



YOUR SATISFACTION IS OUR PRIORITY

Dear New Lincoln Vehicle Owner,

It is with great pleasure that we welcome you to the Lincoln family. We want you to enjoy all the benefits of owning your new Lincoln vehicle, and look forward to building a relationship with you over the years ahead.

At Ford Motor Company of Canada, Limited, we believe that to be the leading consumer automotive company, we must be absolutely committed to your total satisfaction. This belief guides the way we build our vehicles, and the way we service them for years to come. Our Lincoln dealers are dedicated to reaching the highest standards in customer service and technical expertise, and they use Ford-approved parts.

To help maintain the excellent quality of your Lincoln vehicle, we encourage you to read through this Owner Information Guide and follow its recommendations. This Guide contains:

- Your Lincoln New Vehicle Limited Warranty
- Your vehicle's scheduled maintenance services
- Your vehicle's Roadside Assistance package

Ford of Canada and our dealerships look forward to being at your service. We wish you peace-of-mind throughout your ownership experience. Happy Motoring!

Sincerely,

Brant Noltie
Director, Customer Satisfaction

Ford Motor Company of Canada, Limited
The Canadian Road
Oakville, Ontario
L6J 5E4

www.lincolncanada.com
1-800-387-9333

TABLE OF CONTENTS

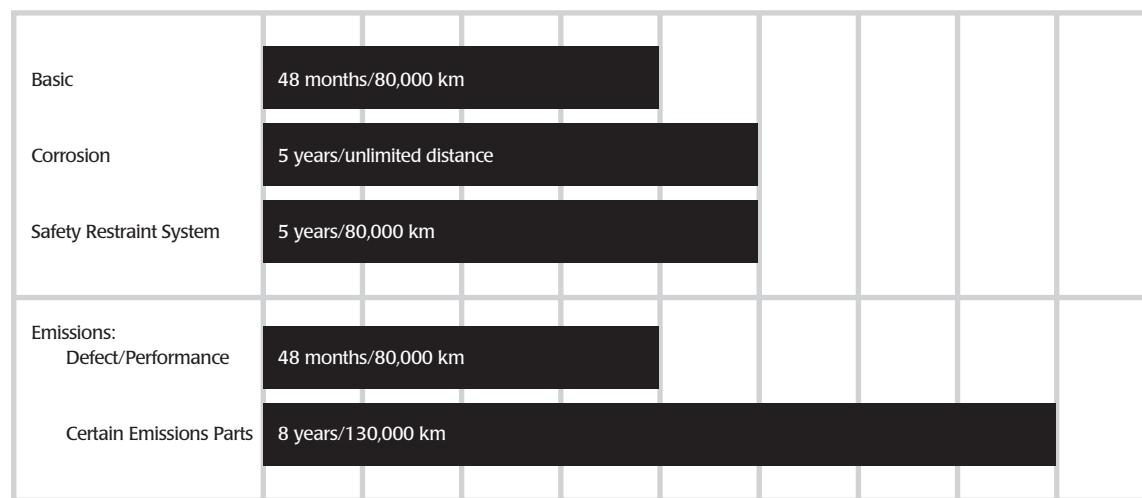
Warranty Information for 2004 Model Year	Page	Scheduled Maintenance Services	Page
Warranty Coverage At-A-Glance	4	Quality Care	
Your Lincoln New Vehicle Limited Warranty	5	– An Investment in Your Driving Satisfaction	14
Who is Authorized to Do Warranty Repairs?	5	Protecting Your Investment	14
Who Pays for Warranty Repairs?	5	Which Maintenance Schedule is Right for You?	14
When Does the Warranty Begin?	5	Special Operating Conditions	14
What is the Basic Coverage?	5	Additional Maintenance Requirements	15
Transportation Assistance	5	Owner Maintenance Checks	15
Roadside Assistance 1-800-387-9333	6	Check the Web for Additional Information	15
Corrosion Coverage	6		
Safety Restraint Coverage	6	Scheduled Maintenance Validation Record	16
Emissions Control Systems Coverage	6		
Your Tire Warranty	7	Lincoln Roadside Assistance	
Ford Accessories Coverage	8		
What is Not Covered Under this New Vehicle Limited Warranty?	8	Roadside Assistance – For Your Peace-of-Mind	29
Important Information on Town Car Limousine and Hearse Conversions	9	Lincoln Roadside Assistance Eligibility	29
New Vehicle Warranty Limitations	10	A Roadside Assistance Card for Your Wallet	29
Inspect Your New Vehicle Carefully	10	Lincoln Roadside Assistance Has You Covered	29
Take Care of Your Vehicle and It Will Take Care of You!	10	Towing and Road Service Reimbursement	29
Does the New Vehicle Limited Warranty Apply to Your Vehicle?	11	General Information on Roadside Assistance Services	29
Taking Your Vehicle on a Trip?	11	Emergency Lock-out Service	30
If You Are a Subsequent Lincoln Owner	11	Emergency Travel Expense Reimbursement	30
Need Assistance? We're Here to Help You	11	Going on a Trip? We'd Love to Help You Plan!	30
Important Owner Information		If You Need to Submit a Claim	30
Log on to www.lincolncanada.com	12	Extend Your Roadside Assistance Benefits	30
Ford Extended Service Plan	12		
Driving Habits Make a Difference – To You and to the Environment	13		
Your Guide to Quality Collision Repairs			
The Insurance Company	31		
The Collision Repair Centre	31		
The Estimate	31		
The Parts	31		
Your Safety	31		
Your Satisfaction	31		
Forms	Centre Inserts		

WARRANTY INFORMATION FOR 2004 MODEL YEAR



Warranty Coverage At-A-Glance

Warranty Coverage by Time (months) 12 24 36 48 60 (5 years) 72 (6 years) 84 (7 years) 96 (8 years)
and Distance Travelled (km)



This chart shows general information only. Please refer to the Warranty Section (pages 5-11) in this Owner Information Guide for detailed information regarding each of these warranty coverages.

WARRANTY INFORMATION FOR 2004 MODEL YEAR



Your Lincoln New Vehicle Limited Warranty

Ford Motor Company of Canada, Limited (Ford of Canada) warrants that its authorized dealers will repair, replace or adjust those parts on 2004 Model Ford of Canada Lincoln vehicles, that are found to be defective in materials or workmanship made or supplied by Ford for the coverage periods described in the Warranty Section (pages 5-11) of this Owner Information Guide.

Who is Authorized to Do Warranty Repairs?

You must take your Lincoln vehicle to an authorized Ford or Ford Lincoln dealer for warranty repairs. While any Ford or Ford Lincoln dealership handling your vehicle line will provide warranty service, we recommend you return to your selling dealer who wants to ensure your continued satisfaction.

Please note that certain warranty repairs require special training and/or equipment, so not all dealers are authorized to perform all warranty repairs. This means that depending on the warranty repair needed, you may have to take your vehicle to another dealer. In certain cases, Ford may authorize that your vehicle be repaired at a repair centre other than a Ford or Ford Lincoln dealer facility.

A reasonable time must be allowed to perform a repair after taking your vehicle to the dealership. Repairs will be made using Ford or Motorcraft parts, or remanufactured or other parts that are authorized by Ford.

Who Pays for Warranty Repairs?

Ford of Canada covers the cost of warranty repairs performed under the Basic, Corrosion, Safety Restraint and Emissions Coverages during the "time and distance travelled" limits of the New Vehicle Limited Warranty.

Federal or provincial governments may require an environmental or disposal tax (levy) on all or a portion of a warranty repair.

Where federal or provincial law requires, this tax (levy) must be paid by you, the owner of the vehicle.

When Does the Warranty Begin?

The warranty begins on the original retail delivery date, or on the date of first use (whichever occurs first). This is the "original warranty start date".

What is the Basic Coverage?

Under your New Vehicle Limited Warranty, Basic Coverage begins at the original warranty start date and lasts for 48 months or 80,000 km (whichever occurs first). The complete vehicle is covered under this Basic Coverage, except components listed under the other warranties in this Owner Information Guide and those items listed under "What is Not Covered Under this New Vehicle Limited Warranty?" on pages 8-9.

In addition, authorized Ford of Canada dealers will replace the following items for 12 months or 20,000 km (whichever occurs first) if required due to failure caused by defect in materials or workmanship made or supplied by Ford, or failure caused by normal wear and tear:

- Brake pads and linings
- Clutch disc
- Wiper blades

Transportation Assistance

If your vehicle becomes inoperable and must be kept out of use overnight by the dealer to make a repair covered by this New Vehicle Limited Warranty, Ford will pay the basic daily rental charge (excluding distance travelled charges) for a substitute vehicle, not to exceed \$35 for any one day, up to a maximum of 5 days (\$175 total) or a transportation assistance allowance (taxi, public transportation costs, etc.) up to \$35 per day (not to exceed 5 days) when a rental vehicle cannot be obtained.

WARRANTY INFORMATION FOR 2004 MODEL YEAR



Roadside Assistance 1-800-387-9333

Your vehicle is eligible, within Canada or the United States, for the Lincoln Roadside Assistance Program. This program is separate from the New Vehicle Limited Warranty, but the coverage is concurrent with the 48 months or 80,000 km (whichever occurs first) Basic Coverage period.

Towing required because of a warrantable failure beyond the Basic Coverage is covered under the applicable warranty.

Please refer to the Lincoln Roadside Assistance Section of this Owner Information Guide for complete details (pages 29-30).

Corrosion Coverage

Under your New Vehicle Limited Warranty, Corrosion Coverage begins at the original warranty start date and covers body sheet metal panels against corrosion due to a defect in factory-supplied materials and workmanship. The length of the coverage depends on the type of corrosion damage:

- If corrosion causes perforations (holes) in the body sheet metal panels, the coverage extends for 5 years/unlimited distance.
- If corrosion does not cause perforations (holes) and is not the result of vehicle usage and/or airborne materials, the Corrosion Coverage is 48 months or 80,000 km (whichever occurs first).

If your vehicle is damaged due to airborne materials (environmental fallout) where there is no defect in factory-supplied materials or workmanship and therefore no applicable Ford of Canada warranty, Ford of Canada will still cover paint damage due to airborne material (environmental fallout) for 12 months or 20,000 km (whichever occurs first). See "Damage Caused by Use and/or the Environment" on page 8.

Safety Restraint Coverage

Under your New Vehicle Limited Warranty, safety belts and air bag Supplemental Restraint Systems (SRS) are covered against defects in factory-supplied materials or workmanship. Safety Restraint System Coverage begins on the original warranty start date and lasts for 5 years or 80,000 km (whichever occurs first).

Emissions Control Systems Coverage

The Emissions Control System is covered by two warranties: the Emissions Defects Warranty and the Emissions Performance Warranty.

Emissions Defects Warranty Coverage

Under the Emissions Defects Warranty, Ford provides coverage for 48 months or 80,000 km (whichever occurs first).

During this coverage period, Ford warrants that:

- Your vehicle or engine is designed, built and equipped to meet the applicable emissions standards prescribed by law at the time it was sold.
- Your vehicle or engine is free from defects in factory-supplied materials and/or workmanship that could prevent it from conforming to those applicable emissions standards.
- You will not be charged for repair, replacement or adjustment of defective emissions-related parts listed under "What Parts Are Covered by the Emissions Warranties?" on page 7.

Ford also provides coverage under the Emissions Defect/Performance Warranty which includes labour and diagnosis for 8 years or 130,000 km (whichever occurs first) for these emissions parts:

- Catalytic Converter
- Powertrain Control Module (PCM)
- On-Board Emissions Diagnostic Device
- Compuvalve
- Vehicle Communication Link (VCL Module)

Emissions Performance Warranty Coverage

If your vehicle is registered in a province where the province or local government has an approved Inspection and Maintenance (I/M) program, you may be eligible for the Emissions Performance Warranty Coverage for 48 months or 80,000 km (whichever occurs first) if you meet all the conditions listed below.

Under the Emissions Defect/Performance Warranty Coverage, Ford will repair, replace or adjust – with no charge for labour, diagnosis, or parts – any emissions control device or system:

WARRANTY INFORMATION FOR 2004 MODEL YEAR

- If you have maintained and operated your vehicle according to the instruction on proper care in this Owner Information Guide and your Owner's Guide;
- If your vehicle fails to conform during the warranty coverage period of 48 months or 80,000 km (whichever occurs first) to the applicable emission standards;
- If you are subject to a penalty or sanction under local, provincial, or federal law because your vehicle has failed to conform to the applicable emissions standards (a penalty or sanction can include being denied the right to use your vehicle); and
- If your vehicle has not been tampered with, misused, or abused.

The Emissions Performance Warranty **will not apply** to your vehicle:

- If the vehicle is tested at high altitude, but is certified to meet standards only at sea level.
- If diagnosis shows the vehicle will pass the applicable provincial or local I/M test using approved procedures and standards set by these jurisdictions.

What Parts Are Covered by the Emissions Warranties?

These parts are covered by both the Emissions Defects Warranty and the Emissions Performance Warranty:

Air Flow Sensor; Air/Fuel Feedback Control System and Sensors; Air Induction System; Altitude Compensation System; Catalytic Converter; Cold Start Enrichment System; Cold Start Fuel Injector; Compuvalve; Electronic Engine Control Sensors and Switches; Electronic Ignition System; Evaporative Emissions Control System; Exhaust Gas Recirculation (EGR) System; Exhaust Heat Control Valve; Exhaust Manifold; Exhaust Pipe (Manifold to Catalyst); Fuel Filler Cap and Neck Restrictor; Fuel Injection System; Fuel Injector Supply Manifold; Fuel Tank; Fuel Tank Pressure Control Valve; Idle Air Control (IAC) Valve; Idle Air Bypass Valve; Ignition Coil and/or Control Module; Intake Manifold; Intercooler Assembly - Engine Charger; MIL/On-Board Diagnostic (OBD) System; PCV System and Oil Filler Cap; Powertrain

Control Module (PCM); Secondary Air Injection System; Spark Control Components; Spark Plugs and Ignition Wires; Synchronizer Assembly; Throttle Body Assembly (MFI); Turbocharger Assembly; Vehicle Communication Link (VCL) Module - Flex Fuel vehicle only.

Additional Parts Covered by the Emissions Warranties

Also covered by the two Emissions Warranties are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, gasoline fuel lines, and wiring harnesses that are used with components on the list of parts above.

Parts that should be replaced on a recommended maintenance schedule remain under warranty until:

- (A) The first replacement time that is specified in your Owner's Guide and this Owner Information Guide; or
- (B) The "time and distance travelled" limits of the Defects and Performance Warranties (whichever occurs first).

Your Tire Warranty

Two separate warranties apply to the tires on your new vehicle. The New Vehicle Limited Warranty provides coverage for tire repairs, replacements or adjustments due to defects in factory-supplied materials or workmanship during the Basic Coverage period (48 months or 80,000 km or until the tires require normal replacement, whichever occurs first). The tire manufacturer also provides you with a separate tire warranty that may extend beyond the Basic Coverage terms or period. You will find the manufacturer's tire warranty with the owner literature supplied with your new vehicle.

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.

WARRANTY INFORMATION FOR 2004 MODEL YEAR



Ford Accessories Coverage

Ford of Canada will repair or replace any Ford accessory that is properly installed by an authorized dealer and found to be defective in factory-supplied materials or workmanship during the warranty period, as well as any component damaged by the defective accessory.

The accessory will be warranted for the greater of the following:

- 12 months or 20,000 km (whichever occurs first); or
- The remainder of your New Vehicle Limited Warranty.

This means that Ford Accessories purchased along with your new vehicle and installed by the dealer are covered for the full length of your New Vehicle Limited Warranty – 48 months or 80,000 km (whichever occurs first).

What is Not Covered Under this New Vehicle Limited Warranty?

Damage Caused by Accident, Misuse or Alteration

Examples of items not covered are:

- Accidental collision, fire, theft, freezing, vandalism, riot, floods, explosion, dismantling, or objects striking the vehicle (including driving through a car wash)
- Misusing the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source
- Alterations, modifications or reconstruction of the vehicle, including the body, chassis, or any other component after the vehicle leaves the control of Ford of Canada
- Alterations or modifications to allow the use of alternate fuels after the vehicle leaves the control of Ford of Canada
- Rebuilding the vehicle after it has suffered such extensive collision damage in an accident that it was junked, written-off or deemed to be written-off, even if the rebuilt vehicle uses undamaged parts and components from the written-off vehicle
- Tampering with the vehicle, including tampering with the emissions systems or with other parts that affect these systems (for example,

exhaust and intake systems)

- Contaminated or improper fuel/fluids
- Customer-applied chemicals or accidental spills
- Driving through water deep enough to cause water to be ingested into the engine
- Non-Ford parts installed after the vehicle leaves Ford of Canada's control and causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, remote starting systems and performance – enhancing powertrain components.

NOTE: Warranty coverage will be invalidated on parts affected by such damage.

Damage Caused by Use and/or the Environment

The New Vehicle Limited Warranty does not cover surface rust and deterioration of paint, trim, upholstery and other appearance items that results from use and/or exposure to the elements.

Examples are:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Stone Chips and Scratches (e.g. on paint and glass) • Dings and Dents • Windstorm • Water or Flood | <ul style="list-style-type: none"> • Bird and Bee Droppings • Road Salt and Tree Sap • Lightning and Hail • Earthquake • Cuts, Burns, Punctures or Tears |
|---|---|

Damage Caused by Improper Maintenance

The New Vehicle Limited Warranty does not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong part, fuel, oil, lubricants, or fluids.

In fact, failure to perform maintenance as specified in your Owner's Guide and this Owner Information Guide will invalidate warranty coverage on parts affected by improper maintenance.

Please consult your Owner's Guide for correct fluid specifications and levels, and read the Scheduled Maintenance Services section of this Owner Information Guide (pages 14-15) for instructions on proper maintenance of your vehicle.

WARRANTY INFORMATION FOR 2004 MODEL YEAR

Maintenance/Wear

The New Vehicle Limited Warranty does not cover parts and labour needed to maintain your vehicle and, replacement of parts due to normal wear and tear (except for the wear items described on page 5). You, as the owner, are responsible for these items. Here are examples:

- Oil Changes
- Oil/Air Filters
- Cleaning/Polishing
- Tire Rotations
- Engine Tune-ups
- Oils, Lubricants, Other Fluids

Time and Distance Limits on Coverage

- Wheel Balance and Wheel Alignment beyond 12 months or 20,000 km (whichever occurs first), unless required by a warranty repair
- Windshields beyond 12 months or 20,000 km (whichever occurs first)
- Brake linings/pads, clutch linings and wiper blades beyond 12 months or 20,000 km (whichever occurs first)

Other Items/Conditions Not Covered by this Warranty

Examples of other items that are not covered are:

- Non-Ford parts of your vehicle that are installed by body builders or manufacturers other than Ford, or damage to Ford components caused by installing non-Ford parts
- Disconnecting or altering the odometer, or where the actual distance travelled cannot be determined due to the odometer being inoperative for an extended period of time (this will void the New Vehicle Limited Warranty)
- Vehicles currently or previously titled as "dismantled," "fire," "floods," "junk," "reconstructed," "totalled," or "salvaged" (this will void the New Vehicle Limited Warranty)
- Vehicles determined to be a "total loss" by an insurance company (this will void the New Vehicle Limited Warranty)
- Converted Town Car Limousines that are not equipped with the Limousine Builder's Package (418) option*
- Converted Town Car Hearses that are not equipped with the Hearse Builder's Package (419) option*

9

Important Information on Town Car Limousine and Hearse Conversions

Ford of Canada authorizes only Lincoln Qualified Vehicle Modifiers (QVMs) to perform Lincoln Town Car Limousine or Hearse conversions. Lincoln Town Cars are suitable for limousine or hearse conversions only if equipped with the Ford Limousine Builder's Package (418) option or the Ford Hearse Builder's Package (419) option. The wheelbase on Lincoln Town Cars with the Limousine Builder's Package (418) or the Hearse Builder's Package (419) may NOT be extended beyond 120" (237.7" total wheelbase) or in a manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 3,220 kg (7,100 lbs).

If a Lincoln Town Car is NOT equipped with either the Limousine Builder's Package (418) option or Hearse Builder's Package (419) option, or it is equipped with the Limousine Builder's Package (418) or Hearse Builder's Package (419) but its wheelbase is extended beyond 120" or its GVWR exceeds 3,220 kg (7,100 lbs), then the New Vehicle Limited Warranty is voided, and any Ford Extended Service Plan (ESP) contract is voided. Applicable Emissions Warranties may also be voided and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty Coverage purposes (including responsibilities for emissions warranties, recall and in-use compliance).

What is Not Covered Under the Tire Warranty?

Normal wear or worn-out tires are not covered by the New Vehicle Limited Warranty.

Other examples of items not covered are:

- Road hazard damage including cuts, snags, bruises, bulges and impact breaks (due to potholes and curbs or other road hazards)
- Damage caused by a puncture or tire repair
- Damage from improper inflation or alignment, tire chains, racing spinning (e.g. when stuck in snow or mud), and improper mounting or dismounting

What is Not Covered Under the Emissions Warranties?

Ford will deny you warranty coverage if your vehicle or part has failed because you:

- Abused or neglected it
- Did not maintain it properly
- Added unapproved modifications
- Used improper fuel/fluids
- Experienced any item included in "What is Not Covered Under This New Vehicle Limited Warranty?"

WARRANTY INFORMATION FOR 2004 MODEL YEAR



New Vehicle Warranty Limitations

The foregoing coverages described in the New Vehicle Limited Warranty, are the only express warranties on the part of Ford of Canada and the selling dealer. You may have other rights which may vary by province.

The foregoing express warranties are in substitution for and exclude all other liabilities of any kind whether arising under statute, in tort, by implication of law or otherwise including, to the full extent as may be allowed by law, liability for any other representations respecting the vehicle, statutory warranties or implied warranties or conditions as to its merchantability or fitness.

Any implied warranty or condition as to merchantability or fitness is limited to the applicable warranty duration period as specified herein.

In no event shall Ford of Canada or the selling dealer be liable for the loss of or damage to the vehicle or its parts, loss of use of the vehicle, loss of time, inconvenience, commercial loss, or special consequential or other damages or on any other claims relating to or arising from any defect in factory materials or workmanship found except as provided for herein.

The above provisions do not preclude the operation of any applicable provincial statute which in certain circumstances may not allow some of the limitations and exclusions described in these warranty coverages.

In the province of Saskatchewan the duration of the applicable statutory warranties of that province shall be concurrent with and not consecutive to the duration of the foregoing coverages of this Ford of Canada New Vehicle Limited Warranty.

Inspect Your New Vehicle Carefully



Defects or damage to paint, sheet metal or other appearance items may occur during assembly or when the vehicle is in transit to the dealer. Normally, these defects are noted and corrected at the factory or by your dealer during new vehicle inspection. Paint, sheet metal or

appearance defects present at the time your vehicle is delivered to you are covered by this warranty. For your protection, we suggest that if you do find any such defects, you notify your dealer within one week of the vehicle's delivery to you, as normal deterioration due to use and exposure is not covered by this warranty.

Defects vs. Damage

Please note the distinction between "defects" and "damage" as used in the warranty. Defects are covered because we, the manufacturer, are responsible. This includes defects in Ford-supplied parts used in making warranty repairs as well as in the original parts of the vehicle. On the other hand, we have no control over damage caused by such things as collision, misuse and lack of maintenance. Therefore, **damage is not covered under this warranty.**

Take Care of Your Vehicle and It Will Take Care of You!

Proper maintenance protects you from major repair expense resulting from neglect or inadequate maintenance, and it may even help increase the resale value of your vehicle.

Your Ford Lincoln dealership has factory-trained technicians who can perform the required maintenance using Ford-approved parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

It is your responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance Services section of this Owner Information Guide (pages 14-15) will invalidate warranty coverage on parts affected by improper maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered on pages 16-28.

WARRANTY INFORMATION FOR 2004 MODEL YEAR

Does the New Vehicle Limited Warranty Apply to Your Vehicle?

Warranty Applies

The New Vehicle Limited Warranty described in this booklet applies to your vehicle if:

- It was originally sold or leased by a Ford of Canada dealer; and
- Is registered/licensed and operated in Canada or the United States.

Warranty Does Not Apply

Ford of Canada will void all of the New Vehicle Limited Warranty described in this booklet, if the vehicle was originally purchased in Canada and at any time:

- Is registered/licensed for use in countries other than Canada or the United States.

Taking Your Vehicle on a Trip?

If you travel with your vehicle outside of Canada or the United States, you may have to pay a servicing Ford or Ford Lincoln dealer in a foreign country for a repair that could be covered under this New Vehicle Limited Warranty. If this occurs, you should present the paid repair order/invoice to a Ford or Ford Lincoln dealer for refund consideration.

If You are a Subsequent Lincoln Owner...

If you are a subsequent Lincoln owner and the New Vehicle Limited Warranty has not yet expired, you are entitled to the unexpired portion of the warranty. Please send us the completed Owner Information Change Card found at the centre of this Owner Information Guide (postage paid).

The benefits of the Lincoln Roadside Assistance Program are transferred (within the Basic Coverage period of 48 months or 80,000 km – whichever occurs first), at no charge to you.

Need Assistance? We're Here to Help You...

Your satisfaction is important to Ford of Canada and to your dealer. Normally, matters concerning your vehicle will be resolved by your dealer's sales or service department.

Ford recommends that you do the following:

Talk with your dealer's sales manager or service manager. If the matter is not resolved to your satisfaction, consider discussing the matter with the owner or general manager of the dealership. If you still feel your concern was not fully addressed or you did not understand the explanations given for your questions, contact the Lincoln Centre at (toll free) 1-800-387-9333 or through our web site at www.lincolncanada.com.

The Centre's hours are as follows:

Mon. – Fri. 8:00 a.m. – 8:00 p.m. (EST)

Sat. 9:00 a.m. – 6:00 p.m. (EST)

Mediation/Arbitration Program (for Canada only)

If you feel that the efforts by Ford and the dealer to resolve a factory-related vehicle service concern have been unsatisfactory, Ford of Canada participates in an impartial third party mediation/arbitration program administered by the *Canadian Motor Vehicle Arbitration Plan* (CAMVAP).

The CAMVAP program is a straightforward and relatively speedy alternative to resolve a disagreement when all other efforts to produce a settlement have failed. This procedure is without cost to you and is designed to eliminate the need for lengthy and expensive legal proceedings.

In the CAMVAP program, impartial third-party arbitrators conduct hearings at mutually convenient times and places in an informal environment. These impartial arbitrators review the positions of the parties, make decisions and, where appropriate, render awards to resolve disputes. CAMVAP decisions are fast, fair and final as the arbitrator's award is binding on both you and Ford of Canada.

The CAMVAP services are available in all Canadian territories and provinces. For more information, without charge or obligation, call your CAMVAP provincial administrator directly at 1-800-207-0685.



IMPORTANT OWNER INFORMATION FOR 2004 MODEL YEAR

Log on to www.lincolncanada.com

Ford of Canada's Lincoln web site contains information for you, the new vehicle owner. On www.lincolncanada.com you can download printed material, contact us via e-mail, locate your nearest dealer, and so much more! These are just some of the ways www.lincolncanada.com can be a great resource tool for you.

Ford Extended Service Plan

You can get more protection for your vehicle by purchasing a Ford Extended Service Plan (ESP). Ford ESP is the only service contract backed by Ford of Canada. Depending on the plan you purchase, Ford ESP provides benefits such as:

- Reimbursement for rentals
- Coverage for certain maintenance and wear items
- Protection against repair costs after your New Vehicle Limited Warranty
Coverage expires
- Roadside Assistance benefits after your Basic Warranty
Coverage expires

You may purchase Ford ESP from any participating Ford of Canada dealer. There are several Ford ESP plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental.

When you purchase Ford ESP, you receive peace-of-mind protection throughout Canada and the United States, provided by a network of more than 5,000 Ford and Ford Lincoln dealers!

NOTE: *Repairs performed outside Canada and the United States are not eligible for Ford ESP coverage. This information is subject to change. Be sure to ask your dealer for complete details about Ford ESP coverage.*

IMPORTANT OWNER INFORMATION FOR 2004 MODEL YEAR

Driving Habits Make a Difference – To You and to the Environment

(Source: *The Auto\$mart Guide* on-line at <http://oeo.nrcan.gc.ca/vehicles>, Natural Resources Canada)

At Ford of Canada, we're dedicated to protecting the environment and we want to make it easy for you to participate. Below are environmentally-conscious driving tips we encourage you to consider.

A Poorly-Tuned Engine Can Increase Fuel Consumption

By properly maintaining your car and following the Recommended Maintenance Schedule in this Owner Information Guide (pages 14-15), you can maximize fuel efficiency. *Driving a poorly-tuned engine can increase fuel consumption by 15% to more than 50%.* With a well-tuned engine, you'll also minimize engine wear and tear.

Avoid Unnecessary Idling

No matter how efficient your car, idling consumes fuel.

Ten seconds of idling uses up more fuel than restarting your engine.

Turn off the ignition if you are waiting for someone.

Don't Rest Your Left Foot on the Brake Pedal While Driving

Doing so increases the temperature of the brake components, thus reducing their efficiency. It also reduces the life of the brake linings and causes the engine to work harder than necessary. It's also a safety hazard because it keeps the brake lights on continuously.

Lose the Excess Weight

Heavy bags of sand and salt in the trunk serve no useful purpose in spring, summer, and fall. Extra weight means wasted fuel and money.

Slow Down

Maintain posted highway speeds. Tests show that most cars use about 10% less fuel when driven at 90 km/h instead of 100 km/h. And if you drive at 110 km/h rather than 90 km/h, you'll increase fuel consumption by about 20%!

Accelerate Smoothly When Passing Other Cars or Merging With Faster Traffic

Anticipate traffic ahead of you so you can adjust your speed to changes in traffic flow. This defensive driving technique gives a smoother, safer ride and is very fuel efficient.

Underinflated Tires Can Increase Your Fuel Consumption by 5%

Purchase a good quality air pressure gauge and check the inflation pressure of your tires once a month. Underinflated tires wear out faster, waste fuel, and are unsafe. Keep your tires inflated to the pressure specified by the vehicle manufacturer.

Are You Doing "Jackrabbit" Starts?

Abrupt, aggressive starts are hard on the tires, guzzle gas, and do not get you to your destination noticeably faster. Also, try to anticipate stops. Avoiding abrupt stops will save gas and reduce wear on tires and brakes.

Winter Driving Can Increase Fuel Consumption by 50%

One of the most important environmental factors affecting fuel consumption is temperature. At -20° C, for example, the average engine needs at least five kilometres of driving to fully warm up. How can you use less fuel when driving in winter? Your vehicle is equipped with a block heater – this device warms the coolant, which in turn, warms the engine block and oil. Use a timer to switch on your block heater one or two hours before you plan to drive. A warm engine means easier starting, fewer emissions, and less need for idling. Snow tires save fuel in the winter by giving better traction on snow and ice. Remove as much snow and ice as possible from your car before you drive. You'll get better fuel economy and maximum visibility.

*To obtain a free publication of *The Auto\$mart Guide*, call Natural Resources Canada at 1-800-387-2000 or visit their web site at <http://oeo.nrcan.gc.ca/vehicles>.*

SCHEDULED MAINTENANCE SERVICES FOR 2004 MODEL YEAR



An Investment in Your Ownership Satisfaction

With Ford Quality Care Auto Service, you can trust your vehicle gets the treatment it needs from the people who know it best. Our technicians and service advisors have the company training, the precision diagnostic equipment and the company authorized parts to keep your vehicle running in top condition. Quality Care Auto Service helps to protect your investment, maintain your warranty, and ensure that you get top dollar at resale. And with a properly-tuned vehicle, you will also be helping to preserve the environment. Don't take chances by taking your vehicle anywhere other than your authorized Ford or Ford Lincoln dealer.

Protecting Your Investment

- The required **Scheduled Maintenance Services** listed in this Owner Information Guide are essential to the proper operation, safety and performance of your Lincoln vehicle.
- It is your responsibility to make sure that all the scheduled maintenance is performed and that the materials used meet Ford engineering specifications.
- This Owner Information Guide contains a **Scheduled Maintenance Validation Record** (pages 16-28). It should be signed by dealership service personnel to validate each maintenance service as it is completed. Be sure receipts for completed maintenance are kept with the vehicle and confirmation of the work performed is always recorded in this Owner Information Guide.
- We recommend that you also perform the **Owner Maintenance Checks** listed in this Owner Information Guide (page 15). These services are matters of day-to-day care that are also important to the proper operation of your vehicle.

Which Maintenance Schedule is Right for You?

The normal maintenance schedule of 6 months or 10,000 km applies

to those who operate their vehicle under typical, everyday driving conditions. The listed services should be performed at specified distance or time intervals.

Items listed in "Special Operating Conditions" and "Additional Maintenance Requirements" are services that only the noted situations require.

Special Operating Conditions

If you primarily operate your vehicle in any of the more demanding "Special Operating Conditions" listed below, perform oil and filter changes every **3 months or 5,000 km**, automatic transmission fluid and filter changes every **30 months or 50,000 km**, fuel filter every **20,000 km**, transfer case fluid every **100,000 km**, replace spark plugs and PCV valve every **100,000 km**. If you only occasionally operate your vehicle in these conditions, it is not necessary to perform the additional maintenance.

- You tow a trailer or use a camper or car-top carrier.
- Most trips include extensive idling (such as frequent driving in stop and go traffic).
- Carrying heavy loads.
- The vehicle is used for delivery service, police, taxi or other commercial application.
- You operate in dusty conditions such as unpaved or dusty roads.
- You operate the vehicle off-road in water that is deeper than the hubs ($\frac{1}{2}$ wheel height) or in extremely muddy conditions. Affected components must be serviced daily.
- The vehicle is used in a stationary manner while the engine is running for long periods. You should change your oil and filter every 200 engine hours or every 5,000 km. (It will be necessary to approximate idle time on vehicles not equipped with hourmeters.)
- Off road use
- Varied driving habits (dust, salt and road conditions) may require more frequent replacement of wear components than the time/distance intervals shown in this publication.

SCHEDULED MAINTENANCE SERVICES FOR 2004 MODEL YEAR

Additional Maintenance Requirements

Off-Road Use (Every 5,000 km)

- Inspect and lubricate hub locks
- Inspect and lubricate automatic transmission, transfer case and clutch linkages
- Check spring U-bolt torque
- Inspect the differential vent hose
- Check axle fluid for water contamination
- Repack front wheel bearings and hubs, where serviceable
- Lubricate spindle needle bearings (4x4)
- Brake inspection
- Thoroughly clean underbody as required

Vehicle Maintenance Monitor

If your vehicle is equipped with a Vehicle Maintenance Monitor (VMM), change oil and filter when indicated by the VMM, but do not go beyond 6 months.

Normal Axle Maintenance

Rear axles containing synthetic lubricant and light duty trucks equipped with Ford-design axles are lubricated for life. This lubricant is not to be changed unless service is required or the axle assembly has been submerged in water.

Owner Maintenance Checks ✓

Certain basic maintenance checks and inspections should be performed by the owner or a service technician at the intervals indicated. Service information and supporting specifications are provided in your Owner's Guide.

Any adverse condition should be brought to the attention of your dealer as soon as possible for the proper service advice. The owner maintenance service checks are generally not covered by warranties so you may be charged for labour, parts or lubricants used.

When you stop for fuel:

- Check engine oil level
- View level of windshield washer fluid in reservoir
- View level of coolant fluid in reservoir
- Look for low or underinflated tires

At least monthly:

- Check function of all interior and exterior lights
- Check tires for wear and proper air pressure
- Check engine oil fluid level
- Check windshield washer solvent fluid level

At least twice a year (every spring and fall):

- Check lap/shoulder belts and seat latches for wear and function
- Check air pressure in spare tire
- Check spare tire attachment and tighten securely
- Check power steering fluid level
- Check washer spray, wiper operation, and clean all wiper blades
- Check parking brake for proper operation
- Check and lubricate all hinges, latches and outside locks
- Check and lubricate door rubber weatherstrips
- Check and clean body and door drain holes
- Check safety warning lamps (brake, ABS, air bag, safety belt) for operation
- Check cooling system fluid level and coolant strength
- Check battery water level (non-maintenance free)
- Check battery connections and clean if necessary
- Check clutch fluid level, if equipped
- Check air pressure in spare tire
- Check spare tire attachments and tighten securely

Check the Web for Additional Information

To learn more about the importance of routine and dealer-performed maintenance on your vehicle, please visit the Lincoln web site at www.lincolncanada.com.

SCHEDULED MAINTENANCE VALIDATION RECORD FOR 2004 MODEL YEAR



PRE DELIVERY INSPECTION

A 49-point inspection has been performed in accordance with the service record for this vehicle, shop manual procedures and applicable dealer instructions.

Date _____ / _____ / _____

km _____

Dealer Code _____

First Appt. Date _____ / _____ / _____

Sales Consultant

MULTI-POINT INSPECTION - Recommended at every visit

- Check and top up fluid levels:
 - ✓ brake
 - ✓ clutch reservoir
 - ✓ coolant recovery reservoir
 - ✓ manual and automatic transmission
 - ✓ power steering
 - ✓ window washer
 - ✓ 4X4 transfer case
 - ✓ front drive axle
- Inspect tires for wear and air pressure, including spare
- Check exhaust system for leaks, damage, loose parts and foreign material
- Check battery performance
- Check operation of horn, exterior lamps, turn signals and hazard warning lights
- Check radiator, coolers, heater and air conditioning hoses for debris, leaks and loose items
- Check windshield washer spray and wiper operation
- Inspect accessory drive belts for proper tension, cracking, chunking
- Inspect air cleaner filter
- Inspect half shaft dust boots, if equipped
- Check and lubricate steering, suspension, ball joints, drive shaft U-joints and slip yoke (if serviceable)

Based on your operating conditions, your Lincoln vehicle requires the following regularly scheduled maintenance at the time and distance indicated on the interval chart below.

3 months/5,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date _____ / _____ / _____

Price _____

Service Date _____ / _____ / _____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

1

*Special Operating Conditions,
see pages 14-15

6 months/10,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

Appt. Date _____ / _____ / _____

Price _____

Service Date _____ / _____ / _____

km _____

Dealer Code _____

R.O. # _____

2

Auth. Signature _____

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR


QualityCareSM
 Auto Service

9 months/15,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

1

 *Special Operating Conditions,
 see pages 14-15

12 months/20,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise

*Brake system may require servicing based on wear, damage or operation

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

15 months/25,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

1

 *Special Operating Conditions,
 see pages 14-15

18 months/30,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

2

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR



21 months/35,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

1

*Special Operating Conditions,
see pages 14-15

24 months/40,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

27 months/45,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

1

*Special Operating Conditions,
see pages 14-15

30 months/50,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace engine air filter
- Replace fuel filter
- Replace climate-controlled seat filters
- Automatic transmission/transaxle service**

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR



33 months/55,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

*Special Operating Conditions,
see pages 14-15

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

36 months/60,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- *Brake system may require servicing based on wear, damage or operation.

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

39 months/65,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

*Special Operating Conditions,
see pages 14-15

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

42 months/70,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

2

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR



45 months/75,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

1

*Special Operating Conditions,
see pages 14-15

48 months/80,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise

*Brake system may require servicing based on wear, damage or operation.

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

51 months/85,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

1

*Special Operating Conditions,
see pages 14-15

54 months/90,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

2

20

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR



57 months/95,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

*Special Operating Conditions,
see pages 14-15

Appt. Date / /

Price

Service Date / /

km

Dealer Code

R.O. #

Auth. Signature

60 months/100,000 km SERVICE - Required

- Change engine oil and replace oil filter
- Inspect tires for wear and rotate
- Multi-point Inspection
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- Replace engine air filter and fuel filter
- Replace engine crank case filter
- Replace "yellow" engine coolant
- Replace climate-controlled seat filters
- Automatic transmission/transaxle service**

*Brake system may require servicing based on wear, damage or operation.

**Required on Lincoln Navigator only. All others, see Special Operating Conditions on pages 14-15.

63 months/105,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

*Special Operating Conditions,
see pages 14-15

Appt. Date / /

Price

Service Date / /

km

Dealer Code

R.O. #

Auth. Signature

66 months/110,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

2

Appt. Date / /

Price

Service Date / /

km

Dealer Code

R.O. #

Auth. Signature

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR



69 months/115,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

1

*Special Operating Conditions,
see pages 14-15

72 months/120,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- Brake system may require servicing based on wear, damage or operation.

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

75 months/125,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

1

*Special Operating Conditions,
see pages 14-15

78 months/130,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

2

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR


QualityCare™
Auto Service

81 months/135,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection



*Special Operating Conditions,
see pages 14-15

Appt. Date / /

Price

Service Date / /

km

Dealer Code

R.O. #

Auth. Signature
84 months/140,000 km SERVICE - Required

- Change engine oil
 - Replace oil filter
 - Multi-point Inspection
 - Inspect tires for wear and rotate
 - Replace cabin/pollen air filter (if equipped)
 - Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
 - Lubricate hinges, latches and locks
 - Lubricate weather-stripping
 - Clean battery terminals
 - Inspect wheels for end play or noise
- *Brake system may require servicing based on wear, damage or operation.

Appt. Date / /

Price

Service Date / /

km

Dealer Code

R.O. #

Auth. Signature
87 months/145,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection



*Special Operating Conditions,
see pages 14-15

Appt. Date / /

Price

Service Date / /

km

Dealer Code

R.O. #

Auth. Signature
90 months/150,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace engine air filter
- Replace engine crank case filter
- Replace fuel filter
- Replace climate-controlled seat filters
- Replace PCV valve and spark plugs
- Automatic transmission/transaxle service**

**Required on Lincoln Navigator.
All others, see Special Operating
Conditions on pages 14-15.

Appt. Date / /

Price

Service Date / /

km

Dealer Code

R.O. #

Auth. Signature

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR



93 months/155,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

1

*Special Operating Conditions,
see pages 14-15

96 months/160,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- Replace 'yellow' engine coolant

*Brake system may require servicing based on wear, damage or operation.

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

99 months/165,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

1

*Special Operating Conditions,
see pages 14-15

102 months/170,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

2

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR

QualityCareSM
Auto Service

105 months/175,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

*Special Operating Conditions,
see pages 14-15

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

108 months/180,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- *Brake system may require servicing based on wear, damage or operation.

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

111 months/185,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

*Special Operating Conditions,
see pages 14-15

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

114 months/190,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

2

Appt. Date ____/____/____

Price _____

Service Date ____/____/____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

SCHEDULED MAINTENANCE VALIDATION RECORD FOR 2004 MODEL YEAR



117 months/195,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date _____/_____/_____

Price _____

Service Date _____/_____/_____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

*Special Operating Conditions,
see pages 14-15

123 months/205,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date _____/_____/_____

Price _____

Service Date _____/_____/_____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

*Special Operating Conditions,
see pages 14-15

120 months/200,000 km SERVICE - Required

- Change engine oil and replace oil filter
- Inspect tires for wear and rotate
- Multi-point Inspection
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- Replace accessory drive belts
- Replace engine air filter and fuel filter
- Replace engine crank case filter
- Replace climate-controlled seat filters
- Automatic transmission/transaxle service**

*Brake system may require servicing based on wear, damage or operation.

**Required on Lincoln Navigator only. All others, see Special Operating Conditions on pages 14-15.

126 months/210,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

Appt. Date _____/_____/_____

Price _____

Service Date _____/_____/_____

km _____

Dealer Code _____

R.O. # _____

Auth. Signature _____

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR


QualityCareSM
 Auto Service

129 months/215,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

*Special Operating Conditions,
see pages 14-15

132 months/220,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- Replace "yellow" engine coolant
- *Brake system may require servicing based on wear, damage or operation.

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature
135 months/225,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

1

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

*Special Operating Conditions,
see pages 14-15

138 months/230,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2004 MODEL YEAR



141 months/235,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

*Special Operating Conditions,
see pages 14-15

144 months/240,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace cabin/pollen air filter (if equipped)
- Inspect brake pads, shoes, rotors, drums, brake lines and hoses, and parking brake system*
- Lubricate hinges, latches and locks
- Lubricate weather-stripping
- Clean battery terminals
- Inspect wheels for end play or noise
- Brake system may require servicing based on wear, damage or operation.

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

147 months/245,000 km SERVICE - Recommended*

- Change engine oil
- Replace oil filter
- Multi-point Inspection

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

*Special Operating Conditions,
see pages 14-15

150 months/250,000 km SERVICE - Required

- Change engine oil
- Replace oil filter
- Multi-point Inspection
- Inspect tires for wear and rotate
- Replace engine air filter
- Replace engine crank case filter
- Replace fuel filter
- Replace front axle lubricant
- Replace rear axle lubricant
- Replace transfer case fluid
- Automatic transmission/transaxle service (all vehicles)
- Replace climate-controlled seat filters

Appt. Date / / Price Service Date / / km Dealer Code R.O. # Auth. Signature

LINCOLN ROADSIDE ASSISTANCE FOR 2004 MODEL YEAR

Roadside Assistance – For Your Peace-of-Mind

We are pleased to introduce you to Lincoln's Roadside Assistance! Our primary focus in providing this important benefit is to ensure your safety, pleasure and convenience during the operation of your Lincoln vehicle.

Wherever you may be in Canada or the continental United States, our Roadside Assistance Representatives will be there to ensure you receive quick and efficient service 24 hours a day, 365 days a year. Just call 1-800-387-9333.

Lincoln Roadside Assistance Eligibility

Lincoln's Roadside Assistance covers all Lincoln vehicles. Service will be provided to the driver of the registered Lincoln vehicle.

Remaining Roadside Assistance benefits are transferable to subsequent owners of your vehicle at no cost (within the 48 months or 80,000 km coverage period, whichever occurs first). Please complete the Owner Information Change Card found at the centre of this Guide (postage paid).

A Roadside Assistance Card for Your Wallet

For your convenience, please carry your laminated Lincoln Roadside Assistance Card with you at all times for those unexpected instances when you may require our services. Please ensure you print your name and Vehicle Identification Number (VIN) on your cards when you take delivery of your vehicle. (See centre inserts.) The 17 digit VIN is stamped on the front of the driver's side dash.

Lincoln Roadside Assistance Has You Covered



Although this program is separate from the New Vehicle Limited Warranty and ESP (Extended Service Plan), coverage is concurrent with both the 48 month or 80,000 km Basic Coverage and any additional terms/kilometres covered under your ESP agreement.

All coverage is limited to vehicles using publicly maintained roads (excludes off-road use, logging roads, etc.) and adjacent sites, and any other locations, which in the discretion of the service provider constitutes a publicly travelled thoroughfare.

Please note that Lincoln Roadside Assistance is a complimentary service. Ford of Canada may cancel your coverage at any time by written notice. There is no refund available to you in the event of cancellation.

Towing and Road Service Reimbursement

If your vehicle is stranded and requires towing, battery boosting, fuel (up to 10 litres), tire service, key service or other roadside services, simply call Lincoln Roadside Assistance toll-free within Canada or the continental United States at 1-800-387-9333 and assistance will be dispatched.

At the time you call, you will be asked to provide your name, Vehicle Identification Number, the exact location of your vehicle and a telephone number where you can be reached.

Our operators will also ask if you feel you are in an "unsafe situation". If so, we will contact local police or safety authorities with your consent.

In the event that you use a service other than Lincoln Roadside Assistance, we will reimburse you up to a maximum of \$100.00 per disablement. (See page 30 for claiming instructions.)

General Information on Roadside Assistance Services

Covered Services

- Road Service (labour performed at disablement site)
- Service Calls (delivery of up to 10 litres of fuel or battery boost)
- Towing of your disabled vehicle to the nearest Ford or Ford Lincoln dealership, or your selling dealer if within 25 km of the nearest Ford Lincoln dealership (one tow per disablement)

LINCOLN ROADSIDE ASSISTANCE FOR 2004 MODEL YEAR



Items Excluded from Coverage

- Parts, tire repairs, rental of towing equipment, storage fees, or any labour performed at a garage or service station
- Any form of impound towing by other than a licensed service station or garage
- Parts involved in lock-out service
- Assistance from private citizens
- Lincoln Roadside Assistance Coverage is not a warranty, but a service provided to you by Ford to minimize any unforeseen vehicle operation inconvenience. All service operators providing service are independent contractors and are not employees of Ford. Therefore, Lincoln Roadside Assistance does not assume any liability for any loss or damage to your vehicle or your personal property resulting from the rendering of such service.
- Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and your own insurance company within 24 hours and prior to any repairs being carried out.

Emergency Lock-out Service

When your ignition key is lost, broken or accidentally locked inside your vehicle, call Lincoln Roadside Assistance and service will be dispatched. If circumstances require you to use an independent lock-out service, we will reimburse you up to \$100.00 (see this page for claiming instructions).

Emergency Travel Expense Reimbursement

Should your vehicle become disabled due to collision or mechanical breakdown while you are more than 160 km from your residence address we will reimburse you up to \$1,000 (in total), for the following reasonable emergency expenses, (when not covered by insurance):

Covered Expenses

- Local lodging and meals
- Car rentals from bona fide car rental agencies such as Hertz (excludes gas expense)
- Commercial transportation to your destination, and return trip after repairs are completed

Coverage period is the lesser of: date of vehicle disablement up to three (3) days in total, or the time at which your vehicle is repaired.

Going on a Trip? We'd Love to Help You Plan!

When you plan your next road trip, our Travel Planning Centre will provide detailed information on the most time-saving or scenic routes to your destination. This no-charge service includes easy-to-follow maps, a highlighted travel planner specific to your route and destination, travel tips, driving information, any available hotel discounts and other useful material to make your trip easier and more enjoyable. Please allow up to two weeks for delivery.

If You Need to Submit a Claim

We've enclosed a claim form in this Owner Information Guide to be completed for emergency road and tow service reimbursement, or emergency travel expense reimbursement. File your claim no more than twenty (20) days after the occurrence.

Send to:

Lincoln Roadside Assistance Headquarters
P.O. Box 190, Richmond Hill, ON L4B 4R5

Complete the appropriate portion of the form with accurate and concise answers and **include all requested documentation and original receipts**. This will facilitate prompt handling and reimbursement of your claim. To acquire additional forms, please contact Ford of Canada or your Ford Lincoln selling dealer, or visit our web site at www.lincolncanada.com.

Ford of Canada reserves the right to amend or cancel this program at any time without incurring obligations.

Extend Your Roadside Assistance Benefits

Lincoln's Roadside Assistance Coverage is also available beyond the Basic Coverage period. For a nominal yearly fee you can continue to enjoy this important benefit to ensure your safety, pleasure and convenience during the operation of your Lincoln vehicle.

For immediate registration or for further information, please visit our web site at www.lincolncanada.com, contact us at 1-800-387-9333 or visit your Ford of Canada dealer.

YOUR GUIDE TO QUALITY COLLISION REPAIRS FOR 2004 MODEL YEAR

An accident situation is an upsetting experience and collision repair is often complicated and confusing. Here are several key points we hope will guide you through the collision repair process.

The Insurance Company

Communication between you and your insurance company is a crucial part of the collision process. One call to your agent will help you better understand the terms, conditions and limitations of your policy. Remember, most policies require that your vehicle be returned to "pre-accident condition".

The Collision Repair Centre

Find a qualified body shop to perform repairs. Your insurance company may suggest collision repair shops, but you have the final say in where your vehicle will be repaired. Many Ford or Ford Lincoln dealers offer collision repair services or can recommend a local collision repair centre.

The Estimate

Collision repair estimates can be extremely difficult to understand. Ask your collision repair expert or your insurance company representative to review and explain your estimate to you. If your estimate is prepared at a drive-in claim centre and you are offered a settlement, be sure it covers all required repairs.

The Parts

Your vehicle will most likely require replacement parts. The exterior sheet metal, glass and plastic components such as hoods, fenders, doors, and bumper components – most frequently replaced after an accident – are called "crash parts". There are three different types of "crash parts":

Original Equipment Manufacturer (OEM) or Genuine Crash Parts

Parts made by or for the manufacturer of your vehicle with equivalent fit, finish, structural integrity, corrosion protection, and dent resistance – and excellent warranty coverage.

New Aftermarket Crash Parts

Unauthorized copies of genuine crash parts are generally cheaper, but there are questions about the quality. Usage may affect your vehicle's warranty and/or may reduce resale value.

Salvaged Crash Parts

Crash parts recovered from "totalled" vehicles. Quality concerns may exist here as the origin of the parts is hard to trace.

NOTE: *The types of crash parts to be used to repair your vehicle should be clearly listed on your estimate. Let your insurance company representative know if you prefer using a certain type of part.*

Your Safety

The integrated electronic, electrical and mechanical systems on today's vehicles are designed to enhance performance and safety. Ford recommends the use of genuine Ford replacement crash parts and glass to restore your vehicle to 'pre-accident' condition. Genuine Ford replacement crash parts and glass are the same as those used on your new vehicle, which meet all of the *Canadian Motor Vehicle Safety Standards*.

Only genuine Ford replacement parts should be used for components that interact with vehicle safety systems including repairs to airbags, safety belts, and glass, which must be installed according to manufacturers' recommended procedures.

Your Satisfaction

The most important fact to remember as you deal with your collision repair is that you should be totally satisfied before accepting your vehicle. Ford of Canada hopes this information will help you have a positive repair experience and that you are totally satisfied with the repairs to your vehicle.

LINCOLN ROADSIDE ASSISTANCE CUSTOMER CLAIM FORM

1. OWNER INFORMATION

First Name										Last Name									
Street										Apt. No.				City					
Province		Postal Code						Residence Phone						Business Phone					

2. INFORMATION CONCERNING YOUR VEHICLE

Vehicle Identification Number

3. EMERGENCY TRAVEL EXPENSE REIMBURSEMENT (Maximum \$1,000)

Details of Your Vehicle Disablement

Location: _____

Date: _____

Cause: Accident Other (please specify) _____

Make Cheque Payable To: (if different than owner)

Name _____

Street

Apt. No. C

C

Provinsi

Postal Code

Residence Phone

Business Phon

Details of Reimbursement Request

Meals: \$_____ Accommodation: \$_____

Rental: \$_____ Transportation: \$_____

Other: \$ _____

You must include the following documents:

- Paid receipts for reasonable covered expenses incurred within 3 days of disablement.
 - For disablement due to collision, a copy of the Accident Report which was filed with the appropriate police authority.
 - For disablement due to failure of components covered by your warranty coverage, a copy of the repair or work order.

4. COMPLETE WHEN CLAIMING FOR LOCK-OUT, ROADSIDE AND TOW SERVICE REIMBURSEMENT (Maximum \$100)
Details of Roadside Service Establishment

Name _____

Street _____

City _____

Province _____ Postal Code _____ Business Phone _____

Amount Paid:

\$ _____ Road Service

\$ _____ Towing

PLEASE INCLUDE paid receipts validated by the roadside service establishment and which clearly detail the nature of the service provided.

5. "I have completed this form and certify that the information provided is complete and accurate."

Signature of Owner _____ Date _____

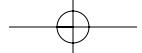
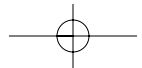
6. Sign and mail this complete form with receipts to:
Lincoln Roadside Assistance Headquarters, P.O. Box 190, Richmond Hill, ON L4B 4R5

IMPORTANT:

- Please refer to pages 29-30 of your Owner Information Guide for details of Roadside Assistance Coverage.
- Submit all claims, fully documented, **within 20 days** of disablement.
- Please retain a copy of all receipts and send original documentation.

Ford of Canada collects, stores and uses information about our current and prospective customers to improve our products and services and to build better customer relationships by communicating with our customers, such as sending out offers or promotional material. We do not share your personal information with anyone other than our related companies, authorized dealers and agents without your consent. Your personal information is accessible at Ford of Canada and you may notify us in writing if you wish to review or change it.

If you prefer NOT to receive any further communications, except as required by laws, please check here.



4. À REMPLIR POUR LA RECLAMATION D'UN REMBOURSEMENT POUR SERVICE DE DÉVELOPPEMENT-SECOURS,	
4. DE DÉPANNAGE OU DE REMORQUAGE (maximum de 100 \$)	
Détails sur l'entreprise de dépannage	
Montant payé :	
Nom	\$ Dépannage
Adresse	\$ Remorquage
Ville	la nature du service fourni.
Rue	VEUILLEZ FOURNIR : La facture payée et validée par le service de dépannage, indiquant clairement
Province	les détails d'information du propriétaire pour les dépannages.
Code postal	• Consultez les pages 29 et 30 de votre Guide
No de téléphone	• Soumettez toutes les réclamations, avec tous les documents, dans les 20 jours suivant le dépannage.
6. Signez et postez ce formulaire détaillé, ainsi que les reçus, au :	
Service d'assistance dépannage Lincoln, C.P. 190, Richmond Hill, Ontario L4B 4R5	
• Veuillez conserver une copie de tous les reçus et envoyer les originaux.	
Ford Canada reçoit, stocke et utilise les renseignements concernant ses clients actuels et potentiels pour améliorer ses produits et services et établir de meilleures relations avec eux, par exemple en leur envoyant des offres ou du matériel promotionnel. Nous ne partageons pas vos renseignements personnels avec d'autres sociétés affiliées, nos concessionnaires autorisées et nos mandataires sans votre consentement. Vous pouvez accéder à vos renseignements personnels auprès de Ford Canada et nous aviser par écrit si vous désirez les examiner ou les modifier.	
Si vous préférez NE PAS recevoir d'autres communications, sauf lorsqu'e la loi l'exige, veuillez cocher ici. <input type="checkbox"/>	

Si vous préférez NE PAS recevoir d'autres communications, sauf lorsqu'e la loi l'exige, veuillez cocher ici.

Ford Canada reçoit, stocke et utilise les renseignements concernant ses clients actuels et potentiels pour améliorer ses produits et services et établir de meilleures relations avec eux, par exemple en leur envoyant des offres ou du matériel promotionnel. Nous ne partageons pas vos renseignements personnels avec d'autres sociétés affiliées, nos concessionnaires autorisées et nos mandataires sans votre consentement. Vous pouvez accéder à vos renseignements personnels auprès de Ford Canada et nous aviser par écrit si vous désirez les examiner ou les modifier.

SERVICE D'ASSISTANCE DÉPANNAGE LINCOLN FORMULAIRE DE RÉCLAMATION DU CLIENT

Prénom	Nom de famille			
Prénom	Nom de famille			
Adresse	Ville	App.	App.	Ville
Province	Code postal	N° de téléphone (rés.)		N° de téléphone (trav.)
RENSEIGNEMENTS CONCERNANT VOTRE VÉHICULE				
Numéro d'identification du véhicule				
Détails sur la panne de votre véhicule				

Numéro d'identification du véhicule

RESEIGNEMENTS CONCERNANT VOTRE VÉHICULE

www.schaeffler.com

N° de téléphone (trav) _____

For more information, contact the Office of the Vice President for Research and the Office of the Vice President for Student Affairs.

Prénom _____ Nom _____

III. *Systematic* *Classification* *of* *the* *Plants* *of* *the* *British* *Empire*

11. RENSEIGNEMENTS SUR LE PROPRIÉTAIRE DU VÉHICULE

FORMULARIE DE REGISTRATION DE CLÉENI

MI APE DE PÉ

SERVICE ASSISTANCE DEPARTMENT

SEYVIGE D'ASSISTANCE

L'atelier de carrosserie

La compagnie d'assurance

Il est souvent compliqué. Voici donc quelques points importants du processus de préparation en cas de collision.

Pièces de carrosserie de récupération

Le résultat de cette utilisation de type de pieces est que nous pouvons établir une relation entre la valeur de vente de votre véhicule et le type de pieces utilisées.

autre sécurité

OTA : Les types de pièces de carrosserie utilisées pour réparer votre véhicule dépendent du type de dommage et de la nature des pièces utilisées. Si vous préférez certains types de pièces, mentionnez-le au détaillant sur votre devis. Si vous préférez certaines types de pièces, mentionnez-le au représentant de votre compagnie d'assurance.

וילא סכנתנו

וועג ארכוונוע

Qui se trouvent dans votre véhicule neutre et sont donc conformes à toutes les

Le secteur automobile a également bénéficié de l'essor des véhicules électriques et hybrides. Ces derniers offrent une alternative écologique et économique aux moteurs thermiques traditionnels. Les véhicules électriques sont moins coûteux à l'entretien et nécessitent moins d'entretien que les véhicules à moteur thermique. De plus, les véhicules électriques sont plus silencieux et ont une meilleure performance dans les zones urbaines.

Other satisfaction

des méthodes constructeur. Les équipes peuvent alors être formées conformément aux méthodes auxquelles, qu'il devient alors plus facile de se conformer. Les préparations aux examens peuvent être réalisées dans les salles de séminaire. Les séminaires peuvent également servir de lieu de formation pour les personnes qui souhaitent apprendre une nouvelle compétence ou une nouvelle langue. Les séminaires peuvent également servir de lieu de formation pour les personnes qui souhaitent apprendre une nouvelle compétence ou une nouvelle langue. Les séminaires peuvent également servir de lieu de formation pour les personnes qui souhaitent apprendre une nouvelle compétence ou une nouvelle langue.

Office satisfaction

à l'égard des préparations pour les élections à votre véhicule.

Les Pièces

Ces pièces sont réalisées par le pour le constituer de vote électronique et elles bénéficient donc d'une finition, d'une intégrité d'une projection anticorrosion et une résistance équivalente à celles des places drogues, sans obliger leur excellente garantie.

Pièces de carrosserie d'origine ou authentiques

Votre véhicule aura probablement besoin de pièces de rechange. La table ci-dessous vous indique quelle est la probabilité que votre véhicule ait besoin d'une pièce de rechange dans les prochaines années. Les probabilités sont basées sur les résultats d'une étude effectuée par la compagnie d'assurance auto de la province de Québec.

Les Pièces

- Il est parfois très difficile de comprendre les prévisions de consommation.
- Demandez à un spécialiste ou au centre de formation de consommation.
- Si vous votez dans le cadre d'un référendum sur la taxe sur les carburants, examinez toutes les options de consommation.
- Si vous votez dans le cadre d'un référendum sur la taxe sur les carburants, examinez toutes les options de consommation.
- Assurez-vous que le montant du dépense quotidienne nécessaire.

Le devis

préferez-vous à un autre dans le cas des séances qu'auront vos préparations.

Votre compagnie d'assurance peut sugerger certains détails, mais à vous de décider où votre véhicule sera réparé. De nombreux concessionnaires Ford ou Ford Lincoln offrent des services de réparation de collision ou peuvent vous recommander un autre local.

לראובן ור' ראנז'ו בסגנון

Après ces collisions, les communautés accèdent à un autre espace culturellement important : les communautés de l'île de Chypre. Les communautés grecques et turques ont une histoire et une culture très différentes, mais elles partagent une histoire commune et une culture qui a été influencée par les deux communautés. Les deux communautés ont également une histoire et une culture très différentes, mais elles partagent une histoire commune et une culture qui a été influencée par les deux communautés.

ASSISTANCE DÉPANNAGE LINCOLN
POURLANNE-MODELE 2004

Assistance dépannage – Pour votre tranquillité d'esprit

Uns certains théoriciens de l'ordre pressentent une théorie de la sécurité qui nous a amenés à offrir cet important service et d'assurer votre sécurité, votre commodité et votre plaisir au volet de vote.

Le service est offert au conducteur du véhicule Lincoln enregistré.

Les avantages résulteront de l'assistance dépannage préventif des réseaux et de l'assistance aux problèmes susmentionnés de vote via Internet.

Une carte d'assistance dépannage à conserver dans votre portefeuille Pour plus de commodité, assurez-vous de toujours avoir vos cartes d'assistance dépannage larmelles Lincoln à portée de la main au cas où une situation inattendue se produirait. N'oubliez pas d'inscrire votre nom et le numéro d'identification de votre véhicule. Voir les numéros de vos cartes lorsque vous présentez une demande de réparation. Au recours de la garantie Lincoln, il suffit de présenter la carte de garantie et la carte d'assistance dépannage à la partie avant de la planche de bord.

Ce programme est distinct de la garantie limitée de l'ensemble du véhicule neutre ou du PEP (programme d'entretien prolongé); toutefois, sa durée initiale commence avec celle de la couverture de base de 48 mois ou 80 000 km plus toute durée/tout kilométrage additionnel couvert par votre certificat de PEP.

Service d'assistance dépannage Lincoln - Vous êtes couvert!

emorduage par panne).

Le permis de conduire du véhicule en permis jusqu'à la concessionnaire Ford au Ford Lincoln de 25 km du concessionnaire Ford Lincoln le plus près (limite d'un seul plus près, ou votre concessionnaire rendeur), si ce démarier est situé à moins de 25 km du concessionnaire Ford Lincoln le plus près (limite d'un seul

démarrage-secours).

service de dépannage (effetue sur les lieux de la panne).

Services couverts

enseignements généraux sur les services d'assistance dépannage

voire votre véhicule est en panne et que vous avez besoin d'un service de remorquage, d'un démarreur-secours, d'un dépannage, d'un dépannage au Canada ou aux États-Unis continental, et le service d'assistance technique que nous soyons en mesure de vous offrir.

embauscement pour remoduler le département

autre couverture est offerte uniquement pour les véhicules circulant sur les routes
bordées entretenues (les seules hors route), les chemins forestiers, etc., sont
clés qui ouvrent toutes les routes et tout autre site qui, à la discrédition du
ministère des Services, constitue des chemins publics.

FICHE DE VALIDATION D'ENTRETIEN PÉRIODIQUE

Service de Qualité



NTRETIEN à 144 mois/240 000 km - Requis

Introduit dans les communautés supplémentaires selon les conditions d'assise dépendantes et de fonctionnement.

ENTRETIEN à 147 miles/245 000 km - Recommandé.		• Vérification de l'huile moteur
Date du rendez-vous _____ / _____ / _____		• Remplacement du filtre à huile
Prix _____		• Inspection multipoint
Date d'enregistrement _____ / _____ / _____		
km _____		
Ind. concessionnaire _____		
N° O.R. _____		
Signature autorisée _____		
Conditions spéciales d'utilisation, voir pages 14-15		

ENTRETIEN à 144 mois/240 000 km - Requis	Date du rendez-vous	Prix	Date d'entretien	km	Ind. concessionnaire	N° O.R.	Réception des notes (extrait du ticket de dépôt)	R
Rendement du filtre à huile	/ / / /							
Rendement du filtre à huile multifiltration	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
(extrait du ticket de dépôt)	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							
Rendement du filtre à huile moteur	/ / / /							

ENTRETIEN à 141 mois/235 000 Km - Recommandé.	
• Validation de l'huile moteur	
• Remplacement du filtre à huile	
• Inspection multifonction	
Date du rendez-vous	/ /
Prix	
Date d'enregistrement	
km	
Ind. concessionnaire	
N° O.R.	
Signature autorisée	
Conditions spéciales d'utilisation.	
Voir pages 14-15	

FEUILLE DE VALIDATION D'ENTRETIEN PÉRIODIQUE
POUR L'ANNEE-MODELE 2004

Service Quality

ENTRETIEN à 38 mois/230 000 km - Rendus	
Date du rendez-vous	/ /
Prix	/
Date d'entretien	/ /
km	
Ind. concessionnaire	
N° O.R.	
Signature autorisée	

ENTRETIEN à 135 m/s/225 000 km - Recommandé.	
• Validation de l'huile moteur	
• Remplacement du filtre à huile	
• Inspection multipoint	
Date du rendez-vous	/ /
Date d'entretien	/ /
km	
Ind. concessionnaire	
N° O.R.	
Signature autorisée	
Conditions spéciales d'utilisation.	
Voir pages 14-15	

ENTRETIEN à 138 mois/230 000 km - Réquis

ENTRETIEN à 135 mois/225 000 km - Recommandé*

ENTRETIEN à 129 mols/215 000 km - Recommandé.	
• Utilisation de l'huile moteur	
• Remplacement régulier du filtre à huile	
• Inspection multipoint	
Date du rendez-vous	/ /
Date d'enregistrement	/ /
km	
Ind. concassionnaire	
N° O.R.	
Signature autorisée	
Conditions spéciales d'utilisation.	
Voir pages 14-15	

INTERTIEN à 132 mois/220 000 km - Réquis

ENTRETIEN à 129 mois/215 000 km - Recommandé*

POUR LANNEE-MODELE 2004

FICHE DE VALIDATION D'ENTRETIEN PERIODIQUE

Service Quality

FICHE DE VALIDATION D'ENTRETIEN PÉRIODIQUE

POURLANNE-MODELE 2004

Service de Qualité



ENTRETIEN à 81 mois/135 000 km - Recommandé	
Date du rendez-vous	/ /
Vidange de l'huile moteur	
Inspection multipleur	
Remplissage du filtre à huile	
Validation multipleur	
Date du rendez-vous	/ /
Prx	
km	
Ind. concessionnaire	
N° O.R.	
Signature autorisée	
Conditions spéciales d'utilisation.	
Voir pages 14-15	

ENTRETIEN à 87 mois/145 000 km - Recommandé	
Date du rendez-vous	/ /
Vidange de l'huile moteur	
Inspection multipleur	
Remplissage du filtre à huile	
Validation multipleur	
Date du rendez-vous	/ /
Prx	
km	
Ind. concessionnaire	
N° O.R.	
Signature autorisée	
Conditions spéciales d'utilisation.	
Voir pages 14-15	

ENTRETIEN à 90 mois/150 000 km - Requis	
Date du rendez-vous	/ /
Vidange de l'huile moteur	
Inspection multipleur	
Remplissage du filtre à huile	
Validation multipleur	
Date du rendez-vous	/ /
Prx	
km	
Ind. concessionnaire	
N° O.R.	
Signature autorisée	
Conditions spéciales d'utilisation.	
Voir pages 14-15	

POUR LA NÉE-MODELE 2004

FICHE DE VALIDATION D'ENTRETIEN PÉRIODIQUE

Service Quality

ENTRETIEN à 63 mois/105 000 km - Recommandé.		Vidange de l'huile moteur	
ENTRETIEN à 57 mois/95 000 km - Recommandé.		Vidange de l'huile moteur	
<p>Date du rendez-vous / / /</p> <p>Date de dernière / / /</p> <p>Prix / / /</p> <p>km / / /</p> <p>Ind. concessionnaire / / /</p> <p>N° O.R. / / /</p> <p>Signature autorisée / / /</p>		<p>Voir Pages 14-15 Conditions spéciales d'utilisation</p> <p>Voir Pages 14-15 Conditions spéciales d'utilisation</p>	
<p>Date du rendez-vous / / /</p> <p>Date de dernière / / /</p> <p>Prix / / /</p> <p>km / / /</p> <p>Ind. concessionnaire / / /</p> <p>N° O.R. / / /</p> <p>Signature autorisée / / /</p>		<p>Voir Pages 14-15 Conditions spéciales d'utilisation</p> <p>Voir Pages 14-15 Conditions spéciales d'utilisation</p>	

中

FICHE DE VALIDATION D'ENTRETIEN PÉRIODIQUE

Service Quality

ENTRETIEN à 51 mois/85 000 km - Recommandé.		• Vidange de l'huile moteur
ENTRETIEN à 45 mois/75 000 km - Recommandé.		• Vidange de l'huile moteur
<p>Date du rendez-vous / /</p> <p>Prx / /</p> <p>Date d'entretien / /</p> <p>km / /</p> <p>Ind. concessionnaire</p>		• Remplacement du filtre à huile
<p>Date du rendez-vous / /</p> <p>Prx / /</p> <p>Date d'entretien / /</p> <p>km / /</p> <p>Ind. concessionnaire</p>		• Vidange de l'huile moteur
<p>Signature automobile</p> <p>N° O.R.</p>		• Inspection multiple
<p>Signature automobile</p> <p>N° O.R.</p>		• Inspection multiple



Service Quality

FICHE DE VALIDATION D'ENTRETIEN PÉRIODIQUE

21072txt Lincoln.qxp 6/11/03 6:34 PM Page 4

中

POUR LA NÉE-MODELE 2004

FICHE DE VALIDATION D'ENTRETIEN PÉRIODIQUE

Service de Qualité

Signature autorisée	

N° O.R.	
Ind. conges/missionnaire _____	
km _____	
Date d'enregistrement _____ / _____ / _____	
Prix _____	
Date du rendez-vous _____ / _____ / _____	
• Remplacement d'un filtre à huile	
• Remplacement d'un filtre à huile	
• Inspection multipoint	
• Inspection et permis de conduire	
des pneus	
ENTRETIEN à 18 mois / 30 000 km - Requis	

ENTRETIEN à 15 mois / 25 000 km - Recommandé	
Date du rendez-vous	/ /
Prix	/ /
Date d'entretien	/ /
Véhicule de l'huile moteur	
• Remplacement du filtre à huile	
• Inspection multipoins	
Sigle autorisé	
Conditions spéciales d'utilisation	
Voir pages 14-15	
Indication nominative	
N° O.R.	
Signature autorisée	

ENTRETIEN à 9 mois/15 000 Km - Recommandé.	Vérifiez que le moteur fonctionne correctement et que la huile est remplie et au bon niveau.
Date du rendez-vous _____ / _____ / _____	Préparez la voiture pour l'entretien et assurez-vous que la huile est remplie et au bon niveau.
Date d'entretien _____ / _____ / _____	Effectuez l'entretien et vérifiez que tout fonctionne correctement.
km _____	Indiquez la distance parcourue depuis la dernière visite.
Ind. concessionnaire _____	Indiquez l'identifiant de la concessionnaire.
No D.R. _____	Indiquez le numéro de document de réception.
Sigle/autrice utilisée _____	Indiquez le sigle ou la signature de l'autrice.
Conditions spéciales d'utilisation, voir pages 14-15	

Signature autorisée	
N° O.R.	
Ind. concours/nom	
km	
Date d'entretien	/ /
Prénom	/ /
Date du rendez-vous	
• Remplacement d'un filtre à huile	
• Vidange de l'huile moteur	
• Inspection multiple	
• Inspection multiple	
des pneus	
ENTRETIEN à 6 mois / 10 000 km - Rappels	

Compte tenu des conditions de conduite auxquelles vous le soumettez, votre véhicule Lincoln nécessite les services d'entretenir périodique suivants, selon la date et le kilométrage indiqués sur le tableau des intervalles ci-dessous.

Service Quality

ENTRETIEN à moins de 3 mois / KM - Recommandé	• Validez de l'heure moteur
Date du rendez-vous _____ / _____ / _____	• Remplacement du filtre à huile
Prix _____	• Inspection multiphase
Date d'enlèvement _____ / _____ / _____	
km _____	
Ind. Concurrencenaire _____	
N° O.R. _____	
Signature autorisée	Conditions spéciales d'utilisation, voir pages 14-15

Compte tenu des conditions de conduite auxquelles vous d'entretenir périodique suivants, selon la date et le kilométrage

INSCRIPTION PRÉLIVRAISON	
Date	_____ / _____ / _____
km	_____
Ind. concessionnaire	_____
Date du premier rendez-vous	_____ / _____ / _____
Conseiller en vente	

FICHE DE VALIDATION D'ENTRETIEN PÉRIODIQUE

RENSEIGNEMENTS IMPORTANTS À L'INTENTION DU PROPRIÉTAIRE

et pour l'environnement

Source : Guide du bon sens au volant, <http://oeuvre.ca/vehicul>

Chile Firma Canadá, nous avions à cœur de protéger l'environnement

Un magasin en mauvaise santé peut atteindre la consommation d'essence

Evitez de laisser tourner le moteur au ralenti

Ne laissez jamais votre pied gauche sur la pédale de freins pendant que

que nécessaire. C'est en outre une pratique dangereuse car les flux de réimagine

Tenez-vous en à la limite de vitesse autorisée. Les essais individualisent que la plupart des véhicules consomment environ 10 p. 100 moins de carburant lorsqu'ils sont conduits à 90 km/h plutôt qu'à 100 km/h. Et ce conduisant à 110 km/h plutôt qu'à 90 km/h, vous augmentez votre consommation de carburant environ 20 p. 100!

Debout et assis - vous allez également au point

De lourds sacs de sable et de sel laissés dans le coffre sont inutiles le printemps, l'été ou l'automne. Ces surplus de poids gâsserie l'essence et votre agent.

RENSEIGNEMENTS IMPORTANTS À L'INTENTION DU PROPRIÉTAIRE

POUR L'ANNÉE-MODELE 2004

Visitez le site www.lincolincanada.com

Le site Web Lincoln de Ford Canada renferme des renseignements qui pourraient vous être utiles. À partir du site www.lincolincanada.com, vous pouvez télécharger un matériau imprimé, communiquer avec nous par courriel, répéter le concessionnaire de cet outil précieux.

Vous pouvez obtenir une protection supplémentaire pour votre véhicule en achetant un Programme d'entretien prolongé (PEP) de Ford. Le PEP Ford est le seul contrat d'entretien endossé par Ford Canada. Selon le programme choisi, le PEP offre des avantages tels que :

- couverture contre le coût des réparations après l'explosion de votre garantie limitée de véhicule neut;
- protéction contre le coût des réparations après l'explosion de votre garantie de véhicule de location;
- remboursement des frais de location;
- couverture contre certaines pièces d'entretien et d'usure;
- services d'assistance dépannage après l'explosion de votre garantie de base;
- services d'assistance dépannage après l'explosion de votre garantie de remboursement des frais de location;
- services d'assistance dépannage après l'explosion de votre garantie de temps, de distance et de franchise. Chaque programme a ses particularités propres, car il existe de nombreux combinaisons de conditions pour répondre aux différents besoins des conducteurs, y compris le temps, de distance et de franchise.

Vous pouvez acheter un PEP Ford chez n'importe quel concessionnaire Ford Canada participant. Il existe différents types de services combinables de remboursement des frais de remboursement de location.

Les personnes qui achètent un PEP Ford, vous obtenez la tranquillité d'esprit partout au Canada et aux États-Unis, grâce au réseau de plus de 5 000 concessionnaires Ford et Ford Lincoln.

NOTA : Les informations offertes en détails au Canada et aux États-Unis ne sont pas couvertes par le PEP Ford. Cette information n'est donnée qu'à titre indicatif. Demandez tous les détails au sujet des PEP Ford à votre concessionnaire.

RENOVATIONS SUR LA GARANTIE POUR L'ANNÉE-MODELE 2004

Votre véhicule est-il visé par la garantie limite de véhicule neuve?

La garantie limite de véhicule neuf décrite dans le présent livret

La garantie ne s'applique pas

• est énergie/structure/matière dans un pays autre que le Canada ou les Etats-Unis.

Si vous êtes le propriétaire subseqüent d'un véhicule Lincoln...
pour voir si il y a admissibilité à un remboursement
de réparation ou la facture acquittée à un concessionnaire Ford ou Ford Lincoln
que présente le véhicule de votre établissement. Pour les Ford, ces voitures peuvent être couvertes au titre de
l'assurance de la compagnie pour une réparation ou pour une réparation Ford ou Ford Lincoln
pour éviter d'avoir à débourser un montant supplémentaire.

Lundi au vendredi, de 8 h à 20 h (H.N.E.)
Samedi, de 9 h à 18 h (H.N.E.)

Programme de médiation/arbitrage (Canada seulement)

Adresssez-vous d'abord au directeur du service des ventes ou au directeur du service technique de votre concessionnaire. Si la question n'est pas résolue à ce stade, nous vous suggérons de déposer une plainte à la Commission canadienne des droits de la personne. Si vous avez des questions sur les droits et obligations des consommateurs, nous vous recommandons de consulter le site Web à l'adresse www.consumerscanada.ca.

Votez salissatclion révèle une importance capitale pour Ford Canada et à votre concurrence. Habitulement, les questions se rapportant à votre véhicule se sont résolues par le service des ventes ou le service technique de votre concessionnaire. Mais, par le service des ventes ou le service technique de votre concessionnaire.

Besoins d'aide? Nous sommes là pour vous aider!...

terme attenit).

Les avantages de l'assistance dépannage Lincoln vous sont cédés sans frais (pendant la durée de la couverture de base de 48 mois ou 80 000 km – selon le premier choc physique dans l'assurance pagy).

merci pour votre aide et pour votre temps. Je vous prie de croire que je suis à votre disposition pour toute question ou demande d'information.

Si vous êtes le propriétaire d'un véhicule électrique...

pour voir si il y a admissibilité à un remboursement.

Le succès normalisé du véhicule ne sort pas couvertes par la présente garantie.

euille prendre note de la distinction qu'il existe entre les termes « déféctuosités »

ouvert par la garantie.

prenez soin de votre véhicule et il prendra soin de vous !

ouste concurrence Ford Lincoln est en mesure de vous offrir le meilleur service dans les meilleures conditions possibles.

Examinez attentivement votre véhicule neut

Toute garantie ou condition tacite de qualité marchande ou d'adaptabilité est limitée à la durée de la garantie applicable, celle que présente aux présentes. IN Ford Canada lit le concessionnaire devant le présent au aucun cas, être tenu responsable de la perte du véhicule ou de ses pièces à des dommages physiques, pour autant qu'il ait été informé de l'origine de l'accident ou de toute autre cause de la perte du véhicule. Toute autre garantie ou condition tacite de qualité marchande ou d'adaptabilité est limitée à la durée de la garantie applicable, celle que présente aux présentes. IN Ford Canada lit le concessionnaire devant le présent au aucun cas, être tenu responsable de la perte du véhicule ou de ses pièces à des dommages physiques, pour autant qu'il ait été informé de l'origine de l'accident ou de toute autre cause de la perte du véhicule. Toute autre garantie ou condition tacite de qualité marchande ou d'adaptabilité est limitée à la durée de la garantie applicable, celle que présente aux présentes.

Les garanties exprimées énumérées précédemment excluent et remplacent toute responsabilité quelle que soit émanant de la législation, du droit ou la responsabilité morale ou de toute autre responsabilité résultant de la loi ou de toute autre mesure ou de toute autre disposition légale ou réglementaire ou autre condition tacite de qualité marchande ou d'adaptabilité du véhicule.

Limits de la garantie de véhicule neutre
Les couvertures décrites précédemment dans la garantie limitée de véhicule neutre constituent les seules garanties expressées de Ford Canada et du concessionnaire vendue. Vous pourrez avoir d'autres droits, lesquels peuvent varier selon les

RENGÉNEMENTS SUR LA GARANTIE
POUR L'ANNÉE-MODELE 2004

Entretenen/sure

La garantie limitee de vehicule neutre ne couvre pas les pieces et la main-d'oeuvre necessaires au bon entretien du vehicule ni le remplacement des pieces d'usure (a l'exception des elements dechir a la page 5). En tant que proprietarie du vehicule, vous etes responsable de ces pieces et interveentions.

- Les véhicules aménagés en caravanes Town Car qui ne sont pas dotés de l'option Premium aménagement "Lumosuite" (4/18).
- Les véhicules aménagés en limousines Town Car qui ne sont pas dotés de l'option dassurance (une telle mention annule la garantie limite de véhicule neutre).
- Les véhicules ayant été détaillés de « Perre totale » par une compagnie récupération (c'est-à-dire la garantie limite de véhicule neutre).
- Les véhicules ayant été détaillés de « Perre totale » par une compagnie récupération (c'est-à-dire la garantie limite de véhicule neutre).
- Les véhicules qui sont le titre de propriété porté ou à déclarer portent une mention suivante : « démontage, remise en condition, réfection ou réparation de véhicules ».
- Les véhicules suffisamment longue pour rendre impossible l'évaluation de la distance de temps suffisamment longue pour empêcher kilométrage déclaré une période suffisante. Le non-remplacement du compteur kilométrique déclare que la distance de temps suffisamment longue pour empêcher kilométrage déclaré une période suffisante.
- Les dommages causés par la pose de ces pièces aux Ford, ou possède par des carrossiers-constructeurs ou des constructeurs autres que Ford, ou possède des éléments de votre véhicule qui ne sont pas des pièces d'origine Ford.
- Les pièces de votre véhicule qui ne sont pas des pièces d'origine Ford et qui sont utilisées pour améliorer la performance ou la classification de la distance.

RENGÉGEMENTS SUR LA CARACTÈRE
POUR L'ANNÉE-MODELE 2004

les produits chimiques appétissants par le client ou renversés accidentellement; l'emploi de liquides contenant des nanoparticules; réalisés à ces dispositifs (par exemple, systèmes d'assainissement et d'admission); dans les conditions de travail; les dispositifs d'assainissement et de collecte des déchets; les produits chimiques appétissants par le client ou renversés accidentellement; le fait de traverser une étraveuse d'eau suffisamment profonde pour que de l'eau soit aspirée dans le moteur;

NOTE : La garantie ne couvre pas les pièces ayant subi de tels dommages.

dommages résultant de l'utilisation abusive ou de l'entretien incorrect.

La garantie limite de véhicule ne couvre pas la corrosion superficielle et la déterioration de la peinture, des garnitures, de la sellerie et autres articles décoratifs résultant de l'utilisation abusive ou de l'entretien incorrect.

La garantie limite de véhicule couvre pas la corrosion superficielle et la déterioration de la peinture, des garnitures, de la sellerie et autres articles décoratifs résultant de l'utilisation abusive ou de l'entretien incorrect.

- les flentes d'oiseaux et d'insectes
- sur la pelouse ou le vêtre, par exemple
- les bosses ou le sèvre
- le sel, la gélée
- les empêtres
- leau ou les inondations
- les étaillées, brûlures, perforations ou déchirures
- les entailles
- ommagages résultant d'un entretien imprévisible

Ce qui n'est pas couvert par cette garantie limitee de vehicule neutre

Cela signifie que les accessoires Ford achetés avec votre véhicule neutre sont possédés par le concessionnaire Sotc courtois pendant toute la durée de votre garantie limitée de véhicule neutre — soit 48 mois ou 80 000 Km (selon le premier échéché).

même modèle que les pneus d'origine. Sauf si cette mesure ne soit pas suffisante, on peut alors envisager d'ajouter des pneus de plus grande taille. Dans certains cas, Ford peut permettre le remplacement des pneus par des pneus d'une autre marque ou d'un autre modèle. Il existe également des options pour les pneus de remplacement. Ces options sont encore meilleures si la marque d'origine offre des options supplémentaires.

une autre chose que de faire évoluer les choses. C'est pour cela que nous avons mis en place une plateforme de dialogue avec les partenaires sociaux, qui nous permet de mieux comprendre les besoins et les attentes des citoyens. Nous nous engageons à travailler ensemble pour trouver des solutions concrètes et durables à ces défis. Nous croyons fermement que la participation citoyenne est essentielle pour réussir à créer une société meilleure et plus équilibrée.

- vous avez utilis   et entretenu votre v  hicule conform  m  ent aux instructions
- le diagnostic ou les pi  ces, tout dispositif ou syst  me am『p;liuation si :
- d'entretien envoies dans le pr  sent guide et dans votre Guide du propri  taire;
- votre v  hicule ne satisfait pas aux normes d'antipollution et d'entretien applica-
bles pendant la dure   de la garantie de 48 mois ou 80 000 km (selon le premier

RENSÉIGNEMENTS SUR LA GARANTIE POUR L'ANNEE-MODELE 2004

Yotre garantie de véhicule neuf

sur les garanties. Les détaillants doivent se munir de la section du présent Guide d'information du propriétaire (pages 4 à 11) portant la réfection suivante demandée par les détaillants de garantie à la fin de la période de garantie. Le véhicule doit être remis au porteur Ford dans les véhicules lancés jusqu'en mai 2004 de Ford Canada, dont le moteur remis au porteur.

Qui est autorisé à effectuer des réparations sous garantie?

Vous devrez toutefois confirmer la préparation de votre véhicule Lincoln à un concours régional. Lors de l'inscription, il sera nécessaire de fournir des renseignements

vous vous recommandons de ramener votre véhicule chez votre concessionnaire pour une réparation sous garantie, puisque la réparation est en mesure d'assurer le service de préparation sous garantie.

Le véhicule doit conserver une certaine préparation au cas où un concours automobile ou une course de rallye devraient être organisés. Dans certains cas, Ford peut autoriser que la préparation de l'auto soit utilisée pour la préparation de l'épreuve.

Qui paye les réparations sous garantie?

Ford Canada couvre le coût des préparations courantes par la couverte de la corrosion, des dispositifs de retenue des occupants et des couvertures au titre de la garantie limitee de véhicule neutre.

sur la totalité ou une partie d'une réparation sous garantie. Lorsqu'une loi fédérale ou provinciale le prescrit, cette taxe doit être payée par vous, le propriétaire du véhicule.

Assistance transport

- #### Les gammes/plaquettes de friens

Les concessionnaires Ford Canada autorisés, dès l'ouverture pendant 12 mois ou 20 000 km, selon le remplacement est requis en raison d'une défaillance :
e :

ne qui n'est pas couvert par cette garantie

Guide d'information du propriétaire et

à l'exception des organes visés par les

Extreme attentif. Au titre de la couverture

légueur de la garantie et s'étend sur

Chile nell'la costruzione de base

15862

de la garantie».

on (selon le premier terme atteint). Il s'agit

initiale du véhicule à un acheteur au

Fragebogen

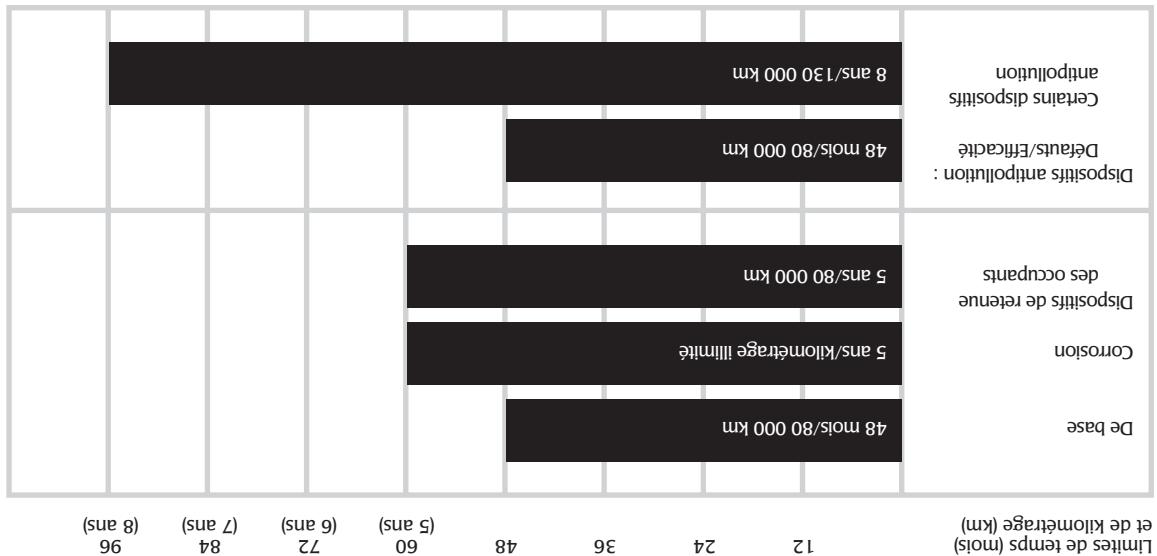
Digitized by srujanika@gmail.com

6

111

Quand la garantie entre-t-elle en vigueur?

veuillez vous reporter à la section du Guide d'information du propriétaire portant sur les garanties (pages 5 à 11).
Ce tableau ne reproduit que des généralités. Pour de plus amples renseignements sur ces couvertures,



Vale d'ensemble de la garantie

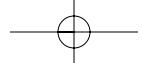
POURLANNE-MODELE 2004
RENSEIGNEMENTS SUR LA GARANTIE



Renseignements sur la garantie pour l'annee-modèle 2004	Page
Votre garantie limitee de la garantie	4
Qui est autorise a effectuer des reparations sous garantie?	5
Quand le paye les reparations sous garantie?	5
En quoi consiste la couverture de base?	5
Assistance transport	6
Couverture contre la corrosion	6
Couverture des dispositifs de retenue des occupants	6
Couverture des dispositifs antipollution	6
Garantie des pneus	7
Couverture des vehicules	8
Ce n'est pas couvert par cette garantie	8
Renseignements importants concernant les vehicules	9
Amendages en limousines et en cabriolets Town Car	9
Limites de la garantie des vehicules neutres	10
Exemples de garantie et de vehicule neutre	10
Prenez soin de votre vehicule et il prendra soin de vous!	10
Votre vehicule est-il visible par la garante	11
Vous partez en voyage?	11
Si vous etes le proprietaire subsequent	11
Besoin d'aide? Nous sommes la pour vous aider	11
Visitez le site www.lincolnchryslercanada.com	12
Programme de reparation prolongee Ford	12
Vos habitudes de conduite peuvent faire la difference	13
— pour vous et pour l'environnement	13
Entretien periodique	14
— Pour votre satisfaction au volant	14

Page	Protégéz votre investissement.	4
14	Quel calendrier d'entretien vous convient le mieux?	14
14	Conditions spéciales d'utilisation	14
14	Véritables instructions effectuées par le propriétaire	15
15	Exigences d'entretien additionnelles	15
15	Renseignements additionnels sur le Web	15
16	Fiche de validation d'entretien périodique	16
29	Assistance dépannage — Pour votre tranquillité d'esprit	29
29	Admissibilité au service d'assistance dépannage Lincoln	29
29	Une carte d'assistance dépannage à conserver	29
29	— Vous êtes couvert	29
29	Service d'assistance dépannage Lincoln	29
29	— Vous êtes couverte dépannage Lincoln	29
29	Renseignements pour remorquage et dépannage	29
29	Déverrouillage-secours	30
30	Rembourrement des dépenses de voyage	30
30	Vous partez en voyage? Laissez-nous vous	30
30	Slidér à vous préparer	30
30	Si vous devez présenter une demande de remboursement	30
30	Prorogez les avantages du programme	30
30	Assistance dépannage	30
30	Rembourrement des dépenses de voyage	30
30	en situation d'urgence	30
30	Rembourrement des dépenses de voyage	30
30	Vous partez en voyage? Laissez-nous vous	30
30	Slidér à vous préparer	30
30	Si vous devez présenter une demande de remboursement	30
30	Prorogez les avantages du programme	30
30	Votre satisfaction dépannage	30
31	La compagnie d'assurance	31
31	Le devis	31
31	les places	31
31	Votre sécurité	31
31	Votre satisfaction.	31
31	Formulaires	31
31	— Encarts	31

TABLE DES MATIÈRES



1 800 387-9333
www.lincolncanada.com

Brant Noltie
 Directeur, Satisfaction de la Clientèle
 Ford du Canada Limitee

161 SE4
 Oakville, Ontario
 The Canadian Road



Recevez mes salutations distinguées,

Ford Canada et nos concessionnaires se fient à vous pour votre véhicule. Aussi, nous vous souhaitons bonne route !
 toutes les années que vous passerez au volant de votre véhicule. Nous tenons à assurer votre tranquillité d'esprit pendant

- les services d'assistance dépannage pour votre véhicule.
- les services d'entretien périodique pour votre véhicule.
- la garantie limitée de votre véhicule neut Lincoln;

Grâce à l'information du propriétaire à suivre les recommandations qu'il vous énoncées. Ce guide renferme :
 Afin de contribuer à préserver l'excellente qualité de votre véhicule Lincoln, nous vous encourageons à bien lire le présent
 technique, et à cette fin, il suffisent des pièces approvées par Ford.
 Nos concessionnaires Lincoln se font un devoir d'atteindre les normes les plus élevées de service à la clientèle et de compétence
 autour de cette approche que stratégique la construction de nos véhicules, de même que leur entretien au cours des années à venir.

Chez Ford du Canada Limitee, nous sommes d'avids que pour assurer au rôle de chef de file en matière de produits automobiles
 avec vous au cours des années à venir.

C'est avec grand plaisir que nous vous accueillons au sein de la famille Lincoln. Nous tenons à ce que vous puissiez profiter
 de tous les avantages de posséder un véhicule Lincoln, et nous nous réjouissons à la perspective de bâtir d'excellentes relations

Au propriétaire d'un véhicule neut Lincoln,



VOTRE SATISFACTION, NOTRE PRIORITE

