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## **If you need service**

### **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.

#### **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

Lincoln Customer Assistance Center

300 Renaissance Center

P.O. Box 43360

Detroit, Michigan 48243

1-800-521-4140

(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 mileage of your vehicle

## **Contacting the dispute settlement board**

- 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

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 to discontinue this service without notice and without incurring obligations.

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

Unresolved service or product performance complaints on Ford, Mercury and Lincoln cars and Ford and Mercury light trucks which are within the terms of any applicable written new vehicle warranty are eligible for review, 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

## The Dispute Settlement Board

- 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)
- vehicles which are no longer in the customer's possession

Complaints involving vehicles on 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 brochures for California and Wisconsin purchasers/lessees.

### **Board membership**

The Board consists of:

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

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 properly review your case, 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 mileage at the time of occurrence(s)

## The Dispute Settlement Board

- the current 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 by the dealer(s) and Ford Motor Company
- the names (if known) of all the people you contacted at the dealership(s)
- 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 Ford Motor Company.

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

Board members review all available information related to each complaint, including oral presentations, and arrive at a fair and impartial decision.

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

After a case is reviewed, the Board mails you a decision letter and a form on which to accept or reject the Board's decision. The decisions of the Board are binding on the dealer, in most states, and Ford, but not on consumers who are free to pursue other remedies available to them under state or federal law. Board decisions 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  
P.O. Box 5120  
Southfield, MI 48086-5120

## **Getting help outside the United States**

You may also contact the Lincoln Customer Assistance Center at 1-800-521-4140 (Ford)

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

or by writing to the Center at the following address:

Ford Motor Company

Lincoln Customer Assistance Center

300 Renaissance Center

P.O. Box 43360

Detroit, Michigan 48243

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

FORD MOTOR COMPANY

WORLDWIDE DIRECT MARKET OPERATIONS

1555 Fairlane Drive

Fairlane Business Park #3

Allen Park, Michigan 48101

U.S.A.

Telephone: (313) 594-4857

FAX: (313) 390-0804

## Accessories

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.

### **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 Spot and Stain Remover

Ford Super Premium Tire and Trim Dressing

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. Ford accessories are warranted for up to three years or 60,000 km (36,000 miles), whichever comes first. See your dealer for complete warranty information and availability.

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

## **Ford accessories for your vehicle**

### **Safety**

Remote keyless entry  
Styled wheel protector locks  
Vehicle security systems

### **Comfort and convenience**

Air conditioner  
Air filtration systems  
Cargo nets  
Cargo organizers  
Cargo shades  
Cargo trays  
Cassette holders  
Dash trim  
Engine block heaters  
Gear shift knob  
Luggage presenter (Continental only)  
Manual sliding rear window  
Tire step

### **Travel equipment**

Console  
Console armrest  
Daytime running lights  
Factory luggage rack  
Factory luggage rack adaptors  
Fog lights  
Framed luggage covers  
Heavy-duty battery  
Neutral towing transfer case kit (Explorer only)  
Off road lights  
Pickup box rails



## **Ford accessories for your vehicle**

Removable luggage rack  
Removable luggage rack adaptors  
Retractable bed hooks and loops  
Running boards  
Shift knobs  
Snow traction cables  
Soft luggage cover  
Speed control  
Towing mirrors  
Trailer hitch  
Trailer hitch bars and balls  
Trailer hitch wiring adaptor  
Trunk mount luggage rack

### **Protection and appearance equipment**

Bed mat/bedliner tailgate covers  
Bed mats  
Bedliners  
Car/truck covers  
Cargo liners, interior  
Carpet floor mats  
Cleaners, waxes and polishes  
Flat splash guards  
Front end covers (full and mini)  
Hood/bag deflectors  
Locking gas cap  
Lubricants and oils  
Molded splash guards  
Molded vinyl floor mats  
Rallye bars  
Rear air deflectors

## Ordering additional publications

Rear decklid spoilers  
Side window air deflectors  
Spare tire lock  
Step bumpers  
Step/sill plates  
Tailgate covers  
Tailgate lock  
Tailgate protector  
Tonneau covers  
Touch-up paint  
Universal floor mats

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 owner's literature

### **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 holders only