



THE LINCOLN MOTOR COMPANY

أسواق التصدير دليل الضمان

EXPORT MARKETS WARRANTY GUIDE



THE LINCOLN MOTOR COMPANY



EC3J 19T201 BA • طبع في الولايات المتحدة الأمريكية



سبتمبر ٢٠١٣
الطبعة الأولى
دليل الضمان
Ford • Lincoln



EC3J 19T201 BA • Litho in U.S.A.



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1. Introduction



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

1. Contact your Sales Representative or Service Advisor at your selling/servicing dealership.
2. If your inquiry or concern remains unresolved, contact the Sales Manager, Service Manager or Customer Relations Manager.
3. If you require assistance or clarification on Ford Motor Company policies or procedures, please contact the Ford Customer Relationship Center.

In the United States:	In Canada:
Ford Motor Company Customer Relationship Center P.O. Box 6248 Dearborn, MI 48121 1-800-392-3673 (FORD) (TDD for the hearing impaired: 1-800-232-5952) www.customersaskford.com	Customer Relationship Centre Ford Motor Company of Canada, Limited P.O. Box 2000 Oakville, Ontario L6J 5E4 1-800-565-3673 (FORD) www.ford.ca
In Asia-Pacific Region, Sub-Saharan Africa, U.S. Virgin Islands, Central America, the Caribbean and Israel:	In Puerto Rico:
Ford Motor Company Ford Export Operations Attention: Customer Relations 1555 Fairlane Drive Fairlane Business Park #3 Allen Park, MI 48101 Telephone: (313) 594-4857 For customers in Guam, the Commonwealth of the Northern Mariana Islands (CNMI), American Samoa and the U.S. Virgin Islands, please feel free to call our toll-free number: (800) 841-FORD (3673) Fax: (313) 390-0804 E-mail: expcac@ford.com	Ford Motor Company Ford Export Operations Attention: Customer Relations 1555 Fairlane Drive Fairlane Business Park #3 Allen Park, MI 48101 Telephone: (800) 841-FORD (3673) Fax: (313) 390-0804 E-mail: prcac@ford.com www.ford.com.pr
In Middle East:	
Ford Middle East Customer Relationship Center P.O. Box 21740 Dubai, United Arab Emirates Telephone: 971-4-3326084 Toll-free number for the Kingdom of Saudi Arabia: 800 8971409 Local telephone number for Kuwait: 24810575 Fax: 971-4-3327299 E-mail: menacac@ford.com www.me.ford.com	

Ford Motor Company and your selling dealer thank you for selecting one of our quality products. Our commitment to you and your vehicle begins with quality protection and service.

When you need warranty repairs, your selling dealer would like you to return to it for that service, but you may also take your vehicle to another Ford Motor Company dealership authorized for warranty repairs.

This booklet explains in detail the warranty coverages that apply to your 2014-model car or light truck. If you bought a previously owned 2014-model vehicle, you are eligible for any remaining warranty coverages.

2. Quick Reference: Warranty Coverage

QUICK REFERENCE: WARRANTY COVERAGE FOR NORTH AMERICAN PRODUCED VEHICLES INCLUDING E-SERIES, EDGE, ESCAPE, EXPEDITION, EXPLORER, F-150, F-SUPER DUTY, FLEX, FOCUS, FUSION, MKS, MKT, MKX, MKZ, MUSTANG, NAVIGATOR AND TAURUS (EXCLUDES F-650/750)

Note: Vehicles listed were accurate at time of duplication but may change without notice and without obligation.

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

For each type of coverage, the chart shows two measures:

- years in service
- kilometers/miles driven

Your New Vehicle Limited Warranty	
TYPE OF COVERAGE	YEARS IN SERVICE/KILOMETERS-MILES DRIVEN
BUMPER TO BUMPER	3/60,000 km - 36,000 miles
POWERTRAIN	5/100,000 km - 60,000 miles

The measure that occurs first determines how long your coverage lasts. For example: Your Bumper to Bumper Coverage lasts for three years - unless you drive more than 60,000 kilometers/36,000 miles before three years elapse. In that case, your coverage ends at 60,000 kilometers/36,000 miles.

For more details on coverage, see:

- **What is Covered?** (page 0)
- **What is Not Covered?** (page 0)

QUICK REFERENCE: WARRANTY COVERAGE FOR VEHICLES PRODUCED OUTSIDE OF NORTH AMERICA INCLUDING C-MAX, COURIER, ECOSPORT, EU ESCAPE, EVEREST, FALCON, FIESTA, EU FOCUS, EU FUSION, GALAXY, KA, MONDEO, RANGER (NON-N.A.), S-MAX, TRANSIT AND TRANSIT CONNECT

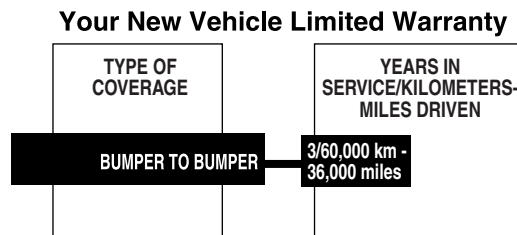
Note: The following warranty coverage also applies to all vehicles serviced by Export and Growth Aid & Development distributors

Note: Vehicles listed were accurate at time of duplication but may change without notice and without obligation.

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

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For more details on coverage, see:

→ **What is Covered?** (page 0)

→ **What is Not Covered?** (page 0)

3. Important Information You Should Know

IF YOU NEED CUSTOMER ASSISTANCE

Your Ford Motor Company dealer is available to assist you with all your automotive needs. Please follow the procedures outlined on the front page of this booklet.

KNOW WHEN YOUR WARRANTY BEGINS

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

CHECK YOUR VEHICLE

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

MAINTAIN YOUR VEHICLE PROPERLY

Your glove compartment contains an **Owner Guide** which indicates the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, may help increase the value you receive when you sell or trade your vehicle, and is important in allowing your vehicle to comply with applicable emissions standards.

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 Guide* chapter of the **Owner Guide** information will invalidate warranty coverage on parts affected by the lack of maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered in your maintenance logs located in the *Scheduled Maintenance Guide* chapter of the **Owner Guide** for North American-produced vehicles and in the center of this guide for vehicles produced outside of North America.

Your Ford or Lincoln dealership, or Ford or Lincoln Auto Care Service Center, has factory-trained technicians who can perform the required maintenance using genuine Ford parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

WHO PAYS FOR WARRANTY REPAIRS?

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

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

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

During the Bumper to Bumper Warranty period, dealers may receive instructions to provide no-cost, service-type improvements – not originally included in your *Scheduled Maintenance Guide* (vehicles produced outside North America) – intended to increase your overall satisfaction with your vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your dealer to learn whether any adjustment program is applicable to your vehicle. Please have your vehicle identification number available.

DO WARRANTIES APPLY IN OTHER COUNTRIES?

The **New Vehicle Limited Warranty** described in this booklet applies to your vehicle if it was originally purchased through Ford Export Operations Dealer/Distributor or Ford Export Operations Fleet Sales.

The warranty is based on the country in which the vehicle was originally sold. You may have warranty in other countries, however, you may have to pay the servicing Ford dealer in a foreign country for a repair that is covered under the warranty where the vehicle was originally sold. If this happens, be sure to save the paid repair order or invoice. You should present this document to your selling Ford Motor Company dealer for warranty refund consideration.

4. The New Vehicle Limited Warranty For Your 2014-Model Vehicle

LIMITATIONS AND DISCLAIMERS

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

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

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

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

As a condition of these warranties, you are responsible for properly using, maintaining, and caring for your vehicle as outlined in your Owner Guide and Scheduled Maintenance Guide (vehicles produced outside North America). Ford recommends that you maintain copies of all maintenance records and receipts for review by Ford.

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

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

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

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

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

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

These implied warranties do not apply at all if you use your vehicle for business or commercial purposes. In addition, the implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

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

WHAT IS COVERED?

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

- your Ford vehicle is properly operated and maintained, and
- was taken to a Ford dealership for a warranted repair during the warranty period,

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

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

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

Conditions that are not covered by the New Vehicle Limited Warranty are described on page 0. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford, at the discretion of Ford or the Ford dealership.

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

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

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

(1) Your vehicle's Powertrain components (for North American produced vehicles) are covered for five years or 100,000 kilometers/60,000 miles, whichever occurs first. The extended coverage applies to the **Engine:** all internal lubricated parts, cylinder block, cylinder heads, electrical fuel pump, electronic engine control unit, engine mounts, flywheel, injection pump, manifold (exhaust and intake), manifold bolts, oil pan, oil pump, seals and gaskets, thermostat, thermostat housing, timing chain cover, timing chain (gears or belt), turbocharger/supercharger unit, valve covers, water pump; **Transmission:** all internal parts, clutch cover, seals and gaskets, torque converter, transfer case (including all internal parts), transmission case, transmission mounts; **Front-Wheel Drive:** axle shafts, bearings (front and rear), center 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, universal and constant velocity joints; **Rear-Wheel Drive:** axle shafts, bearings (front and rear), center support bearing, drive axle housing (including all internal parts), drive shaft, propeller shafts, retainers, supports, seals and gaskets, universal and constant velocity joints.

(2) Your vehicle's direct injection diesel engine and certain engine components (for North American produced vehicles) are covered during the 6.7L PowerStroke Diesel Engine Coverage Period, which lasts for five years or 100,000 kilometers/60,000 miles, whichever occurs first. The following parts are covered during this extended coverage period: the engine, cylinder block, heads and all internal parts, intake and exhaust manifolds, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel system (excluding fuel lines, fuel tank and frame mounted fuel conditioning module sometimes referred to as the frame mounted pump/filter/water separator), high pressure lines, gaskets and seals, glow plugs, turbocharger, powertrain control module, electronic driver unit, injectors, injection pressure sensor, high pressure oil regulator, exhaust back pressure regulator and sensor, camshaft position sensor, accelerator switch.

WHAT IS NOT COVERED UNDER THE NEW VEHICLE LIMITED WARRANTY?

Damage caused by:

- accidents, collision or objects striking the vehicle (including driving through a car wash)
- theft, vandalism, or riot
- fire or explosion
- using contaminated or improper fuel/fluids
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into the engine
- misuse of the vehicle, such as driving over curbs, overloading, racing or using the vehicle as a stationary power source

Damage caused by alteration or modification

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

- alterations or modifications of the vehicle, including the body, chassis, or components, after the vehicle leaves the control of Ford Motor Company
- tampering with the vehicle, tampering with the emissions systems or with the other parts that affect these systems (for example, but not limited to exhaust and intake systems)
- the installation or use of a non-Ford Motor Company part (other than a certified emissions part) or any part (Ford or non-Ford) designed for off-road use only installed after the vehicle leaves the control of Ford Motor Company, if the installed part fails or causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, automatic starting systems and performance-enhancing powertrain components or software and performance “chips”

Damage caused by use and/or the environment

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

- dings, dents
- cuts, burns, punctures or tears
- road salt
- tree sap, bird and bee droppings
- windstorm, lightening, hail
- earthquake
- freezing, water or flood
- stone chips, scratches (some examples are on paint and glass)
- windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the first 12 months in service or 20,000 km/12,000 miles, even though caused by use and/or exposure to the elements.

Maintenance/Wear

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

- oil changes
- oils, lubricants, other fluids
- oil/air filters
- tire rotation
- cleaning/polishing
- batteries
- paint corrosion
- shock absorbers/struts
- manual clutch components
- wiper blades
- wheel alignments and tire balancing
- brake pad/lining and rotor/drum
- light bulbs
- belts
- trim appearance
- suspension joints and bushings

It is Ford policy nonetheless to provide certain maintenance and wear items, when necessary, free of charge during a limited period:

- Wheel alignments and tire balancing (unless required by a warranty repair) will be provided during the first 12 months or 20,000 kilometers/12,000 miles in service, whichever occurs first
- Brake pad/lining replacements will be provided during the first 12 months or 20,000 kilometers/12,000 miles in service, whichever occurs first
- Manual clutch components, belt, light bulb, shock absorber/strut, and suspension joint/bushing replacements will be provided during the first 12 months or 20,000 kilometers/12,000 miles in service, whichever occurs first
- Service or repair of trim and paint deterioration concerns will be provided during the first 12 months or 20,000 kilometers/12,000 miles in service, whichever occurs first
- Vehicle engine battery replacement will be provided during the first 36 months or 60,000 kilometers/36,000 miles in service, whichever occurs first

Tire wear or damage

As typically is the case with tire manufacturer warranties, normal wear or worn-out tires are not covered by the New Vehicle Limited Warranty. Road hazard damage such as cuts, snags, bruises, bulges and impact breaks (potholes and curbs) are not covered. Any damage caused by a puncture or tire repair is not covered. In addition, damage from improper inflation or alignment, tire chains, racing, spinning (as when stuck in snow or mud), improper mounting or dismounting is not covered.

Other items or conditions not covered

The New Vehicle Limited Warranty does not cover:

- vehicles that have had the odometer disconnected, altered, or inoperative for an extended period of time with the result that the actual mileage cannot be determined
- vehicles that have ever been labeled or branded as dismantled, fire, flood, junk, rebuilt, reconstructed, or salvaged; this will void the New Vehicle Limited Warranty
- vehicles that have been determined to be a total loss by an insurance company; this will void the New Vehicle Limited Warranty
- any Ford vehicles that are converted to limousines. This will void the New Vehicle Limited Warranty
- converted ambulances that are not equipped with the Ford Ambulance Prep Package, see important information about ambulance conversions (page 0)

5. Important Information About Ambulance Conversions

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

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

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

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

Service record

First Service Due		Next Service Due	
1		2	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	
Next Service Due		Next Service Due	
3		4	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	

Service record

Next Service Due		Next Service Due	
5		6	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	
Next Service Due		Next Service Due	
7		8	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	

Service record

Next Service Due		Next Service Due	
9		10	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	
Next Service Due		Next Service Due	
11		12	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	

Service record

Next Service Due		Next Service Due	
13		14	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	
Next Service Due		Next Service Due	
15		16	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	

Service record

Next Service Due		Next Service Due	
17		18	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	
Next Service Due		Next Service Due	
19		20	
Dealer Stamp		Dealer Stamp	
Signature		Signature	
Kms/miles	Date	Kms/miles	Date
Job Card Number		Job Card Number	
Vehicle VIN Number		Vehicle VIN Number	