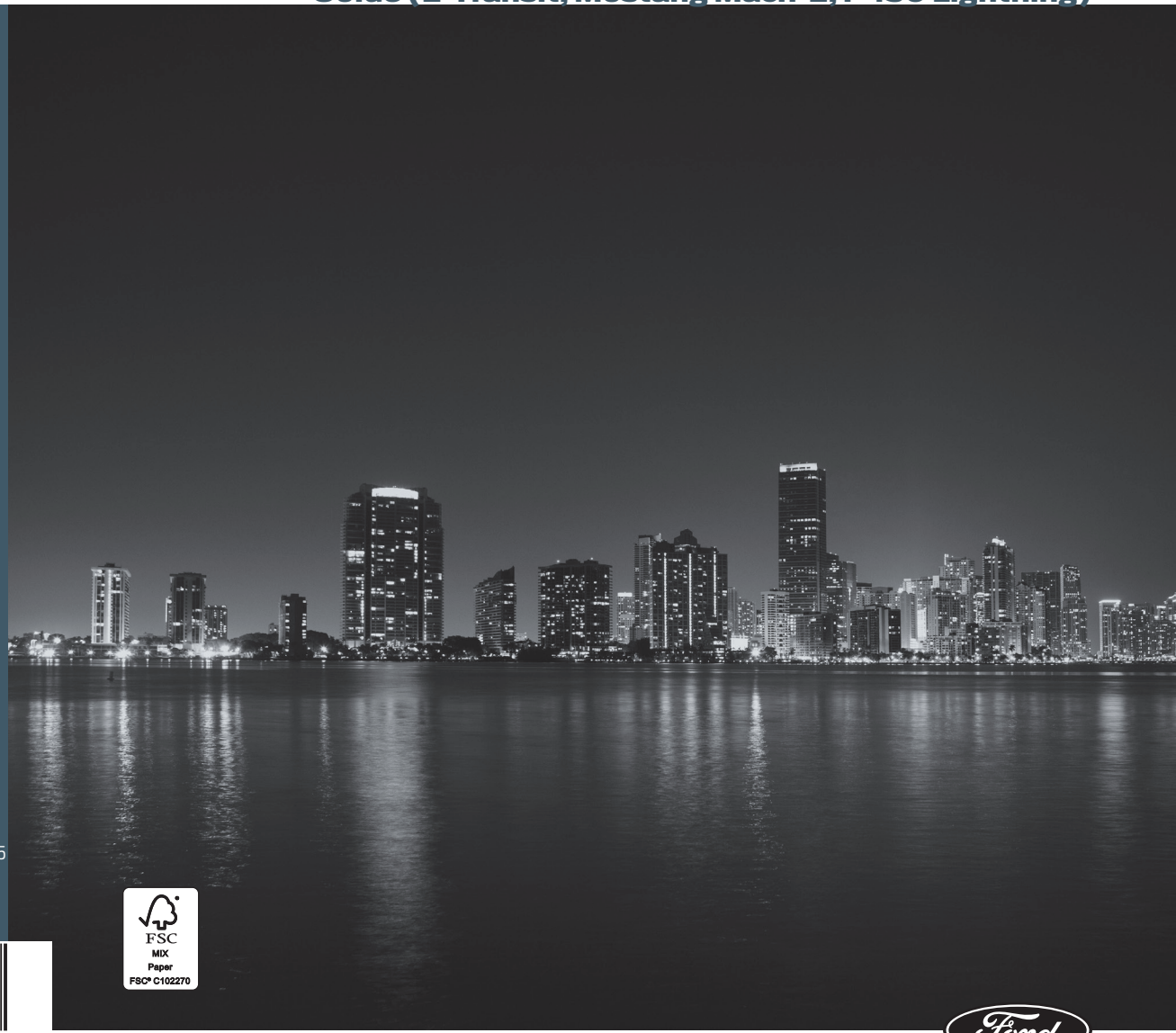
2026 Model Year **Battery Electric Vehicle Warranty Guide (E-Transit, Mustang Mach-E, F-150 Lightning)**

owner.ford.com

ford.ca



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This booklet explains the New Vehicle Limited Warranty coverages that apply to your Ford vehicle. Your satisfaction is our goal. If you are not satisfied with Ford's performance under the warranty, Ford participates in an informal warranty dispute settlement mechanism through the Better Business Bureau, which you can contact as follows: BBB AUTOLINE 1676 International Drive, Suite 550, McLean, VA 22102.

You may use the BBB Autoline without charge. An application is available from BBB (800-955-5100) or Ford (800-392-3673).

You must resort to the BBB Autoline mechanism before exercising rights or seeking remedies created by the Magnuson-Moss Warranty Act. If you choose to seek redress by pursuing rights and remedies not created by the Magnuson- Moss Warranty Act, resort to the BBB Autoline Mechanism is not required by any provision of the Magnuson-Moss Warranty Act. Your state may require that you first resort to the BBB Autoline before exercising rights or seeking remedies created by your state's laws.

Further information on the BBB Autoline can be found on page 33.

ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE DURATION OF THE NEW VEHICLE LIMITED WARRANTY BUMPER TO BUMPER COVERAGE. Further information on implied warranties can be found on page 11.
ANY PUNITIVE, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR ANY OTHER DAMAGES CAUSED BY DELAY, OR LOSS OF USE MAY NOT BE RECOVERED AND ARE DISCLAIMED AND EXCLUDED UNLESS APPLICABLE LAW PROHIBITS THEIR DISCLAIMER OR EXCLUSION. Further information on the disclaimers and exclusions can be found on page 11.

Your satisfaction is our #1 goal. If you have any questions or concerns, or are unsatisfied with the service you are receiving, follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling/servicing dealership.

2. If your inquiry or concern remains unresolved, contact the Sales Manager, Service Manager or Customer Relations Manager.

3. If you require assistance or clarification on Ford Motor Company policies or procedures, please contact the Ford Customer Relationship Center.

In the United States	In Canada
Ford Motor Company Customer Relationship Center P.O. Box 6248 Dearborn, MI 48121 1-800-392-3673 (FORD) For the hearing- or speech-impaired: Please contact the Telecommunication Relay Service by dialing 711 www.owner.ford.com	Customer Relationship Centre Ford Motor Company of Canada, Limited P.O. Box 2000 Oakville, Ontario L6J 5E4 1–800-565-3673 (FORD) For the hearing- or speech-impaired: Please contact the Telecommunication Relay Service by dialing 711 M-F 8:30 AM - 8:00 PM (ET) www.ford.ca
In Asia-Pacific Region, Sub-Saharan Africa, U.S. Virgin Islands, Central America, the Caribbean, and Israel:	**In Puerto Rico**
Ford Motor Company Ford Export Operations Attention: Customer Relations 1555 Fairlane Drive Fairlane Business Park #3 Allen Park, MI 48101 Telephone: (313) 594-4857 For customers in Guam, the Commonwealth of the Northern Mariana Islands (CNMI), America Samoa, and the U.S. Virgin Islands, please feel free to call our Toll-Free Number: (800) 841-FORD (3673) Fax: (313) 390-0804 E-mail: expcac@ford.com	Ford International Business Development, Inc. P.O. Box 11957 Caparra Heights Station San Juan, PR 00922-1957 Telephone: (800) 841-FORD (3673) Fax: (313) 390-0804 E-mail: prcac@ford.com www.ford.com.pr
In Middle East	
Customer Relationship Center P.O. Box 21470 Dubai, United Arab Emirates Telephone: 971-4-3326084 Toll-free Number for the Kingdom of Saudi Arabia: 800 8971409 Local Telephone Number for Kuwait: 24810575 Fax: 971-4-3327299 E-mail: menacac@ford.com www.me.ford.com	

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1. Introduction

Ford Motor Company and your selling dealer thank you for selecting one of our quality products. Our commitment to you and your vehicle begins with quality protection and service. When you need warranty repairs, your selling Dealer would like you to return to it for that service, but you may also take your vehicle to another Ford Motor Company dealership authorized for warranty repairs. Certain warranty repairs require specialized training, so not all Dealers are authorized to perform all warranty repairs. Depending on the warranty repair needed, the vehicle may need to be serviced at another Dealer. If a particular dealership cannot assist you, then contact the Customer Relationship Center at 1-800-392-3673.

This booklet explains in detail the warranty coverages that apply to your Battery Electric Vehicle (BEV). If you bought a previously owned 2026-model electric vehicle, you are eligible for any remaining warranty coverages.

While you may take your vehicle to any Ford Motor Company dealership for most repairs, certain repairs involving the high voltage components must be completed at an Electric Vehicle (EV) Certified Ford dealership. You can identify and locate EV Certified Ford Dealers using the dealer locator tool on Ford.com, or by calling the Customer Relationship Center at 1-800-392-3673.

2. Important information you should know

IF YOU NEED CUSTOMER ASSISTANCE

Your Ford Motor Company Dealer is available to assist you with all your automotive needs. Please follow the procedures outlined on the front page of this booklet. In addition, if you are an eligible U.S. owner, you may use - at no cost - the services of the BBB AUTO LINE program. For details, see Better Business Bureau (BBB) AUTO LINE program, page 33 or call 1-800-955-5100.

KNOW WHEN YOUR WARRANTY BEGINS

Your Warranty Start Date is the day you take delivery of your new vehicle or the day it is first put into service (for example, as a dealer demonstrator), whichever occurs first.

NOTE: For new retail sales on or after July 1st, 2023 sold from a California retailer and/or to a California resident, the Warranty Start Date and mileage will start no earlier than when the goods are delivered to the customer.

CHECK YOUR VEHICLE

We try to check vehicles carefully at the assembly plant and the dealership, and we usually correct any damage to paint, sheet metal, upholstery, or other appearance items. But occasionally something may slip past us, and a customer may find that a vehicle was damaged before he or she took delivery. If you see any damage when you receive your vehicle, notify your dealership within one week.

MAINTAIN YOUR VEHICLE PROPERLY

Your Owner's Manual, provided with your vehicle, indicates the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance and may help increase the value you receive when you sell or trade your vehicle.

It is your responsibility to make sure that all the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Owner's Manual will invalidate warranty coverage on parts affected by the lack of maintenance.

Make sure that receipts for completed maintenance work are retained with the vehicle.

Your EV dealership, or local Quick Lane Tire & Auto Center, has factory-trained technicians who can perform the required maintenance using genuine Ford parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

WHO PAYS FOR WARRANTY REPAIRS?

You will not be charged for repairs covered by any applicable warranty during the stated coverage periods, unless specifically stated elsewhere in this guide.

Some states have mandated alternate time coverage periods for parts of your vehicle (e.g. seatbelts).

Some states and/or local governments may require a tax on a portion of warranty repairs. Where applicable law allows, the tax must be paid by you, the owner of the vehicle.

During the Bumper to Bumper Warranty period, Dealers may receive instructions to provide no-cost, service-type improvements - not originally included in your Owner's Manual - intended to increase your overall satisfaction with your vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your Dealer or call the Customer Relationship Center at 1-800-392-3673 to learn whether any adjustment program is applicable to your vehicle. Please have your Vehicle Identification Number (VIN) available.

DO WARRANTIES APPLY IN OTHER COUNTRIES?

Warranty Service Outside of the United States, U.S. Territories or Canada

A. In a Foreign Country Outside of the United States, U.S. Territories or Canada

If you are traveling in a foreign country outside of the United States, U.S. Territories or Canada and your vehicle remains registered in the United States, your Ford Warranty still applies if your vehicle model is sold or serviceable by an authorized Ford Distributor/Dealer in the country in which you are traveling:

- Service may be requested at any authorized Ford dealership.
- It may be necessary for the vehicle owner to pay the servicing dealer and then present the paid repair order/ invoice along with the vehicle to a United States/Canada Ford dealer for a refund under the United States/Canada warranty.
- Reimbursement will not be considered if the vehicle does not return to the United States/Canada.

B. If you move outside of the United States, U.S. Territories, or Canada to another country you must contact the local Ford Customer Relations Center (CRC) to verify if your vehicle model is sold or serviceable in the destination country.

- If your vehicle model is sold or serviceable by an authorized Ford Distributor/Dealer in the destination country, you will continue to have warranty coverage that may be less than or equal to the original country's coverage.
- If your vehicle model is not sold or serviceable by an authorized Ford Distributor/Dealer in the destination country, you will not receive warranty service.
- You should contact the Customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country.

Notes to A&B:

- Repairs due to the use of improper or dirty fuels and lubricants are not covered by the manufacturer's warranty.
- Vehicles shipped out of the United States, U.S. Territories or Canada to foreign countries specifically for the purpose of resale in that foreign country are not covered.
- The United States warranty does not apply if a vehicle is purchased from an authorized dealer in the United States or U.S. Territories, and the vehicle is not registered/licensed/titled in the United States, U.S. Territories or Canada.
- Vehicles that were originally purchased through the Ford Export Operations Military Sales Program will continue to have the United States coverage as long as the vehicle is serviceable in the destination country.
- Serviceability and destination warranty coverage is at the sole discretion of Ford Motor Company.

Please refer to owner's manual under customer assistance if you have any questions or go to www.Ford.com.

You should contact the U.S. CRC to verify destination country warranty and serviceability.

3. The New Vehicle Limited Warranty for your 2026-Model Battery Electric Vehicle

LIMITATIONS AND DISCLAIMERS

All of the warranties in this booklet are subject to the following limitations and disclaimers:

The warranties in this booklet are the only express warranties applicable to your vehicle. Ford does not assume or authorize anyone to assume for it any other obligation or liability in connection with your vehicle or these warranties. No person, including Ford employees or dealers, may modify or waive any part of these warranties.

Ford and its dealers reserve the right to make changes in or additions to vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes or additions to vehicles previously built or sold.

Ford and its dealers also reserve the right to provide post-warranty repairs, conduct recalls, or extend the warranty coverage period for certain vehicles or vehicle populations, at the sole discretion of Ford. The fact that Ford has provided such measures to a particular vehicle or vehicle population in no way obligates Ford to provide similar accommodations to other owners of similar vehicles.

As a condition of these warranties, you are responsible for properly using, maintaining, and caring for your vehicle as outlined in your Owner's Manual. Ford recommends that you maintain copies of all maintenance records and receipts for review by Ford.

Ford and your dealer are not responsible for any time or income that you lose, any inconvenience you might be caused, the loss of your transportation or use of your vehicle, the cost of rental vehicles, fuel, telephone, travel, meals, or lodging, the loss of personal or commercial property, the loss of revenue, or for any other incidental or consequential damages you may have.

Punitive, exemplary, or multiple damages may not be recovered unless applicable law prohibits their disclaimer.

You may not bring any warranty-related claim as a class representative, a private attorney general, a member of a class of claimants or in any other representative capacity.

Ford shall not be liable for any damages caused by delay in delivery or furnishing of any products and/or services.

You may have some implied warranties. For example, you may have an implied warranty of merchantability (that the car or light truck is reasonably fit for the general purpose for which it was sold) or an implied warranty of fitness for a particular purpose (that the car or light truck is suitable for your special purposes), if a special purpose was specifically disclosed to Ford itself not merely to the dealer before your purchase, and Ford itself not just the dealer told you the vehicle would be suitable for that purpose.

These implied warranties are limited, to the extent allowed by law, to the time period covered by the written warranties, or to the applicable time period provided by state law, whichever period is shorter.

DISCLAIMER OF IMPLIED WARRANTIES FOR BUSINESS AND RACING USE

***** Ford disclaims all implied warranties if the vehicle is used for business or commercial purposes. *****

***** Ford disclaims the implied warranty of fitness for a particular purpose if your vehicle is used for racing, even if the vehicle is equipped for racing. *****

The warranties contained in this booklet and all questions regarding their enforceability and interpretation are governed by the law of the state in which you purchased your Ford vehicle. Some states do not allow Ford to limit how long an implied warranty lasts or to exclude or limit incidental or consequential damages, so the limitation and exclusions described above may not apply to you.

APPLICABILITY OF LIMITATIONS OF IMPLIED WARRANTY TO NEW VEHICLE LIMITED WARRANTY

***** This information about the limitation of implied warranties and the exclusion of incidental and consequential damages also applies to the NEW VEHICLE LIMITED WARRANTY. *****

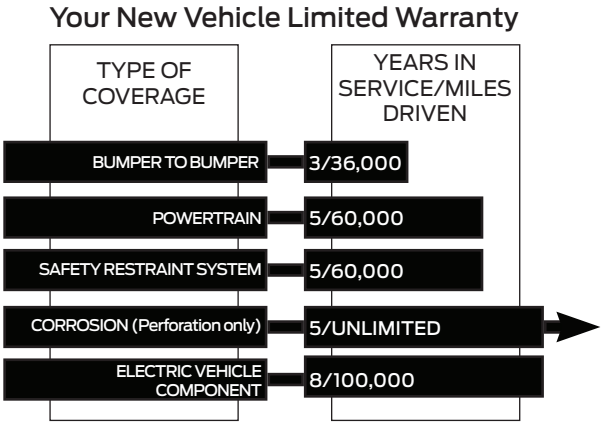
Ford participates in the BBB AUTO LINE warranty dispute resolution program. You may contact BBB AUTO LINE by calling 800-955-5100.

You are required to submit your warranty dispute to the BBB AUTO LINE before exercising rights or seeking remedies under the Federal Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq. To the extent permitted by the applicable state "Lemon Law", you are also required to submit your warranty dispute to the BBB AUTO LINE before exercising any rights or seeking remedies under the "Lemon Law".
If you choose to seek remedies that are not created by the Magnuson-Moss Warranty Act or the applicable state "Lemon Law," you are not required to first use BBB AUTO LINE to resolve your dispute – although the program is still available to you. For more information regarding the BBB AUTO LINE program, see page 33 of this booklet.

QUICK REFERENCE: WARRANTY COVERAGE

This chart gives a general summary of your warranty coverage provided by Ford Motor Company under the **New Vehicle Limited Warranty**. Please refer to the description of warranty coverage for more specific information.

For each type of coverage, the chart shows two measures:
- years in service
- miles driven



The measure that occurs first determines how long your coverage lasts. For example: Your Bumper to Bumper Coverage lasts for three years - unless you drive more than 36,000 miles before three years elapse.

In that case, your coverage ends at 36,000 miles.

For more details on coverage, see:

→ **What is Covered?** (pages 15-20)
→ **What is Not Covered?** (pages 20-25)

WHAT IS COVERED?

Your NEW VEHICLE LIMITED WARRANTY gives you specific legal rights. You may have other rights that vary from state to state. Under your New Vehicle Limited Warranty if:

- your Ford vehicle is properly operated and maintained, and

- was taken to a Ford dealership for a warranted repair during the warranty period,

then authorized Ford Motor Company dealers will, without charge, repair, replace, or adjust all parts on your vehicle that malfunction or fail during normal use during the applicable coverage period due to a manufacturing defect in factory- supplied materials or factory workmanship.

NOTE: Warranted repairs with respect to the high voltage battery assembly must be performed by an EV Certified Ford dealership.

This warranty does not mean that each Ford vehicle is defect free. Defects may be unintentionally introduced into vehicles during the design and manufacturing processes and such defects could result in the need for repairs. Ford provides the New Vehicle Limited Warranty only to remedy manufacturing defects that result in vehicle part malfunction or failure during the warranty period.

The remedy under this written warranty, and any implied warranty, is limited to repair, replacement, or adjustment of defective parts. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Ford, through its authorized Dealers, is willing and able to repair, replace, or adjust defective parts in the prescribed manner. Ford's liability, if any, shall in no event exceed the cost of correcting manufacturing defects as herein provided and upon expiration of this warranty, any such liability shall terminate.

Conditions that are not covered by the New Vehicle Limited Warranty are described on pages 20-25. When making warranty repairs on your vehicle, the Dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford, at the discretion of Ford or the Ford dealership.

Nothing in this warranty should be construed as requiring or prohibiting that defective parts be replaced with parts of a different type or design than the original part, so long as the vehicle functions properly with the replacement part. Moreover, Ford and its authorized Dealers are entitled to a reasonable time and a reasonable number of attempts within which to diagnose and repair any defect covered by this warranty.

In certain instances, Ford may authorize repairs at facilities other than a Ford Dealer.

One or more separate warranties apply to tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory supplied material or workmanship for 100% of labor costs and on a prorated adjustment basis for parts. (See the reimbursement schedule below).

For vehicles within the New Vehicle Limited Warranty time in service and mileage coverage period, defective tires will be replaced on a prorated adjustment basis according to the following mileage-based Reimbursement Schedule:

MILES DRIVEN	PERCENT OF PARTS COVERED BY FORD
1-12,000	100%
12,001-24,000	60%
24,001-36,000	30%

The tire manufacturer also provides you with a separate tire warranty that may extend beyond the New Vehicle Limited Warranty coverage.

The tire manufacturer's tire warranty information is available through the manufacture's websites .

Tire Manufacturer	Website	Toll-Free Number
BFGoodrich	www.bfgoodrichtires.com	1-877-788-8899
Bridgestone /Firestone	www.bridgestonetire.com ww.firestonetire.com	U.S.: 1-800-356-4644 Canada: 1-800-267-1318
Continental/General	www.continentaltire.com www.generaltire.com	U.S.: 1-800-847-3349 Canada: 1-855-453-1962
Goodyear/Dunlop	www.goodyear.com	U.S.: 1-800-321-2136 Canada: 1-855-453-1962
Hankook	U.S.: www.hankooktire.com/us Canada: www.hankook.com/ca-en	U.S.: 1-800-426-5665 Canada: 1-800-843-7709
Linglong	www.linglongtire.com	1-844-692-8527
Maxxis	www.maxxis.com	1-866-509-7067
Michelin	www.michelinman.com	1-866-866-6605
Nitto	www.nittotire.com	1-888-529-8200
Pirelli	U.S.: www.pirelli.com/tires/en-us/ car/tire-use-guide-warranty/tirewarranty Canada: www.pirelli.com/tires/ en-ca/car/tire-warranty	1-800-747-3554 (English) 1-800-363-0583 (French)
Toyo	www.toyotires.com	1-800-442-8696
Sumitomo/Falken	www.falkentire.com	1-800-723-2553

You have the option of having a tire warranty repair performed by the tire manufacturer's authorized service center. If you go to a tire service center for a repair covered by the New Vehicle Limited Warranty, you may be charged a prorated amount for wear or other charges. If so, you should present your paid invoice detailing the nature of the charges to any Ford Motor Company dealership for refund consideration. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford.

In certain instances, Ford may authorize repairs at facilities other than a Ford Dealer. Tire replacements under warranty will be made with the same brand and model as originally equipped with the vehicle unless the same brand and model is no longer available, in which case a tire of the same brand, size, load, speed and tread type will be used. In some circumstances, Ford may authorize another brand and/or model to substitute for the original brand and model, even if still available.

Normal tire wear or damage is not reimbursable. See page 24 for details of what is not covered.

Extended warranty coverage periods are available for certain vehicle parts and conditions. Specifically,

(1) Your vehicle's Powertrain components are covered for five years or 60,000 miles, whichever occurs first. The extended Powertrain coverage applies to all components of the driveline that are not specifically covered by the Electric Vehicle Component warranty. Powertrain components that receive warranty coverage for five years or 60,000 miles may include gears, differential, shafts, fluid pumps, seals and gaskets, bearings, mounts, drive shaft, retainers, supports, universal and constant velocity joints.

(2) The high voltage battery and eDrive systems of your vehicle are covered by the Electric Vehicle Component coverage for eight years or 100,000 miles, whichever comes first. High voltage battery and eDrive components covered by this warranty include the high voltage battery assembly, Bussed Electrical Center (BEC), Battery Energy Control Module (BECM), on-board charger, Inverter System Controller (ISC), DC/DC converter, and eDrive. If a covered component requires replacement under the Electric Vehicle Component warranty, it may be replaced with a new, factory remanufactured, or factory refurbished component, at Ford's discretion. Refurbished battery components selected for your vehicle will align with your vehicle's age and mileage and meet Ford's requirements and standards.

(3) Your vehicle's safety belts and air bag Supplemental Restraint System (SRS) are covered for an extended Safety Restraint Coverage Period, which lasts for five years or 60,000 miles, whichever occurs first.

(4) Your vehicle's body sheet metal panels are covered for an extended Corrosion Coverage Period, which lasts for five years, regardless of miles driven. The extended warranty coverage only applies if a body sheet metal panel becomes perforated due to corrosion during normal use due to a manufacturing defect in factory-supplied materials or factory workmanship. If aluminum body panels have corrosion or rust damage, and the damage is not the result of abnormal usage, vehicle accident, customer actions and/or extreme environmental conditions, the corrosion or rust damage repairs are covered for 5 years, unlimited miles. For damage caused by airborne material (environmental fallout) where there is no factory-related defect involved and therefore no warranty – our policy is to provide free repair of paint damage due to airborne material/environmental fallout when damage is reported within seven calendar days of the new vehicle delivery date (Warranty Start Date).

High Voltage Lithium-Ion Battery Capacity Coverage

As is the case with all batteries, the high voltage lithium-ion battery capacity will decrease over time and with use. While gradual capacity loss with time and use is considered normal wear and tear, Ford Motor Company warrants the high voltage battery against excessive capacity loss for a period of 8 years/100,000 miles, whichever comes first. If an authorized EV Certified Ford Dealer determines that the battery capacity is less than 70 percent of the high voltage battery's beginning of life capacity, or less than 65 percent for vehicles in cutaway or chassis cab configuration, this level of capacity loss is considered excessive. The measurement method used to determine the high voltage battery capacity, and the decision of whether to repair, replace, or provide reconditioned or remanufactured parts, and the condition of any such replaced, reconditioned or remanufactured parts, are at the sole discretion of Ford Motor Company. During the High Voltage Battery Capacity Coverage period, Ford Motor Company will cover the necessary component repair or replacement to correct this excessive capacity loss, when performed by an EV Certified Ford dealership. This coverage is in addition to the high voltage battery assembly's limited warranty for defects in materials or workmanship. If a warranty repair requires replacement of the high voltage battery

assembly, or one of its components, it may be replaced with a new, factory remanufactured, or factory refurbished component, at Ford's discretion. Refurbished battery components selected for your vehicle will align with your vehicle's age, and mileage.

NOTE: The battery capacity degradation rate will vary based on various factors, including environmental conditions, and will also be affected by the way in which the vehicle is used. Following the recommendations in the *Preserving Your High Voltage Battery* section of the Owner's Manual may help lower the rate of capacity degradation and optimize battery life.

Ford Power-Up software updates

During the warranty coverage period, Ford Motor Company warrants that:

- you will not be charged for diagnosis, repair, replacement, or adjustment of components that are damaged or inoperable due to a defect caused by a Ford Power-Up software update

WHAT IS NOT COVERED?

Damage Caused By:

- accidents, collision or objects striking the vehicle (including driving through a car wash)
- theft, vandalism, or riot
- fire or explosion
- using contaminated or improper fluids
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into any component. i.e. powertrain components
- immersion/flooding of the high voltage battery assembly
- abuse and/or misuse of the vehicle and/or high voltage battery pack, such as driving over curbs, overloading, racing or using the vehicle as a permanent stationary power source

- exceeding the load limits specified on the certification label. See your Owner's Manual for the location of the certification label
- failure to observe and resolve vehicle warnings and indications of battery concerns within a reasonable amount of time, typically 30 days
- failure to complete Ford Power-Up software updates within a reasonable amount of time, typically 30 days
- the use of incompatible charging devices or methods
- modifications to the high voltage battery assembly, high voltage system, or associated wiring
- exposure to direct and/or intense heat sources outside of normal use, such as collision repairs that subject the vehicle to paint booth conditions that exceed Ford's recommendations
- allowing the high voltage battery assembly to remain in a fully discharged, or near zero state of charge, for more than 14 days
- repairs performed by facilities and personnel not authorized by Ford, including repairs which would have otherwise been covered under the manufacturer's warranty,
- improper vehicle storage resulting in high voltage battery damage (See Owner's Manual for vehicle storage recommendations)

In order to maintain your warranty coverage, be sure to follow the recommendations in the Owner's Manual under ***Preserving Your High Voltage Battery***.

The New Vehicle Limited Warranty does not cover damage to the Ford Mobile Charger caused by abuse or misuse. Always use the Ford Mobile Charger in a manner that conforms to the directions found in the Owner's Manual.

Damage Caused by Alteration or Modification

The New Vehicle Limited Warranty does not cover any damage caused by:

- Tampering, alterations, or modifications of the vehicle, including the body, chassis, electronics or their components, after the vehicle leaves the control of Ford Motor Company

- the installation or use of a non-Ford Motor Company part or any part or software (Ford or non-Ford) designed for off-road use only installed after the vehicle leaves the control of Ford Motor Company, if the installed part fails or causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, automatic starting systems and performance-enhancing powertrain components or software and performance "chips".
- Your vehicle may allow, enable or facilitate the use of certain non-Ford Motor Company software. Ford is not responsible for the functionality of such software. Ford may disallow, discontinue or modify your ability to use such software at any time without prior notification or incurring any warranty or other obligation. Non-Ford Motor Company software may be governed by End User License Agreement or warranty provided by the software provider. For Ford Motor Company software see End User License Agreement found in the Owner Manual.

Damage Caused by Use and/or the Environment

The New Vehicle Limited Warranty does not cover surface rust, deterioration and damage of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. You, as the owner, are responsible for these items. Some examples are:

- dings, dents
- cuts, burns, punctures or tears
- road salt
- tree sap, bird and bee droppings
- windstorm, lightening, hail
- earthquake
- freezing, water or flood
- stone chips, scratches (some examples are on paint and glass)
- windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the first 12 months or 12,000 miles (whichever occurs first), even though caused by use and/or exposure to the elements.

Maintenance/Wear

The New Vehicle Limited Warranty does not cover: (1) parts and labor needed to maintain the vehicle; and (2) the replacement of parts due to normal wear and tear. You, as the owner, are responsible for these items. See your Owner's Manual. Some examples of maintenance and normal wear are:

- fluids such as coolant, brake fluid, and lubricants
- cabin air filters
- tire rotation/inflation
- cleaning/polishing
- wiper blades
- wheel alignments and tire balancing*
- brake pad/lining*

* Ford will replace or adjust certain maintenance items when necessary, free of charge during a limited period:

- Wheel alignments and tire balancing will be provided during the first 12 months or 12,000 miles in service, whichever occurs first.
- Brake pad/lining replacements will be provided during the first 12 months or 18,000 miles in service, whichever occurs first.

SYNC Hands-Free Communications and Entertainment System

If your vehicle is equipped with SYNC, the New Vehicle Limited Warranty does not cover repairs under certain conditions, such as failure to provide proper installation environment. The New Vehicle Limited Warranty does not cover repairs for certain damage or loss, such as:

- Loss of personal recording media, software or data
- Loss, change, or discontinuation of functionality because of:
  - system updates to Ford Motor Company software or lack of compatibility with non-Ford Motor Company electronic devices
  - non-Ford Motor Company software, or
  - obsolescence of vehicle software or hardware
  - lack of network coverage or availability
- Damage caused by:
  - abnormal use such as insertion of foreign objects, fluid spillage
  - unauthorized modification to alter functionality or capability
  - computer or internet viruses, bugs, or malware, such as worms, Trojan Horses, cancelbots
  - installation of unauthorized software, peripherals and attachments
  - unauthorized, unapproved and/or incompatible repairs, upgrades and modification
  - the defective function or obsolescence of your cellular phone or digital media device (for example, inadequate signal reception by the external antenna, viruses or other software problems)

Tire Wear or Damage

The New Vehicle Limited Warranty does not cover normal wear or worn out tires. Tires will not be replaced (unless required by a warranty repair) for wear or damage including:

- tire damage from road hazards such as cuts, snags, bruises, bulges, puncture, and impact breaks
- tire damage due to under or over inflation, tire chain use, racing, spinning (as when stuck in snow or mud), improper mounting or dismounting, or tire repair

Other Items or Conditions Not Covered

The New Vehicle Limited Warranty does not cover:

- vehicles that have had the odometer disconnected, altered, or inoperative for an extended period of time with the result that the actual mileage cannot be determined
- vehicles that have ever been labeled or branded as dismantled, fire, flood, junk, rebuilt, reconstructed, or salvaged; this will void the New Vehicle Limited Warranty
- vehicles that have been determined to be a total loss by an insurance company; this will void the New Vehicle Limited Warranty
- converted ambulances that are not equipped with the Ford Ambulance Prep Package, see important information about ambulance conversions (page 38)
- aftermarket parts or components, sometimes installed by Ford Motor Company or an authorized Ford dealership, may not be covered by the New Vehicle Limited Warranty. Any damage caused to Ford components due to the failure of aftermarket parts is not covered.
- high-voltage battery replacement due to improper vehicle storage. Refer to the Owner's Manual for the proper ways your vehicle's battery must be maintained in the event the vehicle is not driven or is stored for an extended period.
- if the component that caused the failure is beyond coverage and damages a component with remaining coverage, the entire repair is NOT reimbursable.

4. In addition ...

ROADSIDE SERVICE ASSISTANCE (UNITED STATES, PUERTO RICO, AND U.S. VIRGIN ISLANDS)

Your vehicle is covered by the complimentary Ford Roadside Assistance Program (unless you are driving a daily rental unit). Under this program, Ford will cover:

- Towing to the nearest EV Certified Ford dealership, or to your selling dealership, if within 35 miles of the disablement
- Should your BEV be disabled due to low charge, similar to emergency fuel delivery to ICE vehicle, towing to the nearest public charger, EV Certified Ford dealership, or home if within 35 mi radius of your vehicle's location. (Limited to two occurrences in a 12-month period)
- In the case of a flat tire, roadside assistance will help with the use of the tire mobility kit, or if the kit is damaged or unusable or if requested by the customer, roadside assistance will tow to the nearest Dealer
- 12V Battery jump starts
- Lock-out assistance (replacement key cost is customer responsibility)
- Winch out services: includes pulling a vehicle within 100 feet of a paved or county maintained road. No recoveries.

The Roadside Assistance Program is separate from the New Vehicle Limited Warranty. It begins at the warranty start date and lasts for five years or 60,000 miles (whichever occurs first). If you need towing beyond the five years or 60,000 miles (whichever occurs first) period, Ford can arrange roadside assistance and charge your credit card. If the reason for the vehicle disablement is later found to be covered by a Ford or Lincoln Protect extended service plan, you may seek reimbursement for a tow charge under that plan.

For emergency roadside assistance, call 1-800-241-3673, 24 hours a day, 365 days a year.

Ford Rent-A-Car (FRAC) and Dealer Daily Rental (DDR) vehicles that must be towed because a covered repair failed during the warranty coverage period, Ford will cover towing to the nearest Ford Motor Company dealership.

Ford Motor Company reserves the right to modify or discontinue Roadside Assistance at any time. Certain restrictions apply to Roadside Assistance benefits. Call 1-800-241-3673 for further details

5. Additional information about your warranty coverage

NOTE: Fully-electric vehicles are not eligible for any emissions warranties.

WHAT REPLACEMENT PARTS SHOULD I USE?

Ford Motor Company recommends that you use genuine Ford replacement parts. However, when you are having non-warranty work performed on your vehicle, you may choose to use non-Ford parts. If you decide to use non-Ford parts, be sure they are equivalent to Ford parts in performance, quality, and durability. If you use replacement parts that are not equivalent to Ford parts, your vehicle's systems may not work as effectively, and you may jeopardize your warranty coverage.

OWNER'S WARRANTY RESPONSIBILITIES

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Manual. Ford Motor Company recommends that you retain all receipts covering maintenance on your vehicle, but Ford cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Ford Motor Company Dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Ford Motor Company may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

To preserve your warranty, the following conditions should be observed (See Owner's Manual for further detail):

- Refer to the Owner's Manual for the proper ways your vehicle's battery must be maintained in the event the vehicle is not driven or is stored for an extended period.
- Follow all instructions for use and charging of the high voltage battery assembly
- Use the vehicle, charging equipment, and high voltage battery assembly as intended and as described in the Owner Manual, and in accordance with the manufacturer's instructions.
- Have all high voltage battery assembly service and repairs performed by properly qualified and equipped personnel at an EV Certified Ford dealership.

PROPER MAINTENANCE PRESERVES YOUR WARRANTY

The high voltage battery assembly in the vehicle is designed to operate within a sealed system. Removing the high voltage battery assembly from the vehicle, or opening the high voltage battery assembly, creates a risk of damage to the high voltage battery assembly, as well as a risk of personal injury, including electrocution. EV Certified Ford dealerships are specially trained and equipped to repair the high voltage battery assembly and high voltage systems on the vehicle, and are the only repair facilities authorized to repair the high voltage battery assembly.

In order to maintain optimal battery life and functionality of your vehicle, it is imperative that all high voltage battery software updates are installed. You are responsible for ensuring all software updates are installed within 30 days of software availability. You can most easily accomplish this by keeping Automatic Updates set to "ON". If you are unable or choose not to use your vehicle's connectivity features to update software, your Ford Dealer can determine if software updates are available for your vehicle and perform these updates. Software updates will be installed at no cost to you during the warranty period. Damage resulting from failure to install battery system updates will not be covered under your New Vehicle Limited Warranty.

During the warranty coverage period, Ford Motor Company warrants that you will not be charged for diagnosis, repair, replacement, or adjustment of components that are damaged or inoperable due to a defect caused by a software update.

If you do not maintain your vehicle properly, Ford may have the right to deny you warranty coverage. To have repairs made under this warranty, you may have to show that you have followed Ford's instructions on properly maintaining and using your vehicle. You will find these instructions in your **Owner's Manual.** Be sure to save your service receipts and to keep accurate records of all maintenance work.

CUSTOMER ASSISTANCE

If you are not satisfied with the handling of a warranty matter, see Customer Assistance, on the inside front cover, and **Better Business Bureau (BBB) AUTO LINE program**, page 33.

6. Noise emissions warranty

NOISE EMISSIONS WARRANTY FOR CERTAIN LIGHT TRUCKS

Ford Motor Company warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle as manufactured by Ford, was designed, built and equipped to conform at the time it left Ford's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped by Ford Motor Company, and is not limited to any particular part, component or system of the vehicle as manufactured by Ford. Defects in design, assembly or in any part, component or system of the vehicle as manufactured by Ford, which, at the time it left Ford's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

THE NOISE EMISSIONS WARRANTY OBLIGATIONS DO NOT APPLY TO:

- loss of time, inconvenience, loss of use of the vehicle, commercial loss or other consequential damages.
- any vehicle which is not covered by the U.S. EPA Medium and Heavy Trucks Noise Emission Standards (40 C.F.R. Part 205, Subpart B). Among the non-covered vehicles are those lacking a partially or fully enclosed operator's compartment, such as a basic stripped chassis, those having a Gross Vehicle Weight Rating of 10,000 pounds or less, and those sold outside the United States and its territories. To the extent permitted by law, THIS WARRANTY IS EXPRESSLY INSTEAD of any express or implied warranty, condition, or guarantee, agreement, or representation, by any person with respect to conformity of this vehicle with the U.S. EPA Noise Control Regulations, including ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.

7. Ford Protect Extended Service Plan

MORE PROTECTION FOR YOUR VEHICLE

You can get more protection for your new car or light truck by purchasing a Ford Protect. Ford Protect service contracts are backed by Ford Motor Company or Ford Motor Service Company. Ford Protect plans provide up to 8 years and 150,000 miles of coverage.

They provide:

- benefits during the warranty period, depending on the plan you purchase can be: reimbursement for a rental vehicle, protecting against tire and wheel road hazard damage, coverage for certain maintenance and wear items, lost key replacement, other plans are available;
- protection against covered repair costs and continuing Roadside Service Assistance benefits after your Bumper to Bumper Warranty expires.

You may purchase Ford Protect from any Ford Motor Company dealer or see our website at fordprotect.ford.com. There are several Ford Protect plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving and vehicle ownership needs, including reimbursement for towing and rental.

When you purchase Ford Protect, you receive peace-of-mind protection throughout the United States, Canada and Mexico, provided by a network of Ford Motor Company Dealers.

NOTE: Repairs performed outside the United States, Canada, Mexico, Guam or Puerto Rico, Virgin Islands, American Samoa and District of Columbia are not eligible for Ford Protect coverage.

NOTE: The high voltage battery assembly is not eligible for any of the extended warranty plans or packages.

This information is subject to change. Ask your Dealer for complete details about Ford Protect coverage.

8. The Better Business Bureau (BBB) AUTO LINE Program (U.S. Only)

Your satisfaction is important to Ford Motor Company and your dealer. If you are not satisfied with the resolution of a warranty concern, we recommend you follow the three-step resolution procedure outlined in this Warranty Guide. You may also be eligible to participate in the BBB AUTO LINE program whether or not you follow this three-step procedure.

The BBB AUTO LINE program consists of two parts — mediation and arbitration. During mediation, a representative of the BBB will contact both you and Ford Motor Company to explore options for settlement of the claim. If an agreement is not reached during mediation and your claim is eligible, you may participate in the arbitration process. An arbitration hearing will be scheduled so that you can present your case in an informal setting before an impartial person. The arbitrator will consider the testimony provided and make a decision after the hearing.

You are not bound by the decision, but should you choose to accept the BBB AUTO LINE decision, Ford must abide by the accepted decision as well. Disputes submitted to the BBB AUTO LINE program are usually decided within forty days after you file your claim with the BBB.

BBB AUTO LINE Application: Using the information provided below, please call or write to request a program application. You will be asked for your name and address, general information about your new vehicle, information about your warranty concerns, and any steps you have already taken to try to resolve them. A Customer Claim Form will be mailed that will need to be completed, signed, and returned to the BBB along with proof of ownership. Upon request, the BBB will review the claim for eligibility under the Program Summary Guidelines.

You can get more information by calling BBB AUTO LINE at 1-800-955-5100, or writing to:

BBB AUTO LINE
1676 International Drive, Suite 550
McLean, VA 22102

BBB AUTO LINE applications can also be requested by calling the Ford Motor Company Customer Relationship Center at 1-800-392-3673.

NOTE: Ford Motor Company reserves the right to change eligibility limitations, modify procedures, or to discontinue this process at any time without notice and without obligation.

9. California Lemon Law

Notification requirements in California. Ford and your Ford dealer place a high priority on your satisfaction with our performance. If you are not satisfied with our resolution of a warranty concern and you would like to seek a civil penalty from Ford, you must follow these steps under California law (Cal. Code Civ. Proc., §871.24(a)-(d)):

At least 30 days before filing a lawsuit seeking civil penalties (Civ. Code § 1794(c)), you must:

1. Notify Ford of your name and the name(s) of any other vehicle owner(s), the accurate Vehicle Identification Number ("VIN") of your motor vehicle, and a brief summary of the repair history and problems with your motor vehicle, and
2. Demand that Ford repurchase or replace your motor vehicle.

When you submit the notice to Ford, you must have possession of your motor vehicle.

Your notice to Ford must be in writing and must be sent either by email to LLNOTICE@ford.com or by certified or registered mail, return receipt requested, to:

Ford Motor Company
Office of General Counsel
Attn: California LL Notice
One American Road
Dearborn, MI 48126

10. Ley limón de California

Requisitos de notificación en California. Ford y su concesionario Ford dan gran prioridad a su satisfacción con nuestro desempeño. Si no está satisfecho con nuestra resolución de un problema de garantía y desea buscar una sanción civil de Ford, debe seguir estos pasos según la ley de California (Cal. Code Civ. Proc., §871.24(a)-(d)):

Al menos 30 días antes de presentar una demanda buscando sanciones civiles (Código Civil § 1794(c)), usted debe:

1. Notificar a Ford su nombre y el nombre de cualquier otro propietario del vehículo, el Número de Identificación del Vehículo ("VIN") exacto de su vehículo y un breve resumen del historial de reparaciones y problemas con su vehículo.
2. Exigir que Ford recompre o reemplace su vehículo.

En el momento en que envíe la notificación a Ford, debe tener posesión de su vehículo.

Su notificación a Ford debe ser por escrito y debe enviarse por correo electrónico a LLNOTICE@ford.com o por correo certificado o registrado, con acuse de recibo, a:

Ford Motor Company
Office of General Counsel
Attn: California LL Notice
One American Road
Dearborn, MI 48126

11. State warranty enforcement laws

These state laws - sometimes called “lemon laws” - allow owners to receive a replacement vehicle or a refund of the purchase price, under certain circumstances. The laws vary from state to state.

To the extent your state law allows, Ford Motor Company requires that you first send us a written notification of any defects or non-conformities that you have experienced with your vehicle. (This will give us the opportunity to make any needed repairs before you pursue the remedies provided by your state’s law.)

In all other states where not specifically required by state law, Ford Motor Company requests that you give us the written notice. Send your written notification to:

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

12. Important information about ambulance conversions

Ford vehicles are suitable for producing ambulances only if equipped with the **Ford Ambulance Prep Package**. In addition, Ford urges ambulance manufacturers to follow the recommendations of the **Ford Incomplete Vehicle Manual** and the **Ford Truck Body Builders Layout Book** (and pertinent supplements).

Using a Ford vehicle without the Ford Ambulance Prep Package to produce an ambulance could result in elevated underbody temperatures, fuel over pressurization, and the risk of fuel expulsion and fires. Such use also voids the Ford Bumper to Bumper Warranty and may void the Emissions Warranties.

You may determine whether the vehicle is equipped with the **Ford Ambulance Prep Package** by inspecting the information plate on the driver's rear door pillar.

You may determine whether the ambulance manufacturer has followed Ford's recommendations by contacting the ambulance manufacturer of your vehicle.