

# WARRANTY & POLICY MANUAL

## SECTION 3 – WARRANTY COVERAGES FORD/LINCOLN CARS & TRUCKS

(Continued)

CATEGORY	COVERAGE & OTHER REMARKS
	<p>If the owner IS traveling (visiting owner), cannot return home overnight, and the parts are not in dealership stock or available locally from another Ford or Lincoln dealership.</p> <p><b>IMPORTANT:</b> Be sure to follow the required parts ordering and parts Backorder Escalation processes before proceeding with repair that may exceed the cost effective standard. Backordered part(s) can be shipped directly from the packager, if properly ordered “Emergency Unit Down”.</p> <p><b>NOTE:</b> FCSD Parts ordering &amp; Backorder Escalation processes can be found on FMCDDealer/Parts &amp; Service/Parts Department Tools/Parts Ordering Quick Reference Guide.</p> <p><b>Supporting Document Requirements</b></p> <p>The following documents must be retained in the customer service file for one year following Company notification of payment:</p> <ul style="list-style-type: none"> <li>• Applicable DOES II screen printout</li> <li>• PACO Emergency order status ticket reply</li> <li>• FMC360 case/report number</li> <li>• Outside parts purchase invoice</li> </ul> <p>An explanation of the reason for using the Ford Authorized Remanufactured, Motorcraft or new non-Ford part must be entered in the Warranty Claiming System.</p> <p><b>Reimbursement</b></p> <p>When the outside purchase part cost is GREATER than the Ford part dealer price and an EMERGENCY REPAIR is required; the part purchase is reimbursable when:</p> <ul style="list-style-type: none"> <li>• The owner is NOT traveling but the vehicle is inoperable and the part is out of stock nationally — D-99.</li> <li>• The owner IS traveling (visiting owner) and the part is out of stock at the repairing dealership.</li> </ul> <p>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. The price difference is reimbursable at actual cost. There is no parts allowance/markup on the price difference (PRDIFF) amount. Refer to <u>Outside Purchased Part</u> in Section 5.</p>
<p><b>Emissions Control Systems</b></p>	<p>Refer to <u>Emissions Coverage</u></p>
<p><b>Factory Invoiced Accessories (FIA)</b></p>	<p>New Vehicle Limited Warranty - except for Remote Start. Refer to “Remote Start System” for further details.</p> <p>Ford Factory Invoiced Accessory (FIA) Options are Ford Original Accessories (FOA), ordered as a Vehicle Option through CONCEPS and listed on the <b>Vehicle Window Sticker</b>. These Accessories are automatically sent to the Ship-To Dealer, for installation prior to vehicle delivery.</p> <p>Payment for Installation is automatically credited to the Ship-To Dealer on the Miscellaneous Parts Statement, and should not be claimed as a warranty repair.</p>

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	All defective <b>FIA</b> components (other than Remote Start) replaced under the New Vehicle Warranty are eligible for part (DOESII) and labor reimbursement through the Warranty Claiming System.
<b>Ford Licensed Accessories (FLA)</b>	<p>New Vehicle Warranty installed prior to purchase of the vehicle (unless specified differently by the accessory manufacturer):</p> <ul style="list-style-type: none"> <li>• All FLA parts warranty coverage is provided by the accessory manufacturers, <u>not</u> Ford Motor Company.</li> <li>• Defective FLA components replaced under the New Vehicle Warranty are eligible for <u>labor only</u> reimbursement through Ford Motor Company.</li> </ul> <p><b>NOTE:</b> Parts warranty coverage and claims process may vary by manufacturer.</p> <p><b>PARTS -Do not order</b> warranty replacement parts from Ford. Warranty part claims may be administered directly with the supplier. <b>Do not submit parts through the Warranty Claiming System.</b> FLA parts are identified by a prefix “V” on the part # (ex. <b>VBE6Z</b>-10E947)</p> <p><b>LABOR</b> - Defective components replaced under the New Vehicle Warranty are eligible for labor reimbursement through Ford Motor Company. File <b>labor-only</b> claims using the Warranty Claiming System using Program Code ACC.</p> <p><b>Questions</b> regarding FLA warranty and claims process may be directed to (877) 682-4276 or</p>
<b>Ford Original Accessories (FOA)</b>	<p>Any FOA part that is installed and <b>NOT</b> listed on the Vehicle Window Sticker (i.e FIA) of the vehicle will receive the remainder of the New Vehicle Limited Warranty or Service Part Warranty, whichever is greater. Refer to SPW section for detailed coverage. <b>Except for Remote Start.</b> Refer to Remote Start System for further details.</p> <p>All defective <b>FOA</b> components (other than Remote Start) replaced under the New Vehicle Warranty or SPW are eligible for part (DOESII) and labor reimbursement through the Warranty Claiming System.</p>
<b>Ford Work Solutions (FWS)</b>	<p>Ford Work Solutions is offered through the Ford Licensed Accessories'(FLA) program:</p> <ul style="list-style-type: none"> <li>• Cars &amp; light trucks: These items are covered under the New Vehicle Warranty coverage.</li> <li>• Medium duty trucks: The warranty coverage is 2 years/unlimited miles from the date of purchase of the vehicle.</li> <li>• Ford Work Solutions products purchased in the U.S. are covered only in the U.S.A. Products purchased in Canada are covered only in Canada.</li> <li>• This Warranty only covers the products in the vehicle in which it was originally installed at the time of delivery.</li> </ul> <p><b>PARTS</b> - Warranty part claims may be administered through the local Ford Accessory Distributor (FAD) or directly with the supplier. <b>Do not submit parts through the Warranty Claiming System.</b></p> <p>A complete list of supplier contact information is located at FMCDealer.com / Parts and Service / Parts Product Line Information / Accessories / Ford Licensed Accessories website.</p> <p><b>LABOR</b> - Defective components replaced under the New Vehicle Warranty are eligible for labor reimbursement through Ford Motor Company. File labor-only claims using the Warranty Claiming System.</p>