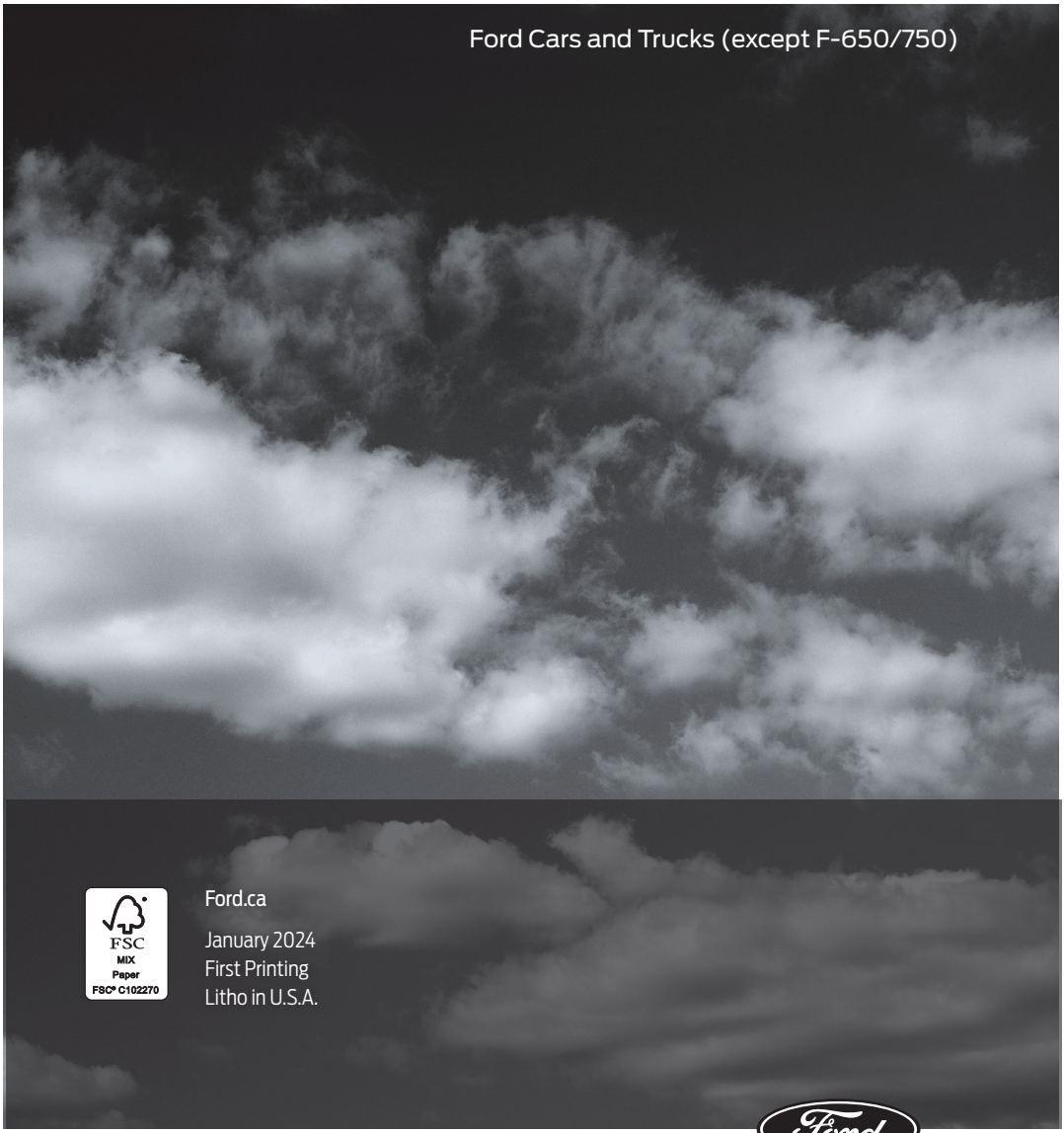
2025 Model Year

WARRANTY GUIDE Ford Roadside Assistance

Ford Cars and Trucks (except F-650/750)



FSC MIX Paper FSC® C102270

Ford.ca

January 2024
First Printing
Litho in U.S.A.

SJ8J 19G218 AA

The information contained in this publication was correct at the time of going to print. In the interest of continuous development, we reserve the right to change specifications, design or equipment at any time without notice or obligation. No part of this publication may be reproduced, transmitted, stored in a retrieval system or translated into any language in any form by any means without our written permission. Errors and omissions excepted.

© Ford Motor Company 2022

Table of Contents

Your Satisfaction Is Our Priority 3
DEAR NEW VEHICLE OWNER, ... 3

Warranty Information 4
WARRANTY COVERAGE AT-A-GLANCE 4
YOUR FORD NEW VEHICLE LIMITED WARRANTY 5
WHO IS AUTHORIZED TO DO WARRANTY REPAIRS? 5
WHO PAYS FOR WARRANTY REPAIRS? 6
WHAT IS COVERED? 6
BASIC COVERAGE 6
HYBRID UNIQUE AND ELECTRIC VEHICLE UNIQUE COMPONENT COVERAGE 6
FORD POWER-UP SOFTWARE UPDATES 7
FORD ROADSIDE ASSISTANCE 1-800-665-2006 7
CORROSION COVERAGE 7
ALUMINUM BODY PANEL CORROSION COVERAGE 8
POWERTRAIN COVERAGE 8
DIESEL ENGINE UNIQUE POWERTRAIN COVERAGE 9
DIESEL ENGINE COVERAGE 9
SAFETY RESTRAINT COVERAGE 9
EMISSIONS CONTROL SYSTEMS COVERAGE 10
TIRE WARRANTY 12
UNIQUE WARRANTY COVERAGE FOR SPECIFIED COMPONENTS 14
FORD ORIGINAL ACCESSORIES COVERAGE 14
WHAT IS NOT COVERED UNDER THIS NEW VEHICLE LIMITED WARRANTY? 15
DAMAGE CAUSED BY USE AND/OR THE ENVIRONMENT 15
DAMAGE CAUSED BY IMPROPER MAINTENANCE 16
MAINTENANCE AND WEAR 16
SOME MAINTENANCE AND WEAR ITEMS HAVE LIMITED COVERAGE 17
OTHER ITEMS AND/OR CONDITIONS NOT COVERED BY THIS WARRANTY 17
SYNC HANDS-FREE COMMUNICATIONS AND ENTERTAINMENT SYSTEM 18
*IMPORTANT INFORMATION ON AMBULANCE (US) AND CONVERSIONS: 18
WHAT IS NOT COVERED UNDER THE TIRE WARRANTY? 19
WHAT IS NOT COVERED UNDER THE EMISSIONS WARRANTIES? 19
NEW VEHICLE WARRANTY LIMITATIONS 19
INSPECT YOUR NEW VEHICLE CAREFULLY 20
TAKE CARE OF YOUR VEHICLE AND IT WILL TAKE CARE OF YOU! 21
DOES THE NEW VEHICLE LIMITED WARRANTY APPLY TO YOUR VEHICLE? 21
TAKING YOUR VEHICLE ON A TRIP? 21
IF YOU ARE A SUBSEQUENT FORD OWNER 22
NEED ASSISTANCE? WE'RE HERE TO HELP YOU 22

Important Owner Information 23
LOG ON TO WWW.FORD.CA 23

Table of Contents

Ford Roadside Assistance 24
ROADSIDE ASSISTANCE COVERAGE 24
SERVICE-FORD ROADSIDE ASSISTANCE 24
CONTACT US 24
GENERAL INFORMATION 24
ELIGIBILITY 24
COVERAGE PERIOD 25
COVERAGE SERVICES 25
ROAD SERVICE 25
TRAILERS 25
SERVICE CALLS 26
ITEMS EXCLUDED FROM COVERAGE 26
EMERGENCY LOCK-OUT SERVICE 26
EXTREME WEATHER 27
EMERGENCY TRAVEL EXPENSE REIMBURSEMENT 27
TRAVEL PLANNER 27
REIMBURSEMENT CLAIMING PROCEDURES 27
ROADSIDE ASSISTANCE CARD 29

Your Satisfaction Is Our Priority

DEAR NEW VEHICLE OWNER,

It is with great pleasure that we welcome you to the Ford family. We want you to enjoy all the benefits of owning your new Ford vehicle, and look forward to building a relationship with you over the years ahead.

At Ford Motor Company of Canada, Limited, we believe that to be the leading consumer automotive company, we must be absolutely committed to your total satisfaction. This belief guides the way we build our vehicles, and the way they are serviced for years to come. Our Ford dealers are dedicated to reaching the highest standards in customer service and technical expertise, and they use Ford-approved parts.

To help maintain the new vehicle characteristics of your Ford vehicle, we encourage you to read through this Warranty Guide and follow its recommendations. This Guide contains:

- Your Ford New Vehicle Limited Warranty
- Your vehicle's Roadside Assistance package

Ford of Canada and our dealerships look forward to being at your service. We wish you peace-of-mind throughout your ownership experience. Happy Motoring!

Ford Motor Company of Canada, Limited

P.O. Box 2000

Oakville, ON

L6K 0C8

www.ford.ca

1-800-565-3673

Customer Service for the Hearing Impaired 7-1-1 (where offered by your telephone service)

Twitter

@FordServiceCA (English Canada)

@FordServiceQC (Quebec)

WARRANTY COVERAGE AT-A-GLANCE

Warranty Coverage by Time (Months) and Distance Traveled (km)	12	24	36	48	60	72	84	96
Basic	36 months/60,000 km							
Corrosion (perforation only)	5 years/unlimited distance							
Powertrain	5 years/100,000 km							
Diesel engine	5 years/160,000 km							
Safety Restraint System	5 years/100,000 km							
Aluminum Body Panel Corrosion	5 years/unlimited distance							
Emissions: Defect/performance (Light duty up to 3,856 kg GVWR)	36 months/60,000 km							
Defect/performance (Heavy duty over 3,856 kg GVWR)	5 years/80,000 km							
Certain Emission Parts (Light duty up to 3,856 kg GVWR)	8 years/130,000 km							
Hybrid/Electric Unique Components	8 years/160,000 km							
Diesel Engine Unique Powertrain Coverage	5 years/160,000 km							

This chart shows general information only. Please refer to the Warranty section in this Warranty Guide for detailed information.

Extended warranty coverage periods are available for certain vehicle parts and conditions and purchasing entities. Specifically, your vehicle's Powertrain components are covered for five years or 100,000 kilometres, whichever occurs first. The extended coverage applies to supports, seals and gaskets, universal and constant velocity joints.
Four-Wheel/All Wheel Drive: axle shafts, bearings (front and rear), center support bearing, drive shafts, final drive housing(including all internal parts), hubs-automatic front locking (four-wheel drive), locking rings (four-wheel drive), seals and gaskets, universal and constant velocity joints.

NOTE: *Certain commercial customers with a valid Fleet Identification Number (FIN Code) are eligible for a five year / 160,000 kilometres limited gas powertrain warranty on the following vehicles: F-150 (Excluding Raptor), Super Duty(F-250 through F-600) pickup and chassis cabs, Transit and Transit Connect. Vehicle must be reported as a sales type "fleet" at original time of sale.* To become a Canada Ford Fleet Account, for vehicles which are owned and operated in Canada, you must register for a Canada Fleet Identification Number (FIN Code). You will also be asked to provide proof of eligibility documentation for the vehicles in your fleet. To see if you qualify, please see the eligibility restrictions at https://www.fleet.ford.ca/get-started/.

YOUR FORD NEW VEHICLE LIMITED WARRANTY

Ford Motor Company of Canada, Limited (Ford of Canada) warrants that its authorized dealers will repair, replace or adjust those parts on Ford cars and light trucks, that are found to be defective in materials or workmanship made or supplied by Ford for the coverage periods described in the *Warranty Information* section of this Warranty Guide.

WHO IS AUTHORIZED TO DO WARRANTY REPAIRS?

You must take your vehicle to an authorized Ford or Ford Lincoln dealer for warranty repairs. While any Ford or Ford Lincoln dealership handling your vehicle line will provide warranty service, we recommend you return to your selling dealer.

Please note that certain warranty repairs require special training and/or equipment, so not all dealers are authorized to perform all warranty repairs. This means that, depending on the warranty repair needed, you may have to take your vehicle to another dealer. In certain instances, Ford may authorize that your vehicle be repaired at a repair centre other than a Ford or Ford Lincoln dealer facility.

A reasonable time must be allowed to perform a repair after taking your vehicle to the dealership. Repairs will be made using Ford or Motorcraft® Parts, or remanufactured or other parts that are authorized by Ford.

WHO PAYS FOR WARRANTY REPAIRS?

Ford of Canada covers the cost of warranty repairs performed under the New Vehicle Limited Warranty Coverage during the "time and distance travelled" limits of the New Vehicle Limited Warranty.

Federal or provincial governments may require an environmental or disposal tax (levy) on all or a portion of a warranty repair, in which case this tax (levy) must be paid by you, the owner of the vehicle.

WHEN DOES THE WARRANTY BEGIN?

The warranty begins on the original retail delivery date, or on the date of first use (whichever occurs first).

This is the "original warranty start date".

WHAT IS COVERED?

BASIC COVERAGE

Under your New Vehicle Limited Warranty, Basic Coverage begins at the original warranty start date and lasts for 36 months or 60,000 kilometres (whichever occurs first). The complete vehicle is covered under this Basic Coverage, except components listed under the following warranties in this Warranty Guide, and those items listed under "What is Not Covered Under this New Vehicle Limited Warranty?" on page 15.

HYBRID UNIQUE AND ELECTRIC VEHICLE UNIQUE COMPONENT COVERAGE

The electrical drivetrain system of your vehicle is covered by the Hybrid and Electric Vehicle Unique Component coverage for eight years or 160,000 kilometres (whichever occurs first) from the original warranty start date. The components in the electrical drivetrain system of your vehicle will vary, depending on whether your vehicle is a hybrid, plug-in hybrid, or all-electric vehicle, but you can rest assured knowing that your vehicle's electrical drivetrain system is covered by this comprehensive warranty. Depending on your vehicle, electrical drivetrain system components covered by this warranty may include, and are not limited to: high-voltage battery, high-voltage battery connector, battery energy control module (BECM), on-board charger, inverter system controller (ISC), DC/DC converter, hybrid continuously variable transmission or electric driveline motor and transmission range sensor.

If an electrical drivetrain system component requires replacement under warranty, it may be replaced with a new, factory remanufactured, or factory refurbished component, at Ford's discretion. Refurbished battery components selected for your vehicle will align with your vehicle's age and mileage, and meet Ford's stringent requirements and standards.

The high voltage battery will experience gradual capacity loss with time and use (similar to all lithium-ion batteries), which is considered normal wear and tear. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under the New Vehicle Limited Warranty. See your *Owner's Manual* for important tips on how to maximize the life and capacity of the high voltage battery.

NOTE: *Any fully-electric vehicle is not eligible for any emissions warranties described in this booklet.*

FORD POWER-UP SOFTWARE UPDATES

During the warranty coverage period, Ford of Canada warrants that you will not be charged for diagnosis, repair, replacement, or adjustment of components that are damaged or inoperable due to a defect caused by a Ford Power-Up software update.

FORD ROADSIDE ASSISTANCE 1-800-665-2006

Your vehicle is eligible, within Canada or the continental United States, for the Ford Roadside Assistance Program. This Program is separate from the New Vehicle Limited Warranty, but the coverage is concurrent with the 5 years or 100,000 kilometres (whichever occurs first) Powertrain Coverage period.

Towing required because of a warrantable failure beyond the 5 years or 100,000 kilometres (whichever occurs first) Powertrain Coverage is covered under any remaining applicable New Vehicle Limited Warranty coverage.

Please refer to the Ford Roadside Assistance section of this Warranty Guide for complete details (page 24).

CORROSION COVERAGE

Under your New Vehicle Limited Warranty, Corrosion Coverage begins at the original warranty start date and covers body sheet metal panels against corrosion due to a defect in factory-supplied materials and workmanship. The length of the coverage depends on the type of corrosion damage:

- If corrosion causes perforations (holes) in the body sheet metal panels, the coverage extends for 5 years/unlimited distance.
- If corrosion does not cause perforations (holes), and is not the result of vehicle usage and/or airborne materials, the Corrosion Coverage is 36 months or 60,000 kilometres (whichever occurs first).

If your vehicle is damaged due to airborne materials (environmental fallout) where there is no defect in factory-supplied materials or workmanship and therefore is not applicable to the Ford of Canada warranty, damage caused by airborne material (environmental fallout) may still be reimbursable if reported to the dealership within seven calendar days of the new vehicle delivery date (warranty start date). See "Damage Caused by Use or the Environment" page 15.

ALUMINUM BODY PANEL CORROSION COVERAGE

Your vehicle's aluminum body sheet metal panels, if any, are covered for an extended Corrosion Coverage Period, which lasts for five years, regardless of distance driven. If aluminum body panels have corrosion or rust damage, and the damage is not the result of abnormal usage, vehicle accident, customer actions and/or extreme environmental conditions, the corrosion or rust damage repairs are covered for 5 years, regardless of distance driven. Damage caused by airborne material (environmental fallout), where there is no factory-related defect involved and therefore no warranty, may still be reimbursable if reported to the dealership within seven calendar days of the new vehicle delivery date (warranty start date).

POWERTRAIN COVERAGE

Under the New Vehicle Limited Warranty, the Powertrain Warranty Coverage covers certain components against defects in factory-supplied materials or workmanship for 5 years or 100,000 kilometres (whichever occurs first) from the original warranty start date. The diesel engine has a unique Powertrain Coverage that extends beyond the 5 years or 100,000 kilometres (whichever occurs first) Powertrain Coverage, see details below. The covered components listed under the Powertrain Warranty are:

Engine- All internal lubricated parts; cylinder block; cylinder heads; electrical fuel pump; powertrain control module; engine mounts; flywheel; injection pump; manifold (intake and exhaust); manifold bolts; oil pan; oil pump; seals and gaskets; engine thermostat; engine thermostat housing; timing chain cover; timing chain gears or belt; turbocharger/ supercharger unit; valve covers; water pump.

Transmission- All internal parts; clutch cover; seals and gaskets; torque converter; transfer case (including internal parts); transmission case; transmission mount.

Front-Wheel Drive- Axle shafts; front-wheel bearings; seals and gaskets; universal and constant velocity joints.

Rear-Wheel Drive- Axle shafts; rear-wheel bearings; centre support bearing; drive axle housing and all internal parts; drive shaft; retainers; supports; seals and gaskets; universal and constant velocity joints.

DIESEL ENGINE UNIQUE POWERTRAIN COVERAGE

Under the New Vehicle Limited Warranty, the following components are covered against defects in factory-supplied materials or workmanship for 5 years or 160,000 kilometres (whichever occurs first) from the original warranty start date.

Transmission- All internal parts; clutch cover; seals and gaskets; torque converter; transfer case (including internal parts); transmission case; transmission mounts.

Four-Wheel Drive- Axle shafts; front-wheel bearings; rear-wheel bearings; centre support bearing; drive shafts; hubs-automatic front locking; locking rings; seals and gaskets; constant velocity and universal joints.

Rear-Wheel Drive- Axle shafts; front-wheel bearings; rear-wheel bearings; centre support bearing; drive axle housing and all internal parts; drive shaft; propeller shafts; retainers; supports; seals and gaskets; universal and constant velocity joints.

DIESEL ENGINE COVERAGE

The New Vehicle Limited Warranty covers certain Direct Injection Diesel Engine components against defects in factory-supplied materials or workmanship for 5 years or 160,000 kilometres (whichever occurs first) from the original warranty start date.

Covered components: engine, cylinder block, heads and all internal parts, intake and exhaust manifolds, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel system (excluding fuel lines, fuel tank, and frame mounted fuel conditioning module sometimes referred to as the frame mounted pump/filter/water separator or frame mounted fuel filter/water separator), high pressure lines, gaskets and seals, glow plugs, turbocharger, two-stage turbocharger assembly, turbocharger actuator, powertrain control module, high pressure fuel injection pump assembly, injectors, injection pressure sensor, fuel rail pressure sensor, exhaust back pressure regulator and sensor, exhaust pressure sensor, manifold pressure sensor, intake air temperature sensor, crankshaft position sensor, camshaft position sensor, accelerator switch.

NOTE: *Some components may also be covered by the Emissions Warranties. See page 10 for more information.*

SAFETY RESTRAINT COVERAGE

Under your New Vehicle Limited Warranty, safety belts and air bag Supplemental Restraint Systems (SRS) are covered against defects in factory-supplied materials or workmanship. Safety Restraint System Coverage begins on the original warranty start date and lasts for 5 years or 100,000 kilometres (whichever occurs first).

EMISSIONS CONTROL SYSTEMS COVERAGE

The Emissions Control System is covered by two warranties: the Emissions Defects Warranty and the Emissions Performance Warranty.

Emissions Defects Warranty Coverage

Under the Emissions Defects Warranty, Ford provides coverage from the original warranty start date for emissions related defects for 36 months or 60,000 kilometres (whichever occurs first) for passenger cars and light duty trucks (applies to vehicles up to 3,856 kilograms (8,500 lb) GVWR); or 5 years or 80,000 kilometres (whichever occurs first) for heavy duty vehicles over 3,856 kilograms (8,500 lb) GVWR up to 8,845 kilograms (19,500 lb) GVWR. During this coverage period, Ford warrants that:

- Your vehicle or engine is designed, built and equipped to meet the applicable emissions standards prescribed by law at the time it was sold.
- Your vehicle or engine is free from defects in factory-supplied materials and/or workmanship that could prevent it from conforming to those applicable emissions standards.
- You will not be charged for diagnosis, repair, replacement or adjustment of defective emissions-related parts listed under *Parts Covered by the Emissions Defect and Performance Warranties.*

NOTE: *Any fully-electric vehicle is not eligible for any emissions warranties described in this booklet.*

Emissions Performance Warranty Coverage

Under the Emissions Performance Warranty Coverage, Ford will repair, replace or adjust – with no charge for labour, diagnosis, or parts – any emissions control device or system

- If you have maintained and operated your vehicle according to the instructions on proper care in this Warranty Guide and your Owner's Guide;
- If your vehicle fails to conform during the warranty coverage period of 36 months or 60,000 kilometres (whichever occurs first) for passenger cars and light duty trucks (applies to vehicles up to 3,856 kilograms (8,500 lb) GVWR), or 5 years or 80,000 kilometres (whichever occurs first) for heavy duty vehicles over 3,856 kilograms (8,500 lb) GVWR up to 8,845 kilograms (19,500 lb) GVWR, to the applicable emissions standards;
- If you are subject to a penalty or sanction under local, provincial, or federal law because your vehicle has failed to conform to the applicable Emissions Standards (a penalty or sanction can include being denied the right to use your vehicle); and
- If your vehicle has not been tampered with, misused, or abused

Parts Covered by the Emissions Defect and Performance Warranties

Air Flow Sensor; Air/Fuel Feedback Control System and Sensors; Air Induction System; Battery Energy Control Module (BECM); Catalytic Converter (including Selective Catalytic Reduction and Diesel Oxidation Catalysts); Cold Start Enrichment System (diesel only); Controls for Deceleration (diesel only); Diesel Exhaust Fluid System; Diesel Particulate Filter; Electronic Engine Control Sensors and Switches; Powertrain Control Module (PCM)/ Engine Control Module (ECM)*; Electronic Ignition System (diesel only); Evaporative Emissions Control System; Exhaust Gas Recirculation (EGR) System; Exhaust Manifold; Exhaust Pipe (Manifold to Catalyst); Fuel Filler Tube (non-diesel only) and Seal; Fuel Injection System; Fuel Injector Supply Manifold; Fuel Tank (non-diesel only); Fuel Tank Pressure Control Valve; High-Voltage Battery (Hybrid and Plug-in Hybrid vehicles only); Ignition Coil and/or Control Module; Heating Element of Back Window (F-150 3.0 diesel only); Jumper Assembly Charge Inlet to Charger (Hybrid and Plug-in Hybrid vehicles only); Jumper Assembly DC/DC Converter to High Voltage Panel (Hybrid and Plug-In Hybrid vehicles only); Intake Manifold; Intercooler Assembly - Engine Charger; Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System; PCV System and Oil Filler Cap; Secondary Air Injection System; Spark Control Components; Spark Plugs and Ignition Wires; Thermostat; Throttle Body Assembly (MFI); Transmission Control Module (TCM) and solenoids; Turbocharger Assembly; Vacuum Distribution System; Brake Hydraulic/ Electric Control Assembly (Plug-in Hybrid vehicles only); Brake Vacuum Pump (Plug-in Hybrid vehicles only); Fuel Filler Door Sensor (Hybrid and Plug-In Hybrid vehicles only); HVAC Controller (Plug-in Hybrid vehicles only); Inverter System Controller (Plug-in Hybrid vehicles only); Motor Electronics Coolant Pump (plug- in Hybrid vehicles only); Onboard Charger (Plug-In Hybrid vehicles only); Transmission Assembly (Plug-in Hybrid vehicles only); Transmission Auxiliary Oil Pump (Plug in Hybrid vehicles only); Transmission Fluid Temperature Sensor (Plug-in Hybrid vehicles only); Charger and Bracket Assembly High Voltage Battery (Hybrid and Plug-in Hybrid vehicles only); Converter and Bracket Assembly High Voltage to Low Voltage (Hybrid and Plug-in Hybrid vehicles only); Module and Bracket Assembly Transmission Inverter Control (Hybrid and Plug-in Hybrid vehicles only).

* Includes hardware and emissions related software changes only.

Additional Parts Covered by the Emissions Warranty

Also covered by the two Emissions Warranties are all emissions related bulbs, hoses, clamps, brackets, belts, sensors, tubes, gaskets, seals, connectors, non-diesel fuel lines, and wiring harnesses that are used with components on the list of parts, above.

Parts that should be replaced as per Ford's Scheduled Maintenance Services are covered against defects in materials or workmanship made or supplied by Ford until the earlier of:

A. The first replacement time that is specified in your Owner's Manual; or

B. The "time and distance travelled" limits of the Defect and Performance Warranties (whichever occurs first).

There may be additional coverage for these parts through the Powertrain Coverage or Diesel Engine Coverage. In any case, the warranty with the broadest coverage applies.

Your Ford or Ford Lincoln dealer maintains a complete list of parts covered by emissions warranties. For more details about the specific parts covered by the Emissions Defect Warranty, contact your dealer.

Emissions Defect/ Performance Warranty:

Additional Parts Covered

Ford also provides the following coverages for emissions related defects for the parts listed below including labour and diagnosis.

Passenger cars and light duty trucks (applies to vehicles up to 3,856 kilograms (8,500 lb) GVWR):

8 years or 130,000 kilometres (whichever occurs first) from the original warranty start date: Catalytic Converter, Electronic Emission Control Unit (ECU), and any other On-Board emissions diagnostic devices, including the Battery Energy Control Module (BECM).

For all other parts covered by the Emissions Defect or Performance Warranty, Ford provides coverage from the original warranty start date for 36 months or 60,000 kilometres (whichever occurs first).

TIRE WARRANTY

Two separate warranties apply to the tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory-supplied materials or workmanship until the earlier of: (i) expiration of the Basic Coverage period of 36 months or 60,000 kilometres (whichever occurs first); or (ii) until the tire requires normal replacement, for 100% of labour costs and on a pro rata adjustment basis for parts (see the Reimbursement Schedule below). Defective tires will be replaced on a pro rata adjustment basis according to the following kilometre-based Reimbursement Schedule:

Vehicle Distance Travelled	Percent of Parts Covered by Ford
1-20,000 kilometres	100%
20,001-40,000 kilometres	60%
40,001-60,000 kilometre	30%

Warranty Information

The tire manufacturer also provides you with a separate tire warranty that may extend beyond the Basic Coverage terms or period.

The tire manufacturer's tire warranty information is available through the manufacture's websites .

Tire Manufacturer	Website	Toll-Free Number
BFGoodrich	www.bfgoodrichtires.com	1-877-788-8899
Bridgestone /Firestone	www.bridgestonetire.com ww.firestonetire.com	U.S.: 1-800-356-4644 Canada: 1-800-267-1318
Continental/General	www.continentaltire.com www.generaltire.com	U.S.: 1-800-847-3349 Canada: 1-855-453-1962
Goodyear/Dunlop	www.goodyear.com	U.S.: 1-800-321-2136 Canada: 1-855-453-1962
Hankook	U.S.: www.hankooktire.com/us Canada: www.hankook.com/ca-en	U.S.: 1-800-426-5665 Canada: 1-800-843-7709
Linglong	www.linglongtire.com	1-844-692-8527
Maxxis	www.maxxis.com	1-866-509-7067
Michelin	www.michelinman.com	1-866-866-6605
Nitto	www.nittotire.com	1-888-529-8200
Pirelli	U.S.: www.pirelli.com/tires/en-us/ car/tire-use-guide-warranty/tirewarranty Canada: www.pirelli.com/tires/ en-ca/car/tire-warranty	1-800-747-3554 (English) 1-800-363-0583 (French)
Toyo	www.toyotires.com	1-800-442-8696
Sumitomo/Falken	www.falkentire.com	1-800-723-2553

Tire replacements under the New Vehicle Limited Warranty will be made with the same brand and model as originally equipped with the vehicle unless the same brand and model is no longer available, in which case a tire of the same brand size, load, speed and tread type will be used.

In some circumstances, Ford may authorize another brand and model to substitute for the original brand and/or model even if still available.

Normal tire wear or damage is not reimbursable. See page 19 for details of what is not covered.

UNIQUE WARRANTY COVERAGE FOR SPECIFIED COMPONENTS

Brake pads and linings *, manual transmission clutch disc *, wheel balance and alignment are covered against defects in factory-supplied materials or workmanship for 12 months or 20,000 kilometres (whichever occurs first) from the original warranty start date. *Refer to page 17 for additional coverage information.

FORD ORIGINAL ACCESSORIES COVERAGE

Ford of Canada warrants that their authorized dealers will repair or replace any Ford Original Accessory that is properly installed by the authorized dealer that sold the accessory and found to be defective in factory-supplied materials or workmanship during the warranty period noted below, as well as any component damaged by the defective accessory. The accessory will be warranted for the greater of the following:

- 24 months unlimited kilometres; or
- The remainder of your Basic Coverage period.

This means that Ford Original Accessories purchased along with your new vehicle and installed by the dealer are covered for the full length of your Basic Coverage period – 36 months or 60,000 kilometres (whichever occurs first)

WHAT IS NOT COVERED UNDER THIS NEW VEHICLE LIMITED WARRANTY?

Damage Caused by Accident, Misuse or Alteration

Examples of items not covered are:

- Accident collision, fire, theft, freezing, vandalism, riot, floods, explosion, dismantling, or objects striking the vehicle (including driving through a car wash)
- Misusing the vehicle such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source, unless equipped with this functionality.
- Alterations, modifications or reconstruction of the vehicle, including the body, chassis, or any other component after the vehicle leaves the control of Ford of Canada
- Rebuilding the vehicle after it has suffered such extensive collision damage in an accident that it was junked, written-off or deemed to be written-off, even if the rebuilt vehicle uses undamaged parts and components from the written-off vehicle
- Tampering with the vehicle, including tampering with the emissions systems or with other parts that affect these systems (for example, exhaust and intake systems)
- Contaminated or improper fuel/fluids
- Customer-applied chemicals or accidental spills
- Driving through water deep enough to cause water to be ingested into any component i.e. powertrain components .
- Non-Ford parts installed after the vehicle leaves Ford of Canada's control and causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, remote starting systems and performance enhancing powertrain components
- Improper vehicle storage (refer to your Owner's Manual for required storage procedures necessary to protect the high-voltage battery)

NOTE: *Warranty coverage will be invalidated on parts affected by such damage.*

DAMAGE CAUSED BY USE AND/OR THE ENVIRONMENT

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

Examples are:

- Stone chips and scratches (e.g. on paint and glass)
- Windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the

first 12 months or 20,000 kilometres (whichever occurs first) even though caused by use and/or exposure to the elements.

- Dings/Dents
- Lightning and hail
- Earthquake
- Cuts, burns, punctures or tears
- Bird and bee droppings
- Road salt and tree sap
- Windstorm
- Water or flood

Plug-In Vehicles Only — The New Vehicle Limited Warranty does not cover: damage to the 120V convenience cord caused by misuse of the cord. Always use the convenience cord in a manner that conforms to the directions found in the Owner's Manual.

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, lubricants, or fluids.

In fact, failure to perform maintenance as specified in your Owner's Manual will invalidate warranty coverage on parts affected by improper maintenance.

Please consult your Owner's Manual for correct fluid specifications and levels, and read the Scheduled Maintenance chapter in your Owner's Manual, for instructions on proper maintenance of your vehicle.

MAINTENANCE AND WEAR

The New Vehicle Limited Warranty does not cover parts and labour needed to maintain your vehicle and replacement of parts due to normal wear and tear (except for items listed under Some Maintenance and Wear Items Have Limited Coverage). You, as the owner, are responsible for these items. Here are examples:

- Oil changes
- Cleaning/Polishing
- Engine tune-ups
- Oil/Air Filters
- Tire rotations
- Oils, lubricants, other fluid
- Wiper Blades *

* Wiper blades no longer have coverage under the New Vehicle Limited Warranty

Parts that should be replaced as per Ford's Scheduled Maintenance Services are covered against defects in materials or workmanship made or supplied by Ford until the earlier of:

A. The first replacement time that is specified in the Owner's Manual; or
B. The "time and distance travelled" limits of the New Vehicle Limited Warranty (whichever occurs first).

SOME MAINTENANCE AND WEAR ITEMS HAVE LIMITED COVERAGE

Ford of Canada dealers will replace the following maintenance and wear items for 12 months or 20,000 kilometres (whichever occurs first) from the original warranty start date, if required due to failure caused by normal wear and tear:

- Brake pads and linings
- Manual transmission clutch disc

OTHER ITEMS AND/OR CONDITIONS NOT COVERED BY THIS WARRANTY

Examples of other items that are not covered are:

- Non-Ford parts of your vehicle including Non-Ford parts that are installed by body builders or manufacturers other than Ford; or damage to Ford components caused by installation of non-Ford parts
- Disconnecting or altering the odometer, or where the actual distance travelled cannot be determined due to the odometer being inoperative for an extended period of time (this will void the New Vehicle Limited Warranty)
- Vehicles currently or previously titled as “dismantled”, “fire”,“flood”, “junk”, “reconstructed”,“totaled”, or “salvaged” (this will void the New Vehicle Limited Warranty)
- Vehicles 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 *
- High-voltage battery replacement due to improper vehicle storage. Refer to the Owner’s Manual for the proper ways your vehicle’s battery must be maintained in the event the vehicle is not driven or is stored for an extended period of time
- The Lithium-ion battery (EV Battery) will experience gradual capacity loss with time and use (similar to all lithium-ion batteries), which is considered normal wear and tear. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under the New Vehicle Limited Warranty. See your Owner’s Manual for important tips on how to maximize the life and capacity of the Lithium-ion battery.
- Ford Authorized Parts replaced other than under this New Vehicle Limited Warranty or pursuant to a Ford Customer Satisfaction Program or Ford Recall are not eligible for the balance of the New Vehicle Limited Warranty, however they may carry their own warranty (see your dealer for more information).

SYNC HANDS-FREE COMMUNICATIONS AND ENTERTAINMENT SYSTEM

If your vehicle is equipped with SYNC, the New Vehicle Limited Warranty does not cover repairs or replacement under certain conditions. Some examples include:

- Loss of personal recording media, software or data
- Failure to provide proper installation environment
- Damage caused by:
  - abnormal use such as insertion of foreign objects, fluid spillage
  - unauthorized modifications
  - computer or internet viruses, bugs, worms, Trojan Horses, cancelbots
  - installation of unauthorized software, peripherals and attachments
  - unauthorized, unapproved and/or incompatible repairs, upgrades and modification
  - the defective function of a cellular phone or digital media device (e.g., inadequate signal reception by the external antenna, viruses or other software problems)

* IMPORTANT INFORMATION ON AMBULANCE (US) AND CONVERSIONS:

Ford vehicles are suitable for producing ambulance vehicles only if equipped with the Ford Ambulance Prep Package. In addition, Ford urges ambulance manufacturers to follow the recommendations of the "Ford Incomplete Vehicle Manual" and the "Ford Truck Body Builder's Layout Book" (and pertinent supplements).

Using a Ford vehicle without the Ford Ambulance Prep Package to produce an ambulance voids the Ford New Vehicle Limited Warranty and may void the Emissions Control Systems Coverage under this warranty. Vehicles used as ambulances without the Ford Ambulance Prep Package could experience elevated underbody temperature, fuel over pressurization and the risk of fuel expulsion and fires. Whether the vehicle is equipped with the Ford Ambulance Prep Package may be determined by inspecting the information plate on the driver's rear door pillar. Knowing whether the ambulance manufacturer has followed Ford's recommendations can be determined by contacting your vehicle's ambulance manufacturer.

WHAT IS NOT COVERED UNDER THE TIRE WARRANTY?

Normal wear and/or worn-out tires are not covered by the New Vehicle Limited Warranty.

Other examples of items not covered are:

- Road hazard damage including cuts, snags, bruises, bulges and impact breaks (due to potholes and curbs or other road hazards).
- Damage caused by a puncture or tire repair.
- Damage from improper inflation or alignment, tire chains, racing, spinning (e.g. when stuck in snow or mud), and improper mounting or dismounting.
- Tire vibration or ride harshness is not covered beyond 12 months or 20,000 kilometres (whichever occurs first) unless caused by a defect in factory supplied materials or workmanship.
- Tires replaced other than pursuant to the New Vehicle Limited Warranty Tire Warranty are not eligible for the balance of the Tire Warranty, however they may carry their own warranty (see your dealer or the tire manufacturer for more information).

WHAT IS NOT COVERED UNDER THE EMISSIONS WARRANTIES?

Ford will deny you warranty coverage if your vehicle or part has failed because you:

- Abused or neglected it
- Did not maintain it properly
- Added unapproved modifications
- Used improper fuel/fluids
- Experienced any item included in “What is Not Covered Under this New Vehicle Limited Warranty?”

NEW VEHICLE WARRANTY LIMITATIONS

The foregoing coverage described in the New Vehicle Limited Warranty are the only express warranties on the part of Ford of Canada and the selling dealer. You may have other rights which may vary by province.

None of the following limitations and exclusions shall apply where prohibited or voided by provincial consumer protection legislation, and without limitation, none of the following limitations and exclusions will exclude or restrict the warranty provided for in Section 37 or 38 of the Quebec Consumer Protection Act.

The foregoing express warranties are in substitution for and exclude all other liabilities of any kind whether arising under statute, in tort, by implication of law or otherwise including, to the full

extent as may be allowed by law, liability for any other representations respecting the vehicle, statutory warranties or implied warranties or conditions as to its merchantability or fitness.

Any implied warranty or condition as to merchantability or fitness is limited to the applicable warranty duration period as specified herein.

In no event shall Ford of Canada or the selling dealer be liable for the loss of or damage to the vehicle or its parts, loss of use of the vehicle, loss of time, inconvenience, commercial loss, or special consequential or other damages, or on any other claims relating to or arising from any defect in factory materials or workmanship found except as provided for herein.

The above provisions do not preclude the operation of any applicable provincial statute which in certain circumstances may not allow some of the limitations and exclusions described in these warranty coverages.

In the province of Saskatchewan, the duration of the applicable statutory warranties of that province shall be concurrent with and not consecutive to the duration of the foregoing coverage of this Ford of Canada New Vehicle Limited Warranty.

INSPECT YOUR NEW VEHICLE CAREFULLY

Defects or damage to paint, sheet metal or other appearance items may occur during assembly or when the vehicle is in transit to the dealer. Normally, these defects are noted and corrected at the factory or by your dealer during new vehicle inspection. Paint, sheet metal or appearance defects present at the time your vehicle is delivered to you are covered by this warranty. For your protection, we suggest that if you do find any such defects, you notify your dealer within one week of the vehicle's delivery to you, as normal deterioration due to use and exposure is not covered by this warranty.

Defects vs. Damage

Please note the distinction between "defects" and "damage" as used in the warranty. Defects are covered because we, the manufacturer, are responsible. This includes defects in Ford-supplied parts used in making warranty repairs as well as in the original parts of the vehicle. On the other hand, we have no control over damage caused by such things as modifications, collision, misuse and lack of maintenance. Therefore, **damage is not covered under this warranty.**

TAKE CARE OF YOUR VEHICLE AND IT WILL TAKE CARE OF YOU!

Proper maintenance protects you from major repair expense resulting from neglect or inadequate maintenance, and it may even help increase the resale value of your vehicle.

Your dealership has factory-trained technicians who can perform the required maintenance using Ford-approved parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

It is your 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 section in your Owner's Manual will invalidate warranty coverage on parts affected by improper maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and have the dealer complete the **Scheduled Maintenance Validation Record.**

DOES THE NEW VEHICLE LIMITED WARRANTY APPLY TO YOUR VEHICLE?

Warranty Applies

The New Vehicle Limited Warranty described in this booklet applies to your vehicle if:

- It was originally sold or leased by a Ford of Canada dealer; and
- Is registered, licensed and operated in Canada or the United States.

Warranty Does Not Apply

The New Vehicle Limited Warranty described in this booklet will be void if the vehicle originally purchased in Canada, at any time:

- Is registered, licensed for use in countries other than Canada or the United States.

TAKING YOUR VEHICLE ON A TRIP?

If you travel with this vehicle outside of Canada or the United States, you may have to pay a servicing Ford dealer in a foreign country for a repair that could be covered under this New Vehicle Limited Warranty. If this occurs, you should present the paid repair order/invoice to a Ford of Canada dealer for refund consideration.

IF YOU ARE A SUBSEQUENT FORD OWNER...

The benefits of the Ford Roadside Assistance Program are transferred (within the Powertrain Coverage period of 5 years or 100,000 kilometres –whichever occurs first), at no charge to you.

NEED ASSISTANCE? WE'RE HERE TO HELP YOU...

Your satisfaction is important to Ford of Canada and to your dealer. Normally, matters concerning your vehicle will be resolved by your dealer's sales or service department.

Ford recommends that you do the following:

Talk with your dealer's sales manager or service manager. If the matter is not resolved to your satisfaction, consider discussing the matter with the owner or general manager of the dealership. If you still feel your concern was not fully addressed or you did not understand the explanations given for your questions, contact Ford of Canada's Customer Relationship Centre (toll free) at 1-800-565-3673 (FORD), Customer Service for the Hearing Impaired 7-1-1 (where offered by your telephone service provider), or through our web site at *www.ford.ca.*

The Customer Relationship Centre address is as follows:

Ford Motor Company of Canada Limited

The Canadian Road

PO Box 2000

Oakville, ON

L6J 5E4

Mediation/Arbitration Program (for Canada only)

If you feel that the efforts by Ford and the dealer to resolve a factory-related vehicle service concern have been unsatisfactory, Ford of Canada participates in an impartial third-party mediation/arbitration program administered by the *Canadian Motor Vehicle Arbitration Plan (CAMVAP)*.

The CAMVAP program is a straightforward and relatively speedy alternative to resolve a disagreement when all other efforts to produce a settlement have failed. This procedure is without cost to you and is designed to eliminate the need for lengthy and expensive legal proceedings.

In the CAMVAP program, impartial third-party arbitrators conduct hearings at mutually convenient times and places in an informal environment. These impartial arbitrators review the positions of the parties, make decisions and, where appropriate, render awards to resolve disputes. CAMVAP decisions are fast, fair and final as the arbitrator's award is binding on both you and Ford of Canada.

The CAMVAP services are available in all Canadian territories and provinces. For more information, charge or obligation, call your CAMVAP provincial administrator directly at 1-800-207-0685 or visit www.camvap.ca.

LOG ON TO WWW.FORD.CA

The Ford of Canada web site contains information for you, the new vehicle owner. On www.ford.ca you can download printed material, contact us via e-mail, locate your nearest dealer, and so much more! These are just some of the ways www.ford.ca can be a great resource tool for you

ROADSIDE ASSISTANCE COVERAGE

Roadside Assistance Centre 1-800-665-2006

A comprehensive package of benefits that will cover you in just about any emergency situation is included concurrently with your Ford New Vehicle Limited Warranty and most Ford Extended Service Plans. Roadside assistance is available 24 hours a day, 365 days a year, no matter where you travel across Canada or the Continental U.S.

SERVICE - FORD ROADSIDE ASSISTANCE

Every new Ford of Canada car and light truck includes the assurance of emergency Roadside Assistance during the Powertrain coverage period (5 years/100,000 km for cars and light trucks, 5 years/160,000 km for light trucks (diesel)).

Help is just a toll-free call away – 24 hours a day anywhere in Canada or the continental United States – should you ever need towing assistance, jump-start, or emergency travel reimbursement.

CONTACT US

For complete Roadside Assistance terms, conditions and limitations, knowledgeable representatives can assist you 24 hours a day, 7 days a week.

Please call us at 1-800-665-2006 or you can send an email directly to Assistance Services Group (roadsideinfo@sykes.com) who is providing roadside services on behalf of Ford of Canada.

GENERAL INFORMATION

ELIGIBILITY

Ford of Canada's Roadside Assistance covers all Ford of Canada cars and light trucks. Service will be provided to the driver of the registered Ford Lincoln vehicle by Assistance Services Group on behalf of Ford of Canada.

Roadside assistance benefits are transferable to subsequent owners of your vehicle, at no cost within the Powertrain coverage period of 5 year/100,000km for cars and lights trucks, (whichever occurs first), or 5 year/160,000 km for light trucks (diesel) (whichever occurs first).

Ford Roadside Assistance

COVERAGE PERIOD

Although this program is separate from the New Vehicle Limited Warranty, the coverage is concurrent with the Powertrain coverage period of 5 year/100,000 km for cars and light trucks (whichever occurs first), or 5 year/160,000 for light trucks (diesel) (whichever occurs first). Roadside Assistance coverage expires after 5 years or 100,000 km (whichever occurs first) for Cars and Light Trucks, and 5 years or 160,000 km (whichever occurs first) for Light Trucks (diesel), from the original vehicle in service date.

This initial coverage is a complimentary service. Ford of Canada may cancel your initial coverage at any time by written notice. There is no refund available to you in the event of cancellation.

- For more information, please call 1-800-665-2006 or you can send an email directly to Assistance Services Group (roadsideinfo@sykes.com) who is providing roadside services on behalf of Ford of Canada.

COVERAGE SERVICES

Ford Roadside Assistance coverage is not a warranty, but a service provided to you by Assistance Services Group on behalf of Ford of Canada to minimize any unforeseen vehicle operation inconvenience. All coverage is limited to vehicles using publicly maintained roads (excludes off-road use, logging roads, etc.) and adjacent sites, and any other locations, which in the discretion of the service provider constitutes a publicly travelled thoroughfare.

ROAD SERVICE

Towing of a disabled vehicle to the nearest Ford dealership, or the selling dealer if within 25 kilometres of the nearest Ford dealership (one tow per disablement). In the event that you use a service other than Ford Roadside Assistance, we will reimburse you up to a maximum of $75 per disablement. Tow dispatches will occur on drivable and operable approved Ministry of Transportation roads where a towing facility can be safely dispatched. Extenuating circumstances will be reviewed on a case-by-case basis by Ford Motor Company of Canada Limited.

TRAILERS

The Program provides limited benefits for trailers being towed by the vehicle eligible for Roadside Assistance. Trailers will be covered up to $100 if the disabled eligible vehicle requires service/towing to the nearest qualified dealer. If the trailer is disabled, but the towing vehicle is fully operational, the trailer does not qualify for any Roadside Assistance Services.

SERVICE CALLS

Battery Boost

Program provides for no charge jump starts for dead batteries. If the vehicle cannot be jump started, it will be towed at no charge.

Fuel Delivery

Program provides for up to 10 liters of fuel to stranded vehicles (out of fuel and not running) at no charge. Vehicles stranded at refueling stations or dealers are not eligible for benefits. Delivery of up to 10 liters of fuel (maximum of 2 deliveries per calendar year).

Winching

Winch-out services for vehicles stuck in mud or snow on or near paved roads is covered. Winching covers a maximum of 100 feet from the road. Recoveries are not included as part of Roadside Assistance towing. Recoveries are defined as those efforts made to get a vehicle to a surface where a tow hook-up can occur.

Flat Tires

Program provides for no-charge spare tire mounting to replace flat tires or disabled wheels only. If a vehicle has more than one flat tire and cannot be driven, the vehicle may be towed at no charge to the nearest authorized dealership or tire service facility. This program does not cover tire repair.

ITEMS EXCLUDED FROM COVERAGE

- Parts, tire repairs, rental of towing equipment, storage fees, or any labour performed at a garage or service station.
- Any form of impound towing by other than a licensed service station or garage.
- Parts involved in lock-out service
- Assistance from private citizens.
- All service operators providing service are independent contractors and are not employees of Ford. Therefore, the Ford Roadside Assistance Club does not assume any liability for any loss or damage to your vehicle or your personal property resulting from the rendering of such service.
- Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and your own insurance company within 24 hours and prior to any repairs being carried out.

EMERGENCY LOCK-OUT SERVICE

Should you accidentally lock yourself out of your vehicle Ford Roadside Assistance will come to unlock your vehicle. Key recovery and/or replacements are not covered. In the event that you use a service other than Ford Roadside Assistance, we will reimburse you up to a maximum of $75.

EXTREME WEATHER

Certain geographic areas may experience weather or other situations that could temporarily affect the ability of service to be provided in a timely manner. In these situations, the 1-800 phone message advises of the delay in service in a particular area and may recommend to customers that they arrange their own service if possible. Claiming incurred expenses will be reimbursed up to a maximum reimbursement limit of $75 per disablement. www.roadsideaid.com is an option to request service as well, customers can select the option to have an agent call them back through virtual hold rather than waiting on line.

EMERGENCY TRAVEL EXPENSE REIMBURSEMENT

Should your vehicle become disabled due to a mechanical breakdown while you are more than 160 kilometres from your residence address, we will reimburse you up to $500 (in total), for the following reasonable emergency expenses, (when not covered by insurance).

Covered Expenses:

- Local lodging and meals (excludes alcohol and tips).
- Vehicle rentals from bona fide car rental agencies (excludes gas expense).
- Commercial transportation to your destination, and return after repairs are completed.

Coverage period is the lesser of: date of vehicle disablement up to three (3) days in total, or the time at which your vehicle is repaired. Claims must be submitted within 20 days of incident to be eligible.

TRAVEL PLANNER

As part of your Roadside Assistance plan, Ford offers Travel Planning services. Before you load up your Ford vehicle and embark on your next road trip, simply contact us to receive a free, customized. Travel Planner through regular mail.

For more information, please call 1-800-665-2006 or you can send an email directly to Assistance Services Group (ASG) (roadsideinfo@sykes.com) who is providing roadside services on behalf of Ford of Canada.

REIMBURSEMENT CLAIMING PROCEDURES

In the event your vehicle became disabled due to a mechanical breakdown and you had to use a service other than Ford Roadside Assistance, or while you are more than 160 kilometres from your residence address, you can submit a claim to www.roadsideclaims.ca to receive reimbursement for eligible tow services and expenses. File your claim no later than twenty (20) days after the occurrence.

Please include a letter detailing the sequence of events from the time the vehicle broke down to the time the vehicle was picked up.

- Include paid receipts that clearly detail the nature of the service being claimed, including copies of the tow receipt or repair/work order that pertained to the breakdown and all other pertinent receipts for the claim.
- Please retain a copy of all receipts and documentation.
- Please allow 4-6 weeks for the processing of your claim.

For more information, please call 1-800-665-2006.

Ford of Canada reserves the right to amend or cancel The Ford Roadside Assistance Program at any time without incurring any liability.

FORD ROADSIDE ASSISTANCE
ASSISTANCE ROUTIÈRE FORD

FSC MIX Paper FSC® C102270

January 2024
First Printing
Litho in U.S.A.
SJ8J 19G218 AA

www.roadsideaid.com, 1-800-665-2006, or download the Sykes4Ford app.

Your vehicle comes with a New Vehicle Limited Warranty. The express warranties of the New Vehicle Limited Warranty are in substitution for and exclude all other liabilities of any kind whether arising under statute, in tort, by implication of law or otherwise including, to the full extent as may be allowed by law, liability for any other representations respecting the vehicle, statutory warranties or implied warranties or conditions as to its merchantability or fitness.

Download a FREE electronic copy or order one FREE printed copy of the most up-to-date Warranty Guide by visiting **ford.ca/warranty.**

www.roadsideaid.com, 1-800-665-2006, ou téléchargez l'application Sykes4Ford.

Votre véhicule est couvert par la garantie limitée de véhicule neuf. Les garanties explicites de la garantie limitée de véhicule neuf remplacent et excluent toute autre obligation de toute sorte, qu'elle découle d'un acte législatif, d'un délit civil, d'une incidence de droit ou autrement incluant, jusqu'aux limites permises par la loi, toute obligation pour toute autre assertion concernant le véhicule, des garanties législatives ou des garanties ou conditions implicites concernant sa qualité marchande ou son bon fonctionnement.

Téléchargez GRATUITEMENT une copie électronique ou commandez une copie imprimée GRATUITE du Guide de garantie le plus récent en visitant **ford.ca/garantie.**

FORD ROADSIDE ASSISTANCE

www.roadsideaid.com, 1-800-665-2006, or download the Sykes4Ford app.

- Towing
- Battery boosting
- Fuel Delivery
- Lock-Out Assistance
- Flat Tire Service
- Vehicle Recovery
- Other Roadside Services

ASSISTANCE ROUTIÈRE FORD

www.roadsideaid.com, 1-800-665-2006, ou téléchargez l'application Sykes4Ford.

- Remorquage
- Survoltage de la batterie
- Livraison de carburant
- Service de déverrouillage des portes
- Remplacement d'un pneu à plat
- Récupération du véhicule
- Autres services de dépannage

The Sykes4Ford Roadside App is available via the Apple App Store® or Google Play™

L'application d'assistance routière Sykes4Ford est disponible sur Apple App Store® ou Google Play™

FORD ROADSIDE ASSISTANCE

NAME _____

VIN _____

See Warranty Guide for complete details

Download the Sykes4Ford Roadside Assistance App for access to your roadside assistance services.

ASSISTANCE ROUTIÈRE FORD

NOM : _____

NIV : _____

Consultez votre Livret de garantie pour tous les détails.

Téléchargez l'application d'assistance routière Sykes4Ford pour accéder à vos services d'assistance routière

FORD ROADSIDE ASSISTANCE
ASSISTANCE ROUTIÈRE FORD

www.roadsideaid.com, 1-800-665-2006, or download the Sykes4Ford app.

Please have the following information ready when contacting Ford Roadside Assistance :

- Vehicle Identification Number (VIN)
- Odometer reading
- The location of your vehicle (address/nearest intersection)

www.roadsideaid.com, 1-800-665-2006, ou téléchargez l'application Sykes4Ford.

Assurez-vous d'avoir en main les renseignements suivants au moment d'appeler l'Assistance routière Ford :

- Le numéro d'identification du véhicule (NIV)
- Le kilométrage de votre véhicule
- L'emplacement de votre véhicule (adresse/intersection la plus proche)

FSC MIXTE Papier FSC® C102270

Janvier 2024
Première impression
Imprimé aux É.-U.
SJ8J 19G218 AA

OWNER INFORMATION CHANGE CARD/
FICHE DE RÉVISION DES DONNÉES SUR LE PROPRIÉTAIRE

Odometer Reading/Lecture du compteur kilométrique

Vehicle Identification Number/No d'identification du véhicule

Mr. M | Mrs. Mme | Miss | Dr. Dr | Ms

English | Français

First Name/Prénom

Last Name/Nom de famille

Street Address/Adresse

Apt. No./App

City or Town/Ville ou village

Province

Postal Code/Code postal

Email Address/Couriel

Year/Année | Mo./Mois | Day/Jour

Owner Signature/Signature du propriétaire

Ford of Canada collects information that you provide (i.e. contact, vehicle information, demographics, and relating to your purchase or service), transaction information from your dealer, and information about your finance or lease contract from Ford Credit. This information is used to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material. For these purposes, we share your information with Ford Credit, your dealer(s) or the dealer who has responsibility for the market area in which you reside and we may use service providers outside Canada such as data processing, hosting, and call campaign services. **If you do not want to receive marketing material from us or have your personal information shared as set out above, or to obtain information about our Privacy Policy including our service provider practices, or to access your personal information, please call 1-800-565-FORD (3673).**

Ford Canada recueille des renseignements que vous fournissez (coordonnées, renseignements sur le véhicule, données démographiques et renseignements liés à l'achat ou à l'entretien), des renseignements sur la transaction auprès de votre concessionnaire ainsi que des renseignements sur votre financement ou location auprès de Crédit Ford. Ces renseignements sont utilisés pour administrer votre contrat d'achat ou de location, améliorer nos produits et services et vous proposer des services, des sondages ou du matériel publicitaire. Pour ces raisons, nous partageons les renseignements vous concernant avec Crédit Ford, votre concessionnaire ou le concessionnaire responsable de la région dans laquelle vous résidez et nous pouvons recourir à des fournisseurs de services à l'extérieur du Canada pour le traitement des données, l'hébergement des données et les services de campagnes téléphoniques. **Si vous ne voulez pas recevoir de matériel publicitaire de nous, si vous ne souhaitez pas que vos renseignements personnels soient partagés, comme énoncé ci-dessus, si vous désirez obtenir des renseignements sur notre politique de confidentialité, y compris sur les pratiques de nos fournisseurs de services, ou si vous voulez avoir accès à vos renseignements personnels, veuillez communiquer avec un représentant du service à la clientèle au 1-800-565-FORD (3673).**



1000010826-L6J5E4-BR01

CUSTOMER RELATIONS
FORD MOTOR COMPANY OF
CANADA LIMITED
P.O. BOX 2000
OAKVILLE, ON L6K 0C8

RELATIONS AVEC LA CLIENTÈLE
FORD DU CANADA LIMITÉE
C.P. 2000
OAKVILLE, ON L6K 0C8