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## Customer assistance

### GETTING ROADSIDE ASSISTANCE

To fully assist you should you have a vehicle concern, Ford Motor Company has a complimentary roadside assistance service hotline. The service is available:

- 24-hours, seven days a week
- through the warranty period of three years or 60,000 km (36,000 miles), whichever comes first

To purchase roadside assistance coverage beyond this period through the Ford Auto Club, contact your Ford or Lincoln-Mercury dealer.

Roadside assistance will:

- mount the spare if you have a flat tire
- jump-start the battery if it becomes discharged
- unlock the vehicle if you are locked out
- bring fuel if you run out
- tow the vehicle if you are stranded. Even non-warranty related tows, like accidents or getting stuck in the mud or snow, are covered (some exclusions apply, such as impound towing or repossession).

Daily rental units are not eligible for roadside assistance.

Additional roadside assistance coverage is unavailable in Puerto Rico and the Virgin Islands.

### Using roadside assistance

Complete the roadside assistance identification card (found in the Owner Guide portfolio in the glove compartment) and place it in your wallet for quick reference.

To receive roadside assistance, call 1-800-241-FORD.

Should you need to arrange assistance for yourself, Ford Motor Company will reimburse a reasonable amount. To obtain information about reimbursement, call 1-800-241-FORD.

### FORD EXTENDED SERVICE PLAN

You can get more protection for your new car or light truck by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP is the only extended service program with the Ford name on it and the only service backed by Ford Motor Company.

## Customer assistance

Ford ESP is an optional service contract, backed and administered by Ford. It provides:

- protection against repair costs after your Bumper to Bumper Warranty expires;  
and
- other benefits during the warranty period (such as: reimbursement for rentals; coverage for certain maintenance and wear items).

You may purchase Ford ESP from any participating Ford Motor Company dealer. There are several Ford ESP plans available in various time-and-mileage combinations. Each plan can be tailored to fit your own driving needs, including reimbursement benefits for towing and rental. (In Hawaii, rules vary. See your dealer for details.)

When you buy Ford ESP, you receive peace-of-mind protection throughout the United States and Canada, provided by a network of more than 5,100 participating Ford Motor Company dealers.

Repairs performed outside the United States and Canada are not eligible for ESP coverage.

This information is subject to change. Ask your dealer for complete details about Ford ESP coverage.

### **GETTING THE SERVICE YOU NEED**

#### **At home**

Ford Motor Company has authorized Ford and Lincoln-Mercury dealerships to service your vehicle. Ford strongly recommends taking your vehicle to the selling dealership because they have a vested interest in your continued satisfaction. You may, however, take your vehicle to any authorized Ford or Lincoln-Mercury dealer.

Your dealer has factory-trained technicians and the latest diagnostic equipment to ensure your new vehicle is serviced properly. Ford and Lincoln-Mercury dealerships also carry genuine Ford parts and accessories, providing you with original equipment reliability.

If you are not satisfied with the service you receive at the dealership, speak with the service manager. If you are still not satisfied, speak with the owner or general manager of the dealership. In most cases, your concern will be resolved at this level.

## Contacting the Dispute Settlement Board

### Away from home

If you are away from home when your vehicle needs service, or if you need more help than the dealership could provide, contact the Ford Customer Assistance Center to find an authorized dealership to help you:

Ford Motor Company  
Customer Assistance Center  
300 Renaissance Center  
P.O. Box 43360  
Detroit, Michigan 48243  
1-800-392-3673 (FORD)

(TDD for the hearing impaired: 1-800-232-5952)

Please have the following information available when contacting Ford Customer Assistance:

- your telephone number (home and business)
- the name of the dealer and the city where the dealership is located
- the year and make of your vehicle
- the date of vehicle purchase
- the current kilometers (mileage) of your vehicle
- the vehicle identification number (VIN) listed on your vehicle ownership license

If you still have a complaint involving a warranty dispute, you may wish to contact the Dispute Settlement Board.

A warranty dispute must be submitted to the Dispute Settlement Board before taking action under the Magnuson-Moss Warranty Act, or to the extent allowed by state law, before pursuing replacement or repurchase remedies provided by certain state laws. This dispute handling procedure is not required prior to enforcing state created rights or other rights which are independent of the Magnuson-Moss Warranty Act or state replacement or repurchase laws.

### THE DISPUTE SETTLEMENT BOARD

The Dispute Settlement Board is:

- an independent, third-party arbitration program for warranty disputes
- available free to owners and lessees of qualifying Ford Motor Company vehicles

## **Contacting the Dispute Settlement Board**

The Dispute Settlement Board may not be available in all states. Ford Motor Company reserves the right to change eligibility limitations, modify procedures and/or discontinue this service without notice and without incurring obligations.

### **What kinds of cases does the Board review?**

The Board reviews all warranty performance complaints on Ford, Mercury and Lincoln cars and Ford and Mercury light trucks under the new vehicle limited warranty that have not been resolved by either a dealer or Ford Motor Company, except those involving:

- a non-Ford product
- a non-Ford dealership
- a vehicle sales transaction
- request for reimbursement of consequential expenses. Expenses incidental to the warranty complaint being reviewed are eligible for consideration
- items not covered by the new vehicle limited warranty
- items covered by a service contract
- alleged liability claims
- property damage where the damage is significant when compared to the economic loss alleged under the warranty dispute
- cases currently in litigation
- vehicles not used primarily for family, personal or household purposes (except in states where the Dispute Settlement Board is required to review commercial vehicles)

Complaints involving vehicles in which applicable new vehicle limited warranties have expired at receipt of your application are not eligible. Eligibility may differ according to state law. For example, see the unique brochure for California and Wisconsin purchasers/lessees.

### **How does the Board work?**

The Board consists of:

- three consumer representatives
- a Ford or Lincoln/Mercury dealer

## Contacting the Dispute Settlement Board

Consumer candidates for Board membership are recruited and trained by an independent consulting firm. Dealers are chosen because of their business leadership qualities.

### ***What the Board needs***

To have your case reviewed you must complete the application in the DSB brochure and mail it to the address provided on the application form.

Your application is reviewed and, if it is determined to be eligible, you will receive an acknowledgment indicating:

- the file number assigned to your application
- the toll-free phone number of the DSB's independent administrator

Your dealership and a Ford Motor Company representative are asked to submit statements at this time.

To review your case properly, the Board needs the following information:

- legible copies of all documents and maintenance or repair orders relevant to the case
- the year, make, model, and Vehicle Identification Number (VIN) listed on your vehicle ownership license
- the date of repair(s) and kilometers (mileage) at the time of occurrence(s)
- the current kilometers (mileage)
- the name of the dealer who sold or serviced the vehicle
- a brief description of your unresolved concern
- a brief summary of the action taken with the dealer and Ford Motor Company
- the names (if known) of all the people you contacted at the dealership
- a description of the action you expect to resolve your concern

Should your case NOT qualify for review, a letter of explanation will be mailed to you.

### ***Oral presentations***

If the involved vehicle is within 36 months and 36,000 miles of the warranty start date, you have the right to make an oral presentation before the Board. Indicate your choice to do so on the application. Oral presentations may also be requested by the Board.

## Customer assistance

### ***Making a decision***

Board members will review all available information related to the complaint, including oral presentations, if necessary. They then arrive at a fair and impartial decision, decided by a simple majority vote.

Because the Board usually meets only once a month, some cases may take longer than 30 days to be reviewed. The Board makes every effort to resolve each case within 40 days of receiving the consumer application form.

After a case is reviewed, the Board mails you its decision letter. The Board also provides a form on which to accept or reject the Board's decision. The decisions of the Board are binding on the dealer and Ford, but not on consumers who may elect to pursue other remedies available to them under state and federal law. Decisions of the Board may be presented as evidence by any party in subsequent legal proceedings that may be initiated, where allowed by law.

### **To Request a DSB Brochure/Application**

For a brochure/application, speak to your dealer or write to the Board at the following address:

Dispute Settlement Board  
PO Box 5120  
Southfield, MI 48086-5120

### **GETTING ASSISTANCE OUTSIDE OF THE U.S.**

Before exporting your vehicle to a foreign country, contact the appropriate foreign embassy or consulate. These officials can inform you of local vehicle registration regulations and where to find unleaded fuel.

If you cannot find unleaded fuel or can only get fuel with an anti-knock index lower than is recommended for your vehicle, contact a district or owner relations office before you leave the U.S.

The use of leaded fuel in your vehicle without proper conversion may damage the effectiveness of your emission control system and may cause engine knocking or serious engine damage. Ford Motor Company is not responsible for any damage caused by using improper fuel.

Using leaded fuel may also result in difficulty importing your vehicle back into the U.S.

If your vehicle must be serviced while you are traveling or living in Central or South America, the Caribbean, or the Middle East, contact the

## Customer assistance

nearest Ford dealership. If the dealership cannot help you, write or call :

FORD MOTOR COMPANY  
WORLDWIDE EXPORT OPERATIONS  
1555 Fairlane Drive  
Fairlane Business Park #3  
Allen Park, Michigan 48101  
U.S.A.  
Telephone: (313) 594-4857  
FAX: (313) 390-0804

If you are in another foreign country, contact the nearest Ford dealership. If the dealership employees cannot help you, they can direct you to the nearest Ford affiliate office.

If you buy your vehicle in North America and then relocate outside of the U.S. or Canada, register your vehicle identification number (VIN) and new address with Ford Motor Company Export Operations.



**Customer assistance**

**FOR INFORMATION ON ORDERING SERVICE  
PUBLICATIONS, CONTACT:**

**U.S. RESIDENTS**

**CALL**

HELM, INCORPORATED

**1-800-782-4356**

Monday - Friday 8:00 A.M. - 6:30 P.M. EST  
For Credit Card Holder Orders Only

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**CANADIAN RESIDENTS**

**CALL**

Ford Motor Company of Canada, Ltd.

**1-800-387-4966**

Monday - Friday 8:00 A.M. - 6:30 P.M. EST  
For Credit Card Holder Orders Only

## Accessories

### **FORD ACCESSORIES FOR YOUR VEHICLE**

Ford has many quality products available from your dealer to clean your vehicle and protect its finishes. For best results, use the following or products of equivalent quality:

- Ford Custom Clearcoat Polish
- Ford Custom Silicone Gloss Polish
- Ford Custom Vinyl Protectant
- Ford Deluxe Leather and Vinyl Cleaner
- Ford Extra Strength Tar and Road Oil Remover
- Ford Extra Strength Upholstery Cleaner
- Ford Metal Surface Cleaner
- Ford Multi-Purpose Cleaner
- Ford Premium Car Wash Concentrate
- Ford Triple Clean
- Ford Ultra-Clear Spray Glass Cleaner

A wide selection of accessories is available through your local authorized Ford or Lincoln-Mercury dealer. These quality accessories have been specifically engineered to fulfill your automotive needs; they are custom designed to complement the style and aerodynamic appearance of your vehicle. In addition, each accessory is made from high quality materials and meets or exceeds Ford's rigid engineering and safety specifications. See your dealer for complete warranty information and availability.

**Not all accessories are available for all models.**

#### ***Safety***

- Anti-theft wheel lug-nuts
- Remote keyless entry
- Styled wheel protector locks
- Vehicle security system

#### ***Comfort and convenience***

- Air conditioner
- Cargo liner (soft)
- Cargo net
- Cargo shade
- Door edge guards
- Engine block heater

## Accessories

### ***Travel equipment***

Console  
Console armrest  
Four seasons base rack  
Four seasons rack adapters

- Bike adapter
- Ski adapter (three pair)

Heavy-duty battery  
Multi-sport removeable rack  
Multi-sport rack adapters

- Bike adapter
- Ski/snowboard adapter (4 pair)
- Ski/snowboard adapter (6 pair)
- Watersport adapter

Speed control  
Soft luggage cover  
Trunk mount luggage rack

### ***Protection and appearance equipment***

Carpet floor mats  
Chemicals and paints  
Cleaners, waxes, and polishes  
Flat splash guards  
Full front end covers  
Lubricants and oils  
Mini-mask  
Molded splash guards  
Molded vinyl floor mats  
Rear decklid spoiler  
Side window air deflectors

## Accessories

Step/sill plates

Super seal rustproofing (unavailable in Canada)

Super seal undercoating (unavailable in Canada)

Super seal fabric protector (unavailable in Canada)

Touch-up paint

For maximum vehicle performance, keep the following information in mind when adding accessories or equipment to your vehicle:

- When adding accessories, equipment, passengers, and luggage to your vehicle, do not exceed the total weight capacity of the vehicle or of the front or rear axle (GVWR or GAWR as indicated on the Safety compliance certification label). Consult your dealer for specific weight information.
- The Federal Communications Commission (FCC) regulates the use of mobile communications systems — such as two-way radios, telephones, and theft alarms — that are equipped with radio transmitters. Any such equipment installed in your vehicle should comply with FCC or CRTC regulations and should be installed only by a qualified service technician.
- Mobile communications systems may harm the operation of your vehicle, particularly if they are not properly designed for automotive use or are not properly installed. When operated, such systems may cause the engine to stumble or stall. In addition, such systems may be damaged or their performance may be affected by operating your vehicle. (Citizens band [CB] transceivers, garage door openers, and other transmitters with outputs of five watts or less will not ordinarily affect your vehicle's operation.)
- Ford cannot assume responsibility for any adverse effects or damage that may result from the use of such equipment.

## Ordering additional publications

### ORDERING ADDITIONAL OWNER'S LITERATURE

To order the publications in this portfolio:

Make checks payable to:  
HELM, INCORPORATED

P.O. Box 07150

Detroit, Michigan 48207

**or order toll free: 1-800-782-4356**

Monday-Friday 8:00 a.m. - 6:00 p.m. EST,  
for credit card holder orders only

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