

2000 WARRANTY

Overview

It's important that Sales Consultants explain all applicable warranties to his/her customers. A thorough explanation of all applicable warranty coverage at the time of sale helps provide the owner peace of mind and builds trust in the Sales Consultant and the dealership. If customers understand what services must be paid for and what services are covered by the warranty, they'll have a more satisfying and positive ownership experience.

In addition, Customer Expectations call for discussion of the warranties during the sales presentation and at delivery. Use the Warranty Guide and the Owner Guide, and have the new owner sign and date the Delivery Checklist.

Important Information You Should Know

When the warranty begins

The warranty start date is the day your customer takes delivery of their new vehicle or when it is first put into service (for example, as a dealer demonstrator), whichever occurs first.

At delivery

Defects or damage to paint, sheet metal, upholstery or other appearance items that may occur prior to delivery should be corrected during the inspection process at the assembly plant and the dealership. Damage must be corrected before the customer takes delivery.

Maintaining the vehicle

The glove compartment contains an Owner Guide and a Scheduled Maintenance Guide that indicates the scheduled maintenance required for the vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, and may help increase the value when the vehicle is sold or traded.

It is the owner's 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 will invalidate warranty coverage on parts affected by the lack of maintenance. The owner should make sure that receipts for completed maintenance work are retained with the vehicle and that confirmation of maintenance work is always entered in their Scheduled Maintenance Guide.

A Ford or Lincoln Mercury dealership, or Ford or Lincoln Mercury Auto Care Service Center, has factory-trained technicians who can perform the required maintenance using genuine Ford parts. When customers take delivery, be sure you tell them your dealership looks forward to meeting every service need to maximize their satisfaction.

Who pays for warranty repairs

The owner will not be charged for warranty repairs made during the Bumper-to-Bumper, Safety Restraint, Corrosion or Emissions warranty coverage periods.

Where Warranty Applies

The New Vehicle limited warranty described in this section applies if:

- The vehicle was originally sold or leased by a Ford Motor Company dealership in the United States or U.S. Federalized Territories, and
- The vehicle was originally registered/licensed and operated in the United States, U.S. Federalized Territories or Canada

If the owner travels with his/her vehicle outside the United States, U.S. Federalized Territories or Canada, it may be necessary to pay the servicing Ford dealer in a foreign country for a repair that is covered under the U.S. warranty. When this occurs, the customer should present the paid repair order/invoice to a U.S. Ford Motor Company dealer for refund consideration.

Magnuson-Moss Act

The Magnuson-Moss Act regulates warranties for consumer products, including cars, light trucks, and parts and accessories for them. The Ford New Vehicle warranty is a limited warranty that complies with the Act. Under a limited warranty, Ford can and does limit implied warranties to the same time and mileage as the written warranty. The limited warranty also enables Ford to require customers to share the expense of certain repairs.

Under the Act, all warrantors of consumer goods costing \$15 or more are required to make their written warranties available to customers prior to sale of the goods. In order to fulfill this obligation, Ford Sales Consultants should show the warranty to the customer before the customer signs the buyer's order by:

- Pointing out the warranty displayed on a wall poster (available from Ford)
- Showing the buyer the coverage in the Warranty Guide

Give the customer the Warranty Guide at delivery. This booklet is supplied with each vehicle.

The 2000 New Vehicle limited warranty

The 2000 New Vehicle limited warranty gives the vehicle owner specific legal rights. The vehicle owner may have other rights that vary from state to state. The 2000 New Vehicle limited warranty is the only express warranty applicable to the vehicle. Neither Ford Motor Company nor Ford Motor Vehicle Assurance Company assumes or authorizes anyone to assume for it any other obligation or liability in connection with the vehicle or the 2000 New Vehicle limited warranty.

Ford Motor Company, Ford Motor Vehicle Assurance Company and individual dealers are not responsible for any time lost by the owner, for any inconvenience caused the owner, for the loss of owner transportation or for any other incidental or consequential damages the owner may have.

The owner may have some implied warranties. For example, they 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)
- An implied warranty of fitness for a particular purpose (that the car or light truck is suitable for the buyer's special purposes)

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

Some states do not allow Ford Motor Company or Ford Motor Vehicle Assurance Company 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 your customer.

Note: This information about the limitations on incidental and consequential damages under the New Vehicle limited warranty also applies to the Emissions Warranties.

What Is Covered

Bumper-to-Bumper coverage

Authorized Ford Motor Company dealers will repair, replace or adjust all parts on the vehicle that are defective in factory-supplied materials or workmanship for 3 years or 36,000 miles (whichever occurs first), with the following exceptions:

- Tires, which are warranted by the tire manufacturer and are prorated once the vehicle is delivered. Tire warranty coverage must be determined through the tire manufacturer. Ford Motor Company or Ford Motor Vehicle Assurance Company will only cover tire damage caused by vehicle defects in factory-supplied materials or workmanship during the warranty period
- Maintenance and normal wear items, such as oil changes, filters, etc., which are the owner's responsibility
- Wheel alignment and tire balancing after 12 months or 12,000 miles (whichever occurs first), unless required by a warranty repair
- Additional items or conditions that are not covered are described in the Warranty Guide

Safety Restraint System coverage

Safety belts and Supplemental Restraint Systems (airbags) are covered against defects in factory-supplied materials or workmanship. Safety Restraint System coverage begins at the warranty start date and lasts for 5 years or 50,000 miles (whichever occurs first).

Note: Safety Restraint Systems are not covered for problems related to comfort or appearance.

Corrosion coverage

Body sheet metal panels are covered against corrosion due to a defect in factory-supplied materials or workmanship. The length of the repair coverage depends upon the type of corrosion damage.

- If corrosion causes holes in the body sheet metal, repair coverage lasts for 5 years regardless of the miles driven
- If corrosion does not cause holes, and is not the result of usage and/or environmental conditions, repair coverage lasts for 3 years or 36,000 miles, whichever occurs first (4 years or 50,000 miles, whichever occurs first, for Lincoln vehicles)

For damage caused by airborne material (environmental fallout), where there is no defect involved and, therefore, no warranty coverage, Ford's policy is to cover paint damage due to airborne material for 12 months or 12,000 miles (whichever occurs first).

7.3L Power Stroke® Diesel Engine coverage

Certain direct injection diesel engine components are covered against defects in factory-supplied materials or workmanship for 5 years or 100,000 miles (whichever occurs first). A \$100 deductible per repair visit applies after the Bumper-to-Bumper warranty coverage period (3 years or 36,000 miles, whichever occurs first).

Covered components: Cylinder block, heads and all internal parts, intake and exhaust manifolds, flywheel, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel pump and fuel system (excluding fuel lines and fuel tank), 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 and accelerator switch.

Note: Some components also may be covered by the Emissions warranties with no deductible.

Emissions warranties

Ford vehicles feature two types of Emissions warranties: Defect and Performance. These warranties are required by the Federal Clean Air Act.

What Is Covered cont'd

Federal Emissions Defect warranty

If the vehicle does not qualify for California emissions warranty (see Warranty Guide to determine applicable warranty coverage), Ford Motor Company provides coverage for 3 years or 36,000 miles, whichever occurs first (4 years or 50,000 miles, whichever occurs first, for Lincoln vehicles). This is an extension of the federal requirement that calls for coverage of 2 years or 24,000 miles (whichever occurs first) for passenger cars and light-duty trucks. Certified heavy-duty engines (vehicles with a GVWR over 8500 lbs.) are provided coverage for 5 years or 50,000 miles (whichever occurs first).

During this coverage period, Ford Motor Company warrants that each of its vehicles:

- Is designed, built and equipped to meet — at the time it is sold — the emissions regulations of the U.S. EPA
- Is free from defects in factory-supplied materials or workmanship that could prevent it from conforming to applicable EPA regulations

There will be no charge for repair, replacement or adjustment of covered emissions-related parts during the warranty period. For a complete list of parts covered by this warranty, please refer to the vehicle's Warranty Guide that accompanies the Owner Guide.

Specified major emissions control components — catalytic converter, electronic emissions control unit (PCM) and onboard emissions diagnostic device — are covered by the Federal Emissions Defect warranty for 8 years or 80,000 miles (whichever occurs first) on passenger cars and light trucks (with a Gross Vehicle Weight Rating of 8500 lbs. or less).

Federal Emissions Performance warranty

The Federal Emissions Performance warranty covers the vehicle if it is registered in a state where the state or local government has an EPA-approved inspection and maintenance program. Under this warranty coverage, Ford Motor Company will not charge for repair, replacement or adjustment (including labor, diagnosis or parts) of any emissions control device or system, provided all of the following conditions are met:

- The vehicle has been maintained and operated according to the instructions on proper care in the vehicle's Owner Guide and Scheduled Maintenance Guide
- The vehicle fails to conform to the applicable national EPA standards within 2 years or 24,000 miles (whichever occurs first)
- The vehicle owner is subject to a penalty or sanction under local, state or federal law because the vehicle has failed to conform to the emissions standard. A penalty or sanction can include being denied the right to use the vehicle
- The vehicle has not been tampered with, abused or misused

For a complete list of parts covered by this warranty, please refer to the vehicle's Warranty Guide that accompanies the Owner Guide.

The Federal Emissions Performance warranty will not apply to the vehicle if:

- The vehicle is tested at high altitude, but is certified to meet standards only at sea level
- The diagnosis shows that the vehicle will pass the applicable state or local government test using test procedures and standards set by the EPA

Vehicles certified for sale in California and registered in California, Massachusetts or New York are provided separate Emissions Defect and Performance warranty coverage. Please refer to the vehicle's Warranty Guide or the Warranty and Policy Manual for complete details.

In Addition

Tires

Tires are warranted separately by the tire manufacturer. The tire warranty is included with the owner literature supplied with every new vehicle.

If a tire is damaged during the warranty coverage period because of a vehicle defect in factory-supplied materials or workmanship, the tire will be replaced by Ford Motor Company or Ford Motor Vehicle Assurance Company.

Roadside Service (United States, Puerto Rico and U.S. Virgin Islands)

Every new Ford owner is automatically enrolled in the Roadside Assistance Program.⁽¹⁾ This program is separate from the New Vehicle limited warranty, but the program period is concurrent with the warranty period.

The Roadside Assistance Program offers a multitude of benefits to Ford vehicle owners. These benefits include:

- **1-800-241-FORD (3673)**

This toll-free number is staffed by Ford Customer Service representatives, and is operational 24 hours a day, every day of the year to accommodate owner needs

- **Personal Safety**

When customers call the toll-free Roadside Assistance number, Ford Customer Service representatives will always ask the customer if he or she feels safe. If the customer does not feel safe, local authorities will be contacted immediately

- **Roadside Services**

Ford Customer Service representatives will dispatch a tow truck to an owner's location if the owner should require any of the following services:

- Changing a flat tire
- Jump-starting a dead battery
- Lockout service
- Fuel delivery
- Emergency towing for warranty and non-warranty related events to the nearest Ford Motor Company dealership fully authorized to perform warranty repairs

(1) Except for vehicles in major rental fleets while in rental service. However, vehicles are fully eligible once sold to individuals for the duration of the New Vehicle limited warranty period. Non-"daily rental" fleet vehicles are eligible.

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Warranty Summary

New Vehicle Limited Warranty	Years/Miles in Service
Bumper-to-Bumper	3/36,000
Safety Restraint	5/50,000
Corrosion Perforation	5/Unlimited
7.3L Power Stroke® (Direct Injection) Diesel Engine	5/100,000
Audio Systems	3/36,000

Emissions Warranty	Years/Miles in Service
Federal Vehicles:	
Emissions Defect Warranty ⁽¹⁾	3/36,000
• Certain Emissions Parts ⁽²⁾	8/80,000
Emissions Performance Warranty	
• Emissions-related Parts	2/24,000
California Vehicles:	
Emissions Performance Warranty	3/50,000
Emissions Defect Warranty (14,000-lb. GVWR and Under)	
• Short-term Warranty	3/50,000
• Long-term Warranty ⁽³⁾	7/70,000
Emissions Defect Warranty ⁽⁴⁾ (Over 14,000-lb. GVWR)	5/50,000

- (1) Certified heavy-duty engines are covered for 5 years or 50,000 miles.
 (2) Catalytic converter, electronic emissions control unit, onboard emissions diagnostic device for passenger cars and light trucks with Gross Vehicle Weight Rating (GVWR) less than 8500 lbs. (required 8-year/80,000-mile coverage per the Clean Air Act).
 (3) Selected on the basis of their estimated replacement cost at the time the California Air Resources Board certified the vehicle for sale in California.
 (4) Diesel engine vehicles over 14,000-lb. GVWR are covered for 5 years or 100,000 miles.

The chart above shows only general information. Refer to the detailed information for what is covered and what is not covered under each of these warranties.