



## 2020 POLICE RESPONDER HYBRID SEDAN WARRANTY ADDENDUM

THIS FORD POWERTRAIN LIMITED WARRANTY COVERAGE IS A SUPPLEMENT TO THE FORD MOTOR COMPANY NEW VEHICLE LIMITED WARRANTY COVERAGE, AS SPECIFIED IN THE WARRANTY GUIDE. QUALIFIED 2020 POLICE RESPONDER HYBRID SEDAN VEHICLES ARE COVERED BY THE TERMS OF THE NEW VEHICLE LIMITED WARRANTY COVERAGE, AS SPECIFIED IN THE WARRANTY GUIDE, EXCEPT AS INDICATED IN THIS STATEMENT.

### In the States of Florida and New York, this is a 5 Year or 100,000 Mile Ford Powertrain Limited Warranty for 2020 Ford Police Responder Hybrid Sedan Vehicles

The 5 year or 100,000 mile Ford Powertrain Limited Warranty coverage is provided on eligible 2020 Ford Police Responder Hybrid Sedan Vehicles sold to customers 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 Ford Powertrain Limited Warranty coverage in accordance with the following terms, conditions, and limitations.

- **When Limited Warranty Coverage Begins and Ends.** Under the Ford Powertrain Limited Warranty coverage, coverage begins at the New Vehicle Limited Warranty Start Date and Zero Miles. Coverage ends at the earlier of five years or 100,000 miles from the New Vehicle Warranty Start Date or Zero Miles.
- **Eligible vehicles.** All 2020 Ford Police Responder Hybrid Sedan vehicles sold in the states of Florida and New York.
- **Repairs covered under the Ford Powertrain Limited Warranty Coverage.** Your Ford dealership will repair, replace, or adjust all covered components, as specified under Parts Coverage, that fail due to defective material or workmanship or wear and tear resulting from defective material or workmanship during the applicable Ford Powertrain Limited Warranty coverage period. Damage and items not covered under the Ford Powertrain Limited Warranty are specified under What Is NOT Covered.
- **Covered components.** 29 powertrain components. (See Parts Coverage herein.)



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## Where to go for covered repairs:

Unless you need an emergency service or repair, we recommend that you return to your selling dealer to obtain repairs or service to your vehicle. However, you may obtain repairs or service to the vehicle under this Ford Powertrain Limited Warranty from any Ford dealership in the U.S. and Canada.

If the vehicle should need an emergency service or repair in the United States, Canada or Mexico and the vehicle is inoperable, you may use other repair or service facilities if all local Ford dealerships within a 25 mile radius are closed.

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 service parts or remanufactured parts authorized by Ford Motor Company.
- **Care of 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 period 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 parts and fluids. Failure to perform Scheduled Maintenance as specified in the Service Guide will invalidate warranty coverage on parts affected by improper operation or by the lack of maintenance.
- **Roadside Assistance Coverage.** Ford has contracted with Cross Country Motor Club, Inc., a licensed auto club to provide Roadside Assistance services on your vehicle. Cross Country Motor Club's address and phone number is P.O. Box 9145, Medford MA 02155, 1-800-241-3673. Roadside Assistance coverage also accompanies the vehicle (up to one hundred dollars (\$100) in benefits) for the following items (including the cost of the service call and labor costs for services performed at the site of the disablement):
  - Lock-out assistance
  - Flat tire changes
  - Battery jump-starts (electric powered vehicles' main power cell batteries are included), limited to not more than three (3) "no charge" service calls during any twelve (12) month period
  - Out of fuel assistance - the delivery of gasoline or diesel fuel to you, including the cost of up to two (2) gallons of gasoline or five (5) gallons of diesel fuel for diesel engine vehicles, limited to not more than three (3) "no charge" service calls during any twelve (12) month period
  - Towing up to \$100 per incident. Towing is limited to one (1) tow per disablement to the Selling Dealer or Ford franchised dealership.

- **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 Ford Roadside at the address shown herein.

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

**THIS FORD POWERTRAIN 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 OF 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 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 ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. FORD POWERTRAIN 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 POWERTRAIN LIMITED WARRANTY. VALID ONLY IN THE U.S. AND CANADA.**

# 5-Year/100,000-Mile Ford Powertrain Limited Warranty - Florida and New York Sales ONLY

## Parts Coverage Under the Ford Powertrain Limited Warranty:

### Engine

- All Internal Lubricated Parts
- Cylinder Block
- Cylinder Heads
- Flywheel
- Manifold (Exhaust and Intake)
- Manifold and Bolts
- Oil Pan
- Oil Pump
- Seals and Gaskets
- Thermostat
- Thermostat Housing
- Timing Chain Cover
- Timing Chain (Gears or Belt)
- Turbocharger/Supercharger Unit (Factory Installed)
- Valve Covers
- Water Pump

### Transmission

- All Internal Parts
- Seals and Gaskets
- Torque Converter
- Transfer Case (Including All Internal Parts)
- Transmission Case

### Rear-Wheel-drive axle

- Axle Shafts
- Drive Axle Housing and Front Axle Housing for 4x4 (Including All Internal Parts)
- Driveshaft
- Seals and Gaskets
- Universal and Constant Velocity Joints

### Front-Wheel-drive axle

- Axle Shafts
- Final Drive Housing and Rear Axle Housing for AWD (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: This coverage includes only the items listed under Parts Coverage and does not include either front-end alignment or wheel balancing.**

## What Is NOT Covered by This Ford Powertrain Limited Warranty:

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

- a) Repairs covered by manufacturer recalls or any insurance;
- 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 or supercharger, Compressed Natural Gas (CNG), Liquid Propane Gas (LPG), Nitrous Oxide fuel system modification or any 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 to the Vehicle, damage caused by foreign objects, 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, after-market 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) Any Incomplete Vehicle plan or Diesel Equipped Vehicle plan that exceeds the selected hour parameter for coverage expiration.
- i) Repairs caused by lack of required or recommended maintenance;
- j) Scheduled Maintenance Services;
- k) Repairs needed to a covered part caused by the Failure of a non-covered part;
- l) Repairs to the Vehicle if the odometer or hour meter is altered, broken, repaired or replaced so that We cannot determine the actual mileage on the Vehicle;
- m) 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);
- n) Rental vehicle charges or fees such as mileage charges, drop-off fees, insurance, or gasoline;
- o) State or local taxes for Rental Car Reimbursement;
- p) Vehicles manufactured for sale outside the United States, District of Columbia or Canada;
- q) Repairs required as a result of operation outside the United States, District of Columbia, Mexico, Guam, Puerto Rico, Virgin Islands, American Samoa or Canada;
- r) Shop supplies and disposal of environmental wastes from the Vehicle or fuel used during the repair of Your vehicle or storage fees;
- s) 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 We cannot determine the VIN.
- t) Any vehicle that is not classified as a Ford Police Responder Hybrid Sedan;

- u) Batteries of all types and 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, (LED and HID lights, bulbs, sealed beam and lenses), fogging of lamp assemblies, and shock absorbers.
- v) 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.
- w) Costs or expenses for the teardown, rental expense, inspection or diagnosis of Failures.