Ford Motor Company

LINCOLN

CUSTOMER INFORMATION GUIDE
WARRANTY, MAINTENANCE
AND ROADSIDE ASSISTANCE

7W1J-19G218-AA
August 2006



2007

WARRANTY, MAINTENANCE AND ROADSIDE ASSISTANCE FOR 2007 MODEL LINCOLN VEHICLES

OWNER AND VEHICLE IDENTIFICATION

First Name _____ Last Name _____

Street _____ Apt. No. _____ City _____

Province _____ Postal Code _____ Residence Phone _____ Business Phone _____

Vehicle Identification Number _____

Warranty Start Date (MM/DD/YY) _____ / _____ / _____ Model _____ Key Tag No. _____

Dealer Name _____ Dealer Code _____

Dealer Phone No. _____

IMPORTANT:

Please keep this Customer Information Guide in your vehicle at all times. This Guide should be presented to your Ford or Ford Lincoln dealer whenever your vehicle requires servicing.

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

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 Customer 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,



Seana Chadwick
Director, Customer Service Operations

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

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

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Warranty Coverage At-A-Glance

Warranty coverage by Time (months) and Distance Travelled (km)	12	24	36	48	60 (5 years)	72 (6 years)	84 (7 years)	96 (8 years)
Basic	**48 months/80,000 km**							
Corrosion	**5 years/unlimited distance**							
Powertrain	**6 years/110,000 km**							
Safety Restraint System	**5 years/100,000 km**							
Emissions: Defect/performance	**48 months/80,000 km**							
Certain Emission Parts	**8 years/130,000 km**							

This chart shows general information only. Please refer to the Warranty Section (pages 5-13) in this Customer Information Guide for detailed information regarding each of these warranty coverages.

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 2007 Model 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 5-13) of this Customer 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 New Vehicle Limited Warranty Coverage during the "time and distance travelled" limits of the New Vehicle Limited Warranty.

Parts (excluding tires) replaced under the New Vehicle Limited Warranty receive the greater of: (i) a 3 month or 5,000 km (whichever occurs first) warranty or (ii) the balance of the New Vehicle Limited Warranty, and such warranty shall be subject to the terms and conditions of the New Vehicle Limited Warranty.

NOTE: Tires replaced under the New Vehicle Limited Warranty receive the balance of the Basic Coverage only. See "Tire Warranty" on page 8 and 9 for details.

Federal or provincial governments may require an environmental or disposal tax (levy) on all or a portion of a warranty repair, in which case 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 COVERED?

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 following coverages and those items listed under "What is Not Covered Under this New Vehicle Limited Warranty?" on pages 9-11.

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.

Roadside Assistance 1-800-387-9333

Your vehicle is eligible, within Canada or the continental United States, for the Lincoln Roadside Assistance Program. This program is separate from the New Vehicle Limited Warranty coverage, but is concurrent with the 6 years or 110,000 km (whichever occurs first) Powertrain Coverage period.

Towing required because of a warrantable failure beyond the 6 years or 110,000 km (whichever occurs first) Powertrain Coverage is covered under any remaining applicable New Vehicle Limited Warranty coverage. Please refer to the Lincoln Roadside Assistance Section of this Customer Information Guide for complete details (pages 32-34).

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 10.

Powertrain Coverage

Under the New Vehicle Limited Warranty, the Powertrain Warranty Coverage covers certain components against defects in factory-supplied materials or workmanship for 6 years or 110,000 km (whichever occurs first) from the original warranty start date. The covered components listed under the Powertrain Warranty are:

Engine - All internal lubricated parts; cylinder block; cylinder heads; electrical fuel pump; engine mounts; flywheel; injection pump; manifold (intake and exhaust); manifold bolts; oil pan; oil pump; powertrain control module; seals and gaskets; thermostat; thermostat housing; timing chain cover; timing chain gears and belts; turbocharge/supercharge unit (factory installed); valve covers; water pump.

Transmission - All internal parts; clutch cover; seals and gaskets; torque converter; transfer case (including internal parts); transmission case; transmission mounts.

Front-Wheel Drive - Axle shafts; front-wheel bearings; rear-wheel bearings; centre support bearing; drive shafts; final drive housing (including all internal parts); hubs-automatic front locking (four-wheel drive); locking rings (four-wheel drive); seals and gaskets; constant velocity and universal joints.

Rear-Wheel Drive - Axle shafts; front-wheel bearings; rear-wheel bearings; centre support bearing; drive axle housing and all internal parts; drive shaft; propeller shafts; retainers; supports; seals and gaskets; universal and constant velocity joints.

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 100,000 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 emissions related defects 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 “Parts Covered by the Emissions Defect and Performance Warranties” on page 8.

Emissions Performance Warranty Coverage

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

- If you have maintained and operated your vehicle according to the instruction on proper care in this Customer 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 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.

Parts Covered by the Emissions Defect and Performance Warranties

Air Flow Sensor; Air/Fuel Feedback Control System and Sensors; Air Induction System; Altitude Compensation System; Catalytic Converter; Electronic Engine Control Sensors and Switches; Electronic Ignition System; Evaporative Emissions Control System; Exhaust Gas Recirculation (EGR) System; Exhaust Manifold; Exhaust Pipe (Manifold to Catalyst); Fuel Filler Cap and Neck Restrictor; Fuel Injection System; Fuel Injector Supply Manifold; Fuel Tank; Idle Air Control (IAC) Valve; Ignition Coil and/or Control Module; Intake Manifold; 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; Throttle Air Control Bypass Valve; Throttle Body Assembly (MFI); Transmission Control Module.

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

Parts that should be replaced as per Ford's Scheduled Maintenance Services are covered against defects in materials or workmanship made or supplied by Ford until the earlier of:

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

Emissions Defect/Performance Warranty:

Additional Parts Covered

Ford also provides the following coverage for emissions related defects for parts listed below including labour and diagnosis for 8 years or 130,000 km (whichever occurs first).

- Catalytic converter
- Powertrain control module (PCM)
- On board diagnostic device
- Electronic emission control unit
- Transmission control module

Tire Warranty

Two separate warranties apply to the tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory-supplied materials or workmanship during the Basic Coverage period of 48 months or 80,000 km (whichever occurs first) for 100% of labour costs and on a pro rata adjustment basis for parts (see the Reimbursement Schedule below). Defective tires will be replaced on a pro rata adjustment basis according to the following kilometre-based Reimbursement Schedule.

Vehicle Distance Travelled	Percent of Parts Covered by Ford
1-20,000 km	100%
20,001-40,000 km	60%
40,001-60,000 km	30%
60,001-80,000 km	15%

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.

Normal tire wear or damage is not reimbursable. See page 11 for details of what is not covered.

Warranty Coverage for Specified Components

The following: brake lining pads, wiper blades, windshields, wheel balance and alignment are covered against defects in factory-supplied materials or workmanship for 12 months or 20,000km (whichever occurs first).

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 Basic Coverage period.

This means that Ford Accessories purchased along with your new vehicle and installed by the dealer are covered for the full length of your Basic Coverage period – 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 result from use and/or exposure to the elements.

Examples are:

- Stone Chips and Scratches (e.g. on paint and glass)
- Dings/Dents
- Lightning and Hail
- Earthquake
- Cuts, Burns, Punctures or Tears
- Bird and Bee Droppings
- Road Salt and Tree Sap
- Windstorm
- Water or Flood

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 Customer 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 Customer Information Guide (pages 16-18) for instructions on proper maintenance of your vehicle.

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 items listed under Some Maintenance and Wear Items Have Limited Coverage).

You, as the owner, are responsible for these items. Here are examples:

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

Parts that should be replaced as per Ford's Scheduled Maintenance Services are covered against defects in materials or workmanship made or supplied by Ford until the earlier of:

(A) The first replacement time that is specified in your Owner's Guide and/or this Customer Information Guide; or

(B) The "time and distance travelled" limits of the New Vehicle Limited Warranty (whichever occurs first).

Some Maintenance and Wear Items Have Limited Coverage

Ford of Canada dealers will replace the following maintenance and wear items for 12 months or 20,000km (whichever occurs first) if required due to failure caused by normal wear and tear.

- Brake pads and linings
- Wiper Blades

Other Items/Conditions Not Covered by this Warranty

Examples of other items that are not covered are:

- Non-Ford parts of your vehicle including Non-Ford parts 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*
- Ford Authorized retail parts are not eligible for the balance of the New Vehicle Limited Warranty, however they may carry their own warranty (see your dealer for more information).

*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
- Tire vibration or ride harshness is not covered beyond 12 months or 20,000km (whichever occurs first) unless caused by a defect in factory supplied materials or workmanship.
- Retail tires are not eligible for the balance of the New Vehicle Limited Warranty Basic Coverage, however they may carry their own warranty (see your dealer for more information).

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?"*

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 short, 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 Customer Information Guide (pages 16-18) 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 19-31.

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 Customer Information Guide (postage paid).

The benefits of the Lincoln Roadside Assistance Program are transferred (within the Powertrain Coverage period of 6 years or 110,000 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 Customer Care Centre at (toll free) 1-800-387-9333 or through our web site at *www.lincolncanada.com*.

The Centre's address is as follows:

Customer Relationship Centre
Ford Motor Company of Canada, Limited
The Canadian Road
P.O. Box 2000
Oakville, Ontario, Canada
L6J 5E4

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.

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 Powertrain Warranty Coverage expires

You may purchase a 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 a 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.*

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



(Source: The AutoSmart Guide on-line at http://www.oee.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 Customer Information Guide (pages 16-18), 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 AutoSmart Guide, call Natural Resources Canada at 1-800-387-2000 or visit their web site at http://www.oee.nrcan.gc.ca/vehicles.

GENUINE PARTS & SERVICE

An Investment in Your Ownership Satisfaction

With Genuine Ford Parts and 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. Genuine Ford Parts and Service helps to protect your investment, maintain your warranty, and maximize the resale of your vehicle. 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 Customer 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 Customer Information Guide contains a **Scheduled Maintenance Validation Record** (pages 19-31). 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 Customer information Guide.
- We recommend that you also perform the **Owner Maintenance Checks** listed in this Customer Information Guide (page 18). These services are matters of day-to-day care that are also important to the proper operation of your vehicle.

Maintenance Interval

Ford Motor Company has recommended maintenance intervals for various parts and component systems based upon engineering testing. Ford Motor Company relies upon this testing to determine the most appropriate time or mileage for replacement of oils, fluids and parts to help protect your vehicle at the lowest overall cost to you and does not recommend maintenance schedules that deviate from the Ford Scheduled Maintenance Services listed in this Guide.

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** and automatic transmission fluid changes every **30 months or 50,000 km**, replace fuel filter every **20,000 km** (except MKZ and MKX), transfer case fluid every **100,000 km**, replace PCV valve (except 4.6 and 5.4 L engines) and spark plugs every **100,000 km**.

- You tow a trailer or use a camper or car-top carrier.
- Most trips include extensive idling and/or low-speed driving for long distances as in heavy commercial use.

- 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 (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) require more frequent replacement or service of wear components than the time and distance intervals shown in this publication.

Oils, Fluids and Flushing

In many cases, fluid (e.g. transmission, coolant) discoloration is a normal operating characteristic of the chemical compound and it should not be the sole reason for a fluid to be changed. Oils and Fluids identified in this Customer Information Guide should only be changed at the specified interval or if required for component repair. Flushing is a viable way to change fluid for many vehicle sub-systems during scheduled maintenance and should only be done using either the same fluid required to finish the maintenance procedure, or a Ford approved flushing chemical.

Chemicals and Additives

Non-Ford approved chemicals or additives are not required for factory recommended maintenance. In fact. Ford Motor Company recommends against the use of such additive products unless specifically recommended by Ford for a particular application.

Your vehicle is very sophisticated and built with multiple complex performance systems. Every manufacturer develops these systems using different specifications and performance features. That's why it's important to rely on your Ford or Ford Lincoln dealership to properly diagnose and repair your vehicle.

Additional Maintenance Requirements

Off-Road Use (Every 20,000 km)

- Inspect and lubricate automatic transmission and transfer case
- Check spring U-bolt torque
- Inspect the differential vent hose
- Check axle fluid for water contamination
- Repack front wheel bearings and hubs, where serviceable
- 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.

Factory Authorized System Checks

In the event that your vehicle experiences a component related concern, please contact your Ford or Ford Lincoln dealership. The Ford Motor Company Trained Technicians who work at Ford or Lincoln dealerships are specifically trained to understand your vehicle.

A proper repair begins with a thorough system check. A Factory Authorized Systems Check can ONLY be found at a Ford or Ford Lincoln dealership. In some circumstances, the Technician may need to request your authorization to perform additional operations to determine the final diagnosis. The Technician's goal is to ensure that your vehicle is fixed right the first time, at the best value to you.

The following list represents several of the Factory Authorized Systems Checks available at a participating Ford or Ford Lincoln dealer.

- **Air Conditioning**
- **Check Engine Light**
- **All Wheel Drive and 4X4**
- **Automatic Transmission**
- **Engine Cooling and Cabin Heating**
- **Steering and Suspension**
- **Charge/Start/Battery**
- **Wheel Alignment**
- **Anti-Lock Brake System**

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 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 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.*

Note: The scheduled maintenance services are subject to change without notice.

GENUINE PARTS & SERVICE

SCHEDULED MAINTENANCE VALIDATION RECORD

FOR 2007 MODEL YEAR

Based on your operating conditions, your Lincoln vehicle requires regularly scheduled maintenance at the time and distance (whichever occurs first) indicated on the following interval charts.

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

- Check and top up fluid levels:
  - brake
  - window washer
  - coolant recovery reservoir
  - automatic transmission
  - power steering
  - 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)

3 months/5,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____

Price: _____

Service Date: _____/_____/_____

KM: _____

Dealer Code _____

Auth. Signature _____

6 months/10,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____

Price: _____

Service Date: _____/_____/_____

KM: _____

Dealer Code _____

Auth. Signature _____

9 months/15,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

15 months/25,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

12 months/20,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

18 months/30,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

21 months/35,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

24 months/40,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

27 months/45,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

30 months/50,000 km SERVICE - Required 4

- 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 (except MKZ and MKX)
- Replace climate-controlled seat filters

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

33 months/55,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

36 months/60,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

39 months/65,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

42 months/70,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

45 months/75,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

48 months/80,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

51 months/85,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

54 months/90,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

57 months/95,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

60 months/100,000 km SERVICE - Required 3+4

- 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 fuel filter (except MKZ and MKX) and engine air filter
- Replace climate-controlled seat filters

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

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

63 months/105,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

66 months/110,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

69 months/115,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

75 months/125,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

72 months/120,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

78 months/130,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

81 months/135,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

84 months/140,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

87 months/145,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

90 months/150,000 km SERVICE - Required 4

- 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 (except MKZ and MKX)
- Replace climate-controlled seat filters
- Replace PCV valve (except 4.6 L and 5.4 L engines)
- Replace spark plugs

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

93 months/155,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

99 months/165,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

96 months/160,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

102 months/170,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

105 months/175,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

111 months/185,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

108 months/180,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

114 months/190,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

117 months/195,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

123 months/205,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

120 months/200,000 km SERVICE - Required 3+4

- 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 fuel filter (except MKZ and MKX) and engine air filter.
- Replace engine crank case filter
- Replace climate-controlled seat filters

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

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

126 months/210,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

129 months/215,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

135 months/225,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

132 months/220,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

138 months/230,000 km SERVICE - Required 2

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

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

141 months/235,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

144 months/240,000 km SERVICE - Required 3

- 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 _____
Auth. Signature _____

147 months/245,000 km SERVICE - Recommended* 1

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

*Special Operating Conditions, see pages 16-18

Appt. Date: _____/_____/_____
Price: _____
Service Date: _____/_____/_____
KM: _____
Dealer Code _____
Auth. Signature _____

150 months/250,000 km SERVICE - Required 4

- 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 _____
Auth. Signature _____

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 help 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 6 years or 110,000 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 6 years or 110,000 km (whichever occurs first) Powertrain 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.

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 33 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)

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 (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 Customer 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 Powertrain Coverage period. For a nominal yearly fee you can continue to enjoy this important benefit to help 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.

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. | City

Province | Postal Code | Residence Phone | Business Phone

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 32-34 of your Customer 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 information that you provide (i.e. contact and vehicle information, demographics, purchase and service experiences and preferences). We also collect information about your vehicle and your transaction from your dealer and information about your finance or lease contract from Ford Credit. This information is used to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material, which may be of interest to you. For these purposes, we share your information with Ford Credit, your dealer(s) or the dealer who has responsibility for the market area in which you reside. **If you do not want to receive marketing material from us or have your personal information shared as set out above, or to obtain our Privacy Policy or access your personal information, please call 1-800-565-FORD (3673).**

LINCOLN ROADSIDE ASSISTANCE
2007

LINCOLN ROADSIDE ASSISTANCE
1-800-387-9333

If your vehicle is stranded and requires towing, battery boosting, fuel (up to 10 litres), tire service, key service, or other roadside services, call (toll free) **1-800-387-9333.**

Roadside Assistance Coverage is 6 years or 110,000 km (whichever occurs first), and is separate from the New Vehicle Limited Warranty and Extended Service Plan. See Customer Information Guide for complete details.

LINCOLN

LINCOLN ROADSIDE ASSISTANCE
1-800-387-9333

- Towing
- Battery boosting
- Fuel (up to 10 litres)
- Tire service
- Key service
- Other roadside services

LINCOLN

LINCOLN ROADSIDE ASSISTANCE
1-800-387-9333

- Towing
- Battery boosting
- Fuel (up to 10 litres)
- Tire service
- Key service
- Other roadside services

LINCOLN

Ford Motor Company

LINCOLN ROADSIDE ASSISTANCE

Owner's Name

Vehicle Identification Number

Lincoln Roadside Assistance Coverage is 6 years or 110,000 km (whichever occurs first), and is separate from the New Vehicle Limited Warranty and Extended Service Plan. See Customer Information Guide for complete details.

LINCOLN ROADSIDE ASSISTANCE

Owner's Name

Vehicle Identification Number

Lincoln Roadside Assistance Coverage is 6 years or 110,000 km (whichever occurs first), and is separate from the New Vehicle Limited Warranty and Extended Service Plan. See Customer Information Guide for complete details.

LINCOLN

LINCOLN ROADSIDE ASSISTANCE 2007

SHOULD YOU FIND YOURSELF IN AN ACCIDENT SITUATION...

- **Check for injuries. If someone is injured, call for immediate assistance.**
- **Exchange information with all parties. Be sure to ask for names, phone numbers, addresses, insurance, etc.**
- **Report the accident to the local police – their report will assist you should you need to file a claim with your insurance company.**
- **Notify your insurance company as soon as possible, following the accident.**
- **We recommend that you take your vehicle to the nearest Ford or Ford Lincoln dealership.**

PLEASE HAVE THE FOLLOWING INFORMATION READY WHEN CONTACTING LINCOLN ROADSIDE ASSISTANCE:

- **Vehicle Identification Number (VIN)**
- **Odometer reading**
- **The location of your vehicle (address/nearest intersection)**



OWNER INFORMATION CHANGE CARD/
RÉVISION DES DONNÉES SUR LE PROPRIÉTAIRE

Odometer Reading/Lecture du compteur kilométrique

Vehicle Identification Number/Nº d'identification du véhicule

Mr. M. | Mrs. Mme | Miss | Dr. Dr | Ms

English | Français

First Name/Prénom

Last Name/Nom de famille

Street Address/Adresse

Apt. No./App.

City or Town/Ville ou village

Province

Postal Code/Code postal

E-Mail Address/Courriel

Year/Année | Mo./Mois | Day/Jour

Owner Signature/Signature du propriétaire

Ford of Canada collects information that you provide (i.e. contact and vehicle information, demographics, purchase and service experiences and preferences). We also collect information about your vehicle and your transaction from your dealer and information about your finance or lease contract from Ford Credit. This information is used to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material, which may be of interest to you. For these purposes, we share your information with Ford Credit, your dealer(s) or the dealer who has responsibility for the market area in which you reside. **If you do not want to receive marketing material from us or have your personal information shared as set out above, or to obtain our Privacy Policy or access your personal information, please call 1-800-565-FORD (3673).**

Ford Canada recueille des renseignements que vous fournissez (coordonnées, renseignements sur le véhicule, données démographiques, préférences, expériences d'achat et d'entretien). Nous recueillons également des renseignements sur votre véhicule et votre transaction, auprès de votre concessionnaire, ainsi que des renseignements sur votre financement ou location auprès de Crédit Ford. Ces renseignements sont utilisés pour administrer votre contrat d'achat ou de location, améliorer nos produits et services et vous proposer des services, des sondages ou du matériel publicitaire susceptibles de vous intéresser. Pour ces raisons, nous partageons les renseignements vous concernant avec Crédit Ford, votre concessionnaire ou le concessionnaire responsable de la région dans laquelle vous résidez. **Si vous ne voulez pas recevoir de matériel publicitaire de nous, ne voulez pas que vos renseignements personnels soient partagés, comme énoncé ci-dessus, et si vous désirez un exemplaire de notre politique de confidentialité ou voulez avoir accès aux renseignements personnels vous concernant, veuillez composer le 1 800 565-FORD (3673).**



CANADA POSTES
POST CANADA

Postage paid
if mailed in Canada
Business Reply Mail

Port payé
si posté au Canada
Correspondance-réponse d'affaires

4516931 01



1000010826-L6J5E4-BR01

CUSTOMER RELATIONSHIP CENTRE
FORD MOTOR COMPANY
OF CANADA, LIMITED
THE CANADIAN ROAD
P.O. BOX 2000
OAKVILLE, ON L6J 5E4

CENTRE DE RELATIONS
AVEC LA CLIENTÈLE
FORD DU CANADA LIMITÉE
THE CANADIAN ROAD
C.P. 2000
OAKVILLE, ON L6J 5E4