



2017 CONTINENTAL LIVERY VEHICLES EXTRACARE LIMITED WARRANTY

This Ford ExtraCARE Limited Warranty coverage is a supplement to the Ford Motor Company New Vehicle Limited Warranty coverage. Qualified 2017 Continental Livery Vehicles are covered by the terms of the New Vehicle Limited Warranty, as specified in the Warranty Guide and the additional coverage provided by this statement.

In the States of Florida & New York, this is a 4 year or 150,000 Mile Ford ExtraCARE Limited Warranty.

The 4 year or 150,000 Mile Ford ExtraCARE Limited Warranty coverage is provided on eligible 2017 Continental Livery Vehicles sold in the States of Florida and New York. Ford Motor Company will provide for repair or replacement of covered components on the vehicle during the Limited Warranty coverage period in accordance with the following terms, conditions, and limitations.

When Limited Warranty Coverage Begins and Ends. Under the Ford ExtraCARE Limited Warranty coverage, Coverage Begins at the New Vehicle Limited Warranty Start Date and Zero Miles. Coverage Ends at the earlier of the Number of Months or the Number of Miles from the New Vehicle Limited Warranty Start Date or Zero Miles.

Eligible vehicles. 2017 Continental Livery Vehicles sold in the States of Florida and New York.



Repairs covered under the Ford ExtraCARE Limited Warranty coverage. Your Ford or Lincoln dealership will either: (a) service Your vehicle, (b) repair or replace covered components or (c) reimburse You for the Vehicle's servicing in the event of an Emergency Service or Repair or for the repair or replacement of a covered component and repair needed to a non-covered component caused by the failure of a covered component during the applicable Ford ExtraCARE Limited Warranty coverage period. Damage and items not covered under the Ford ExtraCARE Limited Warranty coverage are specified under What is NOT Covered.

Covered components. ExtraCARE components (See Parts Coverage herein)

Where to go for covered repairs:

We require that You return to Your Selling Dealer to obtain repairs or services to your Vehicle. However if the Selling Dealer is closed or Your Vehicle needs Emergency Service or Repair, the Vehicle is inoperable and all Ford or Lincoln dealerships within a 25 mile radius are closed, You may obtain repairs or services to the Vehicle under this Limited Warranty from any Ford Motor Company franchised dealership or other repair or service facility in the United States or Canada. If the Vehicle should need Emergency Service or Repair in Mexico, We require that You return to a Ford or Lincoln dealership for repairs or services. You may go to another repair or service facility if the vehicle is inoperable and there is no Ford or Lincoln dealership within a 25 mile radius. Call the Ford Customer Relations Center at 800-392-Ford if You have any questions concerning service or coverage available under this Agreement or to find the nearest Ford or Lincoln dealership.

To request reimbursement, You must provide a copy of the repair order and proof of payment to Your Selling Dealer or contact 1-800-321-7790. You have one year from the repair order open date or payment receipt date to request Your refund.

Repairs. All warranty repairs of covered components **MUST** be made with new or remanufactured parts or other new or remanufactured parts authorized by Ford.

Care of the vehicle. Your vehicle must be properly operated and maintained in accordance with the Scheduled Maintenance Services in the Service Guide of the Owner's Manual for the vehicle. Proof of Scheduled Maintenance Services includes maintenance records that show mileage, date of maintenance service, VIN, and the maintenance that was performed. Scheduled Maintenance Service requires periodic service checks based on mileage intervals and the make and model of your vehicle. Please review the Owner's Guide for your Scheduled Maintenance Service requirements that are provided at the time of vehicle purchase. If you perform your own Scheduled Maintenance Services, you must maintain a log including date, mileage, and description of each maintenance service and provide corresponding receipts for purchases of parts and fluids. Failure to perform Scheduled Maintenance as specified in the Service Guide will invalidate limited warranty coverage on parts affected by proper operation or by lack of maintenance.

Roadside Assistance Coverage. Ford has contracted with The American Automobile Association, Inc. ("AAA"), an association of licensed automobile clubs to provide Roadside Assistance services on your vehicle. AAA's address is 1000 AAA Drive, Mail Drop 99, Heathrow, FL 32746. To request Roadside Services or for customer inquiries, call AAA at 800-521-4140.

Roadside Assistance provides coverage of up to \$100 per incident for the following items (including the cost of the service call and labor for services performed at the site of the disablement):

- Lock-out assistance
- Flat Tire changes
- Battery jump starts.
- Out of fuel assistance - the delivery of gasoline to you, including the cost of up to two (2) gallons of gasoline, limited to not more than three (3) "no change" service calls during any twelve (12) month period.
- Towing up to \$100 per incident on gas vehicles and up to \$200 on hybrid vehicles, including vehicles with trailers attached. Towing is limited to one (1) tow per disablement to the Selling Dealer or other Ford or Lincoln franchised dealership.
- Winch out within 100 feet of paved or county maintained road.

Items not covered by Roadside Assistance Coverage. Roadside Assistance does not provide coverage for: (a) replacement parts, (b) gasoline (except for an out of fuel assistance call)(c) tire repair, (d) rental of towing equipment, (e) storage fees, (f) fees for labor performed at a garage or service facility or (g) any "out of fuel" service if the vehicle is located at Your residence or an operating commercial fueling station, (h) impound towing or towing by a person other than a licensed service station or garage, and (i) the assistance of any private parties.

WHEN YOU CALL FOR SERVICE, YOU WILL BE CONNECTED WITH THE DISPATCHER AND A SERVICE VEHICLE WILL BE SENT TO YOUR LOCATION. PLEASE PROVIDE THE DISPATCHER WITH:

- (1) Your name, address and the VIN;
- (2) the exact location of the Vehicle, and
- (3) the nature of your Emergency

LIMIT OF LIABILITY: If You prefer to arrange Your own roadside assistance or towing, We will reimburse You up to \$100 per disablement for the emergency expenses You actually incur, provided that within twenty (20) days of the disablement You send a written request for Roadside Assistance benefits that includes a statement of Your loss and the original receipts for Your expenses to the AAA address shown herein.

Transferability. This Limited Warranty is transferable. If you sell your vehicle, the remaining Ford ExtraCARE Limited Warranty coverage remains in effect for the new owner.

This Ford ExtraCARE Limited Warranty coverage gives you specific legal rights. You may also have other rights, which may vary from state to state. To the extent allowed by law, any implied warranty or merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the term of this written warranty. Ford Motor Company and your dealership shall not be deemed liable for loss of time, inconvenience, commercial loss, or for any other incidental or consequential damages. Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions may not apply to you. Ford ExtraCARE Limited Warranty coverage, if applicable, is in addition to any remaining New Vehicle Limited Warranty coverage. Ford Motor Company does not authorize any person to create for it any obligation or liability in connection with this Ford ExtraCARE Limited Warranty coverage. Valid only in the U.S. and Canada.

**4 Year or 150,000 Mile Ford ExtraCARE Limited Warranty coverage
- Florida & New York Sales ONLY**

Parts Coverage Under the Ford ExtraCARE Limited Warranty:

Engine - All internal lubricated parts, cylinder block, cylinder heads, flywheel and flywheel ring gear, gas fuel injectors, harmonic balancer and bolt, manifold (exhaust, intake and bolts), metal, oil pan, oil pump, seals and gaskets, thermostat, thermostat housing, timing chain cover, timing chain (gears or belt), valve covers, water pump. **(EXCEPTIONS: CARBURETION AND FUEL INJECTION COMPONENTS ARE NOT COVERED).**

Transmission - All internal parts, governor assembly, seals and gaskets, torque converter, transfer case (including all internal parts), transmission case.

Rear-Wheel Drive - Drive axle housings and Front axle housings for 4X4 (including all internal parts), universal and constant velocity joints, axle shafts, seals and gaskets and driveshafts.

Front-Axle Drive - Final drive housing and Rear Axle Housing for AWD (including all internal parts), universal and constant velocity joints, axle shafts, locking rings (four-wheel drive vehicles), seals and gaskets, and automatic front locking hubs (four-wheel drive).

Odometer and Speedometer - Odometer, speedometer, including all cables and connectors.

Steering - Power steering pump, cooler and metal lines, couplings, seals and gaskets, manual and power steering gear housing and all internal parts, including linkages, control valve, column lock (tilt wheel), pulley assembly for power steering pump, and the idler arm.

Front Suspension - MacPherson Struts, upper and lower control arms, stabilizer bar, linkage and bushings, tie rods, control arm shafts and bushings, upper and lower ball joints, kingpins and bushings, spindle and spindle supports.

NOTE: This coverage includes only the items listed in this paragraph and does not include either front-end alignment or wheel balancing unless the repair to such items is required in conjunction with the repair of a failure.

Brakes - Master cylinder, calipers and wheel cylinders, combination valve, metal lines and fittings, power brake booster, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables, and brake pedal shaft.

NOTE: This coverage includes only the items listed in this paragraph and does not include brake drums, rotors, linings or pads, unless the repair to such items is required in conjunction with the repair of a covered failure.

Air Conditioning - Compressor, condenser, evaporator, A/C compressor head, A/C compressor clutch switch, A/C clutch and clutch bearings, compressor seals, pulley and field coil.

Electrical - Alternator, starter motor, voltage regulator, manually operated electrical switches, ignition switch, wiper motors, electronic ignition module, radiator fan relay, fuel pump, starter motor solenoid, wiring harness (excluding spark plug wires) and electrical components of a heated back-glass.

NOTE: Heated back-glass coverage is for electrical components only and does not include general glass damage or breakage.

High Tech - Air conditioner accumulator, ETA pump hose assembly, anti-lock brake module and sensor, automatic temperature control, distributor cap and rotor, electronic air suspension (switch-vacuum pump, control-assembly suspension air spring, spring & solenoid assembly front suspension, air spring solenoid, o-ring solenoid, left/right-front spring, dryer assembly, sensor-air level, airline protector, spring-load leveling, control module-air suspension, sensor right/left rear suspension leveling, air suspension quick connect, airline repair kit, switch right/left rear suspension leveling, o-ring suspension air spring dryer, silencer-air suspension, wire assembly air suspension switch, front spring air suspension and rear spring air suspension), electronic instrument cluster, (excluding the dash pad, clock, audio and visual equipment), fuel tank and lines, diesel injectors and lines, heater blower motor and core assembly, keyless entry system (excluding door handles), power seat motors, power window motors and regulators, power antenna, power door locks, (excluding door handles and electronic key fobs), power door lock retainer clip, radiator, radiator fan, radiator fan clutch or motor, speed control, engine mounts, transmission vacuum module and mounts, and external transmission module.

What is NOT Covered by This Ford ExtraCARE Limited Warranty Coverage

Unless stated otherwise, this Ford ExtraCARE Limited Warranty does not cover:

- a) Repairs covered by manufacturer recalls or any insurance or New Vehicle Limited Warranty;
- b) Service adjustments, cleaning not made with a covered repair and software upgrades;
- c) Repairs to any engine, transmission and final drive components for damages caused by an after-market (non-factory installed) part, including but not limited to turbocharger, supercharger, Compressed Natural Gas (CNG), Liquid Propane Gas (LPG), Nitrous Oxide fuel system modification or other performance enhancing powertrain components including but not limited to Ford racing parts or accessories;
- d) Repairs caused by loss of lubricants or fluids or contamination of oil, fluids or fuel and repairs caused by continued operation of the vehicle after loss of lubricant or fluids or contamination of oil, fluids or fuel;
- e) Repairs caused by improper or unauthorized service procedures, collisions or other physical damage caused by a foreign object, unreasonable use or continued use with an obvious failure, (including driving over curbs, overloading, or using the Vehicle as a stationary power source), damage from fire or explosions, road hazards, other casualty losses, or losses due to negligence, racing or Failures caused by: (1) alterations or modifications of the Vehicle, including the body, chassis, or components, after the Vehicle leaves the control of the manufacturer (any part or accessory that is not permanently affixed to the Vehicle at point of sale); (2) tampering with the Vehicle or the emissions systems and components; (3) the installation or use of any mechanical or electrical part not approved, certified or authorized by the Vehicle's manufacturer or any repair caused by after-market (non-factory approved) PCM reprogramming; or (4) any part designated for "off-road only" that is not installed by the manufacturer, including, but not limited to, lift kits, oversized tires, aftermarket wheels that do not provide equivalent fit and function as the original equipment installed by the manufacturer, roll bars, cellular phones, alarm systems, automatic starting systems and performance-enhancing powertrain components;
- f) Damage caused by the environment and pollution, including airborne fallout, corrosion chemicals, debris, tree sap, salt, hail, windstorm, lightning, freezing, flooding, earthquake, snow or ice;
- g) Damage caused by theft, vandalism, terrorism, riot or acts of war;

- h) Repairs caused by lack of required or recommended maintenance;
- i) Scheduled Maintenance Services;
- j) Repairs needed to a covered part caused by the Failure of a non-covered part;
- k) Loss of use of the Vehicle, loss of income, special or consequential damages, and personal expenses, such as motels, food, gas and mileage (except as provided by Roadside Assistance);
- l) Rental vehicle charges or fees such as mileage charges, drop-off fees, insurance, or gasoline;
- m) Vehicles manufactured for sale outside the United States, District of Columbia or Canada;
- n) Repairs required as a result of operation outside the United States, District of Columbia, Guam, Mexico, Puerto Rico, Virgin Islands, American Samoa or Canada.
- o) Shop supplies and disposal of environmental wastes from the Vehicle and fuel used during the repair of the vehicle and storage fees;
- p) A vehicle is excluded from coverage if, (1) the New Vehicle Limited Warranty for the Vehicle or specified component parts are voided, in whole or part, (2) the vehicle is a Branded or Salvaged Vehicle, or (3) if Ford cannot determine the VIN.
- q) Any vehicle that is not classified as a Continental Livery Vehicles;
- r) Batteries of all types, cables, belts, hoses, hose clamps, brakes (front hub, drums, shoes, linings, disc rotors pads), manual transmission clutch disc, exhaust system (includes catalytic converter) spark plugs, squeaks, rattles, tires, tune-ups, wheel balancing, wheel alignment, all lamps and lights (LED and HID lights, bulbs, sealed beam and lenses), fogging of lamp assemblies, and shock absorbers.
- s) Service adjustments and cleaning, fixed (non-moving) body parts, bumpers, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, side and rear view mirrors (glass and housing), water leaks, wind noise, weatherstrips, wheels, wheel studs, wheel covers, convertible top and bow, fabric, liners, fasteners, carpets, dash pad, wiper blades, knobs, trim, upholstery physical damage or cosmetic issues.
- t) Costs or expenses for the teardown, rental expense, inspection or diagnosis of Failures.