

BUMPER TO BUMPER COVERAGE CLARIFICATION

1992 - 2008 Ford/Mercury 36 months or 36,000 miles

1991 - 2008 Lincoln 48 months or 50,000 miles

Maintenance and Wear

Parts replaced because of normal maintenance and wear are **not covered** by warranty and are the owner's responsibility. Examples are:

- Maintenance items such as spark plugs, oil changes, oil filters, tire rotation, and polishing (except 2001-08 Lincoln).
- Adding oils, lubricants and other fluids (except A/C systems).
- Wear items such as wiper blades, brake linings/pads, and clutch linings (except 2001-03 Lincoln).

(Defects in material or workmanship are covered within the Bumper to Bumper coverage to the first scheduled maintenance interval).



*2004-2008 Ford/Lincoln/Mercury vehicles brake pad/lining replacements are **not covered** beyond 12 months or 18,000 miles: whichever occurs first. However, limited coverage for these conditions will be provided for the first 12 months in service or 18,000 miles, whichever occurs first, even though caused by normal wear.*

2001-03 Lincoln Complimentary Maintenance and Wear Plan

Complimentary maintenance is included on all Lincolns for the duration of 3 years/36,000 miles. **Notice: 2004-2008-model year complimentary schedule maintenance is only covered for 12 months/12,000 miles (two oil changes) and NO WEAR ITEMS ARE COVERED.** This is a Quality Care Maintenance Protection Plan that provides maintenance under normal or every 5,000 mileage intervals (maximum of 1,000 miles plus or minus from the maintenance window but still within mileage limitations). Wear items such as wiper blades, brake pads and shoes, clutch lining, engine belts and hoses, and shock absorbers are also covered for 3 years/36,000 miles on all **2001-2003 model years only**.

Adjustments and Alignments

Service adjustments and alignments which are from defects in material or workmanship **are covered for the full Bumper to Bumper warranty**.

Note: Wheel and tire balancing & wheel alignment are covered for 12/12 all model years (Once only for each item and when the vehicle has not been modified).

Notice: Wiper blades are only covered for 12 Months within 36,000 miles for a defect only.

2007-08 Extension of Powertrain- Effective with 2007 and subsequent Model Year Ford, Lincoln, and Mercury passenger cars and light trucks sold in the United States, the powertrain warranty coverage period is added to 5 years/60,000 miles (Ford Mercury) and 6 years/70,000 miles (Lincoln). This is an ESP Plan so it will appear on Oasis. All 2008 and newer models will not show the coverage on Oasis because it is part of the New Vehicle Limited Warranty. There is no \$100.00 deductible that applies beyond the Bumper to Bumper.

2003-2008 Focus Powertrain- 5 years /100,000 miles

There is a \$100.00 deductible that applies after the 36/36 coverage and for 2007 and 2008 models deductible applies after the expiration of the 5 year/60,000 powertrain coverage. A Ford ESP Powertrain contract must be listed on Oasis to be covered. Refer to the ESP Coverage Directory for a listing of parts that are covered by the ESP Powertrain (listed by an "X" or run on Oasis with the casual part number).

Paint and Corrosion Coverage

Paint imperfections, caused by defects in factory material or workmanship, **are covered** by Bumper to Bumper coverage.

With respect to damage due to environmental fallout and rail dust, while there is no defect involved and therefore no warranty, our policy is to **cover paint damage due to environmental fallout for 12 months/12,000 miles**, whichever occurs first. This includes damage caused by airborne pollutants that attack the paint surface (Use **Program Code R23**). This policy is stated in all car and light truck owner guides.

Corrosion Perforation

Corrosion resulting in a hole in the sheet metal (inside out) **5 years/unlimited for model years of 1995-2008 (Program Code S36)**. This warranty only applies to sheet metal panels.

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 within the Bumper to Bumper period.

Damage, corrosion, and normal deterioration of paint and sheet metal that result from use and/or exposure to the elements are **not covered**. Examples are stone chips, scratches, dings, dents, tree sap, hail, earthquakes, windstorm, water or flood, lightning, bird droppings, and customer-applied chemicals.

Glass Coverage

Glass, including heating elements, **are covered** against defects in material or workmanship for the full Bumper to Bumper warranty. **On 2004-2008 model years stress cracks are only covered within 12 months in service.** Damage such as stone chips, accidents, abuse, environment, wind, hail, and earthquakes are **not covered**. **Before replacing a rear glass for defroster concerns refer to TSB 04-24-05.**

Light Bulbs

Interior and exterior light bulbs **are covered for the full Bumper to Bumper warranty**. Examples are: high-mount stop light, instrumentation lights, cabin lights, underhood, headlamps, tail lamps, turn signal lamps and trunk lights.

Battery

Batteries are **covered** against defects in factory-supplied materials and workmanship. Labor to test and replace the battery along with the tow is covered in full during the battery warranty coverage.

This also applies to 1996 and newer OEM batteries replaced after expiration of 12 months.

Lincoln

96' - 08' 100% battery coverage with no pro-rata for 48 months/50,000 miles

Ford/Mercury

96' - 08' 100% battery coverage with no pro-rata for 36 months/36,000 miles

Beyond Full Coverage

Replacement battery installed on or after October 1, 1992 receives the full Motorcraft Aftermarket Service installed Battery Warranty for 60, 72 or 84 months pro-rata after 12 months free replacement period (including labor and towing if dealer installed). This only applies when the customer pays a percentage of pro-rata.



Safety Restraint Coverage

1989 – 2006 Model cars and light trucks - 5 years/50,000 miles. Covers safety belts, air bags, and related components. **NOTICE: 2007-08 models are covered for 5 year/60,000 miles.**

Towing Coverage

Towing is covered under the Roadside Assistance program that is in effect for the duration of the Bumper to Bumper coverage or under the Powertrain coverage period for all 2007-08 vehicles. Beware that many ESP plans also will have Roadside program thru the ESP contract. The customer or dealer must contact the Roadside program headquarters to obtain a free tow. If towing is required but the vehicle is outside the above guidelines then Ford will pay it on the warranty repair if the part is covered by a Ford warranty or program as long it is reasonable.

7.3, 6.0 or 6.4 Liter Power Stroke Diesel Engine Warranty 94 - 08

Certain direct injection diesel engine components are covered against defects in factory-supplied material or workmanship for 5 years or 100,000 miles, whichever occurs first. A \$100.00 (2007-08 model year **no deductible applies**) deductible per repair visit applies after the expiration of the Bumper to Bumper warranty coverage (“F” for a 7.3 Liter and a “P” for a 6.0, “R” for a 6.4 Liter in the eight position of the VIN) **Only a Trained Technician in Diesel my work on these.**

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.

Tire Warranty Coverage

Under the New Vehicle Limited Warranty, Bumper-to-Bumper Coverage tires are covered for defects in factory-supplied materials or workmanship. Ford authorized dealers will repair, replace or adjust all tire defects described in the Warranty and Policy Manual.

2004-2008-model year a tire vibration or ride harshness and uneven or rapid tire wear are not covered. However, limited coverage for these conditions will be provided for the first 12 months in service or 12,000 miles, whichever occurs first, even though caused by maintenance and wear items such as wheel alignment or tire balancing(Except for the NEW F-150 this is covered 36/36).

All 2007-08 models the tires are pro-rata after 12,000 miles. Refer to the list below for percentages:

12,001-24,000 60% paid by Ford

24,001-36,000 30% paid by Ford

36,001-50,000 15% paid by Ford Lincoln vehicles only (All tires have a 25% mark-up)

If a tire is damaged during the warranty coverage period because of a vehicle defect in factory-supplied materials or workmanship, the tire could be replaced by Ford Motor Company as related damage under warranty with proper technician documentation.

When replacing tires ONLY replace with the same tire type & document the OLD and NEW DOT codes.

When returning tires be sure that the appropriate tire manufacturer warranty document is completed and the customer signs the form. Missing a customer signature or DOT codes could be grounds for a charge back.

2005-2008 Escape Hybrid Unique Components 8 years/100,000 miles

- Electronically Controlled Continuously Variable Transmission (eCVT)
- High Voltage Battery
- DC/DC Converter

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Emission Defect Warranty

1995-2008 Ford /Mercury 3 years or 36,000 miles

1995-2008 Lincoln 4 years or 50,000 miles

Most models (1995 through 2008) that have a catalytic converter and the electronic emissions control unit (PCM - the onboard emissions diagnostic device) are covered for 8 years or 80,000 miles (whichever occurs first). Trucks over 8500 GVW are only covered for 5/50. Please check the Coverage Directory.

Diesel engines and trucks over 8500 GVW generally have a 5 year or 50,000 mile warranty on certain parts listed in the Parts Coverage Directory (Refer to the back of each year coverage section for emissions). Deductible may be waived if these parts are covered by Emissions warranty.

PCM Reprogramming - 2006 and newer models will ONLY be covered if a TSB or other printed information advises you to reprogram the PCM for the vehicles concern.

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 thru 2008 model year vehicles that are certified for sale in California and registered in California, New York, Vermont, and Massachusetts. Beware if the vehicle was sold, operating (licensed) and repaired in one of these states, the California emission warranty trumps the federal 49 state 8/80 warranty.

ESP Repairs

Make sure that you get approval for any ESP repairs that exceed the approval amount given to your dealership (see the bottom of your Warranty Trend Report 126). Failure to obtain the approval prior to the repair may keep you from receiving all eligible warranty dollars. You may obtain the amount of your approval limit.

A used contract repair that is within 30 days of the contract sale date requires approval by ESP if the repair total is over \$250.00 per line.

Recalls and Customer Satisfaction Programs

These programs require approval from the recall hotline for any extra parts or labor required to complete the program properly (Related Damage). Review the administration section of the program to determine if it is required for the program you are completing. Failure to comply would result in a denial of payment by Ford.

Engine or Transmission Repairs

If you are not a level 1 dealership then you **MUST** obtain approval from the Technical Hot-Line prior to replacement of all engine and transmission assemblies.

Any engine or transmission SPW or OTC repair that exceeds \$500.00 and is out of New Vehicle Limited Warranty limits requires approval from Hot-Line (Non Level 1).

CALL US WITH QUESTIONS PLEASE!!!!

Notice: Revised 3/20/2007

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