licensed for use in countries other than the United States, its territories, or Canada.

These vehicles may or may not assume the warranty offered by Ford in the country in which they are ultimately sold/registered/licensed/operated.

NOTE: The above policies do not apply to 600 and higher series trucks which are covered by the U.S. warranty only when operated in the U.S. (including Alaska and Hawaii) or Canada.

WARRANTY & POLICY MANUAL

Coverage Priority

Certain components have additional coverage beyond the basic new vehicle warranty coverage. There are different time and mileage limits and owner deductibles which apply under these additional coverages. The following coverage priority chart for cars and light trucks shows which coverage should be applied. When two or more coverages apply to a repair and all repairs/parts are eligible for both coverages, charge the customer the lowest of the two deductible amounts. The ACES II System will automatically apply the lowest applicable deductible amount to the claim.

CARS AND LIGHT TRUCKS COVERAGE PRIORITY			
PRIORITY SEQUENCE	COVERAGE	TIME / MILEAGE LIMITS	DEDUCTIBLE FEE
1	Basic Warranty	12/12	None
2	Reacquired Vehicle Warranty (California)	12/12 12/Unlimited	None None
3	Maintenance and Warranty Programs	Variable	None
4	Emissions Warranties	Variable	None
5	Bumper to Bumper New Vehicle Coverage:		
	(Lincoln)	4 yr/50	None
	(All other 1992 through 1999 Model Cars and Light Trucks)	3 yr/38	None
6	Extended Service Plan (ESP)	Variable	None
7	Extended Service Plan (ESP)	Variable	\$25
8	Extended Service Plan (ESP/ESC)	Variable	\$50
9	Extended Service Plan (ESP/ESC)	Variable	\$100
10	Extended Service Plan (ESP/ESC)	Variable	\$200

Related Damage

A component with one coverage may fail and damage another component covered for a different length of time or mileage. To determine if the repair is reimbursable, check the coverage of the component which caused the failure.

- If the component that caused the failure is covered and damages a component that is no longer covered, the entire repair is reimbursable on the same basis as the failed component.
- If the component that caused the failure is beyond coverage and damages a component with remaining coverage, the entire repair is not reimbursable. (See Emission Coverage this Section for exception under the Emissions Performance Warranty).

WARRANTY & POLICY MANUAL

Non-Reimbursable Conditions

The New Vehicle Limited Warranty does not provide coverage, and repairs are not reimbursable under warranty, when any of the following conditions/situations occur.

Damage Resulting From:

- Accidents, collision or objects striking the vehicle
- Theft, vandalism, or riot
- Fire or explosion
- Freezing
- Misusing the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source.
- Alteration or modification of the vehicle - including the body, chassis, or components - after the vehicle leaves Ford's control.
- Installation of non-Ford parts installed after the vehicle leaves Ford's control.
- Tampering with the vehicle, tampering with the emissions systems, or with other parts that affect these systems.
- Disconnecting or altering the odometer or allowing the odometer to be inoperative for an extended period of time with the result that the actual mileage cannot be determined.
- Using contaminated or improper fluids.
- Customer applied chemicals or accidental spills.
- Driving through water deep enough to cause water to be ingested into the engine.

Damage Caused by Use and/or the Environment

The New Vehicle Limited Warranty does not cover surface rust and deterioration of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. Some examples include:

- Stone chips, scratches, dings, dents (e.g., on paint and glass)
- Cuts, burns, punctures or tears
- Road salt, tree sap
- Bird and bee droppings
- Lightning, hail, windstorm
- Earthquake, water, or flood

Damage Caused by Improper Maintenance

The New Vehicle Limited Warranty does not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong part, fuel, oil, lubricants, or fluids.

WARRANTY & POLICY MANUAL

Maintenance/Repair Items

Parts and Labor needed to maintain the vehicle; and the replacement of parts due to normal wear and tear are the responsibility of the vehicle owner, and are not covered under the New Vehicle Limited Warranty. Examples from the Scheduled Maintenance Guide are:

- Spark plugs, oil changes, oil filters, air filters, fuel filters, tire rotation, cleaning/polishing, and engine tune-up.
- Adding oils, lubricants and other fluids (except refrigerant).
- Wear items such as wiper blades, brake linings/pads, and clutch linings.

Other Items and Conditions Not Covered by the New Vehicle Limited Warranty

- Non-Ford parts installed on a vehicle, for example, parts installed by body builders or manufacturers other than Ford, or damage to Ford components caused by installation of non-Ford parts other than "certified" emissions parts.
- Vehicles that have ever been labeled or branded as "dismantled", "fire", "flood", "junk", "rebuilt", "reconstructed", or "salvaged"; this will void the New Vehicle Limited Warranty.
- Vehicles that have been determined to be a "total loss" by an insurance company; this will void the New Vehicle Limited Warranty.
- Converted ambulances that are not equipped with the Ford Ambulance Prep Package.
- The mileage or the date of repair has been misrepresented or altered to place a vehicle within the coverage period.
- Repairs that are required to correct incomplete or improper previous repairs.

NOTE: The Company pays dealers "one time only" for repairs or adjustments unless a part failure occurs or new technical information becomes available.

- Repairs that are made to improve appearance or performance beyond normal standards.
- Repairs that are not performed at a Ford or Lincoln-Mercury dealership unless performed as an emergency repair.
- Non-defective parts that are replaced to modify a vehicle to the latest production design levels, unless authorized by the Company.
- Repairs that alter the vehicle's original specifications.
- The part being replaced, repaired, or adjusted has no defect in factory-supplied materials or workmanship.
- Engine Noise (Internal Engine Problem) — Is not reimbursable if the engine has not been properly maintained.
- Failure of Low Speed or Reverse Gear (Manual Shift Transmission) — Is not reimbursable if there is evidence of repeated abnormal shifting.
- Abnormal Rear Axle Noise — Is not reimbursable unless a diagnosis (road test) confirms that the noise is abnormal.
- Valve Grinding — Is not reimbursable unless engine performance is not acceptable.

WARRANTY & POLICY MANUAL

FORD/LINCOLN-MERCURY CARS & LIGHT TRUCKS

Warranty Coverage Summary Charts

The warranty coverage for 1991-1999 model cars and light trucks is summarized in chart form in this section. The summary charts are organized by model year and provide time and mileage limits for:

- Bumper-to-Bumper coverage — applies to 1992 through 1999 model Ford and Mercury cars and light trucks, and 1991 through 1999 Lincoln products.
- Powertrain coverage — applies to 1991 model cars and light trucks.
- Corrosion Perforation coverage
- Emissions Defect and Performance coverage
- Safety Restraint coverage
- Battery coverage
- 7.3L Powerstroke Diesel coverage (Applies to "F" engine code only)

IMPORTANT: The information shown on the following charts is of a summary nature. For more complete information see the applicable Warranty Guide or specific areas of this manual (e.g., Emissions, Service Parts).

Bumper-to-Bumper Coverages

Bumper-to-Bumper Coverage on Ford, Lincoln, and Mercury cars and light trucks is as follows:

Ford and Mercury Cars and Light Trucks

- 1992-1999 Model year cars and light trucks eligible for the Bumper-to-Bumper warranty are covered for 3 years or 36,000 miles whichever occurs first. See Warranty Guide for specific exclusions.

Lincoln

- 1991-1999 Model year Lincoln products eligible for the bumper-to-bumper warranty are covered for 4 years or 50,000 miles whichever occurs first. See Warranty Guide for specific exclusions.

WARRANTY & POLICY MANUAL

ALL 1998-1999 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES (Damage expires when either time or mileage limit is reached)	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 48,000 MILES	5 yrs 60,000 MILES	5 yrs / 60,000 MILES
(MILEAGE EXCEPTIONS ARE INDICATED BELOW)					
Bumper to Bumper Coverage on Ford/Mercury Cars and Light Trucks		No Deductible			
Bumper to Bumper Coverage on Lincoln Vehicles			No Deductible		
Corrosion Perforation				Unlimited Miles	
7.3L Power Stroke Direct Injection Diesel Engine (Engine Code "P")		100,000 Miles		\$100 Deductible (1)	
Emission Defect (2) (3) • Ford/Mercury Cars & Light Trucks (GVWR of 6,500 lbs. or less) • Light Trucks with a GVWR over 6,500 lbs. (4) • Lincoln Vehicles • Certain Emissions Parts (4)					
Emissions Performance (2) • All Emissions Related Parts					
Safety Restraint					
Traction Battery • Electric Ranger	28,000 Miles		Percent beyond 12 months or 10,000 miles		
Roving/Roadside Assistance (3)	Covered under all warranties - See Section 6 for more detail				
Damage, Maintenance, Tires			Not Covered by Ford		

- (1) The \$100 deductible does not apply during the Bumper to Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Light trucks with a GVWR over 6,500 lbs. are not eligible for 6/60 coverage.
- (5) For 1999 Model year vehicles, the Federal Emission coverage is limited to vehicles not eligible for the California Emissions Warranty.

NOTE: For Ford and Mercury cars and light trucks alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

WARRANTY & POLICY MANUAL

ALL 1995 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES (Coverage applies when either time or mileage limit is reached)	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 60,000 MILES	5 yrs 80,000 MILES	6 yrs / 80,000 MILES
(MILEAGE EXCEPTIONS ARE INDICATED BELOW)					
Bumper to Bumper Coverage on Ford/Mercury Cars and Light Trucks			No Deductible		
Bumper to Bumper Coverage on Lincoln Cars			No Deductible		
Corrosion Perforation				Unlimited Miles	
7.3L Power Stroke Direct Injection Diesel Engine (Engine Code "P")		100,000 Miles		\$100 Deductible (1)	
Emission Defect (2) • Ford/Mercury Cars & Light Trucks (GVWR of 8,500 lbs. or less) • Light Trucks with a GVWR over 8,500 lbs. (3) • Lincoln Cars • Certain Emissions Parts (3)					
Emissions Performance (3) • All Emissions Related Parts					
Safety Restraint					
Battery • Ford/Mercury Cars and Light Trucks • Lincoln			Percent Beyond 12 months (3)		
			Percent Beyond 24 months (3)		
Roving/Roadside Assistance (4)			Covered under all warranties - See Section 8 for more detail		
Damage, Maintenance, Tires			Not Covered by Ford		

(1) The \$100 deductible does not apply during the Bumper to Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L DI Engine Warranty.

(2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.

(3) See Section 3 (Battery Coverage) for additional information and pro rata table.

(4) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.

(5) Light trucks with a GVWR over 8,500 lbs. are not eligible for 3/60 coverage.

NOTE: For Ford and Mercury cars and light trucks alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

ALL 1994 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES (Coverage implies what other time or mileage limit is reached)	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 48,000 MILES	5 yrs 60,000 MILES	6 yrs 72,000 MILES
(MILEAGE EXCEPTIONS ARE INDICATED BELOW)					
Bumper to Bumper Coverage on Ford/Mercury Cars and Ford Light Trucks			No Deductible		
Bumper to Bumper Coverage on Lincoln Cars			No Deductible		
Corrosion Perforation		100,000 Miles			
7.3L DI, Power Stroke Diesel Engine (Engine Code "F")		100,000 Miles		\$100 Deductible (1)	
7.3L DI Diesel Engine					
Emission Defect (2)					
Emissions Performance (3) • All Emissions Related Parts • Certain Emissions Parts					
Safety Restraints					
Battery • Ford/Mercury Cars and Ford Light Trucks • Lincoln			Percent Beyond 12 months (3)		
				Percent Beyond 24 months (3)	
Towing/Roadside Assistance (4)	Covered under all warranties - See Section 8 for more detail				
Damage, Maintenance, Time			Not Covered by Ford		

- (1) The \$100 deductible does not apply during the Bumper to Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L DI Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for California vehicles. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) See Section 3 (Battery Coverage) for additional information and pre rate table.
- (4) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.

NOTE: For Ford and Mercury cars and light trucks alternate transportation in the form of shuttle service or service rental may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

WARRANTY & POLICY MANUAL

ALL 1993 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES (Coverage expires when either time or mileage limit is reached)	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 48,000 MILES	5 yrs 60,000 MILES	6 yrs 72,000 MILES
(MILEAGE EXCEPTIONS ARE INDICATED BELOW)					
Bumper to Bumper Coverage on Ford/Mercury Cars and Ford Light Trucks			No Deductible		
Bumper to Bumper Coverage on Lincoln Cars			No Deductible		
Corrosion Perforation			100,000 Miles		
Emission Defect (1)					
Emissions Performance (1) • All Emissions Related Parts • Certain Emissions Parts					
Safety Restraint					
Battery • Ford/Mercury Cars and Ford Light Trucks • Lincoln			Percent Beyond 12 months (2)		
			Percent Beyond 24 months (2)		
Towing/Roadside Assistance (3)	Covered under all warranties - See Section 5 for more detail				
Damage, Maintenance, Tires	Not Covered by Ford				

(1) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranty and the special coverage for California vehicles. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.

(2) See Section 3 (Battery Coverage) for additional information and pro rata table.

(3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.

NOTE: For Ford and Mercury cars and light trucks alternate transportation in the form of shuttle service or service rental may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

WARRANTY & POLICY MANUAL

ALL 1992 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES (Coverage expires when either time or mileage limit is reached)	12 mos/ 12,000 MILES	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 60,000 MILES	5 yrs 60,000 MILES	8 yrs / 60,000 MILES
(RELEASE EXCEPTIONS ARE INDICATED BELOW)						
Powertrain • Ford/Mercury Cars and Ford Light Trucks Delivered Before 7-12-81				\$50 Deductible (1)		
Bumper to Bumper Coverage on Ford/Mercury Cars and Ford Light Trucks			No Deductible (1)			
Bumper to Bumper Coverage on Lincoln Cars				No Deductible (1)		
Corrosion Perforation			100,000 Miles			
Emission Defect (2)						
Emissions Performance (2) • All Emissions Related Parts • Certain Emissions Parts						
Safety Restrain						
Battery • Ford/Mercury Cars and Ford Light Trucks • Lincoln		50,000 Miles	Pro Rate Beyond 12 / 12 (3)			
		50,000 Miles	Pro Rate Beyond 18 / 12 (3)			
Towing		Covered under all warranties - to nearest dealer or to selling dealer if within reasonable distance.				
Damage, Maintenance, Tires			Not Covered by Ford			

(1) 1992 model vehicles delivered prior to July 12, 1991 will be covered by the combination of the 4 years or 60,000 mile powertrain warranty and the new Bumper to Bumper 3 year or 36,000 mile warranty.

(2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for California vehicles. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.

(3) See Section 3 (Battery Coverage) for additional information and pro rate table.

Repairs are covered by Basic Warranty Coverage. No deductible.

NOTE: For Ford and Mercury cars and light trucks alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

WARRANTY & POLICY MANUAL

ALL 1991 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES (Coverage expires when either time or mileage limit is reached)	12 mos/ 12,000 MILES	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 48,000 MILES	5 yrs 60,000 MILES	6 yrs / 60,000 MILES
(RELEASE EXCEPTIONS) ARE INDICATED BELOW						
Basic on Ford/Mercury Cars and Ford Light Trucks						
Air Conditioner, Heater, De-icer Systems, and Radio • Ford/Mercury Vehicles and Ford Light Trucks		Unlimited Miles				
Powertrain • Ford/Mercury Vehicles and Ford Light Trucks Delivered on or after 8-4-80				\$50 Deductible		
Bumper to Bumper Coverage on Lincoln Vehicles				No Deductible		
Corrosion Perforation			100,000 Miles			
Emission Defect (1)						
Emissions Performance (1) • All Emissions Related Parts • Certain Emissions Parts						
Safety Restraints						
Battery • Ford/Mercury Vehicles and Ford Light Trucks • Lincoln		50,000 Miles	Pro Rata Beyond 12 / 12 (2)			
		50,000 Miles	Pro Rata Beyond 12 / 12 (2)			
Towing	Covered under all warranties - to nearest dealer or to selling dealer if within reasonable distance.					
Damage, Maintenance, Tires	Not Covered by Ford					

(1) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for California vehicles. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.

(2) See Section 3 (Battery Coverage) for additional information and pro rata table.

☐ Repairs are covered by Basic Warranty Coverage. No deductible.

NOTE: For Ford and Mercury cars and light trucks alternate transportation in the form of shuttle service or service rental may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$25 per day rental assistance.

WARRANTY & POLICY MANUAL

CARS AND LIGHT TRUCKS

Coverage, Conditions, & Procedures

New cars and light trucks have warranty coverage against defects in factory workmanship or materials for a minimum of 12 months or 12,000 miles, whichever occurs first. However, coverage for some components may vary under Basic Warranty, Powertrain Warranty, or Bumper to Bumper Warranty, or one of the maintenance/warranty programs. This section explains these variations and other unique conditions or requirements.

IMPORTANT: References to basic vehicle coverage can refer to 12/12 and can also apply to vehicles having a longer basic vehicle coverage (e.g., Bumper to Bumper, and New York State coverage unless otherwise noted).

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ACCESS TIME	<p>Actual time taken to remove a properly installed Ford or non-Ford part in order to perform a warranty repair — reimbursable.</p> <p>When a vehicle has been sublet to an outside shop and a Ford or non-Ford part must be removed to perform a warranty repair, the following steps must be followed:</p> <ul style="list-style-type: none"> • When possible the dealership should remove the component and clock the time to be added to the repair as actual time before sending vehicle to outside shop. • If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately and payment is based on actual cost if the cost is reasonable.
ACCIDENT OR FIRE CLAIM	<p>This involves any condition which could have contributed to personal injury or property damage. In such a case:</p> <ul style="list-style-type: none"> • Contact Ford Consumer Affairs via fax using "Dealer Request for Consumer Affairs Review" which can be found in the Road Map; Your Guide to Dealership Operations - Customer Handling. • Do not begin no-charge repairs or dispose of parts alleged defective until authorized by the Company. • Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company.
ACTUAL TIME LABOR OPERATIONS (continued)	<p>An actual time labor operation is used when there is no published labor operation in the Ford Service Labor Time Standards Manual (M1 Operation), or other Company publications, or for highly unusual repair situations when additional time is required to complete the repair (M2 Operation).</p>

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ACTUAL TIME LABOR OPERATIONS (continued)	A full description of the need for the actual time operation must be listed on the repair form, and the request must be reasonable. Dealerships must comply with time recording requirements noted in this manual whenever actual time labor operations are claimed.
ADJUSTMENTS & ALIGNMENTS	<p>Adjustments required to correct factory defects (no parts replaced) are reimbursable if they are not:</p> <ul style="list-style-type: none"> Listed on the Pre-delivery Service Record (checksheet) as a required adjustment. Performed to improve vehicle appearance or performance beyond normal standards. A scheduled maintenance requirement. To correct prior improper or incomplete dealer adjustments. (The Company reimburses dealerships only once for an adjustment unless a known product problem is involved.) Prohibited elsewhere in this Manual or in other Company publications. <p>Adjustment Coverage Limits:</p> <ul style="list-style-type: none"> 1994 and prior models - 12/12 1995-1999 Models - Bumper to Bumper Wheel alignment/balance - All years 12/12 <p><u>Adjustments and Alignments - 1994 and prior models</u></p> <p>Service adjustments and alignments associated with replacement of a part which is defective in material or workmanship are covered for the full bumper-to-bumper warranty.</p>
(continued)	

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ADJUSTMENTS & ALIGNMENTS (continued)	<p><u>1994 and prior models (continued)</u></p> <p>Adjustments and alignments resulting from use and operation of the vehicle (not associated with replacement of part) are covered for 12 months/12,000 miles, whichever occurs first. Examples are:</p> <ul style="list-style-type: none"> • Belt adjustments • Body panel adjustments • Clutch adjustments • Distributor adjustment • Exhaust system alignment • Glass alignment • Headlamp alignment • Interior trim/upholstery adjustments • Lamp sensor adjustments • Linkage adjustments • Neutral switch adjustment • Parking brake adjustments • Squeaks/rattles • Steering wheel alignment • Suspension alignment • Tightening nuts, bolts, etc. • Water leak adjustments • Weatherstrip alignment • Wheel alignment • Wheel and tire balancing • Windnoise adjustments <p>*Reimbursable after predelivery only</p> <p><u>Adjustments and Alignments — 1995-1999 models</u></p> <p>Service adjustments and alignments with or without a replacement of a part are covered for the full bumper-to-bumper warranty with the following exception:</p> <ul style="list-style-type: none"> • Front-end alignment and wheel balancing are covered during the first 12 months or 12,000 miles (whichever occurs first), unless required by a warranty repair. See "Wheel Alignments" in this section for additional coverage information. <p><u>HEADLAMP ADJUSTMENT</u></p> <ul style="list-style-type: none"> • Preset during assembly <ul style="list-style-type: none"> — Adjust only when beyond specification • Headlamp adjustment required because of special bodies added to incomplete vehicles or because of special equipment installation (modification-conversion) after the vehicle leaves the assembly plant is not reimbursable.

(continued)

CARS & LIGHT TRUCKS

3-14

Rex Motor Company

October 1998

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ADJUSTMENTS & ALIGNMENTS (continued)	<p>STEERING WHEEL ADJUSTMENT</p> <p>When correction is required, correction is reimbursable as follows:</p> <ul style="list-style-type: none"> Remove and re-index a steering wheel only on light trucks having one tie rod adjuster sleeve (1989-93 models). Adjustments to correct Clear Vision on 1994 and later model light trucks having one tie rod adjuster sleeve are reimbursable under warranty. Never remove and re-index a steering wheel in a car or light truck with two tie rod adjuster sleeves. When special bodies are added to incomplete vehicles (i.e. chassis cabs), alignment and wheel adjustments are not reimbursable under warranty. <p>NOTE: Adjustments needed because special equipment (such as a snow plow) has been installed are not covered.</p>
AIR CONDITIONING COMPONENTS (Including Refrigerants)	<p>Reimbursable:</p> <p>1992-1999 Model Coverage</p> <ul style="list-style-type: none"> Lincoln-Bumper to Bumper Coverage, 4 yrs/50,000 miles All other Car and Light Truck Bumper to Bumper Coverage, 3 yrs/36,000 miles <p>IMPORTANT</p> <ul style="list-style-type: none"> Air Conditioner Refrigerant - The amount of refrigerant that can be claimed for an air conditioning system repair is limited to the actual amount used, not to exceed the refrigerant capacity of that vehicle. For occasional situations where "leak checking" is necessary, a small additional amount can be claimed (up to two ounces for standard systems and four ounces for auxiliary systems).
(continued)	

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AIR CONDITIONING COMPONENTS (Including Refrigerant) (continued)	<p>Consult the appropriate vehicle air conditioning tag for refrigerant capacity.</p> <p>NOTE: Ford or Motorcraft branded refrigerant <u>MUST</u> be used.</p> <ul style="list-style-type: none"> • <u>A/C Recovery/Recycling Equipment</u> — UL approved recovery / recycling equipment must be used when performing warranty service on air conditioning systems. Repairs performed without the use of recovery / recycling equipment are not eligible for reimbursement.
AIRBORNE MATERIAL (Environmental Fallout)	<p>Ford will pay under policy for the repair of environmental fallout paint damage (e.g., acid rain) within 12 months/12,000 miles, on vehicles:</p> <ul style="list-style-type: none"> • Received damaged from carriers • In dealer stock • Sold and in possession of owners <p>IMPORTANT: Environmental Fallout repairs are not reimbursable beyond 12 months/12,000 miles.</p> <p><u>Environmental conditions not covered by Policy</u></p> <p>This policy does not cover surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure. Some examples include:</p> <ul style="list-style-type: none"> • Damage caused by bird droppings • Damage caused by tree sap • Stone chips/scratches • Hail damage • Damage from lightning • Damage resulting from flood <p>Reimbursement for damage to vehicles caused by a SINGLE, IDENTIFIABLE, CATASTROPHIC event (e.g., overspray from a crop duster) should be sought through the dealership's insurance company, not Ford.</p> <p>Dealers are responsible for minimizing fallout damage during inventory storage.</p> <ul style="list-style-type: none"> • RepGard should be left on vehicles until sold up to a maximum of 4 months.

(continued)

CARS - LIGHT TRUCKS

3-16

Ford Motor Company

October 1998

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AIRBORNE MATERIAL (Environmental Fallout) (continued)	<p>Owners are expected to wash and wax their vehicles frequently to remove harmful deposits from the vehicles' surfaces to help protect the finish.</p> <p>IMPORTANT: Environmental fallout claims submitted to Ford MUST contain:</p> <ul style="list-style-type: none"> • Program Code R23 • Condition Codes <ul style="list-style-type: none"> — C8 For Industrial/Environmental Fallout
ALTERATIONS OR MODIFICATION	<p>All alterations or modifications of Ford Motor Company vehicles must be done in compliance with all applicable State and Federal Statutes and regulations. The installation use of any non-Ford product will not necessarily void the Ford New Vehicle Limited Warranty. If, however, the non-Ford product fails or causes a Ford part to fail, the cost of the repair and any related damage are not covered by the Ford New Vehicle Limited Warranty. The vehicle owner would need to look to the manufacturer or installer of the non-Ford product for repairs, not to Ford.</p>
AMBULANCE	<p>Vehicles converted to ambulances must be equipped with the Ford Ambulance Prep Package (see information plate, driver's side rear door pillar). Converting vehicles that are not equipped with the Ford Ambulance Prep Package to ambulances will result in the New Vehicle Limited Warranty being voided (emissions warranty remains valid).</p>
ANTENNAS	<p>Bent or damaged antennas are not covered under warranty.</p> <p>NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts, with base part number 18A886 will be accepted as a valid warranty claim when the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18850) or "linked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.</p>
ASSEMBLIES (continued)	<ul style="list-style-type: none"> • Company-Supplied at No Charge <p>All no-cost assemblies available for exchange may ONLY be used for repairs covered by the New Vehicle Limited Warranty. There is no parts allowance when the Company supplies a part or assembly free. A fixed handling allowance is paid for major assemblies such as engines, transmissions, axles, steering gears, and A/C compressors. See the Exchange Program Guide for current engine and transmission handling allowance amounts.</p>

CARS, LIGHT TRUCKS

STATE 2

STATE 2

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AUDIO SYSTEM (continued)	<p>Audio System Diagnostics</p> <ul style="list-style-type: none"> Audio system diagnostics are available from your authorized service station or by calling the Audio Call Center at 1-800-367-3333. Replace defective antennas, antenna leads, speakers, with parts obtained from the Parts Distribution Center. <p>NOTE: Do not send defective antennas, antenna leads, or speakers to the service station for repairs. These parts must be purchased from the PDC.</p> <p>Audio Core Return Policy</p> <ul style="list-style-type: none"> Dealers using the advance audio exchange program, overnight product delivery, will have thirty (30) days to return the defective radio core to the authorized service station. Cores not returned within 30 days will be billed to dealerships. <p>NOTE: All advance exchanges include returnable shipping containers and shipping instructions to facilitate product return.</p> <p>Ford Motor Company DOES NOT cover damage to or failure of an audio component caused by abuse or neglect. The following inspection criteria must be used by dealership personnel to determine if an audio product (radio, tape or CD player) is eligible for warranty repair/replacement.</p> <ul style="list-style-type: none"> Carefully inspect bezel face for liquid residue (sticky or shiny substance). Determine if all buttons and knobs operate freely - liquid frequently causes buttons to stick or require excessive pressure to actuate. After unit is removed from instrument panel, inspect top and bottom cover for signs of liquid residue. Inspect player door area and interior of player for pry marks, especially if tape/CD is in the deck and will not eject. Open player door and look carefully at levers and head assembly to see if they are bent or broken. Also, look for loose parts or foreign objects (such as coins). <p>If any of the above conditions exist, the unit is <u>not covered under warranty</u>. Please contact the customer immediately and advise him/her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your local repair facility for retail repair rates.</p>

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AUDIO SYSTEM (continued)	<p>If there are no visible signs of liquid residue or mechanical damage (including foreign objects) as described above, and the unit qualifies under Bumper to Bumper time and mileage limits, handle the repair as warranty. In the absence of the above signs of abuse or neglect, dealerships will not be subject to repair charges.</p> <p>NOTE: Products returned to the Ford authorized radio repair center with the manufacturer's bar code product ID Label altered or missing will not be covered under warranty.</p> <p>Exceptions: In the following situations, submit parts and labor on Form 1863/ 6125-2 using ACES II:</p> <ul style="list-style-type: none"> • If the repair is performed under an ESP Service Contract, the dealership is responsible for paying the Radio Service Center for repair charges. These repair charges may then be claimed by the dealership through ACES II. • Repair charges, R&R and freight charges for repairs performed by authorized service stations, required beyond warranty period but within an extended coverage such as ESP Total Service Contract. (Under the bumper-to-bumper coverage the repair will be handled on a no-charge basis through the authorized service station.) <p>NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts with base part number 18A868 will be accepted as a valid warranty claim when the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18B50) or "kinked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.</p> <ul style="list-style-type: none"> • Ship authorized audio system components with completed Form 1878 and prepaid transportation to the vendor's authorized service station. • Submit claim for removing and replacing the unit, and for one-way shipping (if applicable) via ACES II.

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
BATTERY REPLACEMENT	<p>1995-1999 Bumper-to-Bumper Coverage.</p> <p>1993-1994</p> <ul style="list-style-type: none"> Ford/Mercury Cars & Trucks - Full coverage within 12 months/36,000 miles. Pro-rated beyond 12 months, within 3 yrs/36,000 miles. Lincoln - Full coverage within 2 yrs/50,000 miles. Pro-rated beyond 2 yrs, within 4 yrs/50,000 miles. <p>1991-1992</p> <ul style="list-style-type: none"> Ford/Mercury Cars & Trucks - Full coverage within 12 months/12,000 miles. Lincoln - Pro-rated beyond 12 months/12,000 miles, within 4 yrs/50,000 miles. <p>See Batteries in this Section for detailed information and pro-rata tables.</p>
BRAKE LININGS	<ul style="list-style-type: none"> Maintenance: Replacement of worn brake linings/pads is a maintenance service. Not reimbursable. Factory defect: Basic Vehicle Coverage (e.g., Bumper to Bumper Coverage).
BRAKE ROTOR RESURFACING (Machining)	<ul style="list-style-type: none"> Dealers are required to resurface brake rotors using the Pro-Cut On-Car Brake Lathe during the Bumper to Bumper Coverage period. Rotor replacement will only be allowed when the rotor is broken or does not have enough material to allow turning. Such replacements must be authorized by Service Management. Service Management's initials must appear on the service (hard) copy of the claim on the same line as the labor operation to replace rotors. <p>NOTE: Exceptions to the previous requirements are REAR rotors on F-Series trucks with dual rear wheels.</p> <p>Claim Requirements The following information MUST be noted on the warranty claim shop copy:</p> <ul style="list-style-type: none"> Pre-turn rotor thickness Post-turn rotor thickness <p>IMPORTANT: It is critical that lug nuts be torqued to exact specifications to prevent warping rotors.</p>
BRAKE SYSTEM CLEANING	Reimbursable only when required due to foreign material entering the system at the assembly plant.

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
BRAKE SYSTEM FLUID	Fluid only (not labor) is reimbursable at predelivery when not supplied in the proper amount at the assembly plant.
BRAKE WHEEL CYLINDER	<ul style="list-style-type: none"> • Replace the complete wheel cylinder (drum brakes only). • Repair the cylinder only when a complete assembly is not available and the cylinder is repairable.
BUMPER SYSTEM	Not reimbursable if failure is due to accident, abuse, or normal deterioration.
CELLULAR PHONE (MOBILE PHONE)	<ul style="list-style-type: none"> • Bumper to Bumper Coverage • Service replacement handsets, transceivers, antennas, data connect cables (coil cords), and microphones are supplied by Audiotronics, using a Form 8580. Contact them at 1-800-755-4181 for diagnostic assistance and advance exchange requests for handsets and transceivers. A replacement unit will be sent overnight express. Send defective equipment, along with the Form 8580, to: Audiotronics 1301 Cornell Parkway Suite 800 Oklahoma City, OK 73108 • Audiotronics will refer dealers to the Parts Distribution Center for non-sourced cellular related parts. Claims for replacement of these repair parts should be submitted through DWE/ACEBII. <p>IMPORTANT: Handset damage due to customer abuse or water intrusion, and bent or damaged antennas are not covered under warranty.</p>
CLOCKS	<p>Basic Vehicle Coverage/Bumper to Bumper Coverage.</p> <ul style="list-style-type: none"> • Stand Alone — Replace complete assembly except when only an illumination bulb is needed. <ul style="list-style-type: none"> — Obtain replacement clocks from the Parts Distribution Center. — Do not send inoperative clocks to the service station for repair. • Clock/Radio Chassis — Forward the defective clock/radio (transportation prepaid) with Form 1878 to the vendor's authorized service station.
CLUTCH LINING (Disc)	<ul style="list-style-type: none"> • Replacement of clutch lining due to normal wear and tear (disc) is a maintenance service and is not reimbursable. If, however, the lining wear-out is due to a factory defect in material or workmanship, the clutch lining is reimbursable during the Bumper to Bumper coverage. The claim should be annotated with the specific defect.

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
COMEBACKS & REPEAT REPAIRS	Not reimbursable. Comebacks or Repeat Repairs (second or subsequent attempts to correct the same complaint) will be charged back if adequate technical information was published at the time of the original repair. (See Section 4 for additional information on the Dealer Self-Approval of Repeat Repair Guidelines.)
COMPANY-OWNED VEHICLES	All Ford Motor Company-Owned Vehicles (excluding non-certified vehicles such as pre-production test vehicles) are covered by the New Vehicle Limited Warranty as well as Owner Notification Programs and Service Recalls.
CO-PAY REPAIRS (WARRANTY)	In addition to those repairs on which the owner is required to pay a deductible amount, there are other repairs (usually to 800 and higher series trucks) on which the owner is required to co-pay a percentage of the repair amount.
CONVERTIBLE TOP	<p>Basic Vehicle Coverage/Bumper to Bumper Coverage</p> <ul style="list-style-type: none"> Covers convertible top and backlite for defects in materials and workmanship. Not covered if damage to the convertible top or backlite caused by improper storage or handling, and deterioration due to exposure, wear, or extreme environmental conditions. Ford service parts must be used when necessary to correct backlite concerns, or other factory defects noted after the vehicle has been placed in service. <p>NOTE: Owners are expected to clean and wash convertible tops according to instructions shown in the vehicle owner's guide to protect and preserve the convertible top material and backlite against harmful deposits.</p>
COOLING SYSTEM CLEANING	<p>Reimbursable only when required due to foreign material entering the system at the assembly plant.</p> <ul style="list-style-type: none"> 12 months/12,000 miles Coverage on 1994 and prior models. Bumper to Bumper Coverage on 1995-1999 models.
CORROSION	<ul style="list-style-type: none"> If body sheet metal has corrosion damage without perforation, and the damage is not the result of abnormal usage and/or extreme environmental conditions, the corrosion damage repairs are covered in the Bumper to Bumper period — 3 years or 36,000 miles for Ford and Mercury Cars & Light Trucks, 4 years or 60,000 miles for Lincoln. Rust damage resulting in perforation in body sheet metal is covered on 1994 and earlier models for 5 years or 100,000 miles. 1995-1999 models are covered for 5 years/unlimited miles.
DIAGNOSIS TIME	<ul style="list-style-type: none"> See Reimbursement Policies Section 5

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
DIESEL (7.3L D.I.) ENGINE WARRANTY (Does not apply to Indirect Injection Diesel Engines)	<p><u>1994 and later models</u></p> <ul style="list-style-type: none"> 5 years or 100,000 miles, whichever occurs first on certain direct injection diesel engine components. A \$100 deductible per repair visit applies after the Bumper to Bumper Warranty coverage period (3 years or 36,000 miles). Refer to Parts Coverage Directory for a list of parts covered by the 7.3L D.I. Diesel Warranty. <p>NOTE: Engines covered by this warranty can be identified by an "F" engine code in VIN (8th position).</p> <ul style="list-style-type: none"> Covered components: cylinder block, heads and all internal parts, intake and exhaust manifolds, flywheel, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel pump and fuel system (excluding fuel lines and fuel tank), high pressure lines, gaskets and seals, glow plugs, turbocharger, powertrain control module, electronic driver unit, injectors, injection pressure sensor, high pressure oil regulator, exhaust back pressure regulator and sensor, camshaft position sensor, accelerator switch. <p>NOTE: Some components also may be covered by the Emissions Warranties with no deductible.</p>
ELECTRIC POWERED VEHICLES (Warranty coverage on vehicles converted to electric power)	<p>Ford Motor Company vehicles that have been converted to electric power generally are covered by the standard Ford New Vehicle Limited Warranty.</p> <p>The warranty, however, will not cover any part or component that has been affected by a modification to or conversion of the vehicle that was performed by anyone other than Ford Motor Company. The following components will typically not be covered by the Ford warranty on vehicles that have been converted to electric power:</p> <ul style="list-style-type: none"> any parts or components installed by the converter electrical systems (unless fully isolated from the power source) the vehicle frame (or sub-frame for uni-body vehicles) the brake and suspension systems (unless vehicle weight is not increased) <p>Components such as sheet metal, paint and interior trim would typically continue to be covered by the Ford warranty. Each warranty claim, however, must be reviewed on a case-by-case basis by the servicing Ford dealer. Such caution is recommended by the Ford Motor Company because a conversion to electric power may have adverse effects upon the operation or durability of the converted vehicle that cannot be foreseen by Ford Motor Company.</p> <p>If assistance is required in a repair situation, you should contact your FCSD Field Service Engineer or Customer Service Manager.</p>

CARS LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
EMERGENCY REPAIRS (NON-VISITING AND VISITING OWNER)	<p>New Ford or FCR parts are normally required when making warranty repairs. In some instances the required Ford part(s) may not be available from Ford, or locally from other Ford or L/M dealers. Ford will allow the use of a Ford Authorized Remanufactured (FAR) part, or a new non-Ford part (after the new vehicle delivery date) to complete warranty repairs in the following situations:</p> <p>OWNER IS NOT TRAVELING If the owner is <u>NOT</u> traveling and the vehicle is inoperative, and DOES II displays one of the following messages:</p> <ul style="list-style-type: none"> • Ford part is out-of-stock nationally (D-99 status) • OBS. Review (Part Obsolete/Not Replaced) - From the EMR Backorder Status Screen • No Promise (Date to be shipped unknown) - From the EMR Backorder Status Screen <p>OWNER IS TRAVELING (VISITING OWNER) If the owner <u>IS</u> traveling (visiting owner), cannot return home overnight, and the parts are not in dealership stock or available locally from another Ford or L/M dealership.</p> <p>Supporting Document Requirements</p> <ul style="list-style-type: none"> • A printout of the applicable DOES II screen must be retained in the customer service file for one year following Company notification of payment. • An explanation of the reason for using the FAR or non-Ford part must be entered in DWE/ACES II. • The outside parts purchase invoice must be retained with the claim for one year following Company notification of payment. <p>Reimbursement When the "Actual Cost" of the outside part (OSP) or locally purchased Ford part is GREATER than the equivalent Ford part "Dealer Price", the part price difference (PRDIFF) is reimbursable if the repair qualifies as an emergency repair based on the guidelines noted above.</p>
EMISSIONS CONTROL SYSTEMS COMPONENTS	<ul style="list-style-type: none"> • Emissions Components and Warranty Coverage — See Parts Coverage Directory. • Administrative Procedures — See Emissions Coverage in this section.
FLUIDS & FLUID USAGE GUIDELINES (oil, lubricants, coolant, refrigerant)	Use only Motorcraft or Ford brand oils, lubricants, fluids, and refrigerant unless specified otherwise in Company publications. The cost of non-Ford/Motorcraft oils, lubricants, fluids, and refrigerant used for a warranty or ESP/ESC repair without supporting documentation justifying their use, (e.g., emergency repair), is not reimbursable and subject to chargeback.
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CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS								
FLUID & FLUID USAGE GUIDELINES (oil, lubricants, coolant, refrigerant) (continued)	<ul style="list-style-type: none">Fluid only (not labor) is reimbursable at predelivery, when not supplied in the specified amount at the assembly plant, up to the specified level.Fluid lost or not usable due to a component defect is reimbursable for the same period as the covered component. <p><u>Refrigerant</u></p> <ul style="list-style-type: none">Refrigerant and labor are reimbursable within applicable coverage.Labor required for a trained operator on U.L. Certified equipment to recycle A/C refrigerant is reimbursable. <p><u>Coolant</u></p> <ul style="list-style-type: none">Engine Coolant-Fluid only (not labor) reimbursable at predelivery when not supplied in the proper amount at the assembly plant. <p><u>Engine Oil Usage Guidelines</u></p> <ul style="list-style-type: none">Oil usage is normally greater during the first 10,000 miles of service. As mileage increases during the warranty coverage period, oil usage generally improves.Cars and light trucks in normal service should get at least 900 miles/quart after 10,000 miles of service. Severe service (e.g., towing, hauling, short trips, taxi, extended idling, or law enforcement use) may result in greater oil usage. Diesel engines used in severe service should get at least 750 miles/quart after 7,500 miles of service. <p>NOTE: When an owner complains of oil usage (consumption), the dealership must determine the amount of oil the engine uses before any major engine repairs are started. The owner should be told to return to the dealership each time the engine needs oil. The amount of oil, the date, and the mileage on the vehicle when the oil is added must be recorded in a "LOG" maintained by VIN. (See Service Supervision Responsibility in Section 1)</p> <p><u>EXAMPLE OF AN OIL CONSUMPTION "LOG"</u></p> <table><tr><th>VIN</th><th>DATE</th><th>AMOUNT OF OIL ADDED</th><th>MILEAGE</th></tr><tr><td>1FAPP1485PW156887</td><td>12/7/03</td><td>1 QT.</td><td>4,293</td></tr></table>	VIN	DATE	AMOUNT OF OIL ADDED	MILEAGE	1FAPP1485PW156887	12/7/03	1 QT.	4,293
VIN	DATE	AMOUNT OF OIL ADDED	MILEAGE						
1FAPP1485PW156887	12/7/03	1 QT.	4,293						

CARS LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
FORD POWER PRODUCTS	<p>When authorized by Ford Power Products (1-800-521-0370) dealerships may perform warranty repairs to Ford Power Products.</p> <p>Mail claims to: Power Products Division Suite 300 28333 Telegraph Southfield, MI 48034</p> <p>NOTE: Ford parts (engines, transmissions, etc.), installed in motor homes or other modified vehicles are covered by the Ford new vehicle warranty only when the vehicles have Ford VINs. Ford parts installed as original equipment in vehicles having non-Ford VINs (i.e., GIBB, Spartan, Oshkosh, LeForza, John Deere, Coachman) are normally warranted by the chassis manufacturer. Inquiries on these Ford parts should be directed to Power Products Division (1-800-521-0370).</p>
FUEL INJECTION PUMP (7.3L Diesel) (In-Direct Injection Diesel Engine Only)	<ul style="list-style-type: none"> • 1991 models: Powertrain (4 yrs/50,000 miles). • 1992 to 1995 model: Emissions Defect Warranty. • 1992 and later: Bumper to Bumper Coverage. • Includes pumps and lines. • A completed Diesel Engine Performance Chart and a copy of Form 1883/6125-2 must be enclosed in the container with the pump and returned to WPRC.
FUEL INJECTOR NOZZLE	<ul style="list-style-type: none"> • Covered under Emissions Warranty. • Coverage includes diagnosis and replacement of both gasoline and diesel engine injector nozzles, but cleaning of nozzles is covered only for gasoline engines without deposit resistant injectors (DRI). • A completed Diesel Engine Performance Chart and a copy of Form 1883/6125-2 must be enclosed in the container with the pump and returned to WPRC.
FUEL SHORTAGE NEW VEHICLES	<p>Reimbursable when vehicles are delivered with less than the invoiced amount of fuel.</p> <p>Multiply the number of whole gallons/liters (round tenths to the nearest whole number) times the price per gallon/liter (price as shown on the new vehicle invoice) to determine the eligible amount.</p> <p>Form 1883/6125-2 may only be submitted for the amount of fuel required to refill the vehicle to the invoiced amount. This procedure does not apply to the states of Alaska or Hawaii as they are not covered by the Full Tank of fuel program.</p>
FUEL SYSTEM CLEANING	<ul style="list-style-type: none"> • Reimbursable only when required due to foreign material entering the system at the assembly plant. • 12 months/12,000 miles Coverage on 1994 and prior models. • Bumper to Bumper Coverage on 1995-1999 models.

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
FUEL USAGE GUIDELINES	<ul style="list-style-type: none"> • Use only unleaded gas with an octane rating of at least 87 in your vehicles. • Gasoline with Detergents or Blended Fuels, e.g., ethanol (maximum 10%), Methanol (maximum 5%), MTBE, or other oxygenated Fuels are acceptable. (See Owner Guide for further details.)
GASKETS & SEALS	<ul style="list-style-type: none"> • Reimbursable: Defective gaskets and seals are covered when installed properly for the same warranty period as the covered part with which they mate. • Not reimbursable: Non-defective gaskets and seals that have been installed improperly during a previous repair or must be replaced as part of a normal maintenance procedure.
GLASS REPLACEMENT	<p>Basic Vehicle Coverage / Bumper to Bumper Coverage.</p> <ul style="list-style-type: none"> • Glass reimbursable at dealer's actual cost plus applicable parts allowance. Actual cost plus applicable parts allowance may not exceed dealer price plus applicable parts allowance (See Glass Replacement, Section 5). • All glass replacements under warranty must be made with Gorilla glass. Reimbursement is as follows: <ul style="list-style-type: none"> — Carlite glass purchased through and installed by an outside source. Part reimbursement is based on the actual cost plus the applicable parts allowance, not to exceed the dealer part price plus the applicable parts allowance. <p>NOTE: Claiming the Ford Service Part Number for a glass repair is only allowable when the part is purchased directly from the Ford PDC.</p> <ul style="list-style-type: none"> — Glass ordered from the PDC — Reimbursement is based on the Dealer Price shown in the Ford Parts and Accessories Price List (FPS-3642) plus the applicable parts allowance.
GLOW PLUG SYSTEM	<ul style="list-style-type: none"> • 1994-1995 model years: Emissions Defect Warranty • 1996-1999 model years: Bumper to Bumper Coverage
GOVERNMENT VEHICLES	<p>U.S. Government vehicles have the same warranty coverage as U.S. vehicles.</p> <ul style="list-style-type: none"> • Parts and labor are covered only when the vehicles are operated in the 50 States and are serviced by Ford dealers. • If the vehicles are not serviced by Ford dealers or are operated outside of the U.S. 50 States, the Government may exchange defective parts for the new parts (parts only, labor is not covered).

CARS LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
INSTRUMENT CLUSTER PRODUCTS	<p>For replacement of:</p> <ul style="list-style-type: none"> - 10849 - Electronic Instrument Cluster (EIC) - 10849 - Hybrid Electro Mechanical Cluster - 10849 - Programmable Speedometer/Odometer Module cluster (PSOM) - 10D922 - Electronic Displays - 17C269 - Odometer NVM Module - 17255 - Mechanical Speedometers (94/95 Taurus/Sable/Windstar) - 17255 - Electro-Mechanical Speedometers - 17B383 - Electronic Speedometers <p><u>Cluster Core Return Policy</u> Dealers using the advance cluster exchange program, overnight product delivery, will have thirty (30) days to return the defective cluster core to the authorized service station. Cores not returned within 30 days will be billed to the dealership.</p> <p>All advance exchanges include returnable shipping containers and shipping instructions to facilitate product return.</p> <p>Replacement exchange cluster cores returned to warranty service station unused will be charged to the dealership's parts statement.</p> <p>Dealers should place orders and direct questions to 1-800-259-9700.</p>
INTEGRATED CONTROL PANEL (ICP)	<p>The ICP (18C858) contains the radio, heater control and some automatic temperature controls. For 1996-1999 Taurus/Sable and 1997-1998 Escort/Tracer vehicles follow the normal radio EXCHANGE process. During the Bumper to Bumper Warranty period repairs to this part on the vehicles noted are the responsibility of the vendor. All other vehicles are eligible for replacement parts ordered through the PDC.</p> <p>Labor to remove and install this component is reimbursable.</p> <p>For technical assistance call the Audio Hotline (800-367-3333).</p>

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
LABOR-ONLY OPERATIONS	<ul style="list-style-type: none"> • <u>Non-reimbursable labor operations:</u> <ul style="list-style-type: none"> — Inspections, adjustments, alignments, and cleanup included in predelivery. — Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications. (Refer to the Predelivery Service Record checklist.) — Adding oils, lubricants, and other fluids (except refrigerant). — Inflating tires. — Touching up paint chips, scratches, or minor blemishes. • <u>Reimbursable labor operations:</u> <ul style="list-style-type: none"> — All other labor-only operations are reimbursable unless stated otherwise in this Manual or other Company publications.
LABOR PERFORMED AT OTHER THAN AUTHORIZED DEALERSHIP	Reimbursable when: <ul style="list-style-type: none"> • Sublet to an outside specialty shop. • Performed on an emergency basis and Ford and Lincoln-Mercury dealerships are closed. (Refer to Section 5 "Sublet")
LEGAL PARTS	Parts involved in accident, personal injury, or property damage MUST not be scrapped until authorized by the Company. (See ACCIDENT CLAIM in this section for additional information.)
LIQUEFIED PETROLEUM GAS (LPG) COMPRESSED NATURAL GAS (CNG) OR OTHER ALTERNATIVE FUELS	<ul style="list-style-type: none"> • Unless otherwise provided, Ford engines manufactured, converted, or modified by Ford are covered by the same warranty as conventional Ford engines and components. • Ford engines converted or modified by other sources are also covered provided that the conversion does not adversely affect the performance of the vehicle or affected components. • Non-Ford parts are not covered.
LIGHT BULBS	<ul style="list-style-type: none"> • <u>EXTERIOR BULBS:</u> <ul style="list-style-type: none"> — <u>1994-1999 Model Ford and Mercury Cars and Light Trucks</u> — 3 yrs./36,000 miles. — <u>1994-1999 Lincoln</u> — 4 yrs./50,000 miles. — All prior models — 12 months/12,000 miles. • <u>INTERIOR BULBS:</u> <ul style="list-style-type: none"> — <u>1992-1999 Model Ford and Mercury Cars and Light Trucks</u> — 3 yrs./36,000 miles. — <u>1991-1999 Lincoln</u> — 4 yrs./50,000 miles. — All prior models — 12 months/12,000 miles.

CARS · LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
LIMOUSINES (Lincoln Town Cars converted to Limousines)	<ul style="list-style-type: none"> Ford Motor Company authorizes only Lincoln Qualified Vehicle Modifiers (QVMs) to perform Lincoln Town Car Limousine conversions. Lincoln Town Cars are suitable for limousine conversions only if equipped with the Ford Limousine Builder's Package (418) option. The wheelbase on Lincoln Town Cars with the Limousine Builder's Package (418) MAY NOT be extended beyond 120" (237.7" total wheelbase) or in a manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 7100 pounds. For 1999, and all subsequent model years, if a Lincoln Town Car limousine is NOT equipped with the Limousine Builder's Package (418) option or it is equipped with the Limousine Builder's Package (418) but its wheelbase is extended beyond 120" or its GVWR exceeds 7100 pounds then the New Vehicle Limited Warranty is voided, any Ford Extended Service Plan (ESP) contract is voided, applicable Emissions Warranties may also be voided, and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty coverage purposes (including responsibilities for emissions warranty, recall, and in-use compliance).
MAINTENANCE (Includes Wear Items)	<p>Not reimbursable unless covered by a special Company program. Maintenance is an owner responsibility. See non-reimbursable conditions in this section.</p> <p>Scheduled Maintenance It is the customer's responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance Guide will invalidate warranty coverage on parts affected by the lack of maintenance. Receipts for completed maintenance work should be retained with the vehicle and confirmation of maintenance work should be entered in the customer's Scheduled Maintenance Guide.</p>
MOTORSPORT PARTS (SVO)	<p>Competition parts are sold "as is" without any warranty whatsoever. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are excluded. The entire risk as to the quality and performance of such parts is with the buyer. Should such parts prove defective following their purchase, the buyer and not the manufacturer, distributor or retailer, assumes the entire cost of all necessary servicing or repair.</p>

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
NON-FORD PARTS	<p>Reimbursable only when:</p> <ul style="list-style-type: none"> Required to complete an emergency repair (follow the guidelines outlined under Emergency Repairs in this section) Used by an outside specialty shop when the parts are not stocked by the POC or FAR. <p>IMPORTANT: Additional requirements are:</p> <ul style="list-style-type: none"> Only Carlite Glass is acceptable under warranty. The non-Ford part must meet the same standards as Ford parts. A non-Ford part may not be installed on a new vehicle in dealer stock.
PAINT DEFECTS (DOES NOT INCLUDE DAMAGE)	<p>Bumper to Bumper Coverage.</p> <p>Covered:</p> <ul style="list-style-type: none"> Any repairs necessary due to a defect in material or workmanship with the exception of the items listed under "What is Not Covered." <p>NOTE: Customers must report any pre-existing chips, scratches, dents, or dings within one week of the new vehicle delivery date. Claims will not be accepted in ACEB II beyond one month in service.</p> <p>Ford will pay for the repair of environmental fallout paint damage (e.g., acid rain) within 12 months/12,000 miles under policy, not warranty. The policy covers vehicles:</p> <ul style="list-style-type: none"> Received damaged from carriers In-dealer stock Sold and in possession of owners <p>What is Not Covered:</p> <ul style="list-style-type: none"> Paint damage caused by conditions such as chips, scratches, dents, dings, nicks, bird droppings, tree sap, hail or other "acts of nature" that are not reported by the customer within one week of the new vehicle delivery date. Damage due to collision, accident damage or owner abuse. Normal paint deterioration due to exposure.
POWERTRAIN COMPONENTS	<ul style="list-style-type: none"> Refer to Parts Coverage Directory for component coverages.

CARS - LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
POWERTRAIN CONTROL MODULE (PCM) REPROGRAMMING	<ul style="list-style-type: none"> Reimbursable during Bumper-to-Bumper Coverage, and Emissions Defect Coverage Replace PCM's only when they cannot be reprogrammed to complete a warrantable repair. <p><u>Claiming Procedures</u> RECAL and RECALEM are causal part numbers used for claiming technician time to reprogram a powertrain control module during a warranty repair. RECAL and RECALEM have replaced 12A650 as the causal part number for claims where the PCM can be reprogrammed to complete the repair. For situations where the PCM is defective and cannot be reprogrammed, follow normal Powertrain Control Emissions Diagnosis manual diagnostic and warranty claiming procedures. Use the following guidelines when submitting a claim:</p> <ul style="list-style-type: none"> RECAL is to be used for non-emission-related driveability concerns. RECALEM is to be used for emissions-related driveability concerns (e.g., check engine light on). RECAL or RECALEM must not be claimed for PCM replacement.
PRO RATA AND OWNER PARTICIPATION ADJUSTMENTS	Some repairs are not reimbursed completely. In these cases, the dealer should charge the owner for the difference between repair cost and the amount received from Ford. Compute the owner participation amount at the dealer's regular charge to Ford.
RACING	Repair, replacement, or adjustment of any component adversely affected by racing is not reimbursable. <ul style="list-style-type: none"> Racing includes events judged by time trials, competition with another vehicle, or any similar situation in which abnormal stress is placed on the vehicle or its components.
RADIATOR CLEANING	Reimbursable only when required due to foreign material entering the system at the assembly plant. <ul style="list-style-type: none"> 12 months/12,000 miles Coverage on 1994 and prior models. Bumper to Bumper Coverage on 1995-1999 models.

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
REMANUFACTURED PARTS	<p>The following remanufactured parts may be used for New Vehicle Warranty, ESP, AWA, Service Part Warranty, and other program repairs paid by Ford AFTER new vehicle delivery. Remanufactured assemblies should NEVER be used to repair UNSOLD vehicles; however, they can be used for emergency repairs (see Emergency Repair in this section).</p> <p>COMPANY REMANUFACTURED PARTS</p> <ul style="list-style-type: none"> • Obtained from the Ford Parts Distribution Center: <ul style="list-style-type: none"> - Diesel Fuel Injector Nozzles - Diesel Fuel Injector Pump - Fuel Computer - Fuel Gauge Display - Instrument Cluster Assembly - LCD Speedo Module - LCD Speedo / Odometer - Message Center Display - Message Center Control Module - Powertrain Control Module - Speedometer Display - T5OD Transmission - Tripminder - ZF Transmission (Automatic only) <p>FORD QUALITY RENEWAL (FQR) PARTS</p> <p>FQR Service Assemblies - REQUIRED use in Warranty, ESP, AWA, and RAV repairs. FQR engine and transmission assemblies, when available, must be used in all warranty, ESP, AWA, and RAV repairs where the estimated repair cost exceeds the cost limit (cap) for the given engine or transmission. Refer to the Master Parts Catalog for application information and to the Exchange Program Guide for cost caps and other program data.</p> <ul style="list-style-type: none"> • Obtained from the Ford Authorized Remanufacturer: <ul style="list-style-type: none"> - FQR clutch disc and pressure plate. - FQR torque converter. - FQR small parts (non Powertrain) - FQR engine and transmission assemblies. - FQR Engine Components

(continued)

CARS LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
REMANUFACTURED PARTS (continued)	<p>— FQR 7.3L DI and IDI Turbo engines and associated parts (Cylinder heads, connecting rods, crankshaft kits, water pumps, turbochargers, high pressure oil pumps, and fuel injectors.)</p> <p>FORD AUTHORIZED REMANUFACTURED PARTS (FAR):</p> <ul style="list-style-type: none"> • Parts for visiting owner emergency repairs. • Parts for after-warranty adjustments and ESP repairs beyond any Ford Warranty. • Non-warranty ESP repairs (see ACES II Manual, Chapter 3) • Parts and assemblies not available from the Ford PDC. <p>NOTE: The list of eligible and required FAR assemblies for ESP repairs is shown in Section 3 (FAR Usage Requirements).</p> <p>IMPORTANT:</p> <ul style="list-style-type: none"> • FAR assembly used in warranty, After-Warranty Adjustment, ESP, and other program repairs paid by Ford that subsequently fail are to be claimed from the FAR under the warranty offered by the FAR and the FAR Lifetime Parts Guarantee Coverage reimbursement table shown under Section 3. (FAR National and Lifetime Parts Guarantee.) • FAR assembly (except as indicated above) may not be used for a repair covered by any Ford Warranty even though the claim is coded ESP to reduce the deductible amount. • Ford Quality Renewal (FQR) Remanufactured engines and transmissions used in the Ford Exchange Program are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater. • FQR small part assemblies are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater. • When a Ford Quality Renewal or Company Remanufactured assembly fails and must be replaced under the Service Parts Warranty, Exchange Program policy regarding Handling Allowances and repair Cost Caps for Ford-Paid repairs still apply to the second exchange (refer to the Exchange Program Guide for details). <p>Refer to Emergency Repairs in this section for additional important information that must be followed for reimbursement of a new non-Ford part or a FAR part.</p> <p>NOTE: When the FAR advises that one of the exchanged cores listed above is damaged beyond remanufacturable specifications, the core amount should be claimed from Ford.</p>

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS		
REPLACEMENT OR REPAIR POLICY (COMPLETE ASSEMBLIES)	<p>The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exceptions to this procedure are when:</p> <ul style="list-style-type: none"> Disassembly reveals that the assembly cannot be repaired. The cost of repairing/replacing component parts would be higher than the cost of replacing the entire assembly. The repair cost exceeds the cost cap for a specific FQR Exchange Assembly. If an FQR assembly cannot be obtained from the FAR, the FAR will provide the dealership with authorization to repair the assembly. <p>NOTE: The reason the repair cost is higher than the replacement cost must be entered in the Repair Description area of the claim form.</p> <ul style="list-style-type: none"> The assembly replacement is authorized in this Manual or other Company publications (e.g., the Exchange Program Guide). The part or parts required to repair the assembly are not available from the PDC System, i.e., D-89. (Retain a copy of the DOES II screen printout as support that the parts were not available at the time of repair) <p>NOTE: When it is necessary to take an assembly apart and reassemble it after determining it cannot be repaired, the associated labor is reimbursable when it is listed on the claim for the replacement assembly.</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <p>Assemblies that must be replaced rather than repaired:</p> <ul style="list-style-type: none"> Alternator Fuel Pump (mechanical & electrical) Headlamp Dimmer (Auto) Power Steering Pump Integral Steering Gear Rack & Pinion Steering Gear* Speedometer Head Starter Tachometer Triminder Turbocharger Water Pump Wheel Cylinder (drum brakes) Wiper Motor </td><td style="vertical-align: top;"> <p>Dealerships must adhere to Replacement or Repair Policy on the following assemblies:</p> <ul style="list-style-type: none"> Cylinder Head Crankshaft Engine** Radiator Rear Axle Transaxle** Transmission** Valve Body Any other rebuildable assembly </td></tr> </table> <p>*Some exterior parts on Rack & Pinion Steering Gear can be replaced (e.g., boots, input shaft seals, tie rod ends, transfer tubes).</p> <p>**Note: Refer to Exchange Program Guide for specific usage requirements on these assemblies.</p>	<p>Assemblies that must be replaced rather than repaired:</p> <ul style="list-style-type: none"> Alternator Fuel Pump (mechanical & electrical) Headlamp Dimmer (Auto) Power Steering Pump Integral Steering Gear Rack & Pinion Steering Gear* Speedometer Head Starter Tachometer Triminder Turbocharger Water Pump Wheel Cylinder (drum brakes) Wiper Motor 	<p>Dealerships must adhere to Replacement or Repair Policy on the following assemblies:</p> <ul style="list-style-type: none"> Cylinder Head Crankshaft Engine** Radiator Rear Axle Transaxle** Transmission** Valve Body Any other rebuildable assembly
<p>Assemblies that must be replaced rather than repaired:</p> <ul style="list-style-type: none"> Alternator Fuel Pump (mechanical & electrical) Headlamp Dimmer (Auto) Power Steering Pump Integral Steering Gear Rack & Pinion Steering Gear* Speedometer Head Starter Tachometer Triminder Turbocharger Water Pump Wheel Cylinder (drum brakes) Wiper Motor 	<p>Dealerships must adhere to Replacement or Repair Policy on the following assemblies:</p> <ul style="list-style-type: none"> Cylinder Head Crankshaft Engine** Radiator Rear Axle Transaxle** Transmission** Valve Body Any other rebuildable assembly 		

CARS LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
RESCU SYSTEM (REMOTE EMERGENCY SATELLITE CELLULAR UNIT)	<ul style="list-style-type: none"> Bumper to Bumper Coverage Service replacement control modules, GPS antennas and antenna cables are supplied by Audiotronics, using a Form 8560. Contact them at 1-800-755-4181 for diagnostic assistance and advance exchange requests on control modules. A replacement unit will be sent overnight express. Send defective equipment, along with the Form 8560, to: Audiotronics 1501 Cornell Parkway Suite 800 Oklahoma City, OK 73108 Audiotronics will refer dealers to the Parts Distribution Center for non-sourced RESCU related parts; overhead consoles, switch assemblies, wiring, etc. Claims for replacement of these repair parts should be submitted through DVE/ACESN.
SAFETY RESTRAINT SYSTEM	<ul style="list-style-type: none"> 1991-1999 Model Cars and Light Trucks: 5 years / 50,000 miles Covers safety belts, air bags, and related components.
SHOP SUPPLIES	<ul style="list-style-type: none"> Normal shop supplies such as adhesives, lubricants (tubes or sprays), solvents/cleaners, electrical tape, etc., are not reimbursable separately unless stipulated in emissions or safety recalls, owner notification programs, TSBs, or other Company publications that their cost is reimbursable.
SPARK PLUG REPLACEMENT	<ul style="list-style-type: none"> Maintenance Service: Not reimbursable. Factory Defect: Bumper to Bumper Coverage. 1992-94 Emissions warranty: Covered to first scheduled maintenance interval or 5 yrs/50,000 miles (Federal) 3 yrs/50,000 miles (California) whichever occurs first.
SPEEDOMETER HEADS	See INSTRUMENT CLUSTER in this section.
STATIONARY POWER SOURCE (Conversion of hours to miles)	<p>When a vehicle is used as a stationary power source, one hour of use equals 33 miles for the purpose of calculating warranty coverage limits.</p> <p>Usage of a car or light truck as a stationary power source exceeds the design intent of the vehicle and demands careful attention to proper maintenance, heat management, and power take off or clutch pump sizing. If usage of the vehicle as a stationary power source causes damage to the vehicle, the damage is not covered under the New Vehicle Limited Warranty.</p>
TACHOMETER (Electric)	<ul style="list-style-type: none"> Bumper to Bumper Coverage. Replace complete assembly unless only a new dial face lamp bulb is required.

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TIRES & TUBES	<ul style="list-style-type: none"> Not warranted by Ford; warranted by the tire or tube manufacturer. Tires replaced during warranty as a result of a factory defect are reimbursed at the outside purchase price net amount. Tires are not eligible for the applicable parts allowance.
TOWING & ROADSIDE ASSISTANCE	See Section 8.
TRANSPORTATION ASSISTANCE	See Section 6.
TRAVEL OR MOTOR HOME, BUS, TRUCK BODY MOUNTED ON A FORD CHASSIS	<ul style="list-style-type: none"> The chassis is covered by the New Vehicle Limited Warranty when: <ul style="list-style-type: none"> The Ford chassis is sold directly to a body or equipment manufacturer, or a retail customer. The unit carries a Ford VIN. <p>NOTE: If the vehicle does not have a Ford VIN, contact Ford Power Products (800-821-0370).</p> <ul style="list-style-type: none"> Ford parts modified by the motor home body builder are not covered. Damage to Ford components resulting from modification is not covered by Ford. <p>NOTE: When a motor home, truck body, or emergency vehicle equipment is installed on a Ford chassis, the vehicle normally does not return to the selling dealer-of-record for service. In these cases, the vehicle should be considered a visiting owner vehicle and handled accordingly.</p> <p>Retail motor home customers with product or service related questions or concerns can call Motor Home Customer Assistance 24 hours a day at 800-444-8311.</p> <p>NOTE: Also see LIMOUSINES in this section for warranty coverage information on vehicles that have been converted to Limousines.</p>
TRIM (Interior & Exterior) AND UPHOLSTERY	<ul style="list-style-type: none"> Bumper to Bumper Coverage. Covers only defective materials and workmanship. Accident damage or normal deterioration is not covered. Burns, normal wear, soil marks, tears, or punctures by foreign objects are not covered. <p>IMPORTANT: When returning seat upholstery and other interior components to the Warranty Parts Return Center (WPRC) for warranty concerns, the affected area must be identified on the returned part. Circle the defect with a permanent marker or pen. Return the component to the WPRC in the container in which the replacement part was received.</p>

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TURBOCHARGER	<p>Covered under:</p> <ul style="list-style-type: none"> Powertrain Coverage (7.3 D.I. Turbo Diesel - 5 years/100,000 Miles) 1992 and later models: Federal Emissions defect warranty
TWIN-I-BEAM SUSPENSION	Covers only replacement of defective Twin I-Beams. See Unauthorized or Unacceptable Repair Techniques.
UNAUTHORIZED OR UNACCEPTABLE REPAIR TECHNIQUES	<p>The following are not reimbursable:</p> <ul style="list-style-type: none"> Repair techniques that alter a vehicle's specifications beyond the limits outlined in the Shop Manual or other Company publications. Techniques such as knurling pistons or valve guides, re-arching springs and adding leaves, bending Twin I-Beams, and sleeving gasoline engine cylinder blocks. Resurfacing cylinder head and cylinder block on 2.3L, 6.9L, and 7.3L diesel engines.
VALVE GUIDES (Ream or Repair)	<p>Covered under Bumper to Bumper Warranty Coverage</p> <p>Reaming/repairing valve guides is authorized within specifications outlined in shop manual. Knurling is unauthorized under warranty. See Unauthorized or Unacceptable Repair Techniques.</p>
WEATHERSTRIPS	<p>Bumper-to-Bumper Coverage</p> <p>Reimbursable - Replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> Workmanship defect Defect in material (abnormalities to surface or shape) Damage caused by normal opening/closing of door, decklid, etc." <p>"Normal deterioration and customer misuse are not covered. Wear caused by excessive contact while entering/exiting vehicle is not covered.</p> <p>Not Reimbursable - Do not replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> Non-damaged or non-defective weatherstrip to repair a windnoise concern" Non-damaged or non-defective weatherstrip to repair a loose or misaligned weatherstrip. Reattach and/or use adhesive as necessary." <p>"Refer to service manual under Body Systems for repair instructions.</p>

CARS & LIGHT TRUCKS

WARRANTY & POLICY MANUAL

Coverage - Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
WHEEL ALIGNMENT	<ul style="list-style-type: none"> • Wheel alignment normally needs no correction at predelivery, and may not be aligned as a general practice during the predelivery process. If the need for alignment is determined during the predelivery road test, the repair is reimbursable. • Wheel alignment is reimbursable one time only during the first 12 months/12,000 miles if based on a customer concern and it is necessary to align the vehicle to adjust factory settings. • Wheel alignment beyond 12 months/12,000 miles is reimbursable under the Bumper-to-Bumper Coverage only if the misalignment is caused by a defect in factory material or workmanship. <p>NOTE: Installation/removal of cone or shim to adjust alignment angles is not reimbursable beyond 12 months/12,000 miles unless required due to the replacement of a covered part.</p> <ul style="list-style-type: none"> • Wheel alignment required because of special bodies added to incomplete vehicles (i.e. - chassis cabs) or because of special equipment installation (modification) after the vehicle leaves the assembly plant is not reimbursable. • Correction of an out-of-alignment condition caused by customer abuse or misuse is not covered by the warranty. • The replacement of tires is covered if tires become damaged due to a vehicle defect in factory workmanship or material (See Tires in this section).
WHEEL BALANCE	Balanced during assembly. Normally not required at predelivery and should not be re-balanced as a general practice during the predelivery inspection. If balancing is needed when determined by a road test, reimbursable one time only for 12 months/12,000 miles.
WIPER BLADES	<ul style="list-style-type: none"> • Maintenance: Replacement of worn wiper blades is a maintenance service. Not reimbursable. • Bumper to Bumper Coverage - DEFECT ONLY.

WARRANTY & POLICY MANUAL

600 & HIGHER SERIES TRUCK COVERAGES

Warranty Coverage Summary Charts

The warranty coverage for 1991-1999 model 600 and higher series trucks is summarized in chart form in this section. The summary charts are organized by model year and provide time and mileage limits for:

- Basic coverages
- A/C, Heater System, Radio
- Engine (Gas and Diesel) coverage
- Drivetrain coverage
- Emissions Defect coverage
- Noise Emissions
- Frame
- Corrosion Perforation
- Cab Structure
- Battery (Ford)

Note that the 600 and higher series truck charts do not include Emissions Control Systems Performance Warranty information. The Emissions Control System Performance Warranty does not apply to 600 and higher series trucks. The Emissions Control System Defect Warranty is limited to trucks with Ford engines. (Refer to "Emissions Warranty Coverage" in this section.) Emissions warranty for trucks with non-Ford engines is provided by the engine manufacturer. (Refer to the Warranty Guide placed in the truck at the assembly plant.)

IMPORTANT: The information shown on the following charts is of a summary nature. For more complete information see the applicable Warranty Guide or specific areas of this manual (i.e., Emissions, Service Parts).

600 and Higher Series Trucks - Selected Coverage Guidelines - Components Installed by K-Tec or Mod Center

- Selected non-Ford components installed by Ford at K-Tec or Mod Center are not covered by the new vehicle warranty. Examples are: fifth wheels, liftgates, PTOs, second unit bodies (stake, dump, van, bus), tag/pusher axles, mud flaps or other non-Ford accessories.
- Non-Ford components installed at K-Tec and Mod Center that are similar to those released by Ford as RPO/DSO are covered by the new vehicle warranty. Examples are: air dryers, brake compressors, air fairings, gauges, and electrical shutdown systems.

NOTE: Refer to Warranty Guide for further information.

WARRANTY & POLICY MANUAL

F-800 Series Trucks

1998 MODEL F-800 SERIES TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES (Coverage applies unless either time or mileage limit is reached)	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK
Basic						
Engine	Warranted by Engine Manufacturer - Not Ford Motor Company					
Drivetrain (Axles, Driveshaft, Transmission)						
Emissions Defect	Warranted by Engine Manufacturer - Not Ford Motor Company					
Noise Emissions						
Frame						
Corrosion Perforation						
Cab Structure						
Allison Transmissions, Non-Ford Batteries Damage, Maintenance and Tires are not Warranted by Ford Motor Company.						

WARRANTY & POLICY MANUAL

700 and Higher Series Trucks

1998 MODEL 700 AND HIGHER SERIES TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES (Coverage expires when either time or mileage limit is reached)	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK
Basic • All Series Except 9500 • Louisville 9500 (On/Off Highway) • Aeronaut 9500 and Louisville 9500 (On Highway)		80,000 Miles	100,000 Miles			
Factory Installed Air Conditioner, Heater System, Ford Radios or Radio/Tape Components • All Series						
Engines • Gas* (Including Propane) - F-700 • Diesel	Warranted by Engine Manufacturer					
Drivetrain (Axles, Driveshaft, Transmission) • Gas* (F-700) • Diesel - F800-900, 9500 - 9500				50,000 Miles		
Emissions Defect • Gas					50,000 Miles	
Noise Emissions						
Frame						
Corrosion Perforation • Louisville and Aeronaut Series • F and 9 Series						
Cab Structure • Louisville and Aeronaut Series • F Series • 9 Series (Crew Structure only)						
Ford Battery • All Series Except 9500 Series • 9500 Series						
Allison Transmissions, Non-Ford Batteries and Diesel Engines, Damage, Maintenance and Tires	Months	0-3	4-6	9-13	14-18	19-24
	Miles	Unlimited				
	Ford Pays	100%	80%	60%	40%	20%
		Not Covered by Ford				

* Owner pays 50% of parts and labor beginning with 13th month.

700 & HIGHER SERIES TRUCKS

WARRANTY & POLICY MANUAL

600 and Higher Series Trucks

1994-1997 MODEL 600 AND HIGHER SERIES TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES (Coverage expires when either time or mileage limit is reached)	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK
Basic • All Series Except 9000 and 9500 • 9000-L, LN, LS, LES, LT, LNT, LTS, LTLS and Louisville 9500 (On/Road Road) • 9000, LA, LL, LLA, LTA, LTL, LTLA, Aeromax 9500 and Louisville 9500 (On Road)	50,000 Miles	100,000 Miles				
Air Conditioner, Heater System, and Radio • All Series						
Engines • Gas* (Including Propane) - F-700 • Ford Diesel - F800 - F700-800-900, Cargo, 7000-8000, 9500 - B800 - B700-B900		50,000 Miles		50,000 Miles		
Drivetrain (Axles, Driveshaft, Transmission) • Gas* (F-700) • Diesel - F800-800-900, Cargo, 7000-8000, 9500 - B800-700-600 - 9000-9500 Series				50,000 Miles	300,000 Miles	
Emissions Defect • Gas • Ford Diesel (Except 9000-9500 Series)					50,000 Miles 100,000 Miles	
Noise Emissions						
Frame						
Corrosion Perforation • F & B Series • All Series Except F and B						
Cab Structure • F & B Series • All Series Except F and B						
Ford Battery • All Series Except 9000 and 9500 Series • 9000 and 9500 Series	Months	0-3	4-8	9-13	14-18	19-24
	Miles	Unlimited				
	Ford Pays	100%	80%	60%	40%	20%
Allison Transmissions, Non-Ford Batteries and Diesel Engines, Damage, Maintenance and Tires			Not Covered by Ford			

* Owner pays 50% of parts and labor beginning with 13th month.

WARRANTY & POLICY MANUAL

600 and Higher Series Trucks

1991-1993 MODEL 600 AND HIGHER SERIES TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES (Coverage expires when either time or mileage limit is reached)	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK
Basic • All Series Except 9000 Series • 9000-L, LN, LS, LX, LNT, LTS • 9000, LA, LXA, LL, LTL, CL, CLT	50,000 Miles 100,000 Miles					
Air Conditioner, Heater System, and Radio • All Series Except CL-9000 • CL-9000 Air Conditioner						
Engines • Gas* • Ford Diesel - F800 - F700-800, Cargo, L7000-8000 - 9000 - B700		80,000 Miles		80,000 Miles		
Drivetrain (Axles, Driveshaft, Transmission) • Gas* • Diesel - F800-900, Cargo, L7000-8000, and C8000 - 9000-700 - 9000 Series			300,000 Miles			
Emissions Defect • Gas • Ford Diesel					80,000 Miles 100,000 Miles	
Noise Emissions						
Frame						
Corrosion Perforation • All Series Except L and CL • L and CL						
Cab Structure (L and CL)						
Ford Battery • All Series Except 9000 Series • 9000 Series	Months	0-5	4-8	8-13	14-18	19-24
	Miles	Unlimited				
	Ford Pays	100%	80%	60%	40%	20%
Allison Transmissions, Non-Ford Batteries and Diesel Engines, Damage, Maintenance and Tires			Not Covered by Ford			

NOTE: CL and CLT series trucks were discontinued at the end of the 1991 model year.

* Owner pays 50% of parts and labor beginning with 13th month.

600 & HIGHER SERIES TRUCKS

WARRANTY & POLICY MANUAL

600 and Higher Series Trucks

This section describes warranty applications by various categories. Coverage may vary for some trucks and some components based on model year, series, date of sale, and engine application. In addition, some repairs require the owner to pay a percentage of the cost. To determine warranty coverage (either basic or another coverage) refer to the "Warranty Coverage Summary Charts," Section 3.

IMPORTANT: Only certified Cargo and Ford Diesel Engine dealers are approved to perform repairs on Cargo trucks and Ford Diesel Engines.

POWERTRAIN COMPONENTS FOR 600 AND HIGHER SERIES TRUCKS

COMPONENT GROUP	COMPONENTS COVERED BY ENGINE WARRANTY	RELATED ITEMS NOT COVERED
ENGINE*	<p><u>Cylinder Block</u></p> <ul style="list-style-type: none"> • Connecting rods and bearings • Core plugs • Crankshaft, bearings, and seals • Front cover, gaskets, and seals • Oil pan, gaskets, and seals • Oil pump and shaft • Pistons, pins, and rings • Turbocharger & associated parts • Fuel injection pump, lines, and fuel shut-off solenoid • Fuel injector nozzles • Governor (Ford diesel) • Fuel lift pump (Ford diesel) • Thermostat (Ford diesel) <p><u>Cylinder Head</u></p> <ul style="list-style-type: none"> • Core plugs • Gaskets and valve covers <p><u>Exhaust Manifold</u></p> <p><u>Intake Manifold</u></p> <ul style="list-style-type: none"> • Baffles, gaskets, and seals <p><u>Valve Train</u></p> <ul style="list-style-type: none"> • Camshaft and bearings • Fuel pump eccentric • Rocker arm, shafts, and pivots • Timing sprockets and chain • Valve lifters and push rods • Valves, springs, dampers, and retainers <p><u>Water Pump and Gasket</u></p>	<ul style="list-style-type: none"> • Carburetor • Drive Belts • Electrical parts (ignition, charging, starting) • Engine governor (gas) • Engine ventilation or emissions parts • Exhaust system • Fan • Fuel pump (gas) • Manifold heat control • Oil dipstick • Pulleys • Radiator and cooling system components • Thermostat (gas)

*Caterpillar, Cummins, and Detroit Diesel engines are warranted by the engine manufacturer.

WARRANTY & POLICY MANUAL

COMPONENT GROUP	COMPONENTS COVERED BY THE DRIVETRAIN WARRANTY	RELATED ITEMS NOT COVERED
FRONT AXLE ASSEMBLY	<ul style="list-style-type: none"> • 1991 and later Model - I-Beam - Spindles - King Pins - Bushings 	<ul style="list-style-type: none"> • Brakes • Hubs • Drums
FRONT AND REAR DRIVE AXLES	Axle Housing and All Internal Parts <ul style="list-style-type: none"> • Drive axles • Gaskets and seals (all) 	<ul style="list-style-type: none"> • Axle bearings • Electrical components
AUTOMATIC TRANSMISSION	Allison transmissions are warranted by their manufacturer.	
MANUAL TRANSMISSION	Transmission Case and All Internal Parts <ul style="list-style-type: none"> • Auxiliary transmission and all internal parts • Clutch housing • Flywheel, housing, and cover • Gaskets and seals (all) • Pilot bearing (7600) • Starter ring gear • Transfer case and all internal parts 	<ul style="list-style-type: none"> • Clutch pressure plate and disc • Clutch release bearing, lever cable, bracket, and hub • Miscellaneous external parts • Overdrive electric and external controls • Shift linkage • Speedometer-driven gear • Transmission controls
DRIVESHAFT	Driveshaft Assembly <ul style="list-style-type: none"> • Slip yoke • Support bearings • Universal joints 	

600 & HIGHER SERIES TRUCKS

WARRANTY & POLICY MANUAL

Coverage - 600 and Higher Series Trucks (By Category)

CATEGORY	COVERAGE & OTHER REMARKS
ACCESS TIME	<p>Actual time taken to remove a Ford or non-Ford part in order to perform a warranty repair - Reimbursable</p> <p>When a vehicle has been sublet to an outside shop and a Ford or non-Ford part must be removed to perform a warranty repair, the following steps must be followed:</p> <ul style="list-style-type: none">• When possible the dealership should remove the component and clock the time to be added to the repair as actual time before sending vehicle to outside shop.• If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately, and payment is based on actual cost if the cost is reasonable.
ACCIDENT OR FIRE CLAIM	<p>This involves any condition which could have contributed to personal injury or property damage. In such a case:</p> <ul style="list-style-type: none">• Contact your North American Fleet Service Field Manager immediately for instructions.• Do not begin no-charge repairs until they are authorized by the Company.• Do not dispose of parts alleged defective until authorized by Ford.• Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company.
ACTUAL TIME LABOR OPERATIONS	<p>An actual time labor operation is used only when there is no published labor operation in the Ford Service Labor Time Standards Manual or for highly unusual repair situations when additional time is required to complete the repair. A full description of the need for the actual time operation must be listed on the form and the request must be reasonable. Time recording requirements are given in this manual.</p>

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ADJUSTMENTS	<p>Adjustments required to correct factory defects (such as to windows, hoods, doors) are reimbursable during basic vehicle coverage if they are not:</p> <ul style="list-style-type: none">• Listed on the Predelivery Service Record (checksheet) as a required adjustment.• Performed to improve vehicle appearance or performance beyond normal standards.• A scheduled maintenance requirement.• Performed to correct improper or incomplete original adjustments. (The Company reimburses dealerships only once for an adjustment unless new technical information becomes available.)• Prohibited elsewhere in this Manual or in other Company publications. <p>BELT ADJUSTMENT Not reimbursable, predelivery responsibility.</p> <p>BRAKE ADJUSTMENTS (Service & Parking) Reimbursable at predelivery only.</p> <p>CLUTCH ADJUSTMENT Reimbursable at predelivery only.</p> <p>TIGHTENING NUTS, BOLTS, AND FITTINGS Predelivery responsibility; not reimbursable.</p> <p>TRANSMISSION LINKAGE ADJUSTMENT Reimbursable at predelivery only.</p>

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AIR COMPRESSOR	<ul style="list-style-type: none"> Basic vehicle coverage. Reimbursement for Bendix Air Brake Compressors is paid by Ford, a local Bendix distributor, or a Ford dealer participating in the Bendix Air Brake SDS Program. <p>NOTE: When the dealership elects to submit claims to Ford, reimbursement is based on the outright purchase price plus applicable parts allowance, and labor. The compressor core must be held for recall by Ford.</p>
AIR CONDITIONING COMPONENTS (including refrigerant)	<ul style="list-style-type: none"> Reimbursable for 12/unlimited. <p>IMPORTANT: UL approved recovery/recycling equipment must be used when performing warranty service on air conditioning systems. Repairs performed without the use of recovery/recycling equipment are not eligible for reimbursement.</p>
AIRBORNE MATERIAL (Environmental Fallout)	<p>Ford will pay for the repair of environmental fallout paint damage (e.g., acid rain) within 12/12 under policy, not warranty. The policy covers vehicles:</p> <ul style="list-style-type: none"> Received damaged from carriers In-dealer stock Sold and in possession of owners <p><u>Environmental conditions not covered by Policy.</u></p> <p>This policy does not cover surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure. Some examples include:</p> <ul style="list-style-type: none"> Damage caused by bird droppings Damage caused by tree sap Stone chips/scratches Hail damage Damage from lighting Damage resulting from flood <p>Reimbursement for damage to vehicles caused by a SINGLE, IDENTIFIABLE, CATASTROPHIC event, i.e., overspray from a crop duster, should be sought through the dealership's insurance company, not Ford.</p>

(continued)

WARRANTY & POLICY MANUAL

Coverage - 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AIRBORNE MATERIAL (Environmental Fallout) (continued)	<p>Dealers are responsible for minimizing fallout damage during inventory storage.</p> <ul style="list-style-type: none"> • RapGard should be left on vehicles until sold up to a maximum of 4 months. <p>Owners are expected to wash and wax their vehicles frequently to remove harmful deposits from the vehicles' surfaces to help protect the finish.</p> <p>IMPORTANT: Environmental fallout claims submitted to Ford MUST contain:</p> <ul style="list-style-type: none"> • Program Code R23 • Condition Code: — C8 For Industrial/Environmental Fallout
ALLISON TRANSMISSION	Warranted by transmission manufacturer, not Ford.
ALTERATIONS OR MODIFICATIONS	All alterations or modifications of Ford Motor Company vehicles must be done in compliance with all applicable State and Federal Statutes and regulations. The installation/use of any non-Ford product will not necessarily void the Ford New Vehicle Limited Warranty. If, however, the non-Ford product fails or causes a Ford part to fail, the cost of the repair and any related damage are not covered by the Ford New Vehicle Limited Warranty. The vehicle owner would need to look to the manufacturer or installer of the non-Ford product for repairs, not to Ford.
ANTENNAS	Bent or damaged antennas are not covered under warranty.
ASSEMBLIES (Company-Supplied at No Charge)	There is no parts allowance when the Company supplies a part or assembly free. Under certain conditions, 1.0 hour labor at the dealer labor rate may be allowed.
AUDIO SYSTEM (continued)	<p>This special preparation applies to the following components when it is necessary to send them to authorized service stations (or Radio Exchange Centers for Canada) for no-charge repairs:</p> <ul style="list-style-type: none"> • Compact Disc Player/Changer (18D806) • Premium Sound Amplifier (18B849) • Radio Chassis (18606) <p>IMPORTANT: It is critical that dealerships complete form 187B for all Audio System component repairs paying careful attention to entering a detailed customer description of concern and an accurate VIN number.</p> <p><u>Audio System Diagnostics</u></p> <ul style="list-style-type: none"> • Audio system diagnostics are available from your authorized service station or by calling the Audio Call Center at 1-800-367-3333.

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AUDIO SYSTEM (continued)	<p>Warranty Coverage</p> <ul style="list-style-type: none"> Covered for 12 months/unlimited miles. Audio Products listed above are not reimbursable by Ford under warranty period. Repair costs are vendor responsibility during the basic warranty period. Labor to remove and install radio is reimbursable under warranty. Replace defective antennas, antenna leads, speakers, with parts obtained from the Parts Distribution Center. Ship audio components (listed above) with completed Form 1878 and prepaid transportation to the vendor's authorized service station. Submit claim through DWE/ACESII for removing and replacing the unit, and for one-way shipping if applicable. <p>NOTE: Refer to Section 9 "Resources — Audio Systems Technical Assistance."</p> <p>NOTE: Do not send defective antennas, antenna leads, speakers, or stand-alone clocks to the service station for repairs. These parts must be purchased from the PDC.</p> <p>Audio Core Return Policy</p> <ul style="list-style-type: none"> Dealers using the advance audio exchange program, overnight product delivery, will have thirty (30) days to return the defective radio core to the authorized service station. Cores not returned within 30 days will be billed to dealerships. <p>NOTE: All advance exchanges include returnable shipping containers and shipping instructions to facilitate product return.</p> <p>Ford Motor Company DOES NOT cover damage to or failure of an audio component caused by abuse or neglect. The following inspection criteria must be used by dealership personnel to determine if an audio product (radio, tape or CD player) is eligible for warranty repair/replacement.</p> <ul style="list-style-type: none"> Carefully inspect bezel face for liquid residue (sticky or shiny substance). Determine if all buttons and knobs operate freely. Liquid frequently causes buttons to stick or require excessive pressure to actuate. After unit is removed from instrument panel, inspect top and bottom cover for signs of liquid residue. Inspect player door area and interior of player for pry marks, especially if tape/CD is in the deck and will not eject. Open player door and look carefully at levers and head assembly to see if they are bent or broken. Also, look for loose parts or foreign objects (such as coins).

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WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AUDIO SYSTEM (continued)	<p>If any of the above conditions exist, the unit is not covered under warranty. Please contact the customer immediately and advise him/her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your local repair facility for retail repair rates.</p> <p>If there are no visible signs of liquid residue or mechanical damage (including foreign objects) as described above, and the unit qualifies under Bumper-to-Bumper time and mileage limits, handle the repair as warranty. In the absence of the above signs of abuse or neglect, dealerships will not be subject to repair charges.</p> <p>NOTE: Products returned to the Ford authorized radio repair center with the manufacturer's bar code product ID Label altered or missing will not be covered under warranty.</p> <p>Exceptions: In the following situations, submit parts and labor on Form 1883/6125-2 to Warranty Claims Payment:</p> <ul style="list-style-type: none"> If an eligible repair is performed under an ESP Service Contract, the dealership is responsible for paying the Radio Service Center for repair charges. These repair charges may then be claimed by the dealership through ACES II. Repair charges, R&R and freight charges for repairs performed by authorized service stations, required beyond warranty period but within an extended coverage such as ESP Total Service Contract. <p>NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts with base part number 18A886 will be accepted as a valid warranty claim when the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18880) or "kinked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.</p>
AXLE — DRIVE (Front — Tandem / 4x4 and Rear)	Drivetrain coverage.
AXLE — FRONT-BEAM	<p>Drivetrain coverage.</p> <ul style="list-style-type: none"> Bearings and seals not covered by drivetrain.

600 & HIGHER SERIES TRUCKS

WARRANTY & POLICY MANUAL

Coverage -- 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
BATTERY REPLACEMENT	<p><u>1991-1999</u></p> <ul style="list-style-type: none"> All Series Except 9000 and 9500 Series - 12 months/unlimited miles. 9000 and 9500 Series - Full coverage 90 days/unlimited miles. Pro-rated beyond 90 days, within 2 years. <p>See Battery Coverage, in this section for additional information.</p> <p>Non-Ford branded batteries - not warranted by Ford.</p>
BRAKE LININGS AND PADS	<ul style="list-style-type: none"> Maintenance Service: Replacement of worn brake linings/pads is a maintenance service. Not reimbursable. Factory defect: Basic vehicle coverage.
BRAKE SYSTEM CLEANING	Reimbursable at pre-delivery only.
BRAKE WHEEL CYLINDER	Basic vehicle coverage.
CAB CORROSION PERFORATION	<p>Holes in sheet metal panels caused by corrosion perforation:</p> <p><u>1993 and Prior</u></p> <ul style="list-style-type: none"> All Series except L and GL — 3 years / unlimited miles. L and GL Series — 5 years / unlimited miles. <p><u>1994 and later Models</u></p> <ul style="list-style-type: none"> F and B Series — 3 years / unlimited miles. All Series except F and B — 5 years / unlimited miles.
CAB STRUCTURE	<p><u>1993 and Prior Models</u></p> <p>Reimbursable for 5 years, regardless of mileage for 1993 and later model L and GL Series trucks. INCLUDES: back, roof and cowl panels, floor pan, inner and outer door skins, and "A" and "B" pillars.</p> <p><u>1994 and later Models</u></p> <ul style="list-style-type: none"> F and B Series — 12 months / unlimited miles. All Series except F and B — 5 years / unlimited miles.
CLUTCH LINING (Disc)	<ul style="list-style-type: none"> Maintenance Service: Replacement of worn clutch (disc) lining is a maintenance service. Not reimbursable. Factory Defect: Basic vehicle coverage.

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
COMEBACKS & REPEAT REPAIRS	Not reimbursable. Comebacks and Repeat Repairs (second or subsequent attempts to correct the same complaint) will be charged back if adequate technical information was published at the time of the original repair. (See Section 4 for additional information on the Dealer Self-Approval of Repeat Repair Guidelines.)
COOLING SYSTEM CLEANING	Reimbursable at pre-delivery only.
CO-PAY REPAIRS (WARRANTY)	In addition to those repairs on which the owner is required to pay a deductible amount, there are other repairs (usually to 600 and higher series trucks) on which the owner is required to co-pay a percentage of the repair amount.
DIAGNOSIS TIME	Refer to Section 5.
DIESEL ENGINE (NON-FORD)	Caterpillar, Cummins, and Detroit Diesel engines are warranted by the engine manufacturer, not Ford.
DRIVE SHAFT	Drivetrain coverage. • Includes support bearings, U-joints, and slip yoke.
EMERGENCY REPAIRS (NON-VISITING AND VISITING OWNER)	<p>New Ford or FQR parts are normally required when making warranty repairs. In some instances the required Ford part(s) may not be available from Ford, or locally from other Ford or L/M dealers. Ford will allow the use of a Ford Authorized Remanufactured (FAR) part, or a new non-Ford part (after the new vehicle delivery date) to complete warranty repairs in the following situations:</p> <p>OWNER IS NOT TRAVELING If the owner is <u>NOT traveling</u> and the vehicle is inoperative, and DOES II displays one of the following messages:</p> <ul style="list-style-type: none"> • Ford part is out-of-stock nationally (D-99 status) • OBS. Review (Part Obsolete/Not Replaced) - From the EMR Backorder Status Screen • No Promise (Date to be shipped unknown) - From the EMR Backorder Status Screen <p>OWNER IS TRAVELING (VISITING OWNER) If the owner is <u>traveling</u> (visiting owner), cannot return home overnight, and the parts are not in dealership stock or available locally from another Ford or L/M dealership.</p> <p>Supporting Document Requirements</p> <ul style="list-style-type: none"> • A printout of the applicable DOES II screen must be retained in the customer service file for one year following Company notification of payment. • An explanation of the reason for using the FAR or non-Ford part must be entered in DWE/ACES II. • The outside parts purchase invoice must be retained with the claim for one year following Company notification of payment.

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WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
EMERGENCY REPAIRS (NON-VISITING AND VISITING OWNER) (continued)	Reimbursement When the "Actual Cost" of the outside part (OSP) or locally purchased Ford part is GREATER than the equivalent Ford part "Dealer Price", the part price difference (PRDIFF) is reimbursable if the repair qualifies as an emergency repair based on the guidelines noted above.
ENGINES	<ul style="list-style-type: none"> Gas and Ford Diesel Engine coverage. <p>NOTE: Beginning with 1996 Model year vehicles, Ford Diesel Engines have been discontinued.</p> <ul style="list-style-type: none"> Non-Ford Diesel (Caterpillar, Cummins, & Detroit): NOT WARRANTED BY FORD. Refer to manufacturers' warranty statements.
FLUIDS/FLUID USAGE GUIDELINES (oils, lubricants, coolants, refrigerants)	<p>Use only Motorcraft or Ford brand oils, lubricants, fluids, and refrigerant unless specified otherwise in Company publications.</p> <ul style="list-style-type: none"> 600 and higher series trucks in normal service should get at least 800 miles/quart after 7,500 miles of service. Fluid only (not labor) is reimbursable at predelivery, when not supplied in the specified amount at the assembly plant, up to the specified level. Fluid lost or not usable due to a component defect is reimbursable for the same period as the covered component. Refrigerant and labor are reimbursable for 12 months / unlimited. Labor required for a trained operator on U.L. Certified equipment to recycle A/C refrigerant is reimbursable.
FORD POWER PRODUCTS	<p>When authorized by Ford Power Products (1-800-521-0370), dealers may perform warranty repairs to Ford Power Products. Mail claims to:</p> <p>Geometric Results Inc. Power Products Division 28333 Telegraph Southfield, MI 48034</p> <p>NOTE: Ford parts (engines, transmissions, etc.) installed in motor homes or other modified vehicles are covered by the Ford New Vehicle Warranty only when the vehicles have Ford VINs. Ford parts installed as original equipment in vehicles having non-Ford VINs (i.e., Gillig, Spartan, Oshkosh, LaForza, John Deere, Coachmen) are normally warranted by the chassis manufacturer. Inquiries on these Ford parts should be directed to Power Products Division.</p>
FRAME	<ul style="list-style-type: none"> 1991-1999 models are covered for 5 years / unlimited mileage with no owner participation.

600 & HIGHER SERIES TRUCKS

3-56

Ford Motor Company

October 1998

EP82-625 2887

WARRANTY & POLICY MANUAL

Coverage -- 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
FUEL INJECTION PUMP (Ford Diesel Engines)	<ul style="list-style-type: none"> 1992-1997 models: Engine Coverage & Emissions Defect Warranty 1998 and later models: Warranted by engine manufacturer Repairs must be performed by Bosch Diesel Service Dealer (DSD). <ul style="list-style-type: none"> Within Bosch Warranty -- Repairs performed by Bosch DSD at no charge. Submit claim through DWE/ACES II for removal, replacement, and required towing. Within Ford Engine Warranty but beyond Bosch Warranty (Repairs performed by Bosch DSD). Submit claim through DWE/ACES II for removal and replacement (Bosch repair charge) and for required towing. <p>NOTE: Please contact your local Bosch DSD for warranty information.</p>
FUEL INJECTOR NOZZLE (Ford Diesel Engines)	<ul style="list-style-type: none"> Engine and Emissions Coverage. (1992-1997 models) A completed Engine Performance Chart (FPG-8485) and a copy of Form 1863/6125-2 must be enclosed in the container with the nozzle(s) and returned to WPRC for 6.6L / 7.8L Ford diesel engines.
FUEL PUMP (Gasoline)	<ul style="list-style-type: none"> Basic vehicle coverage. Replace complete assembly.
FUEL SYSTEM CLEANING	Reimbursable 100% for the first 30 days of service.
GASKETS & SEALS	<ul style="list-style-type: none"> Reimbursable: Defective gaskets and seals are covered for the same warranty period as the part with which they mate. Not reimbursable: Non-defective valve cover gaskets replaced during normal maintenance.

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
GLASS REPLACEMENT	<ul style="list-style-type: none"> • Basic vehicle coverage. • Reimbursable at dealer's actual cost plus applicable parts allowance. Actual cost plus applicable parts allowance may not exceed dealer price plus applicable parts allowance (See Glass Replacement, Section 6). • Replace glass only with Carlite glass. • All glass replacements under warranty must be made with Carlite glass. Reimbursement is as follows: <ul style="list-style-type: none"> — Carlite glass purchased through and installed by an outside source. Part reimbursement is based on the actual cost plus the applicable parts allowance, not to exceed the dealer part price plus the applicable parts allowance. <p>NOTE: Claiming the Ford Service Part Number for a glass repair is only allowable when the part is purchased directly from the Ford PDC.</p> <ul style="list-style-type: none"> — Glass ordered from the PDC — Reimbursement is based on the Dealer Price shown in the Ford Parts and Accessories Price List (FPS-3842) plus the applicable parts allowance.
GLOW PLUG SYSTEM	<p>Ford Diesel Engine (1997 and Prior Model years)</p> <ul style="list-style-type: none"> • 5/100-Federal Emissions Defect Warranty (Applies to vehicles with medium and heavy-duty Ford diesel engines).
GOVERNMENT VEHICLES	<p>U.S. Government vehicles have the same warranty coverage as U.S. vehicles.</p> <ul style="list-style-type: none"> • Parts and labor are covered only when the vehicles are operated in the 50 States and are serviced by Ford dealers. • If the vehicles are not serviced by Ford dealers or are operated outside of the U.S. 50 States, the Government may exchange defective parts for the new parts (parts only, labor is not covered).
HEATERS	Reimbursable for 12 months/unlimited.

WARRANTY & POLICY MANUAL

Coverage - 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
LABOR-ONLY OPERATIONS	<ul style="list-style-type: none"> The following labor operations are not reimbursable under warranty: <ul style="list-style-type: none"> Inspections, adjustments, alignments, and cleanup included in predelivery. Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications. (Refer to the Predelivery Service Record check sheet.) Adding oils, lubricants, and other fluids (except refrigerant). Inflating tires. Touching up paint chips, scratches, or minor blemishes. Reimbursable labor operations: <ul style="list-style-type: none"> All other labor-only operations are reimbursable unless stated otherwise in this Manual or other Company publications.
LABOR PERFORMED AT OTHER THAN AUTHORIZED DEALERSHIP	<ul style="list-style-type: none"> Refer to Section 5 under "SUBLET"
LEGAL PARTS	Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company. (See ACCIDENT CLAIM in this section for additional information).
LIQUEFIED PETROLEUM GAS (LPG) ENGINES (Propane)	<ul style="list-style-type: none"> Ford engines properly converted or modified are covered provided that the conversion does not adversely affect the performance of the vehicle or related components. Non-Ford parts are not covered.
MAINTENANCE	<p>Not reimbursable. Maintenance is an owner responsibility.</p> <p>Scheduled Maintenance It is the customer's responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance Guide will invalidate warranty coverage on parts affected by the lack of maintenance. Receipts for completed maintenance work should be retained with the vehicle and confirmation of maintenance work should be entered in the customer's Scheduled Maintenance Guide.</p>

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
NON-FORD PARTS	<p>Reimbursable only when:</p> <ul style="list-style-type: none"> Required to complete an Emergency Repair (follow the guidelines outlined under Emergency Repairs in this Section). Used by an outside specialty shop when the parts are not stocked by the PDC or FAR. <p>NOTE: Refer also to Selected Coverage Guidelines — Components Installed by K-Tac or Mod Center (3-39).</p> <p>IMPORTANT: Additional requirements are:</p> <ul style="list-style-type: none"> Only Carlite Glass is acceptable under warranty. The non-Ford part must meet the same standards as Ford parts. A non-Ford part may NOT be installed on a new vehicle in dealer stock.
PAINT DEFECTS (Does not include damage)	<ul style="list-style-type: none"> Basic vehicle coverage. Normal paint deterioration due to exposure is not covered. Repair information: <ul style="list-style-type: none"> Paint and material allowance is based on the amounts listed in the Ford Service Labor Time Standards Manual. <p>NOTE: Customers must report any pre-existing chips, scratches, dents, or dings within one week of the new vehicle delivery date. Claims will not be accepted in ACES II beyond one month in service.</p>
PRO RATA AND OWNER PARTICIPATION ADJUSTMENTS	Some repairs are not reimbursed completely. In these cases, the dealer should charge the owner for the difference between repair cost and the amount received from Ford. Compute the owner participation amount at the dealer's regular charge to Ford.
RADIATOR CLEANING	Reimbursable at predelivery only.
REMANUFACTURED PARTS	<p>The following Company remanufactured parts may be used for warranty, After-Warranty Adjustment, ESC and other program repairs paid by Ford after new vehicle delivery. See Emergency Repairs in this Section.</p> <p>COMPANY REMANUFACTURED PARTS</p> <ul style="list-style-type: none"> Company Remanufactured Parts Obtained From Ford <ul style="list-style-type: none"> Ford Remanufactured Anti-Skid Valve Ford Remanufactured Ford Diesel Engine (6.6L and 7.6L) Ford Remanufactured Cylinder Heads, Crankshaft Kits, Water Pump, Turbocharger, Oil Pump and Oil Cooler Core for Ford Diesel Engine (6.6L and 7.6L) Ford Remanufactured Ford Diesel Engine Fuel Injector Pump (6.6L and 7.6L)

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
REMANUFACTURED PARTS (continued)	<ul style="list-style-type: none"> Company Remanufactured Parts Obtained From the Ford Authorized Remanufacturer Ford Quality Renewal Clutch Disc and Pressure Plate <p>FORD AUTHORIZED REMANUFACTURED PARTS</p> <ul style="list-style-type: none"> Parts for Emergency Repairs (see Emergency Repairs in this Section.) Parts for After-Warranty Adjustment and ESC repairs Parts not available from the Ford PDC <p>IMPORTANT: FAR assemblies used in warranty, After-Warranty Adjustment, ESC, and other program repairs paid by Ford that subsequently fail are to be claimed from the FAR using the FAR Warranty and the FAR Lifetime Parts Guarantee Coverage reimbursement table shown in this section.</p> <p>Refer to Emergency Repairs in this Section for additional important information that must be followed for reimbursement of new non-Ford and FAR parts.</p> <p>NOTE: When the FAR advises that one of the exchanged cores listed above is damaged beyond remanufacturable specifications, the core amount should be claimed from Ford.</p>
REPLACEMENT OR REPAIR POLICY (Complete Assemblies)	<p>The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exceptions to this procedure are when:</p> <ul style="list-style-type: none"> Disassembly reveals that the assembly cannot be repaired. The cost of repairing / replacing component parts would be higher than the cost of replacing the entire assembly. <p>NOTE: The reason the repair cost is higher than the replacement cost must be entered in the Repair Description area of the claim form.</p> <ul style="list-style-type: none"> The assembly replacement is authorized in this Manual or other Company publications The part or parts required to repair the assembly are not available from the PDC System, i.e., D-SS. (Retain a copy of the DOES II screen printout as support that the parts were not available at the time of repair) <p>NOTE: When it is necessary to take an assembly apart and reassemble it after determining it cannot be repaired, the associated labor is reimbursable when it is listed on the claim for the replacement assembly.</p>

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
SERVICE CALLS	See Towing/Service Calls
SHOP SUPPLIES	<ul style="list-style-type: none"> Normal shop supplies such as adhesives, lubricants (tubes and sprays), solvents/cleaners, electrical tape, etc., are not reimbursable separately unless stipulated in emissions or safety recalls, owner notification programs, TSAs, or other Company publications that their cost is reimbursable.
SPARK PLUG REPLACEMENT	<ul style="list-style-type: none"> Maintenance Service: Not reimbursable. 1992 and later; Emissions Warranty to first Scheduled maintenance interval or 5/50 (Federal) 3/50 (California) Factory Defect: Basic vehicle coverage.
SPEEDOMETER HEADS	<ul style="list-style-type: none"> Basic vehicle coverage. Replace complete assembly. Set the odometer to show vehicle's accrued mileage. For an electronic speedometer, complete the label included with the new speedometer. Affix the completed label to the door jamb.
STATIONARY POWER SOURCE (Conversion of hours to miles)	When a vehicle is used as a stationary power source, one hour of use equals 33 miles for the purpose of calculating warranty coverage limits.
SUPPLIER DIRECT SHIP PARTS (SDS) (SUPPLIER BRANDED)	<p>SDS parts ordered through the Ford Parts Distribution Center and are:</p> <ul style="list-style-type: none"> Used for new vehicle warranty repairs — covered for 12 months / unlimited miles or the remainder of the new vehicle warranty, whichever is greater. Installed at owner expense or sold over-the-counter — covered for 12 months / unlimited miles. <p>NOTE: Certain SDS parts may have additional warranty coverage by the supplier beyond the limits of Ford coverage. SDS supplier warranties are listed in the Heavy Truck SDS price list. Dealers should assist the owners in obtaining the manufacturer's warranty coverage.</p>
TACHOMETER (Electric)	<ul style="list-style-type: none"> Basic vehicle coverage. Replace complete assembly unless only a new dial face lamp bulb is required.
TIRES & TUBES	<ul style="list-style-type: none"> Not warranted by Ford; warranted by the tire or tube manufacturer (see Wheel Alignment in this section). Tires replaced during warranty as a result of a factory defect are reimbursed at the outside purchase price net amount. Tires are not eligible for the parts allowance.

WARRANTY & POLICY MANUAL

Coverage - 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TOWING & SERVICE CALLS	<ul style="list-style-type: none"> Towing required due to failure of a warranted part is reimbursable at actual cost (up to the normal retail charge) to the nearest dealer equipped to repair the vehicle, or to the selling dealer if distance is reasonable. (Refer to Aces II User Manual, Section 3.) Damage resulting from improper hoisting or towing methods is not covered. Service calls are reimbursable under the same conditions that cover towing. If it is more economical and practical to service an F600 or higher series Ford Truck on site rather than towing the vehicle to a dealership, Ford will reimburse (1) technician travel time at actual time at the dealership's warranty labor rate, and (2) mileage provided the total amount to be reimbursed is reasonable and does not exceed the normal amount that would have been allowed if the vehicle had been towed to the dealership. There can not be a service call and a towing charge for the same repair. The service call MUST be documented by the standard towing log requirements. The DWE/ACES II input for the service call must be designated as "TOW" in the "Misc. Area" of the warranty claim with a full explanation of the service call in the "Technician Comments" section.
TRANSMISSION CASE AND ALL INTERNAL PARTS	Drivetrain Coverage. (See Drivetrain Coverage Chart in this Section).
TRAVEL OR MOTOR HOME, BUS OR TRUCK BODY MOUNTED ON A FORD CHASSIS	<ul style="list-style-type: none"> The chassis is covered by the new vehicle warranty when: <ul style="list-style-type: none"> The Ford chassis is sold directly to a body or equipment manufacturer, or a retail customer. The unit carries a Ford VIN. <p>NOTE: If the vehicle does not have a Ford VIN, contact Ford Power Products (800-521-0370).</p> <ul style="list-style-type: none"> Ford parts modified by the motor home body builder are not covered. Damage to Ford components resulting from modification is not covered by Ford. <p>NOTE: When a motor home, truck body, or emergency vehicle equipment is installed on a Ford chassis, the vehicle normally does not return to the selling dealer-of-record for service. In these cases, the vehicle should be considered a visiting owner vehicle and handled accordingly.</p> <p>Retail motor home customers with product or service related questions or concerns can call Motor Home Customer Assistance 24 hours a day at 800-444-3311.</p>

600 & HIGHER SERIES TRUCKS

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TRIM — (Interior and Exterior) AND UPHOLSTERY	<ul style="list-style-type: none"> • Basic vehicle coverage. • Covers only defective material and workmanship. Accident damage or normal deterioration is not covered. Burns, normal wear, soil marks, tears, or punctures by foreign objects are not covered. <p>IMPORTANT: When returning seat upholstery and other interior components to the Warranty Parts Return Center (WPRC) for warranty concerns, the affected area must be identified on the returned part. Circle the defect with a permanent marker or pen. Return the component to the WPRC in the container in which the replacement part was received.</p>
TURBOCHARGER	<ul style="list-style-type: none"> • Engine Coverage. • 1992 and later models: Emissions Defect Warranty • A completed Engine Performance chart (FPS-8485) and a copy of Form 1853/8125-2 must be enclosed in the container with the turbocharger and returned to WPRC for 6.8L/7.8L Ford diesel engines.
UNAUTHORIZED OR UNACCEPTABLE REPAIR TECHNIQUES	<p>The following are not reimbursable:</p> <ul style="list-style-type: none"> • Repair techniques that alter a vehicle's specifications beyond the limits outlined in the Shop Manual or other Company publications. • Techniques such as knurling pistons or valve guides, re-arching springs and adding leaves, and sleeving gasoline engine cylinder blocks.
UNIVERSAL JOINTS (Includes Slip Yoke)	Drivetrain Coverage (See Drivetrain Coverage Charts in this section)
VALVE GUIDES (Ream or Repair)	Engine Coverage (See Engine Coverage Charts in this section). See Unauthorized or Unacceptable Repair Techniques.
WATER PUMP	<ul style="list-style-type: none"> • Engine Coverage (See Engine Coverage Charts in this section). • Replace complete assembly except on the 6.8L/7.8L Ford diesel engine which should be overhauled using service parts.
WEATHERSTRIPS	<p>Basic Vehicle Coverage</p> <p>Reimbursable - Replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> • Workmanship defect • Defect in material (abnormalities to surface or shape) • Damage caused by normal opening/closing of door, decklid, etc.* <p>*Normal deterioration and customer misuse are not covered. Wear caused by excessive contact while entering/exiting vehicle is not covered.</p>
(continued)	

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
WEATHERSTRIPS (continued)	<p>Not Reimbursable - Do not replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> • Non-damaged or non-defective weatherstrip to repair a windnoise concern** • Non-damaged or non-defective weatherstrip to repair a loose or misaligned weatherstrip. Reattach and/or use adhesive as necessary.** <p>** Refer to service manual under Body Systems for repair instructions.</p>
WHEEL ALIGNMENT	<ul style="list-style-type: none"> • Front tires damaged due to improperly set toe-in on a vehicle driven from the assembly plant to the dealer or body builder are covered at the time of predelivery if damage is noticed during new vehicle inspection and noted on the bill of lading. • Caster — Installation of taper shims to correct lack of turn recovery that is noted during the predelivery inspection road test; reimbursable at predelivery only. • Camber is not adjustable; not covered.
WHEEL BALANCE (Front Only)	Reimbursable at predelivery only.
WIPER BLADES	<ul style="list-style-type: none"> • Maintenance service: not reimbursable. • Factory defect: Basic vehicle coverage.

WARRANTY & POLICY MANUAL

Extended Coverage Programs (ESC / Work-Ready Fleets)

600 AND HIGHER SERIES TRUCKS

General Information

Extended Coverage Programs may be purchased for certain 600 and higher series trucks. These marketing programs provide coverages beyond the new truck warranty time and mileage periods. Truck eligibility for the special coverage can be verified by checking OASIS.

Extended Service Contract (ESC) — Work-Ready and Non-Work-Ready Trucks

The ESC / Work-Ready Truck coverages supplement the warranty coverages described in the Warranty Guide for 600 and higher series trucks. Complete warranty, ESC, and Work-Ready information and coverage is published in a Product and Sales Information book titled "Warranty and ESC Guide."

WARRANTY & POLICY MANUAL

EMISSIONS COVERAGE

Coverage — Emissions Control Systems

There are two Federal emissions control system warranties: a defect warranty and a performance warranty. For 1999 model year vehicles, these warranties apply to all vehicles that are not eligible for California Emissions Warranty Coverage. This section provides an explanation of these warranties and guidelines for handling them.

- **DEFECT WARRANTY** is the basic emissions control systems warranty that has been in effect for all vehicles since the 1973 model year. It covers repairs of certain emissions systems components at no cost to the owner when the vehicle is within the warranty period.
- **PERFORMANCE WARRANTY** applies to 1981 and later low altitude and 1982 and later high altitude cars and light trucks operated in areas with a vehicle inspection maintenance (I/M) program using an emissions test and standards approved by the Environmental Protection Agency (EPA). This warranty provides additional coverage for vehicles which fail to meet these standards.

California requires Ford to provide separate California emissions defect and performance warranty coverage which follow separate warranty guidelines.

The emissions control systems warranties begin as soon as a vehicle is placed in service or delivered to the new owner. Remaining portions of emissions control systems warranties are transferred automatically to subsequent owners. No warranty transfer document is needed.

Non-Ford Diesel Engines

The emissions systems for heavy-duty diesel engines that are not built by Ford are warranted by their manufacturer. Full details of this warranty coverage are in the engine manufacturer's service policy or engine manual which is placed in the vehicle when it is built.

Guidelines for the Emissions Control Systems Defect Warranties (1995-1999 Model Vehicles)

The Emissions Defect Warranties provide that Ford will repair or replace certain emissions control systems components if they are found to be defective during the warranty period at no cost to the owner, including diagnosis. Ford will honor the Federal emissions defect warranty as follows:

- Ford/Mercury Cars & light duty trucks (less than 8,500 GVWR) — 3 years/36,000 miles.
- Lincoln — 4 years/50,000 miles
- Vehicles over 8,500 GVWR (gasoline engine) — 5 years/50,000 miles.
- Vehicles over 8,500 GVWR (Ford diesel engine) — 5 years/100,000 miles.

WARRANTY & POLICY MANUAL

8 year/80,000 mile Federal Emissions Coverage

The following is a list of vehicles and components eligible for 8 years/80,000 mile Federal Emissions Coverage:

- 1995/96 model year cars and light trucks
- 1997 to 1999 model year cars and light trucks (8500 lbs. GVWR and under)

Eligible Components

- Catalyst
- Powertrain Control Module (PCM)
- Onboard emissions diagnostic device

NOTE: See Parts Coverage Directory (FPS-8516) for further information.

California has adopted its own Emissions Defect Warranty that provides different coverage.

California Emissions Defect Warranty Coverage Guidelines

The defect warranty:

- Applies to all 1998 and previous model year California certified vehicles regardless of the state where the vehicle was sold or is registered.
- Applies to all 1999 model year vehicles that are certified for sale in California and are registered in California, New York, or Massachusetts.
- Applies to new vehicles certified under the provisions of the AB985 Offset Program (Young Bill) or the Public Service and Emergency Vehicle Exception, and registered in California, New York, or Massachusetts.

1989 and Prior Model Vehicles - California Emissions Defect Warranty Coverage

The defect warranty provides coverage for:

- Certain diesel engine components that are covered for 5 years/100,000 miles whichever occurs first, or 10 years/100,000 miles whichever occurs first.

NOTE: The additional California coverage may be limited to 2 years/24,000 miles, whichever occurs first, for certain components on vehicles not sold under the AB985 Offset Program (Young Bill) or the Public Service and Emergency Vehicle Exception. See components listed in the Parts Coverage Directory (FPS 8516).

WARRANTY & POLICY MANUAL

1990-1999 Model Vehicles - California Emissions Defect Warranty Coverage (Also includes states that adopt California Emission Standards)

1990 through 1999 Model Year Vehicles

- 3 years/50,000 miles - Vehicles with 14,000 GVWR and under
- 5 years/50,000 miles - Vehicles over 14,000 GVWR
- 5 years/100,000 miles - Vehicles over 14,000 GVWR with diesel engines
- 7 years/70,000 miles (On selected components) - Vehicles with 14,000 GVWR and under.

IMPORTANT: 1990 model passenger cars and light trucks receive California emissions warranty coverage if the vehicle is both certified for sale in California AND REGISTERED in California or a state adopting California emissions regulations (New York and Massachusetts for the 1990 model year). 1990 and prior model year passenger cars and light trucks certified for sale in California receive the California emissions warranty coverage, regardless of where the vehicle is registered.

1984 and Prior Model Year Vehicles

- 3 years/50,000 miles - Vehicles with 8,500 GVWR and under
- 5 years/50,000 miles - Vehicles over 8,500 GVWR
- 5 years/100,000 miles - Vehicles over 8,500 GVWR with diesel engines
- 7 years/70,000 miles (On selected components) - Vehicles with 8,500 GVWR and under.

IMPORTANT: On 1984 and prior model year vehicles the Federal emissions defect warranty covers California certified vehicles between 3 years/50,000 miles and 5 years/50,000 miles. This includes only those parts listed in the Federal Emissions Defect and Performance Warranty Section of the Parts Coverage Directory.

NOTE: Repairs necessary to correct the condition causing Malfunction Indicator Light (MIL) illumination and to restore proper function to the MIL system for vehicles with less than 14,000 lbs. GVWR are covered by the Emissions Defect Warranty. Ford Motor Company provides Federal Emissions Defect Coverage up to the same time and mileage limits as the vehicle's Bumper to Bumper Warranty coverage (this is an extension of the federal requirement that calls for coverage of 2 years/24,000 miles). Vehicles eligible for California Emissions Warranty Coverage are covered for 3 years/50,000 miles (4 years/50,000 miles for Lincoln vehicles). These repairs must be performed even if the failed component is not specified as an emissions component. All cases of MIL illuminations must be fully explained and documented on the repair order.

WARRANTY & POLICY MANUAL

Emissions Defect Warranty Checklist

Follow these steps when handling a repair under the Federal or California Emissions Control Systems Defect Warranty:

- Make sure the emissions defect warranty applies to the repair by verifying that:
 - The vehicle is within the warranty period.
 - The failed part is a Ford part.
 - The failed part is a covered component (See Parts Coverage Directory - FPS 8516), or is required to restore proper function of the MIL system.
 - The part failure is due to an emissions-related defect in materials or workmanship and not due to tampering, accident, use of a non-Ford part, misuse, misfueling, modification, or improper maintenance.
- If the failed part is ineligible under the conditions listed above, other parts damaged as a result of its failure are also ineligible for coverage.
 - Retain the parts removed. See "Parts Retention and Return," Section 1.
 - Prepare an emissions defect warranty claim on Form 1883/8125-2.

NOTE:

- Replacement of an emissions-related component that serves both emissions and non-emissions functions is eligible under the emissions defect warranty only if the emissions function is the concern requiring the replacement.
- Powertrain control module repairs that correct non-emission (e.g., speed control) malfunctions are not covered by the emissions warranty.
- The emissions defect warranty does not cover maintenance, clearing, malfunctions, damage, or conditions resulting from tampering, misuse, misfueling or lack of proper maintenance.
- If diagnosis reveals no emissions-related defect, the emissions defect warranties do not apply.

Guidelines for the Emissions Control System Performance Warranties

Federal Emissions Performance Warranty:

- Covers 1981 and later model low altitude and 1982 and later high altitude cars and light trucks (under 8,500 GVWR).
- Covers areas of the country which have a vehicle inspection and maintenance (I/M) program which uses an emissions performance warranty short test and standards approved by the Environmental Protection Agency (EPA).

IMPORTANT: California has adopted its own Emissions Control Systems Performance Warranty that provides different coverage for 1990-model and later California certified vehicles. The California emissions performance warranty does not apply to 1989 and prior model California certified vehicles; the Federal emissions performance warranty applies to 1989 and prior model vehicles.

WARRANTY & POLICY MANUAL

- Has a Federal warranty period of 5 years / 50,000 miles through 1994, 2 years / 24,000 miles for 1995 and later, but the coverage varies depending on the age and mileage of the vehicle.
 - During the first 2 years/24,000 miles, Ford will repair, replace, or adjust any emissions-related part needed to make the vehicle conform to the applicable emissions standards.
 - Between 2 years/24,000 miles and 5 years/50,000 miles for pre-1995 vehicles Ford will repair, replace or adjust the parts listed in the Federal Emissions Defect and Performance Warranty Section of the Parts Coverage Directory.
 - Ford will repair or replace parts not covered by the performance warranty if:
 - Their failure caused a covered part to fail.
 - The non-covered part must be repaired or replaced to allow the covered part to work properly. For example:

If a catalyst (covered) fails at 30,000 miles due to the failure of an exhaust valve (non-covered), and the exhaust valve must be replaced to make the catalyst repair effective, Ford will pay for the exhaust valve replacement.

Federal and California Performance Warranties:

- Do not apply to vehicles certified to meet emissions standard only at sea level when they are tested at high altitude. Check the Vehicle Emissions Control Information Label in the engine compartment to verify exemption from high altitude standards.
- Cover repairs of a vehicle that fails an eligible EPA approved emissions test at no cost to an owner if the vehicle has been properly maintained and used (Retain copy of the EPA test with the claim).

NOTE: If there is a question about eligibility, contact the Regional Office before responding to an owner's request for an emissions performance warranty repair.

California Emissions Performance Warranty (1991 Models and Beyond):

- Applies to all 1991-1998 model year California certified vehicles.
- Applies to all 1999 vehicles certified for sale in California and registered in California, New York or Massachusetts.
- California emissions performance warranty is for 3 years/50,000 miles, whichever occurs first. During this period Ford will repair, replace or adjust any part needed to make the vehicle conform to the California emissions standards.

IMPORTANT: The Federal emissions performance warranty covers repairs for pre-1995 California certified vehicles between 3 years/50,000 miles and 5 years / 50,000 miles. Only the parts listed in the Federal Emission Defect and Performance Warranty Section of the Parts Coverage Directory are eligible for coverage.

EMISSIONS

WARRANTY & POLICY MANUAL

Emissions Performance Warranty Checklist

Follow this procedure if your dealership is located in an area that is eligible for Federal or California performance warranty coverage, and an owner requests a repair under these warranties.

Federal and California Performance Warranty Guidelines

- Obtain written proof from the owner that the vehicle failed the Inspection and Maintenance (I/M) test and attach a copy to the claim.
- Verify that the vehicle is within the warranty period.
- Based on the time and mileage of the vehicle, determine whether the repair, replacement, or adjustment required to make the vehicle meet applicable standards is eligible for emissions performance warranty coverage.
 - 1984 and prior model year vehicles — 2 yrs/24,000 miles, 3 yrs/50,000 miles, 5 yrs/50,000 miles
 - 1986 model year and beyond — 2 yrs/24,000 miles, 3 yrs/50,000 miles
- Verify and document that the vehicle has not been abused, misused, tampered with, or modified so as to cause or contribute to the emissions test failure.
- Verify that the vehicle's failure was not caused by lack of proper maintenance.

If lack of maintenance appears to be the cause of the failure, but the owner states that maintenance was properly performed, request document support such as:

 - Itemized receipts from service outlets.
 - Parts purchase receipts when maintenance was done by the owner.
 - An owner's log book listing the dates and mileage when maintenance services were performed.
- Verify that the failure to pass the I/M test is not due to improper installation of parts or incorrect service adjustments performed outside a Ford or Lincoln-Mercury dealership.
- Verify that the owner will incur a penalty because of failing the I/M test. Penalty may include being denied the right to use the vehicle (Federal Performance Warranty Only).
- Perform the authorized repair at no charge to the owner.
- When the repair is complete, run an emissions test at no charge to the owner to verify that the repair is effective if testing facility is available. Attach a copy of the test to the claim.
- Retain the required removed parts and all non-Ford parts. See "Parts Retention and Return," Section 1.
- Prepare an emissions performance warranty claim (Form 1863/6125-2).

WARRANTY & POLICY MANUAL

NOTE: When an eligible vehicle that fails an I/M test can be corrected by replacing a part covered by the emissions defect warranty, complete the repair and submit the claim under the emissions defect warranty.

- If you do not recommend the repair, contact the Regional Office Operations Manager with the results of your inspection.
 - If the Regional Office agrees that the repair is not covered by the emissions performance warranty:
 - The dealership must explain the reason for the denial to the owner.
 - The Regional Office must mail a letter to the owner confirming the reason for denial.
 - Both of the above must be done within 30 days from when the dealership received the vehicle for repair.
 - If authorized by the Regional Office, perform the repair within the 30 days (or less if specified by state or local law) from the date the vehicle was first brought in for repair.

IMPORTANT: If the owner is not notified in writing within 30 days, the owner can have the vehicle repaired by a Ford or Lincoln-Mercury dealership at no charge. If the dealership is unable to repair the vehicle within 30 days, then the owner may have the warranty repair performed at any service outlet and request immediate reimbursement from the dealership.

However, the owner is not eligible for reimbursement:

- If the owner requests or agrees to a delay in having the repair performed.
- If the repair delay is caused by circumstances beyond the control of the Company or the dealership.
- If the owner requests or agrees to a delay in the repair, have the owner sign an Agreement to Delay Repairs form (shown below). Retain the signed form in your service files.

AGREEMENT TO DELAY REPAIRS	
Date: _____	
This is to confirm that I, as the owner/operator of the vehicle listed below, have voluntarily requested/agreed to a _____ day delay in performing the emissions repair(s) required under the Federal Emissions Performance Warranty.	
Dealership _____ (Signature/Dealer or Authorized Person)	Owner / Operator _____ Signature
Vehicle Identification (Warranty) Number _____	(Address) _____
	(City / State / Zip) _____

WARRANTY & POLICY MANUAL

Emissions Control Systems Components Eligible for Warranty Coverage

The Parts Coverage Directory lists the parts eligible for emissions warranty coverage and their warranty coverage period. The Emissions section of the Parts Coverage Directory is divided into model year categories:

- Pre-1992 Emissions Parts Warranty Coverage.
- 1992 through 1994 Emissions Parts Warranty Coverage.
- 1995 Emissions Parts Warranty Coverage.
- 1996 Emissions Parts Warranty Coverage.
- 1997 Emissions Parts Warranty Coverage.
- 1998 Emissions Parts Warranty Coverage.
- 1999 Emissions Parts Warranty Coverage.

The following guidelines clarify and define coverage information. These guidelines are also in the Parts Coverage Directory:

- California Defect Warranty covers emissions-related adjustments of components which have tamper-resistant devices.
- Emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, and wiring harnesses used for the parts and systems warranted are also covered by the warranty.
- Components requiring scheduled replacement are warranted only up to the first replacement interval specified for that component and vehicle.
- Under some conditions, a part not listed could be covered under the defect or performance warranties. As an interim procedure dealers are authorized to use After-Warranty Adjustment (PO5/Z05) for parts that dealers believe should be covered by the emissions warranties. Completed claim must be mailed to Warranty Payment and Administration (see address in Resource Section).

CAUTION: PERFORM EMISSIONS REPAIRS AT NO CHARGE TO OWNERS. UNDER FEDERAL LAW, CIVIL PENALTY UP TO \$27,500 MAY BE ASSESSED FOR EACH FAILURE TO HONOR THE EMISSIONS WARRANTY. A DIAGNOSIS CHARGE TO AN OWNER WHEN PERFORMING A RELATED EMISSIONS REPAIR (DEFECT OR PERFORMANCE) IS CONSIDERED FAILURE TO HONOR THE EMISSIONS WARRANTY.

Aftermarket Part Certification

Regulations implemented by the EPA require that certain non-Ford aftermarket parts be eligible for reimbursement under the guidelines of the Federal Emissions Control System Performance Warranty. The non-Ford aftermarket parts must be certified under an approved EPA procedure to be equivalent to the original equipment parts on Ford vehicles. The aftermarket parts must also contain permanent labels or symbols to identify the manufacturer and indicate that the part was EPA certified.

If an owner presents a vehicle for service under the Federal emissions performance warranty and an aftermarket part caused that vehicle to fail an EPA-approved I/M test, contact the Regional Office immediately, before performing the repair.

EMISSIONS

WARRANTY & POLICY MANUAL

BATTERY COVERAGE

INTRODUCTION

Warranty coverages, Coverage Explanations and Pro Rata / Percentage Tables are separated by vehicle types and model years. Each section contains all required information to handle a customer warranty claim for the customer's particular vehicle and situation. The sections are:

- 1996-1999 Ford/Mercury Cars & Light Trucks, Lincolns
- 1993-1995 Ford/Mercury Cars & Light Trucks, Lincolns
- 1993-1999 800 and Higher Series Ford Trucks
- Retail Customer-Purchased Motorcraft Batteries

The Retail Customer-Purchased Motorcraft section contains information for the three types of Motorcraft battery warranties in effect along with complete claim handling information for each warranty type. A visual guide is provided to determine the correct type of warranty to use for each battery.

GENERAL INFORMATION

Batteries within warranty coverage, either original equipment (production-installed), service-installed, or over-the-counter which are defective and will not hold a charge must be replaced with an equivalent Motorcraft battery.

The Company's warranty and policy coverage for labor, towing if needed, and related damage for Original Equipment (Production-Installed) batteries also applies to Retail Service-Installed batteries and batteries sold over-the-counter except as noted in this Manual or other Company publications.

BATTERY RECHARGING

Recharging Original Equipment batteries (no defect with the battery) is reimbursable on 1993-1995 model cars and light trucks during the first 12 months (within the mileage limits) of use only when one of the following occurs:

- The vehicle has been delivered to the new vehicle purchaser or first placed in service.
- The battery, for whatever reason, becomes discharged; however, there is no defect with the battery (e.g., dome lamp on overnight).

IMPORTANT: Battery recharging on vehicles beyond 12 months-in-service or on vehicles in dealer's new vehicle inventory is not reimbursable.

BATTERY

WARRANTY & POLICY MANUAL

BATTERY RECHARGING (continued)

Recharging Original Equipment batteries is reimbursable on 1996-1999 model cars and light trucks under the bumper-to-bumper warranty (excluding vehicles in dealership inventory).

DETERMINING MONTHS-IN-SERVICE

Months-in-service can be determined by counting the whole months which have elapsed since the vehicle was sold (Warranty Service Date). Partial months are not counted as a part of the months in service. The month the vehicle was sold and the current month are always considered partial months. For example:

Date Vehicle Sold:	January 2, 1996	
Date Battery Replaced:	November 10, 1997	(Today's date)
Count the whole months between Jan. and Nov. =>		9 months
Subtract the purchase year (96) from the current year (97), multiply times "12" and add the result to the whole months.		+ 12 months
Battery months in service would be:		21 months

As an alternative method using the above example, count the whole months in 1996 after January (11) and add this to the number of whole months prior to November in 1997 (10).

$$11 + 10 = 21 \text{ months in service.}$$

BATTERY DISPOSAL

The proper disposal of defective batteries (e.g., recycling) which cannot be exchanged with the Motorcraft battery distributor is the dealer's responsibility. Dealers should consult their legal counsel, insurance company, or Motorcraft distributor for clarification of the battery disposal laws and requirements in their geographical area.

- Defective original equipment (production-installed) batteries are to be retained in the dealership until disposal instructions are indicated on the Overnight Claims Register.
- Defective Motorcraft batteries (replacement under either warranty or customer-pay) are to be exchanged with the Motorcraft battery distributor.
- A copy of the claim to Ford, if applicable, listing labor, towing, etc., must be included with the battery being exchanged with the distributor.

WARRANTY & POLICY MANUAL

CLAIM PREPARATION INSTRUCTIONS

Refer to the ACES II User Manual for Battery Claim Preparation Instructions.

REPLACEMENT BATTERY WARRANTY LABEL RETENTION REQUIREMENTS

Motorcraft Batteries Sold Prior to October 1, 1995

Original Equipment (Production-Installed) Battery Replacements	
All Vehicle Lines	Warranty Label Requirements
Owner <u>did not pay</u> Pro Rata / Percentage Adjustment	Attach the original tear-off portion of the warranty label to the file copy of the claim. Retain file copy of the claim for one year following Company notification of payment.
Owner <u>did pay</u> Pro Rata / Percentage Adjustment	Attach original tear-off portion of the warranty label to the customer-pay receipt. Retain the file copy of the claim with a copy of the tear-off portion of the warranty label attached for one year following Company notification of payment.

For Retail Customer Purchased (Service-Installed or Over-the-Counter) the battery warranty label must be attached to the customer-paid receipt and given to the customer.

Motorcraft Batteries Sold After October 1, 1995

After October 1, 1995, Motorcraft battery labels do not have a customer tear-off portion. The top label on the battery does have a warranty tear-off portion (left-hand bottom corner) which must not be removed by the Dealer or Owner. Removal of the label on a non-defective battery voids the warranty.

IMPORTANT: In no case should the tear-off portion of the warranty label be mailed to Ford Customer Service Division.

WARRANTY & POLICY MANUAL

1996-1999 Ford/Mercury Cars & Light Trucks, Lincolns

• ORIGINAL EQUIPMENT WARRANTY COVERAGE (Production-Installed Batteries)

1996 - 1999 Vehicles	Full Coverage
Ford / Mercury Cars & Light Trucks	36 Months 36,000 Miles
Lincoln	48 Months 50,000 Miles

COVERAGE EXPLANATION

Full Coverage

- 100% of the battery replacement cost, labor and towing (if needed).

• ORIGINAL EQUIPMENT (Production-Installed) WARRANTY REPLACEMENT COVERAGE (Service-Installed Batteries Replaced Under the New Vehicle Limited Warranty)

1996-1999 Ford / Mercury Cars & Light Trucks / Lincoln

Previous Replacement	Replacement Battery Coverage	
All replacements made during the original equipment battery warranty	12 Months / Unlimited Miles Full Coverage	Beyond 12 Months - Remaining portion of the New Vehicle Bumper to Bumper Warranty measured from the original warranty start date - or - Motorcraft battery warranty as shown on the battery label, <u>whichever is greater.</u>

WARRANTY & POLICY MANUAL

1993-1995 Ford/Mercury Cars & Light Trucks, Lincoln

• ORIGINAL EQUIPMENT WARRANTY COVERAGE (Production-Installed Batteries)

1993 - 1995 Vehicles	Full Coverage	Pro-Rate Coverage
Ford / Mercury Cars & Light Trucks	12 Months 36,000 Miles	Beyond 12 Months Within 36 / 36,000 Miles
Lincoln	24 Months 50,000 Miles	Beyond 24 Months Within 48 / 50,000 Miles

C OVERAGE EXPLANATIONS

Full Coverage

- 100% of the battery replacement cost, labor and towing (if needed).

Pro-Rate Coverage

Pro-Rate Percentage Tables apply only to the battery amount; labor and towing, if needed, are fully covered for the entire length of the new vehicle battery warranty.

PRO-RATE / PERCENTAGE TABLES

1993-1995 Ford / Mercury Cars & Light Trucks / Lincoln

Months-in-Service	0-12	13-24	25-36	37-48
Ford / Mercury Cars & Lt. Trucks	100%	50%	25%	0%
Lincoln	100%	100%	50%	25%

• ORIGINAL EQUIPMENT (Production-Installed) WARRANTY REPLACEMENT COVERAGE (Service-Installed Batteries Replaced Under the New Vehicle Limited Warranty)

1993-1995 Ford / Mercury Cars & Light Trucks / Lincoln

Previous Replacement	Replacement Battery Coverage	
Owner <u>Did Not Pay</u> Pro-Rate / Percentage Adjustment	90 Days Unlimited Miles Full Coverage	Beyond 90 Days - Remaining portion of the New Vehicle Battery Warranty. Pro-Rate Percentage measured from the <u>Original</u> Warranty Start Date
Owner <u>Did Pay</u> Pro-Rate / Percentage Adjustment	90 Days Unlimited Miles Full Coverage	Beyond 90 Days - The Motorcraft battery warranty as shown on the Motorcraft battery warranty label. Pro-Rate Percentage measured from the <u>date of installation</u> .

WARRANTY & POLICY MANUAL

1993-1999 600 and Higher Series Ford Trucks

• ORIGINAL EQUIPMENT WARRANTY COVERAGE (Production-Installed Batteries)

1993 - 1999 Vehicles	Full Coverage	Pro-Rate Coverage
600 - 8000 Series Trucks	12 Months Unlimited Miles	None
9000 Series Trucks	90 Days Unlimited Miles	Beyond 90 Days Within 24 Months

C OVERAGE EXPLANATIONS

Full Coverage*

- 100% of the battery replacement cost, labor and towing (if needed).

Pro-Rate Coverage*

- 600-8000 Series Trucks - Full coverage for 12 months / unlimited miles, including labor and towing, if needed.
- 9000 Series Trucks - Percentage table applies to the entire repair — the battery amount, labor, and towing, if needed.

- * These coverages only apply to production-installed Motorcraft batteries.

PRO RATA / PERCENTAGE TABLES

1993-1999 9000 Series Trucks

Months-In-Service	0-3	4-8	9-13	14-18	19-24
9000 Series (entire repair, unlimited miles)	100%	80%	60%	40%	20%

- ORIGINAL EQUIPMENT (Production-Installed) WARRANTY REPLACEMENT
C OVERAGE
(Service-Installed Batteries Replaced Under the New Vehicle Warranty)

1993-1999 600 and Higher Series Trucks

Replacement Battery Coverage	
90 Days Unlimited Miles Full Coverage	Beyond 90 Days - Remaining portion of the New Vehicle Battery Warranty.

WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries

(Service-Installed / Sold Over-the-Counter)

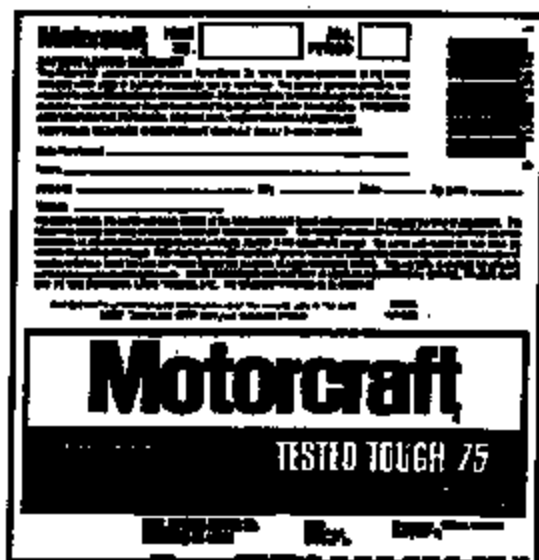
DETERMINING WARRANTY TYPE

To determine which warranty is in effect for a particular battery, match the label to the pictures found in this section. Specific warranty coverages are listed by Type (A, B or C) in the pages following the three examples.

WARRANTY TYPE "A"



WARRANTY TYPE "B"



Retail Customer-Purchased Motorcraft Batteries
(Service-Installed / Sold Over-the-Counter)

DETERMINING WARRANTY TYPE (continued)

WARRANTY TYPE "C"

Motorcraft

TESTED TOUGH '72

WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries - Type "A"

(For Batteries WITHOUT Tear-Off Warranty Tag)

WARRANTY COVERAGES

This warranty applies to all batteries shipped after October 1, 1995. Warranty coverage periods for this type are:

Warranty Periods				
Battery Type	Non-Commercial	Commercial	Grate Period ^a	Labor/Towing ^c
BXT-Silver Series	84 months	42 months	24 months	Yes
BXL-Heavy Duty	72 months	36 months	12 months	Yes
BUC-A-1 Power	40 months	20 months	12 months	Yes
BH-Commercial	Various coverages, see Price List for information.			

^(a) Batteries replaced under the Grate (no cost to customer) portion of the warranty must have the original date of purchase noted on the replacement paperwork. Until the customer pays a Pro Rate amount for a replacement battery, the warranty is measured from the original date of purchase.

^(c) Labor and Towing, if needed, are covered on Service-installed batteries only.

REQUIRED DOCUMENTATION

- Non-Commercial Service - Original, dated repair order, warranty sticker*
- Commercial / Fleet Service - Installation date, warranty sticker*

*NOTE: The warranty sticker (tag) on this battery is NOT to be removed by the Dealer or owner of the battery. It is to be removed ONLY by the Motorcraft Distributor at the time warranty adjustment is requested. Removal of the tag from a non-defective battery voids the warranty.

CLAIM PROCESSING PROCEDURES FOR DEALERS

After the battery is properly tested and found to be unserviceable by the Dealer, the battery is to be replaced with an equivalent Motorcraft battery in exchange for the Pro Rate amount collected from the vehicle owner or at no cost on a Grate basis described on the label. The Customer's cost of replacement on Pro Rate claims is based on published Non-Commercial cost per month:

e.g. - \$1.00 Cost per Month x 29 Month's Service = \$29.00 Customer Cost

In the above example the Customer would pay \$29.00 to replace the battery. This example reflects a consumer replacement Pro Rate adjustment. For Fleet-installed batteries, the commercial warranty Cost per Month should be used. If the defective battery was service-installed (not sold over-the-counter), labor and towing, if needed, may be claimed from Ford.

WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries - Type "A" (cont.)

(For Batteries WITHOUT Tear-Off Warranty Tag)

CLAIM PROCESSING PROCEDURES FOR DEALERS (continued)

The defective battery and required paperwork are returned to the Motorcraft distributor for warranty replacement. Distributors are to replace the defective battery on either a gratis basis or for an amount equivalent to the "Customer's Cost" on Pro Rata claims.

Published cost per month for Consumer (Non-Commercial) service can be calculated by using the following formula:

$$\text{Present Published List Price} \div \text{Number of Months Coverage} = \text{Cost per Month}$$

For Fleet and Commercial service the Cost per Month is calculated at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL & BUC series) and published Cost per Month for commercial (BH series) batteries



Sample of Warranty Style A Label

WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries - Type "B"

(Rr "Tested Tough" Batteries WITH Tear-Off Warranty Tag)

WARRANTY COVERAGES

This warranty applies to all Motorcraft batteries shipped after July 1, 1994 until September 30, 1995. Warranty coverage periods for this type are:

Warranty Periods				
Battery Type	Non-Commercial	Commercial	Gratis Period ¹⁰	Labor/Towing ²⁰
BXT-Tested Tough	75 months	36 months	12 months	Yes
BX-Tested Tough	72 months	36 months	12 months	Yes
BXL-Heavy Duty	60 months	30 months	12 months	Yes
BUC-A-1 Power	40 months	20 months	12 months	Yes
BH-Commercial	Various coverages, see Price List for information.			

¹⁰ Batteries replaced under the Gratis (no cost to customer) portion of the warranty must have the original date of purchase noted on the replacement paperwork. Until the customer pays a Pro Rate amount for a replacement battery, the warranty is measured from the original date of purchase.

²⁰ Labor and Towing, if needed, are covered on Service-Installed batteries

REQUIRED DOCUMENTATION

- Non-Commercial Service - Original, dated receipt or service repair order, tear-off warranty tag
- Commercial / Fleet Service - Installation date, tear-off warranty tag

CLAIM PROCESSING PROCEDURES FOR DEALERS

After the battery is properly tested and found to be unserviceable by the Dealer, the battery is to be replaced with an equivalent Motorcraft battery in exchange for the Pro Rate amount collected from the vehicle owner or at no cost on a Gratis basis described on the label. The Customer's cost of replacement on Pro Rate claims is based on published Non-Commercial cost per month:

e.g. - \$1.00 Cost per Month x 29 Month's Service = \$29.00 Customer Cost

In the above example the Customer would pay \$29.00 to replace the battery. This example reflects a consumer replacement Pro Rate adjustment. For Fleet-Installed batteries, the commercial warranty Cost per Month should be used. If the defective battery was service-installed (not sold over-the-counter), labor and towing, if needed, may be claimed from Ford.

WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries - Type "B" (cont.)

(For Batteries WITHOUT Their-OffWarranty Tag)

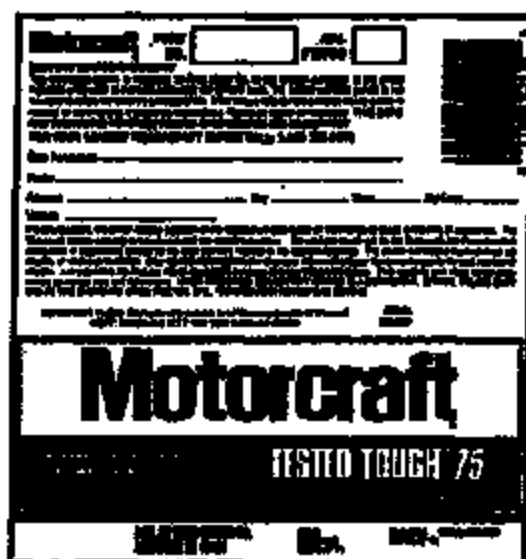
CLAIM PROCESSING PROCEDURES FOR DEALERS (continued)

The defective battery and required paperwork are returned to the Motorcraft distributor for warranty replacement. Distributors are to replace the defective battery on either a gratis basis or for an amount equivalent to the "Customer's Cost" on Pro Rata claims.

Published cost per month for Consumer (Non-Commercial) service can be calculated by using the following formula:

$\text{Present Published List Price} \div \text{Number of Months Coverage} = \text{Cost per Month}$

For Fleet and Commercial service the Cost per Month is calculated at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL & BUC series) and published Cost per Month for commercial (BH series) batteries



Sample of Warranty Style B Label

WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries - Type "C"

(Ex. Tested Tough® Batteries WITH Tear-Off Warranty Tag)

WARRANTY COVERAGES

This warranty applies to all Motorcraft batteries shipped after January 1, 1994 until June 30, 1994. Warranty coverage periods for this type are:

Warranty Periods				
Battery Type	Non-Commercial	Commercial	Gratis Period ⁽¹⁾	Labor/Towing ⁽²⁾
BXT-Tested Tough	75 months	36 months	3 months	Yes
BX-Tested Tough	72 months	36 months	3 months	Yes
BR-Tested Tough	60 months	30 months	3 months	Yes
BA-Tested Tough	40 months	20 months	3 months	Yes
BUC-A-1 Power	40 months	20 months	3 months	Yes
BH-Commercial	Various coverages, see Price List for information.			

(1) Batteries replaced under the Gratis (no cost to customer) portion of the warranty must have the original date of purchase noted on the replacement paperwork. Until the customer pays a Pro Rata amount for a replacement battery, the warranty is measured from the original date of purchase.

(2) Labor and Towing, if needed, are covered on Service-Installed batteries.

REQUIRED DOCUMENTATION

- Non-Commercial Service - Original, dated receipt or service repair order, tear-off warranty tag
- Commercial / Fleet Service - Installation date, tear-off warranty tag

CLAIM PROCESSING PROCEDURES FOR DEALERS

After the battery is properly tested and found to be unserviceable by the Dealer, the battery is to be replaced with an equivalent Motorcraft battery in exchange for the Pro Rata amount collected from the vehicle owner or at no cost on a Gratis basis described on the label. The Customer's cost of replacement on Pro Rata claims is based on published Non-Commercial cost per month:

e.g. - \$1.00 Cost per Month x 29 Month's Service = \$29.00 Customer Cost

In the above example the Customer would pay \$29.00 to replace the battery. This example reflects a consumer replacement Pro Rata adjustment. For Fleet-installed batteries, the commercial warranty Cost per Month should be used. If the defective battery was service-installed (not sold over-the-counter), labor and towing, if needed, may be claimed from Ford.

WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries - Type "C" (cont.)

(For Batteries WITHOUT Tear-Off Warranty Tag)

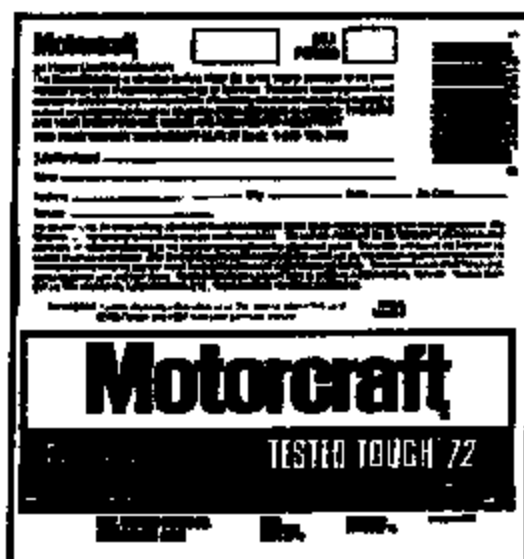
CLAIM PROCESSING PROCEDURES FOR DEALERS (continued)

The defective battery and required paperwork are returned to the Motorcraft distributor for warranty replacement. Distributors are to replace the defective battery on either a gratis basis or for an amount equivalent to the "Customer's Cost" on Pro Rata claims.

Published cost per month for Consumer (Non-Commercial) service can be calculated by using the following formula:

$\text{Present Published List Price} \div \text{Number of Months Coverage} = \text{Cost per Month}$

For Fleet and Commercial service the Cost per Month is calculated at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL & BUC series) and published Cost per Month for commercial (BH series) batteries



Sample of Warranty Style C Label

WARRANTY & POLICY MANUAL

Electric Ranger Traction Battery

The traction battery is covered against defects in factory-supplied materials or workmanship for the first 12 months in service or 10,000 miles (whichever occurs first) at no charge. After the first 12 months in service or 10,000 miles (whichever occurs first), the traction battery will be replaced on a customer-participation basis as follows:

<u>Month</u>	<u>Mileage</u>	<u>Percent Covered by Ford</u>
13-16	10,001 - 12,000	60%
17-18	12,001 - 14,000	40
19-20	14,001 - 16,000	30
21-22	16,001 - 18,000	20
23 -24	18,001 - 20,000	10
25 & Up	20,000 and above	0%

The percent covered by Ford will be the lower of the percents based on time (months) or mileage. For example, if the vehicle has been in service 14 months and has been driven 13,000 miles, Ford will cover 40% of the battery replacement cost.

IMPORTANT: Electric Rangers may only be service at "Electric Vehicle" (EV) certified Ford dealerships. Locations for these authorized facilities can be obtained by contacting the Alternative Fuel Customer Assistance Center at 1-800-ALT-FUEL. Certified fleet locations may service their own Electric Rangers.

WARRANTY & POLICY MANUAL

SERVICE PART WARRANTY COVERAGE

Service Parts and Accessories Introduction

This section explains the policies, procedures, and warranty coverage on Ford and Motorcraft-branded parts and accessories. The Motorcraft battery policies, procedures, and warranties are identified in Section 3 (See Battery Coverage). This section also includes:

- A warranty statement outlining Ford's parts and accessories warranty to dealers, and
- A warranty statement that dealers may use to convey a dealer-to-customer service parts and accessories warranty.

NOTE: The Company's policies as they apply to production-installed parts and accessories also apply to dealer-installed parts and accessories, and parts and accessories sold over-the-counter that are purchased from Ford (except as noted in this Manual or other Company publications).

Copies of the following documents (see document description below) must be retained in the Customer Service File to support a Company-paid repair for a service part or accessory repair or replacement.

Program Code	VIN Req'd	Document Description
ACC	Yes	Repair order for a dealer-installed part or accessory
SPW	Yes	Previous warranty repair or customer-paid repair order
SPH	Yes	Original Equipment Service Part Warranty Replacement ^{1*}
OTC	No	Over-the-counter parts sales invoice
MTC	No	Motorcraft Direct Sale Agreement — Canada only
SSP	Yes	Lifetime Warranty Coverage
RLE	Yes	Remanufactured Lifetime Service Parts
LSG	Yes	Lifetime Service Guarantee
HTC	No	Heavy Truck Over-the-Counter Service Part

^{1*} Heavy Truck only

WARRANTY & POLICY MANUAL

Warranty Coverage

The Company will repair or replace any properly installed new Ford part or accessory found to be defective in factory-supplied material or workmanship during the service part or accessory warranty or during the new vehicle warranty. In addition, the Company will repair or replace any components damaged by the defective part or accessory. If the failure of a covered part directly causes a related part to fail, then both failures are covered. The cause of failure of the related part must be noted on the Service Part Warranty claim. Dealers are cautioned to exercise sound judgment and provide clear documentation when claiming reimbursement for related failures.

- **Ford, Mercury, Lincoln Cars, and Light Trucks:** The parts and accessories warranty is:
 - **Dealer-Installed**
 - 12 months / 12,000 miles, whichever occurs first, or
 - The remaining portion of the Ford New Vehicle Limited Warranty, whichever is greater, or
 - A greater warranty period listed under Unique Service Parts and Accessories in this section.
 - **Sold Over-the-Counter**
 - 12 months / 12,000 miles, whichever occurs first, or
 - A greater warranty period listed under Unique Service Parts and Accessories in this section.
- **500 and higher series trucks:** The parts and accessories warranty is:
 - **Dealer-Installed**
 - 12 months / unlimited miles, or
 - The remaining portion of the Ford New Vehicle Limited Warranty, whichever is greater, or
 - A greater warranty period listed under Unique Service Parts and Accessories in this section.
 - **Sold Over-the-Counter**
 - 12 months / unlimited miles, or
 - A greater warranty period listed under exceptions in this section.

IMPORTANT: On March 13, 1998, the Freightliner Corporation assumed parts distribution responsibilities for service parts unique to the product lines sold to them by Ford. This includes: Aeromax, Louisville, Cargo, and all predecessor heavy trucks (L-Series, CL-Series, W-Series, etc.).

WARRANTY & POLICY MANUAL

Ford/Sterling Dealers

Responsibility for Service Part Warranty claim payment for parts with an initial non-warranty installation, or over the counter sale date, is determined by the date of original part installation or sale. Responsibility for reimbursement of service part failures on these vehicles is as follows:

- Non warranty dealer installed parts, or parts sold over-the-counter on or before 3/13/98 - Submit claim to Ford through DWE/ACESII.
- Non warranty dealer installed parts, or parts sold over-the-counter after 3/13/98 - Claim reimbursement through Freightliner (even if part was originally purchased from Ford).
- If the initial repair was covered by the Ford New Vehicle Limited Warranty - Submit any subsequent service part failures to Ford through DWE/ACESII regardless of whether the New Vehicle Limited Warranty is in effect at the time of the service part failure.

NOTE: If your dealership is not a franchised Sterling dealer, Service Part Warranty claims for heavy truck parts purchased from Ford should continue to be submitted to Ford via DWE/ACESII. Ford will not accept Service Part Warranty claims for heavy truck parts purchased from Sterling Corporation via a Sterling dealer. Claims previously coded with program code "SPH" for such parts should be administered by the Sterling dealer from whom your dealership purchased the part(s).

NOTE: Parts replaced at Company expense (e.g., Owner Notification Programs, Service Recall, or After-Warranty Adjustments) are covered under the applicable Service Part Warranty or the remaining portion of the New Vehicle Limited Warranty (if any), whichever is greater.

Coverage Application

- Dealer-Installed or Dealer Authorized Sublet Installation Facility Parts and Accessories Coverage:

Covered:

Parts and labor to replace the defective part and correct any related damage. If towing is needed due to the failed part or accessory, it is only covered under the service part warranty if the vehicle is not covered under the Roadside Assistance Program at the time of the part failure.

- Over-The-Counter Parts and Accessories Coverage:

Covered:

- Parts and labor to repair a defective part (assembly) after the part (assembly) has been removed from the vehicle by the customer.
- Parts and labor to repair any related damage caused by the defective part. If repair of the failed component and related damage is not performed by the dealer or the dealer authorized installer, the outside repair source must, in the dealer's judgment, be capable of professional workmanship. The original copy of the outside shop repair order must be retained by the dealer.

SERVICE PART

WARRANTY & POLICY MANUAL

Not Covered:

- Labor to remove and replace the defective part or accessory from the vehicle and towing.
- Parts and any related damage caused by a Ford component not properly installed by the customer or an outside repair source.

IMPORTANT: When a service part or accessory fails and is replaced or exchanged under Service Parts Warranty, the replacement part or accessory assumes only the remaining, unexpired portion of the warranty on the original replacement part or accessory. The warranty period does not start over.

Determining the Part or Accessory Warranty Start Date

- Dealer-installed part or accessory: The date of installation.
- Over-the-counter sale to a retail purchaser: The date of sale.
- Over-the-counter sale to a fleet or wholesaler: The date the part or accessory is installed (could be later than the date of sale).

Service Parts and Accessories Warranty Statements

COMPANY PARTS AND ACCESSORIES LIMITED WARRANTY (COMPANY TO DEALER)

Ford Motor Company, The American Road, Dearborn, MI. 48121 (Ford) warrants to the dealer that Ford will credit the dealer for any new part or accessory sold by Ford that is found to be defective in factory-supplied material or workmanship. Coverage is as follows:

Ford, Mercury and Lincoln cars and light trucks:

- 12 months/12,000 miles, whichever occurs first.

600 and higher series trucks:

- Parts and accessories for 12 months/unlimited miles.

NOTE: See UNIQUE WARRANTY COVERAGES in this section for additional coverage when applicable.

Warranty Begins:

- Parts and accessories installed by the dealer:
 - Warranty begins on the date of installation.

NOTE: Labor is covered, if required. Required towing is covered only if the vehicle is not covered under the Roadside Assistance Program.

- Parts and accessories sold over-the-counter:
 - For a retail purchaser: On the date of sale,
 - For fleets and wholesalers: On the date of installation or resale,

WARRANTY & POLICY MANUAL

NOTE: Removal and reinstallation labor and towing are not covered.

The customer must return the defective part or accessory to the dealership during regular business hours with the original counter sale invoice or repair order to validate the date of purchase and mileage. With the exceptions noted in this statement, all provisions and procedures outlined in the Warranty and Policy Manual apply to parts and accessories installed or sold over-the-counter by dealers.

If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer may fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLECT, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS PART OF NORMAL MAINTENANCE.

PARTS AND ACCESSORIES FOUND TO BE DEFECTIVE BEFORE INSTALLATION ON THE VEHICLE OR SALE OVER-THE-COUNTER ARE TO BE RETURNED FOR CREDIT AS SPECIFIED IN THE PARTS AND ACCESSORIES POLICY AND PROCEDURE MANUAL, SECTION 4200.

REPEAT REPAIRS PERFORMED AS A RESULT OF A PREVIOUS REPAIR, MIS-DIAGNOSIS OR IMPROPER REPAIR PROCEDURE ARE NOT COVERED.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF THE USE OF THE VEHICLE, COMMERCIAL LOSS, AND CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THERE IS NO OTHER EXPRESSED WARRANTY ON FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES EXCEPT SUCH OBLIGATION AS FORD MAY HAVE ASSUMED IN ITS WARRANTY AND POLICY MANUAL OR OTHER DOCUMENTS.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

WARRANTY & POLICY MANUAL

Dealer Limited Warranty to Customers Purchasing Parts and Accessories From Ford and Lincoln-Mercury Dealerships (Dealer-to-Customer)

Under Public Law #93-637, dealers who offer written warranties on retail products selling for more than \$15.00 must meet certain warranty requirements and must inform the purchaser about the warranty. If the statement below is made available to the purchaser (e.g., posting near the service write-up area and the parts counter) and given to the purchaser with the product, requirements of the law will be met.

C OVERAGE STATEMENT

The dealer (The Complete Name and Address of the Dealership) warrants to the original purchaser (retail, fleet or wholesaler) that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged as follows:

Ford, Mercury and Lincoln cars and light trucks:

- 12 months or 12,000 miles, whichever occurs first.

600 and higher series trucks:

- 12 months/unlimited miles.

NOTE: See UNIQUE WARRANTY COVERAGES in this section for additional coverage when applicable.

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must present the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory.

If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, AND CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THERE IS NO OTHER EXPRESSED WARRANTY OF FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

WARRANTY & POLICY MANUAL

Unique Service Parts and Accessories Warranty Coverages:

The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than normally applies to the 12 month/12,000 mile-12 month/ unlimited miles service part and accessory warranty. The coverage which applies for these parts is the unique service part coverage listed, or the applicable New Vehicle Limited Warranty, whichever is greater. In all cases for dealer installed parts, parts and labor are covered if the failed component is warranted under the applicable New Vehicle Limited Warranty.

IMPORTANT: Warranty claims for parts and accessories listed under Unique Service Parts and Accessories must have the appropriate Service Parts Program Code and the Service Installed Parts data entered in the appropriate boxes on the claims and the data must be submitted to the Company via DWE/ACES II.

- **600 and Higher Series Truck Parts and Accessories:** 12 months / unlimited miles. This coverage also applies to parts and accessories used for repairs in competitive-make trucks.
- **Air Conditioning System**
 - Complete New Ford System (Includes Thermostatic Fan)
 - Dealer Installed or Dealer Authorized Sublet Installed - 12 months / 36,000 miles (Parts, Parts Allowance and Labor)
 - Over-the-Counter - 12 months / 36,000 miles (Parts and Parts Allowance only)
 - Retrofit Kit - 12 months / 12,000 miles (R-12 to R134a conversion).
 - Retrofit Kit - 12 months / unlimited miles - 600 and higher series trucks.
- **Battery** — See Battery Coverage in this Section for details on service-installed batteries.
- **Bedliner and Cargo Liner** (Light Truck) (See footnote a/): Lifetime coverage to original purchaser. (Contact Durakon Industries at 1-888-FORD-OE1 for authorization/ replacement Bedliner and Cargo Liner supplied at no charge by the manufacturer.)
- **Belts and Hoses**
 - Sold before 1-1-92: Lifetime Warranty for parts, parts allowance and labor
 - Sold on or after 1-1-92: 12 months / 12,000 miles
- **Bumper-Master Guard** (See footnote a/): Contact Master Guard at 1-800-541-5634 for authorization to replace the bumper and for a replacement bumper supplied by Master Guard at no charge. Additional information on Master Guard bumpers can be found in the Accessories Showcases.
- **Cellular Phone** — Transportable / Portable: Coverage is for 12 months. These phones are serviced through "Audiotronics" using Form 8560. Send the defective component along with the form to:

"Audiotronics"
1301 Cornell Parkway, Suite 800
Oklahoma City, OK 73108
Questions: Call 1-800-755-4161.

SERVICE PART

WARRANTY & POLICY MANUAL

- **Diesel Engines** — Ford New Holland:
 - 6.6L and 7.8L Engine Components (See footnote b/): 12 months/unlimited miles,
 - 6.6L and 7.8L Ford Remanufactured Engines: 12 months/unlimited miles
- **Lift Supports** — Motorcraft (See footnote c/): Lifetime warranty to original purchaser (Not to be used under the New Vehicle Limited Warranty).
- **Sheet Metal** — Lifelong guarantee (as long as original purchaser owns the vehicle) against rust perforation (Includes parts, parts allowance, and labor).
- **Shock Absorbers and Struts** — Motorcraft (See footnote d/):

For shock absorbers or struts sold on or after October 1, 1997:

- Private Cars and Light Trucks: Lifetime warranty to original purchaser (subsequent owners will get the remainder of 24 months/24,000 mile coverage, whichever occurs first.)
- Other Than Private Cars and Light Trucks: 24 months or 24,000 miles, whichever occurs first.

For shock absorbers or struts sold before October 1, 1997:

- AA, AS, AT, AW, AX Series:
 - Private Cars and Light Trucks: Lifetime warranty to original purchaser (subsequent owners will get the remainder of 24 months/24,000 mile coverage, whichever occurs first).
 - Other Than Private Cars and Light Trucks: 24 months/ 24,000 miles, whichever occurs first.
- AJ, AK, AVS Series: 12 months/12,000 miles, whichever occurs first.
- AM Series (Cartridges and Assemblies): 12 months/24,000 miles, whichever occurs first.
- AY Series: 24 months/24,000 miles, whichever occurs first.
- **Spark Plug Wiring Set** (Complete Set) (See footnote c/):
 - Normal Service: Lifetime warranty to original purchaser,
 - Severe Service (e.g., Police / Taxi): 12 months or 12,000 miles.
- **Vehicle Security System** (Ford Alarm — Dealer Installed) (See footnote a/): Lifetime warranty on parts (contact supplier at 1-800-FORD KEY for parts replacement).
- **Walker Exhaust SRS program** (See footnote d/): Effective November 1, 1993, a Lifetime limited warranty is provided on all Walker replacement mufflers "against rust through, blowouts and defects in material and workmanship for as long as the original purchaser of the muffler owns the vehicle." A 12 month/12,000 mile warranty is also provided on muffler system replacement pipes, accessories and catalytic converters.

WARRANTY & POLICY MANUAL

Lifelong guarantee activation (for sheet metal) and lifetime warranty coverage (for parts noted above) requires a customer-paid replacement of the applicable part or accessory.

IMPORTANT: Lifetime warranty or Lifelong guarantee (not to be confused with Lifetime Service Guarantee) to the original purchaser means "As long as the ORIGINAL PURCHASER of the part or accessory owns the vehicle on which the part or accessory was installed."

- a / Labor is not covered beyond 12 months/12,000 miles if the vehicle is beyond the Bumper to Bumper warranty period — no parts allowance at any time.
- b / Same engine components as those covered by the powertrain warranty on 600 and higher series trucks.
- c / Labor and parts allowance are not covered beyond 12 months/12,000 miles if the vehicle is beyond the Bumper to Bumper warranty period.
- d / Labor is not covered beyond 12 months/12,000 miles if the vehicle is beyond the Bumper to Bumper warranty period.

3-100

Ford Motor Company

October 1998

ER62-625 2931

WARRANTY & POLICY MANUAL

BUMPER-TO-BUMPER WARRANTY COVERAGE CHANGES (1992-1999)

Exceptions to Bumper to Bumper Coverage

1992 Model Cars and Light Trucks

Bumper to Bumper Warranty coverage.

Exterior Light Bulbs and Adjustments were covered for 12 months/12,000 miles. Batteries were prorated after 12 months/12,000 miles.

1993 Model Cars and Light Trucks

Batteries were prorated after 12 months but within 36,000 miles.

Batteries were prorated after 24 months but within 60,000 miles for Lincoln vehicles.

Battery recharging (no defect) is reimbursable for 12 months/12,000 miles-excludes units in inventory.

1994 Model Cars and Light Trucks

Exterior Light Bulb coverage was extended from 12 months/12,000 miles to Bumper to Bumper coverage.

1995 Model Cars and Light Trucks

Adjustments (excluding wheel balance and alignment) coverage was extended from 12 months/12,000 miles to Bumper to Bumper.

1996 Model Cars and Light Trucks

Batteries are no longer prorated after 12 months. Batteries have full coverage during the Bumper to Bumper Warranty. Battery recharging eligible for Bumper to Bumper coverage -- excludes units in inventory.

WARRANTY & POLICY MANUAL

WARRANTY CANCELLATION - BRANDED TITLE

Warranty Cancellation Summary

New Vehicles (including non-title Branded vehicles)

The Company will cancel the New Vehicle Limited Warranty in part or in total (but not the emissions control systems warranties or service recalls) on damaged new vehicles which cannot be repaired and sold as new units. These include vehicles damaged because of an accident or a natural disaster. The OASIS cancellation message will read "All Warranties Canceled Except Emissions, Regional Request." Contact your Customer Service Manager or North American Fleet Service Field Manager for more information.

Elements of the warranty may also be canceled on engine, powertrain, and paint and sheet metal due to abuse, misuse, or neglect. If you encounter any of these situations, provide a copy of the completed "Vehicle Warranty Status Change Request Form" to your Customer Service Manager or North American Fleet Service Field Manager. The OASIS message will also reflect a Regional cancellation Request.

Title Branded Vehicles

The Company will cancel the New Vehicle Limited Warranty on any vehicle that has ever been labeled or branded as "dismantled", "fire", "flood", "junk", "reconstructed", or "salvaged", or that has been determined to be a "total loss" by an insurance company. The Company will also cancel warranty on any vehicle branded with true mileage unknown (odometer not showing actual mileage), or vehicles that have exceeded mechanical limits.

These vehicles have been severely damaged either through a collision or a natural disaster, or have odometers with over 100,000 miles or odometers which have been altered and are ineligible for Ford warranty coverage (except emissions and service recalls).

- The Company will also cancel warranty coverage on any vehicle that has been converted to an ambulance and is not equipped with the Ford ambulance prep package.
- 1999 and subsequent model year Town Cars converted to a Limousine that: is not equipped with the Limousine Builder's Package (418), has its wheelbase extended beyond 120", or has a GVWR that exceeds 7100 pounds, will also have the New Vehicle Limited Warranty voided.
- R. L. Polk maintains a database on vehicles that have been damaged and the title branded as dismantled, fire, flood, junk, rebuilt, reconstructed, salvaged (TSS), exceeds mechanical limits, or odometer not actual mileage.
- The Company WILL NOT PAY CLAIMS on these vehicles for basic, powertrain, major components, or sheet metal (corrosion) repairs. These vehicles are also ineligible for ESP contract sales and some owner notification programs.
- Because of state and federal emissions laws, and in the interest of promoting safety, we will pay claims for appropriate emissions warranty repairs as well as service recalls.

WARRANTY & POLICY MANUAL

- Direct Registration Entry (DRE) and ESP contract processing will not accept Ford, Lincoln, Mercury or Competitive Make Vehicle ESP/ESC contracts for any vehicles with the titles branded after June 1, 1991.

IMPORTANT: Information on vehicle warranty coverage eligibility is provided by OASIS.

NOTE: Certain states require that titles for reacquired vehicles be branded. The Company will ensure that titles for reacquired vehicles are branded, where branding is a manufacturer responsibility, in accordance with applicable state laws. The RAV branding will not affect the vehicle's warranty eligibility.

OASIS "T" Code Explanation

Due to space limitations on OASIS, the entire reason for the cancellation cannot always be included. Therefore, some OASIS messages will be followed by a code. For example, "All Warranty Coverage Canceled Except Emission; Title Branded (Code T1)." Following are the explanations of the codes:

Cancellation Code	Reason for Warranty Cancellation
T1	All warranty coverage canceled except emissions; per R. L. Polk records, vehicle was title branded by a state as "dismantled, fire, flood, junk, rebuilt, reconstructed, or salvage."
T2	All warranty coverage canceled except emissions; vehicle has sustained extensive flood damage per insurance carrier report.
T3	All warranties exceeded, however, ESP Unlimited may apply. Per R.L. Polk records, vehicle was title branded by a state as "exceeds mechanical limits (over 100,000 miles)." If vehicle has an ESP Unlimited Contract, the coverage may still apply if the vehicle is within time limitations.
T4	All warranty coverage canceled except emissions; per R. L. Polk records, vehicle was title branded by a state as "odometer not actual mileage."

NOTE: Whenever the OASIS Message indicates "All Warranty Coverage Canceled," vehicles are ineligible for ESP coverage and Owner Notification Programs. Vehicles with T3 or T4 brands are eligible for Owner Notification Programs if the program does not have a mileage limitation. Review applicable Owner Notification Program for specific mileage limitations.

Some states require disclosure of vehicle damage to purchasers. Refer to information regarding disclosure statements in "In-Transit Damage / Loss and Damage Repairs," Section 2. Consult legal counsel if necessary.

WARRANTY & POLICY MANUAL

Title Corrections - Reinstating Warranty Coverage

- Titles are branded by the State Department of Motor Vehicles and reported to Ford by R.L. Polk.
- Title corrections must be made through the state. The corrected title should then be forwarded to Ford using the Vehicle Warranty Status Change Request Form included in this section.
- The corrected title must be from the state that originally branded the title and must have an issue date later than the brand date.
- Fax copy of clear title along with Warranty Status Change Request Form to number noted at bottom of form.

WARRANTY & POLICY MANUAL

Warranty Status Change Request Form

Vehicle Warranty Status Change Request	
Vehicle Identification Number (or attach a list for multiple Roadkill damaged vehicles)	Model Year
Customer Name: _____	
Dealer Name: _____	P & A Code: _____
FCSD Region: _____	
The vehicle listed above should/should not (circle one) be covered under Ford warranties because (check all that apply):	
<input type="checkbox"/> A. Vehicle damaged in dealer stock and sold "as is" or "salvage"	
<input type="checkbox"/> B. Vehicle has been abused/damaged in the following way(s):	
<input type="checkbox"/> Engine <input type="checkbox"/> Complete Powertrain <input type="checkbox"/> Body/Paint <input type="checkbox"/> Entire Vehicle	IMPORTANT: A MORBI issue must be entered for all Cancellation Requests. MORBI Issue Number: _____
<input type="checkbox"/> C. Vehicle Warranty Coverage has been canceled in error. Supporting documentation attached.	
Reason for Cancellation: _____	
Abuse/Misuse is due to the following reason(s):	
<input type="checkbox"/> Improperly Maintained (Explain) _____ <input type="checkbox"/> Severely Damaged (Explain) _____ <input type="checkbox"/> Other _____	
<input type="checkbox"/> D. Vehicle Title Branded as Junk, dismantled, rebuilt, or salvage. <input type="checkbox"/> E. Vehicle has sustained extensive flood damage. <input type="checkbox"/> F. Exceeds Mechanical Limits (Over 100,000 Miles). (Note: Excludes Heavy Truck and units with ESP Unlimited coverage). <input type="checkbox"/> G. Odometer: Not Actual Mileage, Tampered.	
NOTE: Documentation supporting the warranty change request must be submitted with this form.	
Documentation Included: Yes _____	
Signature of Service Manager _____	Regional Office Approval/Title _____
Dealer Phone # _____	PROF ID _____
Date / Printed Name _____	Date / Printed Name _____
Dealer submits this request to their FCSD Regional Office.	Region submits this request to: FCSD-General Office Warranty Administration Department P.O. Box 45502 300 Pan Am, Detroit, MI 48243 Fax: 313-445-7820

Page 1 of ____

WARRANTY & POLICY MANUAL

SERVICE CONTRACTS

SERVICE CONTRACTS SUMMARY

Several types of service contracts may be purchased to provide specific coverage to complement the warranty for eligible vehicles.

- **Extended Service Plans** Ford Extended Service Plans (ESP) and Ford Extended Service Contracts (ESC) are service contracts which may be purchased by a customer to supplement the factory warranty of eligible vehicles. These service contracts are not a warranty, and are separate from the Ford New Vehicle Limited Warranty. By participating in the sale of an ESP or ESC contract or the servicing of an eligible vehicle under an ESP or ESC contract, the Dealer or any affiliated entity that sells an ESP or ESC contract or services an eligible vehicle thereunder, shall be bound by the terms and conditions of the ESP or ESC plans as specified herein and in the Ford Extended Service Plan Dealer Operating Guide.

The Ford Extended Service Plan Operating Guide is available by contacting the ESP Literature Hotline at 1-800-537-1910.

- **Fleet Service Program** allows fleets with 5 or more vehicles the added benefits of centralized billing, pricing continuity, and credit acceptance. See ESP Operating Guide for details.
- **Super Seal Corrosion Repair Protection Service Contracts** provide coverage after the new vehicle corrosion coverage has expired for cars and light trucks initially treated with Super Seal Compound against corrosion perforation (not available after the 1992 plan year).
- **Environmental Protection Plan Contracts** provide protection for all new Ford Motor Company cars and light trucks against rust perforation and abnormal paint degradation. New retail, dealer demonstrator, driver training vehicles, and commercial vehicles are protected (not available after the 1992 plan year).

Extended Service Plans

Ford Extended Service Plans (ESP) are Ford Motor Company service contracts purchased by owners of new and used Ford and Lincoln-Mercury cars and light trucks. In most states Ford Extended Service Contracts (ESC) are dealer service contracts purchased by owners of competitive-make vehicles. ESC competitive make contracts are backed by Ford Motor Company and are insured by the American Road Insurance Company. This section provides a brief description of ESP features other than component coverages.

- The Ford Extended Service Plan Operating Guide provides complete ESP information. It is available by contacting the ESP Literature Hotline at 1-800-537-1910.
- Use the OASIS system to verify vehicle's ESP/ESC eligibility and component coverage.
- The ESP Registrations Hotline for Ford Motor Company and Competitive-Make Used Vehicles gives answers to dealership/Regional office personnel and customers with competitive make vehicles (only). Inquiries regarding contract registrations or cancellations should be directed to:

Call 1-800-521-4144 for Ford new/used vehicle contracts
or
1-800-331-3286 for competitive-make used vehicle contracts
(also for customer use)

WARRANTY & POLICY MANUAL

NOTE: U.S. Ford and Lincoln-Mercury Dealers are authorized to repair Canadian vehicles within the time and mileage of the Canadian warranties and ESP coverage. All claims for Canadian vehicle repairs are to be submitted through the ACES II system. For ESP coverage information on Canadian vehicles, call 1-800-565-3673.

ESP Registration Verification

Verify current registration status through OASIS. If contract cannot be verified, contact the ESP Registrations Hotline (800-621-4144).

ESP Authorization Requirements - Repairs Requiring Prior Approval

- Prior approval of all individual ESP repairs over the assigned dealer limit is required for all dealerships before performing repairs. For example, if a dealership has a \$500 limit and a customer has two distinct repairs estimated to cost \$400 and \$600 each (parts and labor), only the \$600 repair would require prior approval. If both of the repairs were under the dealership's specified approval limit, prior approval would not be required. Failure to obtain prior approval before performing the repair will result in claim denial in ACESII.

Prior Approval Level

- ESP prior approval levels are established based on a dealership's twelve-month average ESP repair cost loss ratio and contract sales penetration.

Total Repair Cost for Twelve-month period = Loss Ratio Example: $\frac{\$20,000}{\$100,000} = 20\%$
ESP Contract Revenue for same Twelve-month period

- Total Repair Cost includes all repairs paid on the ESP contracts sold by the Dealer regardless of repair location. ESP Contract Revenue is defined as that portion of the contract revenue for all active contracts sold by the dealership allocated to the specified twelve month period based on earning curves developed by Ford. The earning curves allocate the total contract revenue for each contract sold over the life of the contract (based on historical repair cost experience) so that an appropriate share of the revenue is allocated to each twelve-month period of the contract life.

WARRANTY & POLICY MANUAL

- Based on actual experience for the previous twelve-month period, all dealers will be assigned prior approval as follows:

Ford ESP Prior Approval Matrix

<u>Loss Ratio</u>	<u>Sales Penetration</u>	<u>Prior Approval Level</u> (Per Repair)
Above 120%	All Levels	\$300
100%-119%	All Levels	\$500
80%-99%	Below 30%	\$700
80%-99%	30% or above	\$800
30%-79%	Below 30%	\$1,200
30%-79%	30% or above	\$1,500
Below 30%	All Levels	\$2,000

- Dealerships must complete the "ESP Prior Approval Worksheet" and the ESP Prior Approval Service Advisor Checklist before calling in for prior approval (See Resources – Section 9 for examples).
- After review of the repairs requested and completion of an on-site inspection when required, prior approval personnel will either 1) provide you an approval code which must be included on the claim during submission, or 2) advise why the claim is being partially or totally denied.
- For prior approval on a Ford, Lincoln, or Mercury vehicle, call the ESP Prior Approval Team at 1-800-821-7790.

WARRANTY & POLICY MANUAL



Ford Customer Service Division ESP PRIOR APPROVAL WORKSHEET

THIS FORM IS TO BE USED FOR FORD, LINCOLN AND MERCURY
VEHICLES ONLY TO REQUEST PRIOR APPROVAL. CALL: 1 (800) 321-7799

FOR COMPETITIVE-MAKE VEHICLES
CALL: 1 (800) 321-4118

ESP PRIOR APPROVAL & ALPHABETIC CONVERSION TABLE

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46

When prompted, enter the requested information and press 1 or 2 after each entry.

1. FSA code (Enter all 5 digits)

2. Repair order number

- a) _____
b) If correct, press 1; go to step 3.
c) If incorrect, press 2; repeat step 2.

3. First alphanumeric character of the Repair Sequence Number. Letters must be converted using the conversion table above.

- a) _____
b) If correct, press 1; go to step 4.
c) If incorrect, press 2; repeat step 3.

4. Second alphanumeric character of the Repair Sequence Number. Letters must be converted using the conversion table above.

- a) _____
b) If correct, press 1; go to step 5.
c) If incorrect, press 2; repeat step 4.

5. Repair date

____/____/____

6. First 5 and last 5 characters of the V-plate Identification Number (VIN). Letters must be converted using table above.

____-____-____-____-____

1	F	T	S	U	A	4	B	D	3	1	#
21	22	23	24	25	26	27	28	29	30	31	32

7. Repair mileage (in tenths)

____-____-____-____-____

8. Chassis part number. Letters must be converted using the conversion table above.

____-____-____-____-____

9. ESP coverage code (See OASIS Vehicle Information Screen for list of codes)

Note: Your dealership's current prior approval level will automatically be entered after step 7.

10. Total visit amount in whole dollars. Do not subtract the deductible.

- a) \$ _____
b) If correct, press 1; go to step 11.
c) If incorrect, press 2; repeat step 10.

→ TOTAL VISIT ESTIMATE MUST BE
PROVIDED TO PROCESS REQUEST

Approval Code: _____ (To be included with ACES claim submission on approval slip 1)

Note: Obtaining prior approval does not exempt a claim from ACES if edit or audit.

11. Individual repair amount in whole dollars. Do not subtract the deductible.

- a) \$ _____
b) If correct, press 1.
c) If incorrect, press 2; repeat step 11.

Customer Assistance Center

FDS-1001B October 1996

WARRANTY & POLICY MANUAL

SERVICE ADVISOR CHECKLIST - ESP-PRIOR APPROVAL

(Steps to take BEFORE calling for Prior Approval of ESP Repairs)

Please make blank copies of this form and provide it to all dealership personnel who write up the RO, fill out the Prior Approval Worksheet and call for Prior Approval.

We recommend that you use this form in combination with the ESP Prior Approval Worksheet when your dealership calls for prior approval. The information requested will facilitate your call and help us provide your dealership with best-in-class service.

PLEASE ANSWER EACH OF THE FOLLOWING QUESTIONS IN THE SPACE PROVIDED:

1. What diagnosis was performed for the repair in question?
(If vehicle teardown is necessary for proper diagnosis, be sure to obtain customer authorization)
2. What did the technician find from the diagnosis?
What specifically was the problem and/or failed part?
3. What is the recommended repair?
4. If appropriate to the repair, what is the cost comparison for rebuilt vs. replacement parts? (i.e., exchange units, remanufactured components, if available)
5. What are ALL the estimated costs associated with the repair?
(i.e., estimated parts, labor, rental, and towing, if applicable)
6. Are maintenance records available if required and/or requested for repair approval?
7. What is the N.A.D.A. value of the vehicle? (Verify on used contracts only.)

Please complete this form, attach it to your Prior Approval Worksheet, and return it to the person in your dealership who will call for prior approval on the repair.

WARRANTY & POLICY MANUAL

ESC-Used Vehicle Contracts - Repairs Requiring Prior Approval

- Prior approval of all individual ESC repairs over the assigned dealer limit is required for all dealerships before performing repairs. For example, if a dealership has a \$500 limit and a customer has two distinct repairs estimated to cost \$400 and \$600 each (parts and labor), only the \$600 repair would require prior approval. If both of the repairs were under the dealership's specified approval limit, prior approval would not be required. Failure to obtain prior approval before performing the repair will result in claim denial in ACESII.
- After review of the repairs requested and completion of an on-site inspection when required, prior approval personnel will either 1) provide you an approval code which must be included on the claim during submission, or 2) advise why the claim is being partially or totally denied.
- For prior approval, call the ESC Prior Approval Team at 1-800-521-4118.

ESP/ESC INSPECTION

- ESP/ESC repairs that require an inspection will be determined by the Prior Approval Teams.
- Dealerships must have the vehicle torn down appropriately for the requested repair in preparation for inspection, and obtained customer approval prior to the tear down. The customer will be responsible for tear down charges if the inspection results in a repair denial.
- The inspection company will report their findings to the ESP/ESC Inspection Team. The Inspection Team will make the final decision and:
 - Notify the dealership of the approval codes or,
 - Provide a complete explanation of why the repair was partially or totally denied so that the dealership can fully inform the customer.
- Inspections will normally be completed within 24 hours — 40% of the inspections should be completed the same day (metro areas) and the remainder completed the next day. Ford will reimburse the customer for a rental vehicle up to \$28 (\$35 for Lincoln) per day if their vehicle is required to remain at the Dealership due to inspection. If the ESP contract does not include rental, or exceeds the applicable rental coverage, due to a delay in the inspection process, the Ford Prior Approval Team will assist you in claim preparation, including rental coverage as appropriate.

WARRANTY & POLICY MANUAL

Additional ESP Information — 1993 Through 1999 Plans (Refer to the ESP Program Manual for complete information)

FEATURES	Powertrain CARE	Base CARE	Extra CARE	Premium CARE
Major Component	\$0	\$4	113	\$00+
Coverage High-Tech	No	No	Yes	Yes
Cumulative Deductible per Repair Visit	\$50*	\$50*	\$50*	\$50*
Rental Car Reimbursement**	\$25/day (\$35/Lincoln) for 3 days	\$25/day (\$35/Lincoln) for 5 days	\$25/day (\$35/Lincoln) for 5 days	\$25/day (\$35/Lincoln) for 5 days
Towing Reimbursement**	Up to \$50	Up to \$50	Up to \$50	Up to \$50

*Disappearing \$0 and \$100 deductible options available.

**Not available in Hawaii.

1993 & Prior ESP Maintenance CARE provides:

- All normal scheduled maintenance listed in the vehicle's Scheduled Maintenance Guide.
- For 1994-1996, ESP plans are not available for severe duty maintenance schedules. Ford ESP only recognizes the normal maintenance schedule (i.e., every 5,000 miles).
- For 1997-1999, ESP plans are available for normal and severe duty maintenance schedules.
- Wear items — brake pads and linings, clutch disc, spark plugs (except California), engine belts and hoses, wiper blades and shock absorbers.
- A \$0 deductible.

1999 Quality Care Maintenance Protection Plan (QCMPP) provides:

- All normal scheduled maintenance listed in the vehicle's Scheduled Maintenance Guide.

IMPORTANT: Dealership payment for QCMPP maintenance services only will be reimbursed at a flat, nationally competitive maintenance retail rate. Reference 1999 ESP Operating Guide for details.

- Wear items: brake pads and linings, clutch disc, spark plugs (except California), engine belts and hoses, wiper blades, and shock absorbers.
- A \$0 deductible

ESP Rental CARE provides up to three days of rental coverage, beginning the first day of the repair, for all warranty-covered repairs during the specified contract period. This contract is available only to Ford and Mercury vehicle owners and may be purchased as a stand-alone plan, or with the Quality Care Maintenance Protection Plan (not available in Hawaii).

WARRANTY & POLICY MANUAL

ESC FOR COMPETITIVE MAKE VEHICLES

- If the competitive make vehicle is still under the Manufacturer's warranty, direct the owner to the nearest franchised dealer for warranty repairs. The owner must show a paid receipt for the Manufacturer's Warranty deductible amount to a Ford or Lincoln/Mercury dealer to obtain the refund.
- Prior Approval is not required if repair is less than the dealer's assigned prior approval level.

RENTAL ASSISTANCE

Coverage

Reimbursement covers rental related expenses incurred up to the specified plan limits. This policy is effective for vehicle repairs made on or after October 1, 1992 (Not available in Hawaii).

- Within 3 yrs/36,000 miles for 1992-98 Ford/Mercury vehicles or 4 yrs/50,000 miles for 91-99 Lincoln — Any component covered by the new vehicle basic warranty.
- Beyond 3 yrs/36,000 miles for 1992-98 Ford or Mercury vehicles or 4 yrs/50,000 miles for 1991-99 Lincoln vehicles — Any component covered by the ESP plan on the vehicle.
- 1991-1999 Lincoln — Refer to the Transportation Assistance Program Guidelines (TAP) in Section 6, or call 1-800-338-0798 for further information on the TAP Program.

Guidelines

If the vehicle is brought in for service and must be kept overnight to complete a covered repair, Ford ESP will reimburse the customer for a rental vehicle up to the maximum number of days described in the plan provisions beginning with the day the repair work commences:

- A 24-hour period, or portion thereof, is considered one day.
- Reimbursement is calculated from the time the rental vehicle is provided to the customer to the time the rental vehicle is returned.

IMPORTANT: Customers must return the rental vehicle by the end of the business day on which the repair is completed. Retention of the rental vehicle beyond that date will be at the customer's or dealership's expense.

Example #1:

- The customer's vehicle is brought into the dealership for service on Monday morning. The service department, however, cannot begin work on the vehicle until the following day (Tuesday) due to shop scheduling. Once the work begins, it is determined that the repair involves an ESP covered part and the vehicle will need to be kept for a second overnight period (Tuesday). The work is not completed until Wednesday afternoon and customer picks up the vehicle that same afternoon.

The customer would be entitled to two full days rental vehicle reimbursement, the Tuesday overnight period and the portion of Wednesday that was required to complete the repair. There would be no reimbursement for Monday.

WARRANTY & POLICY MANUAL

If the vehicle is determined to be inoperable at the time it is left for service (or if further driving would damage the vehicle and make it inoperable) and will be kept overnight, rental vehicle reimbursement will:

- Begin on the same day the vehicle is dropped off,
- Extend from the first day up to the maximum number of days described in the plan provisions.

Example #2:

- An inoperable vehicle is towed into the dealership on Monday morning with an ESP covered part problem and must be kept overnight (Not available in Hawaii). The repair will not be completed and the vehicle available for pick-up by the customer until the following afternoon (Tuesday).

The customer is entitled to two days rental vehicle reimbursement.

Additional information on ESP Rental Assistance is given in the ESP Operating Guide.

ESP PLANS	MAXIMUM TRANSPORTATION ALLOWANCE	
	PER DAY	NUMBER OF DAYS
BaseCARE (1988-89)	\$28*	5
BaseCARE For Used (1985-88)	\$25*	5
Bumper-to-Bumper (1982-93)	N/A	N/A
Bumper-to-Bumper Extension (1983)	N/A	N/A
ExtraCARE (1992)	\$25*	2
ExtraCARE (1993-97)	\$25*	5
ExtraCARE (1998-99)	\$28*	5
FAR (1991-99)	N/A	N/A
LincolnCARE for New (1991-92)	N/A	N/A
MaintenanceCARE (1992-98)	N/A	N/A
QualityCare Maintenance Protection Plan PLUS (1991)	N/A	N/A
PowertrainCARE-New (1991-92)	\$25*	5
PowertrainCARE-New (1993-97)	\$25*	5
PowertrainCARE (1998-99)	\$28	5
PowertrainCARE-Used (1991-93)	N/A	N/A
PowertrainCARE-Used (1996-97)	\$25*	5
PremiumCARE (1982-97)	\$25*	5
PremiumCARE (1998-99)	\$28*	5
RedcarpetCARE (1992)	N/A	N/A
RentalCARE for New (1992-97)	\$25*	2
RentalCARE (1998-99)	\$28*	3
Special SVC Used Premium (1992-93)	\$25*	5
Total (1991)	\$28*	5
Used Base (1991-93)	\$25*	2
Used Plus (1991-93)	\$25*	5
UVLW Max / Powertrain (1993-98)	N/A	N/A

* Lincoln: \$30/day (1992-1997), \$32/day (1998), \$35/day (1999).

WARRANTY & POLICY MANUAL

NOTE: At the dealership's discretion, an ESP customer may be provided a loaner vehicle under the provisions of the Transportation Assistance Program (TAP), once the customer has exhausted the rental benefits provided by their ESP plan coverage. An ESP day, however, cannot be claimed in conjunction with a TAP day.

- **TOWING CHARGES** to the repairing dealership are covered to the following limits if a covered part fails and towing charges are not paid by warranty or other insurance. (Not available in Hawaii.)
 - **1991-95 Plans:** maximum \$45 reimbursement (except UVLW 3/4 Max and Powertrain, FAR, and 1991-93 Used Powertrain, which are not eligible).
 - **1996-1999 Plans:** maximum \$50 reimbursement (except UVLW 3/4 Max, Powertrain and FAR, which are not eligible).
- **CUSTOMER REIMBURSEMENTS** should be processed immediately for owners who request them for emergency ESP repairs performed by other than the selling dealership as defined in the ESP Operating Guide.
 - Prepare a claim, attach the refund invoice, and retain in the customer's service file.
 - Enter the repair into ACES II.
- **CLAIM PREPARATION** for ESP is the same as for warranty claims except for:
 - The deductible amount.
 - The approval number for repairs requiring prior approval authorization should be shown under approval one on the claim form.
- **USED VEHICLE IN DEALER STOCK** — ESP repairs on used vehicles in dealer stock are only eligible for reimbursement if 1) the owner acknowledged the condition existed prior to transfer of title and 2) the ESP owner at the time of trade authorized the repair by signing a dated repair order.

Super Seal Corrosion Repair Protection Service Contract

This plan was available for all Ford-manufactured and competitive-make cars and light trucks treated with Ford Super Seal Rustproofing within 90 days or 3,000 miles of delivery. This plan is not available after the 1992 plan year. It provides corrosion repair coverage beyond the new vehicle corrosion perforation coverage.

Coverage

- Lifetime protection against corrosion from inside-to-outside for vehicles purchased by a private owner for non-commercial use:
 - New retail vehicles
 - Demonstrator, Lease, Rental, or Driver Education Vehicles.
- Six year protection for commercial vehicles (Five complete calendar years following date of vehicle sale or super seal application).
- Only the original owner is covered unless Super Seal Headquarters processes a transfer.

WARRANTY & POLICY MANUAL

Owner Responsibility

- Register for the service contract on Form FPS-11582.
- Have the vehicle inspected by a Ford or Lincoln-Mercury dealer at the required time interval:
 - 18 months for a new vehicle.
 - 12 months for a used vehicle.

NOTE: 1987-82 privately owned vehicles require inspections beginning at 54 months or 85,000 miles whichever occurs first. Commercial vehicles require inspections beginning at 85,000 miles.

Super Seal Vehicle Repair Procedure - Ford, L-M Products

Follow this procedure for an inside-to-outside corrosion perforation repair on a Super-Seal vehicle beyond the corrosion perforation coverage included as part of the new vehicle warranty.

- Verify vehicle eligibility by calling Super Seal Headquarters at 1-800-537-1910 (in Michigan, 1-800-852-4434) to check these items:
 - Vehicle program registration.
 - Original (or transferred) ownership.
 - Required inspections performed.
 - Time-in-Service greater than corrosion perforation warranty coverage, and for commercial vehicles less than 5 years.
 - Perforated components are covered (see provisions of contract).
 - Inside-to-outside perforation.
 - Repair cost is not beyond N.A.D.A. trade-in value of vehicle.

If the vehicle is eligible, a unique authorization number is issued for that vehicle's repair.

- Perform the repair or request a cash settlement if the repair cost exceeds the wholesale value of the vehicle.
 - Covered repair will be approved up to the average trade-in value of the vehicle as published in the most recent edition of the N.A.D.A. Used Car Guide.
 - Detailed requests for cash settlements must be submitted by the Regional Office to the Super Seal Administrator, P.O. Box 8045, Dearborn, MI 48121, if the repair cost exceeds the current N.A.D.A. trade-in value of the vehicle.
- Submit the repair claim to Ford using the ACES II claims payment system.
 - The transaction code for the Super Seal program is L26.
 - Include the Super Seal Headquarters authorization number for the vehicle's repair in the repair description area of the form.

WARRANTY & POLICY MANUAL

Super Seal Vehicle Repair Procedure - Competitive Make Products

Follow this procedure before making a Super Seal service contract repair on a vehicle with inside-to-outside corrosion perforation.

- Make sure the vehicle is beyond the manufacturer's corrosion warranty.
- Verify vehicle eligibility by calling Super Seal Headquarters at 1-800-521-4144 to check the following items:
 - Vehicle program registration.
 - Original (or transferred) ownership.
 - Required inspections performed.
 - Time-In-Service greater than corrosion perforation warranty coverage, and for commercial vehicles less than 5 years.
 - Perforated components are covered (see provisions of contract).
 - Inside-to-outside perforation.
 - Repair cost is not beyond N.A.D.A. trade-in value of vehicle.

If the vehicle is eligible, a unique authorization number is issued for that vehicle's repair.

- Perform the repair or request a cash settlement if the repair cost exceeds the wholesale value of the vehicle.
 - Covered repair will be approved up to the trade-in value of the vehicle as published in the most recent edition of the N.A.D.A. Used Car Guide.
 - Detailed requests for cash settlements must be submitted by the Regional Office to the Super Seal Administrator, P.O. Box 6045, Dearborn, MI 48121 if repair cost exceeds the current N.A.D.A. trade-in value of the vehicle.
- Enter the following information on the repair order.
 - Actual date of repair and mileage.
 - Customer's name and address.
 - Vehicle identification (make, model, VIN).
 - Registration / certificate number.
 - Approval number.
 - Dealer's name and address.
 - Description of repair.
 - Actual repair cost at warranty rate reimbursement.
- Mail completed repair order claims to Super Seal Administration Headquarters, P.O. Box 6045, Dearborn, MI 48121.

Fleet Service Program (FSP)

See ESP Operating Guide for program details, and see Aces II User Manual for Claim Handling Procedures.

WARRANTY & POLICY MANUAL

FORD AUTHORIZED REMANUFACTURED (FAR) PARTS COVERAGE/USAGE REQUIREMENTS

General Information

The same rules that apply to assembly repair versus replacement under the new vehicle warranty also apply to assembly repair versus replacement covered under Extended Service Plan. See Section 3 Replacement or Repair Policy.

Definition of "RM" Identifier

Parts packed in a container marked "Remanufactured" or Ford service part numbers that end with an "RM" suffix identify a remanufactured part. In addition, parts packed in a container marked "Remanufactured" are also remanufactured, irrespective of whether the part number has an "RM" suffix.

FQR/FAR Part Numbers Required for Use in ESP Repairs

Base Part No.	PART NAME	Base Part No.	PART NAME
2005*	Brake Booster Assy.	7000	Automatic Transmission
2140*	Brake Master Cyl.	8801*	Water Pump
2662/2653*	Brake Calipers (Rear)	9390*	Fuel Pump (Mechanical)
2884*	A/C Compressor Clutch	9510*	Carburetor
2987/2A987	A/C Condenser Coil	9A407*	Elec. Fuel Pump
2B120*	Brake Caliper (Front)	9C407*	Elec. Fuel Pump
2B121*	Brake Caliper (Front)	9H307*	Elec. Fuel Pump
2E884*	A/C Compressor Pulley	10348*	Alternator Assy.
3L547*	Steering Gear Short Rack	11002*	Starter
3L547*	Steering Gear Long Rack	12127*	Distributor
6006	Engine Assembly	19703/19D629*	A/C Compressor
6009	Engine - Short Block	*23200/	Power Window Motor and
6012	Engine - Long Block	23201*	Regulator Assy.
6049	Cylinder Head with Valves	*23208*	Power Window Motor and
6303	Crankshaft	23209*	Regulator Assy.
8800*	Oil Pump		

* The Ford Authorized Remanufacturers offer a Lifetime Parts Guarantee (LPG) on this part. See your Ford Authorized Remanufacturer for specific LPG program details and eligibility.

1 Probe Only.

2 Capri Only.

FAR parts are to be used for ESP repairs as follows:

- FAR parts are to be used for all ESP repairs (New and Used Vehicle Contracts) after the expiration of the New Vehicle Limited Warranty.

EXCEPTION: FQR small part assemblies and Engine and Transmission assemblies-FQR Assemblies are **REQUIRED** for use in Warranty, ESP, AWA, and RAV repairs where the estimated repair cost exceeds the cost limit (cap) for the given engine or transmission. Refer to the Master Parts Catalog for application information and to the Exchange Program Guide for cost caps and other program data.

- Within Ford warranty coverage — FAR parts are not eligible (see Emergency Repairs in this Section for exceptions).

WARRANTY & POLICY MANUAL

- Ford warranty coverage means all warranties applicable to the vehicle being considered (i.e., 12/12 coverage, Powertrain coverage, Major Component coverage, Bumper-to-Bumper coverage).

Authorization Requirements:

- If FAR parts are required but are not available, new parts may be used with an explanation in the comments field as to why a FAR part was not used.
- Selected dealerships are required to obtain regional office price approval to submit a claim whenever new parts are used where FAR parts are required but not available.
- If FQR parts are required but are not available from the FAR, the FAR will provide the dealership with authorization to repair the assembly.

Core Procedure for a Damaged FAR Core

If a FAR has determined that the Core is not reusable, you must file an appeal for the damaged Core (See Appeal Procedures, Chapter 8 in the ACES II User Manual).

Ford Authorized Remanufacturer's (FAR) Warranty and Lifetime Parts Guarantee Coverage

The FARs offer a Lifetime Parts Guarantee (LPG) for certain parts which may also be covered by ESP. The new Lifetime Parts Guarantee is in addition to the warranty coverage provided by a FAR. In the examples that follow, the repair coverage is for the second or subsequent failure of a FAR part originally used in an ESP repair when the repair is still covered by ESP. Refer to eligibility for FAR coverage before submitting ESP claims.

REPAIR CATEGORY	FAR PAYS	ESP PAYS	CUSTOMER PAYS	PROGRAM CODING
1. Covered by FAR warranty	<ul style="list-style-type: none">• Parts• Labor	<ul style="list-style-type: none">• Applicable Parts Allowance	<ul style="list-style-type: none">• -0-	RLE
2. Covered by FAR LIFETIME PARTS GUARANTEE	<ul style="list-style-type: none">• Parts	<ul style="list-style-type: none">• Labor• Applicable Parts Allowance	<ul style="list-style-type: none">• -0-	RLE
3. Not covered by FAR LIFETIME PARTS GUARANTEE or beyond FAR warranty (Repair still covered by ESP)	<ul style="list-style-type: none">• -0-	<ul style="list-style-type: none">• Labor• Parts• Applicable Parts Allowance Less Deductible	<ul style="list-style-type: none">• Deductible	ESP

Form 1863/6125-2 Preparation Requirements

NOTE: FAR parts/cores should be exchanged directly with a FAR Distributor. The parts retention period is waived for Cores when FAR parts are claimed. When using the alternative submission method, the Core must be tagged and the original 1863/6125-2 claim number must be noted on the tag for FAR warranty analysis.

G OVERNMENTAL COVERAGE REGULATIONS & LEGAL PROCEDURES

State Laws (Statutes)

Certain States and Localities have, or may enact, laws that could have an impact on the dealerships' method of conducting their everyday business transactions. This Manual does not attempt to identify all of these Laws as they apply to certain States, Localities, and Ford Motor Company dealers within those States and Localities. Ford Motor Company recommends that all dealers consult their legal counsel for clarification of State and Local Laws as they apply to individual dealers.

New York State Coverage

New vehicles sold or leased, and registered in the state of New York are eligible for New York State coverage.

Coverage Guidelines:

- On Vehicles with Bumper to Bumper warranty, service adjustments normally limited to 12 months/12,000 miles coverage are covered up to 2 years/18,000 miles, whichever occurs first. See "ADJUSTMENTS" in this section for a complete listing of service adjustments by model year.
- When traveling outside the state of New York the retail customer must pay the servicing out-of-state dealership for repairs during the extended New York coverage period. The customer may then request a refund for covered repairs from a New York state dealership.
- The revised warranty coverage applies only to vehicles sold or leased new and registered in the state of New York. Vehicles originally eligible for New York coverage remain eligible if they are both resold and registered in the state of New York. If the vehicle is subsequently sold or registered outside the state of New York, the revised coverage no longer applies. Vehicles sold outside New York that are drop-shipped in New York for new lease are eligible if originally registered as a New York unit.

The dealer must:

- Verify that the vehicle is registered in the state of New York. The vehicle must have a New York license plate.
- Verify that the vehicle was sold new in the state of New York.

The owner must have a copy of the new vehicle disclosure card (Form CSE-7972-NYLL) or a copy of the bill of sale showing that the vehicle was sold in the state of New York.

IMPORTANT: Copies of the supporting documentation must be retained in the dealership.

WARRANTY & POLICY MANUAL

Special Preparation of Form 1963/6125-2 claim:

- If a visiting owner repair is performed by a New York dealer, and the vehicle is beyond the 12 month/12,000 mile coverage but within the 2 year/18,000 mile period, Program Code NYL must be entered in the Program Code box.
- If the servicing dealer is the selling dealer, Program Code NYL is not required.

NOTE: All eligible claims are to be submitted via DWE/ACES II.

In-Transit Damage Disclosure (To Customer)

Several states require that certain types of damage occurring to new vehicles before delivery to the purchaser must be disclosed in writing if the repair cost exceeds a certain limit. These requirements will vary. Dealers must meet both state and Company requirements for damage disclosure.

Disclosable Conditions

These include all in-transit damage repairs that involve:

- Straightening, realigning, refinishing, and/or painting repaired or replaced sheet metal, except for insignificant dents and scratches.

Non-Disclosable Conditions

These include all in-transit loss or damage conditions that can be corrected by installing similar parts or accessories such as:

- Bolt-on parts (bumpers, fenders, hood, deck lid, instrument panel, moldings).

NOTE: Generally, bolt on parts do not require painting or additional work as they are generally supplied in a manner in which they can merely be "bolted on." However, in the instances where some additional work is required, such as refinishing/repainting, that portion of the repair would be considered disclosable damage and would go toward the \$500 damage disclosure requirement.

- Parts and accessories used to replace identical original components (glass, radios, tires and wheels, etc.)
- Airborne material (environmental fallout) damage is not considered transportation damage and Federal law does not require disclosure to a new vehicle purchaser. The \$500 disclosable limit does not apply to damage resulting from airborne material.
 - Dealers should be aware, however, that state or local laws may require disclosure of environmental fallout repairs.
 - Consult your legal counsel for the effect of state or local laws.

IMPORTANT: When requested, the dealership should provide a copy of the repair order which lists details of repairs performed to the new vehicle purchaser.

WARRANTY & POLICY MANUAL

Reacquired Vehicles

A reacquired vehicle (RAV) is a vehicle repurchased by Ford from a retail owner as a result of a Goodwill decision, Dispute Settlement Board (DSB) decision, State Lemon Law decision, or legal settlement requirement. A 12 month/12,000 miles (12 month/unlimited miles for vehicles resold in California) RAV warranty is provided to the first retail customer.

The RAV coverage begins on the date and mileage at the time the vehicle is sold to the first retail customer. RAV coverage does not start when the bumper-to-bumper coverage expires. For example:

RAV Sale Date	Mileage	Expiration Date	RAV Expiration Mileage
August 18, 1997	32,000	August 18, 1998	44,000

NOTE: Because of many state laws, Company policy requires that RAVs may not be resold unless the vehicle is properly disclosed and registered for the RAV warranty (Wholesaling of RAVs is not permitted - Effective July 1, 1998).

REACQUIRED VEHICLE DISCLOSURE AND WARRANTY REGISTRATION

NOTE: This procedure applies to U.S. Dealers only.

Ford Motor Company requires disclosure of all RAV's. Dealers are to disclose the RAV to the first retail customer after reacquisition and resale by the Company.

The dealer is to sign the RAV Disclosure Agreement (Form FCS-8535) at auction.

The dealer also signs the Reacquired Vehicle Resale Disclosure and Warranty Notice (Form FCS-8520) at auction. The dealer is to complete the #8520, disclose and review the contents of the #8520 with the customer and obtain the purchasing customer's signature on the #8520 at the time of sale. This form, when received at RAV Headquarters, also activates the RAV Warranty.

Disclosure Completion Process for Vehicles Arriving at Auction Prior to July 1, 1998:

- Dealer receives original title at auction, discloses RAV status, as stated above, and retails vehicle.
- Dealer mails the completed, signed RAV Disclosure/Warranty Notice (Form FCS-8520) to:
Ford RAV Headquarters
P.O. Box 370
Dearborn, MI 48121
- Dealer receives a \$300 credit on their monthly parts statement when RAV disclosure is properly completed for vehicles arriving at auction prior to July 1, 1998.

WARRANTY & POLICY MANUAL

Disclosure Completion Process for Vehicles Arriving at Auction on July 1, 1998 and after:

- Dealer receives copy of title at auction, discloses RAV status as stated above and retails vehicle.
- Dealer faxes the completed, signed RAV Disclosure/Warranty Notice (FCS-8520) to:

Ford RAV Headquarters
248-848-5900 (FAX)

NOTE: A cover sheet provided to the dealer at auction is also to be completed and faxed.

- RAV HQ verifies that the faxed #8520 form and cover sheet are complete and legible.
- If the properly completed RAV Disclosure/Warranty Notice is received by 3:30 PM(ET) RAV HQ will forward the original title by "Next Day Air" the same day the fax is received; next day, if received after 3:30 PM (ET).
- The dealer will receive the original title the first, or no later than the 2nd day, after the properly completed RAV Disclosure/Warranty Notice is received by RAV HQ and completes the new owner title process.
- Since dealers who purchase RAVs at auction are responsible for disclosing the RAV status of a vehicle by signing the RAV Disclosure Agreement (FCS-8535), Ford has discontinued the \$300 disclosure bonus effective with vehicles arriving at auction July 1, 1998.

NOTE: If the selling dealer does not disclose RAV status to the first retail customer, the Company will make the appropriate disclosure.

RAV DISCLOSURE AGREEMENT

To comply with many state laws and to ensure that owners are properly and fairly treated, Company policy prohibits RAVs being resold unless the vehicles are properly disclosed and registered for the RAV warranty.

To ensure 100% compliance with Ford's disclosure policy, an RAV Disclosure Agreement (FCS-8535) must be signed by the purchasing dealer (or the buyer representing the dealer) for each RAV purchased at a Ford sponsored auction. This form includes Ford's disclosure policy and actions Ford may take in the event of dealer non-disclosure.

ACTIONS FORD MAY TAKE FOR NON-DISCLOSURE OF AN RAV

- \$5,000 liquidated damages for each non-disclosed vehicle.
- Three months suspension of Ford RAV auction privileges.
- Reimbursement to Ford for any costs, penalties, or expenses, including attorney fees, Ford incurs as a result of the dealer's failure to disclose in accordance with Company policy.

WARRANTY & POLICY MANUAL

DEALERS CANNOT RETAIN RAVS

- All RAVs will be resold at Ford sponsored auctions.
- Dealers who have purchased an RAV at auction will not be permitted to wholesale the vehicle. A Ford RAV repurchase program has been developed to assist dealers with selling RAV units.

WHOLESALE OF RAVS IS NOT PERMITTED

Wholesaling RAVs purchased at Ford sponsored auctions limits Ford's ability to ensure compliance with individual state disclosure laws. Because of this, wholesaling of RAVs is not permitted.

REPURCHASE PROGRAM FOR AUCTION PURCHASED RAVS

To provide an alternative to wholesaling, an RAV "repurchase" program has been established. RAV repurchase requests must meet the following criteria:

- Vehicle must have been in dealer inventory and not sold for a minimum of 45 days, but no more than 90 days from the auction purchase date.
- Units in excess of 90 days in inventory will be the dealer's responsibility to retail.
- Vehicle condition must be equal to the condition at the time of original auction purchase.
- Vehicle mileage must be within 100 miles of the odometer reading at the time of original auction purchase.

REIMBURSEMENT FOR REPURCHASE RAVS

Ford and Lincoln-Mercury dealers may request repurchase of an RAV by completing and faxing an RAV Repurchase Request Form to RAV Headquarters. To obtain the form contact RAV Headquarters at (800-323-8383).

Reimbursement to the requesting dealer will be calculated using the following formula:

	Subsequent Auction Selling Price
Less:	Auction Fee
Less:	Transportation charges to the Ford sponsored auction
Equals:	RAV Reimbursement Amount

Dealers will not be reimbursed for vehicle reconditioning or detailing charges incurred while in dealer inventory.

RAVs repurchased under this program will be resold through Ford sponsored auctions. Failure to comply with RAV disclosure policies will subject dealers to the penalties outlined within the RAV Disclosure Agreement.

REACQUIRED VEHICLE REPAIRS

FQR and FAR parts must be used in all non-warranty Reacquired Vehicle (RAV) repairs; new parts may be used only when the FQR and FAR parts are not available.

WARRANTY & POLICY MANUAL

TABLE OF CONTENTS

SECTION 4 – SERVICE RECALLS, DEALER SELF APPROVAL GUIDELINES & AFTER WARRANTY ADJUSTMENTS

	PAGE NUMBER
SERVICE RECALLS	
• Service Recall Types	4-1
• Service Recall Process	4-1
• Special Circumstances	4-2
- When the vehicle is in Dealer Inventory	4-2
- When the Dealer receives the service recall notice	4-2
- When vehicle has been Dealer traded.	4-2
DEALER SELF APPROVAL GUIDELINES	
• No Problem Found Usage Guidelines	4-3
• Trade-In/Repair Self-Approval Guidelines	4-5
AFTER WARRANTY ADJUSTMENTS	
• Company Authorized After-Warranty Adjustments	4-7
• Dealer Authorized After-Warranty Adjustments	4-7
- Dealer Authority Guidelines	4-7
- Vehicles/Repairs/Conditions Eligible for AWA	4-7
- Vehicles/Repairs/Conditions Ineligible for AWA	4-8
• Claiming Guidelines	4-8
• Dealer/Customer Participation	4-8

WARRANTY & POLICY MANUAL

SECTION 4

SERVICE RECALLS, DEALER SELF APPROVAL GUIDELINES, AND AFTER WARRANTY ADJUSTMENTS

SERVICE RECALLS

A Service Recall is conducted to remedy a safety or emissions concern. When the Company notifies you of a recall for inspection and repair, the appropriate correction must be performed promptly upon receipt of parts to vehicles in dealer stock and to vehicles presented by owners for recall service.

There are two different types of recalls that may appear on OASIS. The type can be easily determined by looking at the letter in the recall or program number:

Recall Types

- "S" - Safety Recall (i.e., 95S21, 95S32).
- "E" - Emissions Recall (i.e., 94E55, 96E58)

These remain open and the claim will be paid on an affected vehicle until recall repairs are completed. Vehicles affected by Safety Recalls or Emissions Recalls are identified in OASIS until a claim is submitted for payment against the recall number - do not code the claim as a warranty repair. If you do not submit the claim against the recall number, the vehicle will not be removed from OASIS and the customer will continue to receive recall reminder letters. In cases where the customer previously paid to have the repair performed, the customer is eligible for both a refund and a repair.

Service Recall Process

- The selling or delivering dealership receives:
 - A service recall bulletin explaining details of the recall and repair instructions.
 - List of vehicles which require inspection and possible correction.
 - Information on direct shipment of parts, or parts ordering procedures.
- The Owners of recalled vehicles receive via first-class mail:
 - A personalized letter which explains the recall and asks the owner to return the vehicle to a Ford or Lincoln-Mercury dealership for prompt correction.
 - A pre-printed postcard to inform Ford of any change in ownership data.
- it is the responsibility of the dealer to perform service recalls promptly.

IMPORTANT: When a Ford vehicle is in the dealership's possession, for whatever reason, OASIS must be contacted to determine if there is an open recall. When an open recall is found, make the necessary correction promptly.

- The owner should present the recall letter to the dealer when requesting recall service, but recall service should not be denied because of a missing letter. Complete all recalls as soon as possible, even when the owner's letter is missing.

WARRANTY & POLICY MANUAL

- A dealer must verify service recall eligibility through OASIS regardless of whether the owner presents a personalized letter. Special attention should be paid to visiting or subsequent owners.
- The dealer performs the service recall, following the repair instructions which apply to the particular service recall.
- The dealer requests reimbursement for the completion of the service recall through the ACES II claims payment system (refer to the Special Preparation section of the ACES II User Manual), including reimbursement for:
 - the service recall repair.
 - related damage caused by the recall situation.
 - refunds.
- Notify the Company of any change in the owner's name and address. Complete and mail an Owner Notification change postcard to the Service Recall Coordinator (See Section 9 for address). Owner Notification change postcards are included with each owner's service recall letter. Additional copies are available from the Regional Office.

Special Circumstances

1. When the vehicle is still in stock or in service at dealership (includes: New vehicles, used vehicles, demonstrator units, rental units, shuttle vehicles, etc.) — Repair the vehicle immediately. If recall service cannot be completed immediately, flag the recalled vehicles to alert Predelivery Service Personnel of the recall. Additionally:
 - Write the service recall number on a Parts Identification Tag and attach to the vehicle keys, or
 - Write the service recall number on the windshield.

CAUTION: DO NOT DELIVER THE VEHICLE UNTIL THE RECALL IS COMPLETED. IT IS A VIOLATION OF FEDERAL LAW TO DELIVER A VEHICLE WITHOUT COMPLETING THE RECALL SERVICE.
2. When the dealership receives the service recall notice, but the vehicle has recently been delivered. The dealership must:
 - Request by phone or mail that the new owner return to the dealership for recall service when required parts are available.
 - Write the new owner's name and address on an "Owner Notification Change" postcard and submit it to the Company after performing recall service. You must also complete and return the postcard when the dealership cannot reach the owner, or the owner does not return for recall service.
3. When the vehicle has been traded to another dealership — The transferring dealership must:
 - Notify the Company of the trade by writing the receiving dealership's name and address on the postcard and returning it.
 - Notify the receiving dealership of the required recall service.

WARRANTY & POLICY MANUAL

DEALER SELF-APPROVAL GUIDELINES

Ford Motor Company provides dealerships the authority to administer three self-approval privileges:

- Actual time
- NPF — No Problem Found
- Repeat Repairs

Benefits:

These privileges benefit both the dealer and Ford Motor Company by helping to:

- Improve customer satisfaction by providing the dealership the tools necessary to fix the vehicle right the first time.
- Reduce shop comebacks.
- Improve evaluation of standard labor operations through more accurate reporting.
- Reduce administrative workload and accelerated payment of warranty claims because FCSD Regional Representative approval is no longer necessary.

NOTE: Specific claiming procedures for each of the dealer self-approval privileges are provided in the ACES II User Manual.

Actual Time Usage Guidelines:

An actual time labor operation is used only when:

- there is no published labor operation in the Ford Service Labor Time Standards Manual.
- In highly unusual repair situations when actual time is required to complete the repair.

The actual time labor operations are:

- "A" — abnormal diagnosis time
- "B" — body repair time
- "M1" — mechanical repair time, labor operation not published
- "M2" — mechanical repair time, a published labor operation requires additional time
- "NPF" — No Problem Found repair initiative

Dealers are authorized to self-approve actual time and no approval code is required.

Service Management Responsibilities:

- All actual time repairs must be time recorded.
- Actual time is only for repairs that are the responsibility of Ford Motor Company. Examples of non-Ford responsibility are:
 - shop comebacks.

WARRANTY & POLICY MANUAL

- The actual time claimed for a repair must not be included in another labor operation (i.e. overlapping operation).
- Technicians must explain on the hard copy why actual time was required.
- The reason actual time was required must be entered in the comments area of the claim.
- Technicians must meet all training objectives mutually agreed to by the dealer and the Company. Dealers must also participate in all technician certification programs.
- All applicable Ford Service Labor Time Standards Manuals must be used in claims preparation.

NOTE: Actual time may not be claimed for time spent calling the technical service hotline.

IMPORTANT: Non-compliance with the above requirements or abuse of this authority may result in up to a 90-day conditional approval period or program cancellation. In the event of cancellation, at least 90 days must elapse before a dealer can be reconsidered for use of the self-approval privilege.

No Problem Found (NPF) Usage Guidelines:

The No Problem Found (NPF) repair initiative compensates dealers for abnormal diagnosis time when no problem is found with the vehicle. It was created to reduce situations in which customers are dissatisfied because their vehicle was not diagnosed correctly the first time.

Using the "NPF" actual time labor operation is limited to:

- A maximum of 2.5 hours per repair.
- diagnosing hard-to-find customer identified product concerns only.

The "NPF" actual time labor operation may NOT be claimed for any of the following circumstances:

- in place of "normal diagnosis."
- for vehicle inspections when the customer has not identified a specific product complaint (i.e. add-on repairs).
- for diagnosis of dealer-owned vehicles, such as stock units, used cars and dealership daily rental units.
- for use with any EEC diagnosis related concerns.
- ESP repairs are NOT eligible for NPF labor.
- for driveability concerns.
- when a cause has been identified and the part is not available to complete the repair.

Benefits:

NPF benefits the dealer by allowing technicians to service the customer's vehicle with only problem solving in mind. Technicians no longer have to be concerned with spending additional time to find difficult problems without being compensated for their efforts.