

Warranty Guide

Warranty and Roadside Assistance
2011 MODEL YEAR



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Warranty Guide



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Ford Motor Company of Canada, Limited
Litho in U.S.A.




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YOUR SATISFACTION IS OUR PRIORITY

Dear New 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 new vehicle characteristics of your Lincoln vehicle, we encourage you to read through this Warranty Guide and follow its recommendations. This Guide contains:

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

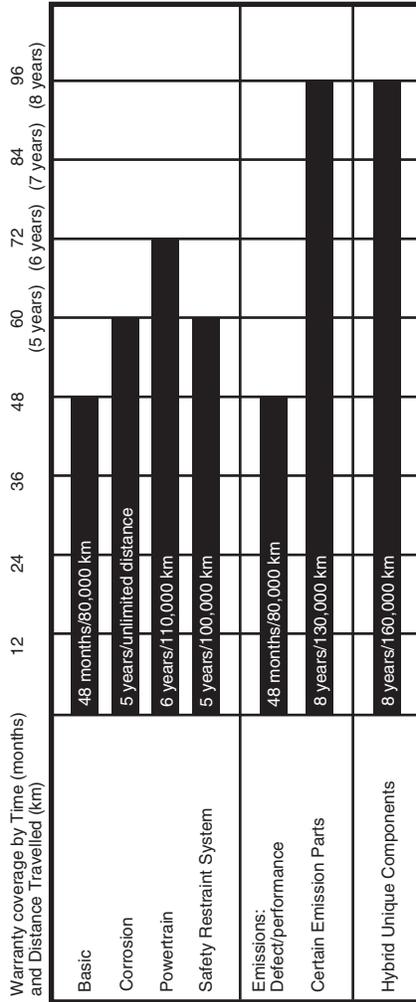
Ford of Canada and our dealerships look forward to being at your service. We wish you peace-of-mind throughout your ownership experience. Happy Motoring!

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

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

WARRANTY INFORMATION

Warranty Coverage At-A-Glance



This chart shows general information only. Please refer to the Warranty section in this Warranty Guide for detailed information.

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 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 Information* section of this Warranty Guide.

Who is Authorized to Do Warranty Repairs?

You must take your 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 instances, 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* (page 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".

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 warranties in this Warranty Guide, and those items listed under "What is Not Covered Under this New Vehicle Limited Warranty?" on page 10.

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Hybrid Unique Component Coverage

Under your New Vehicle Limited Warranty, the following components are covered against defects in factory supplied materials or workmanship for 8 years or 160,000 km whichever occurs first from the original warranty start date: High voltage Battery, DC/DC Converter, Electronically controlled continuously variable transmission, high voltage battery connector, fan assembly, thermistor probe, Hybrid Battery Pack Sensor Module (HBPSM), and Battery Energy Control Module (BECM).

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.

Lincoln 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, but the coverage 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 Warranty Guide for complete details (page 19).

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 materials (environmental fallout) for 12 months or 20,000 km (whichever occurs first). See "Damage Caused by Use and/or the Environment", page 11.

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; electronic engine control unit; engine mounts; flywheel; injection pump; manifold (intake and exhaust); manifold bolts; oil pan; oil pump; seals and gaskets; thermostat; thermostat housing; timing chain cover; timing chain gears and belts; 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) from the original warranty start date. 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.

WARRANTY INFORMATION

- 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 7.

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 instructions on proper care in this Warranty 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 emissions 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.

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; Controls for Deceleration; Electronic Engine Control Sensors and Switches; Electronic Engine Control Unit (ECU)*; 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 Bypass Valve; Ignition Coil and/or Control Module; Intake Manifold; Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System; PCV System and Oil Filler Cap; Secondary Air Injection System; Spark Control Components; Spark Plugs and Ignition Wires; Thermostat; Throttle Air Control Bypass Valve; Throttle Body Assembly (MFI); Transmission Control Module (TCM); Vacuum Distribution System.

*Includes hardware and emissions related software changes only.

Additional Parts Covered by the Emissions Warranty

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 Warranty Guide; or
- B. The “time and distance travelled” limits of the Defect and Performance Warranties (whichever occurs first)

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There may be additional coverage for these parts through the Powertrain Coverage. In any case, the warranty with the broadest coverage applies.

Your Ford or Ford Lincoln dealer maintains a complete list of parts covered by emissions warranties. For more details about the specific parts covered by the Emissions Defect Warranty, contact your dealer.

Emissions Defect/Performance Warranty:

Additional Parts Covered

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

- Catalytic converter
- On board emissions diagnostic device
- Electronic emission control unit (ECU)
- Transmission control module (TCM)

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 until the earlier of: (i) expiration of the Basic Coverage period of 48 months or 80,000 km (whichever occurs first); or (ii) until the tire requires normal replacement, 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 the New Vehicle Limited 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 14 for details of what is not covered.

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Unique Warranty Coverage for Specified Components

Brake lining*, clutch disc*, wiper blades*, windshields, wheel balance and alignment are covered against defects in factory-supplied materials or workmanship for 12 months or 20,000 km (whichever occurs first) from the original warranty start date. * Refer to page 12 for additional coverage information.

Genuine Ford Accessories Coverage

Ford of Canada warrants that its authorized dealers will repair or replace any Genuine Ford Accessory that is properly installed by the authorized dealer that sold the accessory and found to be defective in factory-supplied materials or workmanship during the warranty period noted below, 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 Genuine 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:

- Accident 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

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- Customer-applied chemicals or accidental spills
- Driving through water deep enough to cause water to be ingested into the engine or battery
- 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, deterioration, fading, discoloration and other appearance matters 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 Warranty 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 section in your Owner's Guide, for instructions on proper maintenance of your vehicle.

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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 Warranty Guide; or
- B. The "time and distanced 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 20,000 km (whichever occurs first) from the original warranty start date, 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 installation of 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", "flood", "junk", "reconstructed", "totaled", or "salvaged" (this will void the New Vehicle Limited Warranty)

WARRANTY INFORMATION

- 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*
- Converted Navigator Limousines that are not equipped with the Limousine Builder’s Package (17L) option*
- Ford Authorized Parts replaced other than under this New Vehicle Limited Warranty or pursuant to a Ford Customer Satisfaction Program or Ford Recall 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).

SYNC Hands-Free Communications and Entertainment System

If your vehicle is equipped with SYNC, the New Vehicle Limited Warranty does not cover repairs or replacement under certain conditions. Some examples include:

- Loss of personal recording media, software or data
- Failure to provide proper installation environment
- Damage caused by:
 - abnormal use such as insertion of foreign objects, fluid spillage
 - unauthorized modifications
 - computer or internet viruses, bugs, worms, Trojan Horses, cancelbots
 - installation of unauthorized software, peripherals and attachments
 - unauthorized, unapproved and/or incompatible repairs, upgrades and modification
 - the defective function of a cellular phone or digital media device (e.g., inadequate signal reception by the external antenna, viruses or other software problems)

*Important Information on Town Car and Navigator Limousine and Hearse Conversions:

Ford of Canada authorized only Lincoln Qualified Vehicle Modifiers (QVM's) to perform Lincoln Town Car and Navigator Limousine and Funeral Coach and 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 and Navigators are suitable for limousine and funeral coach and hearse conversions only if equipped with the proper Lincoln Limousine Builder's Package. The wheelbase on Lincoln Town Cars with the Builder's Package (418 or 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 3,401 kg (7,500 lbs). The wheelbase on the Lincoln

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Navigator with the Limousine Builder's Package (17L) may NOT be extended beyond 140" (270.8" total wheelbase) or in a manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 4,500 kg (9,900 lbs).

*If a Lincoln Town Car or Navigator limousine and funeral coach or hearse is NOT equipped with the Limousine Builder's Package or it is equipped with the Limousine Builder's Package but its wheelbase is extended beyond its limitations or its GVWR exceeds the weight limitations, then the New Vehicle Limited Warranty is voided, 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, warranty, recall and in-use compliance). Any other Lincoln vehicle converted to limousine and funeral coach or hearse will **void** the New Vehicle Limited Warranty.*

What is Not Covered Under the Tire Warranty:

Normal wear and/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 20,000 km (whichever occurs first) unless caused by a defect in factory supplied materials or workmanship
- Tires replaced other than pursuant to the New Vehicle Limited Warranty Tire Warranty are not eligible for the balance of the Tire Warranty, however they may carry their own warranty (see your dealer or the tire manufacturer 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 coverage 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.

In the province of Québec, none of the following limitations and exclusions will exclude or restrict the warranty provided for in Section 37 or 38 of the Québec Consumer Protection Act.

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 coverage 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 modifications, collision, misuse and lack of maintenance. Therefore, **damage is not covered under this warranty.**

WARRANTY INFORMATION

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 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 section in your Owner's Guide will invalidate warranty coverage on parts affected by improper maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and have the dealer complete the **Scheduled Maintenance Validation Record**.

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

The New Vehicle Limited Warranty described in this booklet will be void if the vehicle originally purchased in Canada, 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 this 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 Warranty 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
PO 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, charge or obligation, call your CAMVAP provincial administrator directly at 1-800-207-0685 or visit www.camvap.ca.



IMPORTANT OWNER INFORMATION

Log on to www.lincolncanada.com

The 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.

Lincoln Roadside Assistance — For Your Peace-of-Mind

We are pleased to welcome 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).

Lincoln Roadside Assistance Card for Your Wallet

For your convenience, please carry your 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 the Lincoln Roadside Assistance is a complimentary service. In the event that your new vehicle limited warranty is voided in whole or in part, your Roadside Assistance coverage may be limited and/or terminated by Ford of Canada without notice. Ford of Canada may terminate your Lincoln Roadside Assistance coverage at any time for any reason. There is no refund available to you in the event of termination.

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.

LINCOLN ROADSIDE ASSISTANCE

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 may reimburse you up to a maximum of \$100.00 per disablement. (See page 21 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 (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 may reimburse you up to \$100.00 (see page 21 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 may 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
- Vehicle rentals from bona fide 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 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 Warranty 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 Customer Claim Form. **Please include all original receipts and details of the event.** This will facilitate prompt handling and reimbursement of your claim

To acquire additional forms, please contact your 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 The Lincoln Roadside Assistance Program at any time without incurring any liability.



LINCOLN ROADSIDE ASSISTANCE

Extend Your Lincoln 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 any Lincoln of Canada dealer.

LINCOLN ROADSIDE ASSISTANCE CUSTOMER CLAIM FORM

1. PAYEE INFORMATION

First Name

Last Name

Street

Apt. No.

City

Province

Postal Code

Residence Phone

Business Phone

E-mail Address: _____

2. VEHICLE IDENTIFICATION NUMBER

3. YOU MUST INCLUDE THE FOLLOWING DOCUMENTS FOR CLAIM PROCESSING

- Paid receipts for reasonable covered expenses incurred within 3 days of disablement.
 - For disablement due to failure of components covered by your warranty coverage, a copy of the repair or work order.
 - Please allow 3–4 weeks for processing.
 - PLEASE INCLUDE paid receipts validated by the roadside service establishment and which clearly detail the nature of the service provided.
-

• **IMPORTANT:**

- Please refer to the Lincoln Roadside Assistance section of your Warranty 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.

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

Signature of Owner

Date

5. Sign and mail this complete form with receipts to:

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

Ford of Canada collects information that you provide (i.e. contact, vehicle information, demographics and relating to your purchase or service), transaction information from your dealer, and information about your finance or lease contract from Ford Credit. This information is used (by appropriate personnel with a business need) to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material and is stored in Dearborn, Michigan. 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 and we may use service providers outside Canada such as data processing, hosting, and call campaign services. **If you do not want to receive marketing material from us (deletion from marketing lists) or have your personal information shared as set out above, to obtain information about our Privacy Policy (www.ford.ca) including our service provider practices or to access or correct your personal information, please call a Customer Service Representative at 1-800-565-FORD (3673).**

OWNER INFORMATION CHANGE CARD/ FICHE DE RÉVISION DES DONNÉES SUR LE PROPRIÉTAIRE

Odometer Reading/Lecture du compteur kilométrique

Vehicle Identification Number/N^o 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, vehicle information, demographics and relating to your purchase or service), transaction information from your dealer, and information about your finance or lease contract from Ford Credit. This information is used (by appropriate personnel with a business need) to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material and is stored in Dearborn, Michigan. 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 and we may use service providers outside Canada such as data processing, hosting, and call campaign services. **If you do not want to receive marketing material from us (deletion from marketing lists) or have your personal information shared as set out above, to obtain information about our Privacy Policy (www.ford.ca) including our service provider practices or to access or correct your personal information, please call a Customer Service Representative at 1-800-565-FORD (3673).**

Ford Canada recueille des renseignements que vous fournissez (coordonnées, renseignements sur le véhicule, données démographiques et renseignements liés à l'achat ou à l'entretien), des renseignements sur la transaction auprès de votre concessionnaire ainsi que des renseignements sur votre financement ou location auprès de Crédit Ford. Ces renseignements sont utilisés (par le personnel approprié qui en a besoin à des fins d'affaires) 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, et ceux-ci sont stockés à Dearborn, Michigan. 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 et nous pouvons recourir à des fournisseurs de services à l'extérieur du Canada pour le traitement des données, l'hébergement des données et les services de campagnes téléphoniques. **Si vous ne voulez pas recevoir de matériel publicitaire de nous (suppression des listes de marketing), si vous ne souhaitez pas que vos renseignements personnels soient partagés, comme énoncé ci-dessus, si vous désirez obtenir des renseignements sur notre politique de confidentialité (www.ford.ca), y compris sur les pratiques de nos fournisseurs de services, ou si vous voulez avoir accès ou apporter des modifications à vos renseignements personnels, veuillez communiquer avec un représentant du service à la clientèle au 1-800-565-FORD (3673).**



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



ASSISTANCE DÉPANNAGE LINCOLN

FORMULAIRE DE RÉCLAMATION DU CLIENT

1. RENSEIGNEMENTS SUR LE PRENEUR

Prénom

Nom de famille

Adresse

App.

Ville

Province

Code postal

Téléphone (résidence)

Téléphone (travail)

Courriel : _____

2. NUMÉRO D'IDENTIFICATION DU VÉHICULE

3. VOUS DEVEZ JOINDRE LES DOCUMENTS SUIVANTS POUR LE TRAITEMENT DE LA RÉCLAMATION

- Les reçus payés pour les dépenses raisonnables couvertes engagées dans les trois jours suivant la panne.
 - Dans le cas d'une panne due à une défaillance de composants couverts par votre garantie, une copie du bon de réparation.
 - Veuillez prévoir de 3 à 4 semaines pour le traitement.
 - VEUILLEZ INCLURE les reçus payés validés par l'entreprise de dépannage, lesquels indiquent clairement la nature des services offerts.
-

• **IMPORTANT :**

- Consultez la section Assistance dépannage Lincoln de votre Guide de garantie pour les détails de la couverture offerte.
- Soumettez toutes les réclamations, avec tous les documents, **dans les 20 jours** suivant la panne.
- Veuillez conserver une copie de tous les reçus et envoyer les originaux.

4. « J'ai rempli le présent formulaire et je certifie que les renseignements fournis sont complets et exacts. »

Signature du propriétaire

Date

5. Signez et postez ce formulaire dûment rempli, ainsi que les reçus, au :

Service d'assistance dépannage Lincoln, C.P. 190, Richmond Hill, ON L4B 4R5

Ford Canada recueille des renseignements que vous fournissez (coordonnées, renseignements sur le véhicule, données démographiques et renseignements liés à l'achat ou à l'entretien), des renseignements sur la transaction auprès de votre concessionnaire ainsi que des renseignements sur votre financement ou location auprès de Crédit Ford. Ces renseignements sont utilisés (par le personnel approprié qui en a besoin à des fins d'affaires) 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, et ceux-ci sont stockés à Dearborn, Michigan. 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 et nous pouvons recourir à des fournisseurs de services à l'extérieur du Canada pour le traitement des données, l'hébergement des données et les services de campagnes téléphoniques. **Si vous ne voulez pas recevoir de matériel publicitaire de nous (suppression des listes de marketing), si vous ne souhaitez pas que vos renseignements personnels soient partagés, comme énoncé ci-dessus, si vous désirez obtenir des renseignements sur notre politique de confidentialité (www.ford.ca), y compris sur les pratiques de nos fournisseurs de services, ou si vous voulez avoir accès ou apporter des modifications à vos renseignements personnels, veuillez communiquer avec un représentant du service à la clientèle au 1-800-565-FORD (3673).**

OWNER INFORMATION CHANGE CARD/ FICHE DE RÉVISION DES DONNÉES SUR LE PROPRIÉTAIRE

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Vehicle Identification Number/N° d'identification du véhicule

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M.

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Miss

Dr.
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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, vehicle information, demographics and relating to your purchase or service), transaction information from your dealer, and information about your finance or lease contract from Ford Credit. This information is used (by appropriate personnel with a business need) to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material and is stored in Dearborn, Michigan. 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 and we may use service providers outside Canada such as data processing, hosting, and call campaign services. **If you do not want to receive marketing material from us (deletion from marketing lists) or have your personal information shared as set out above, to obtain information about our Privacy Policy (www.ford.ca) including our service provider practices or to access or correct your personal information, please call a Customer Service Representative at 1-800-565-FORD (3673).**

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LINCOLN ROADSIDE ASSISTANCE ASSISTANCE DÉPANNAGE LINCOLN 2011

LINCOLN ROADSIDE ASSISTANCE
ASSISTANCE DÉPANNAGE LINCOLN
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 Warranty Guide for complete details.

L'Assistance dépannage offre une couverture de 6 ans ou 110 000 km (selon le premier terme atteint), et est distincte de la Garantie limitée de véhicule neuf et du Programme d'entretien prolongé. Voir tous les détails dans le Guide de garantie.

LINCOLN ROADSIDE ASSISTANCE

1-800-387-9333

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



ASSISTANCE DÉPANNAGE LINCOLN

1-800-387-9333

- Remorquage
- Démarrage-secours
- Carburant (jusqu'à 10 litres)
- Remplacement de pneu
- Déverrouillage-secours
- Autres services de dépannage



*Ford Motor Company
of Canada, Limited
Ford du Canada Limitée*

