

## **DEALER INSTALLED AND OVER THE COUNTER PARTS & ACCESSORY WARRANTY AND FORD PROTECTION PLAN**

**Dealer Installed:** The dealer warrants to the original retail "Purchaser" that it will repair or replace any part of any new or remanufactured Ford/Motorcraft part or Ford accessory sold and installed by the Dealer for the Purchaser that is found to be defective in material or workmanship. **Over the Counter:** The dealer warrants to the original retail or fleet purchaser or to a wholesale purchaser for subsequent reselling (the "Purchaser") that it will repair or replace any part of any new or remanufactured Ford/Motorcraft part or Ford accessory sold by the Dealer to the Purchaser that is found to be defective in material or workmanship.

### **Service Part and Accessory Warranty Coverage**

Ford Genuine Accessories	Dealer Installed: 24 months/unlimited kilometres, or balance of the New Vehicle Limited Warranty Over the Counter: 24 months/unlimited kilometres
Ford/Motorcraft Parts (Cars/Light Trucks)	24 months/unlimited kilometres
Ford/Motorcraft Parts (650 & Higher Trucks, LCF)	12 months/unlimited kilometres

### **Unique Service Part Warranty Coverage**

The following service parts have different parts, labour or time/distance coverage than what is listed above

New and Remanufactured Gas Engine Assemblies (6006, 6V012, SLGB, LGB) New and Remanufactured Transmission Assemblies (7000, 7V000, TRM, 7003, 7002)	36 months/ unlimited kilometres
New and Remanufactured Diesel Engine (complete: 6007/6V007, CALGB) Stripped (6006/6V006, SLGB) 3.2L, 6.0L, 6.4L, 6.7L, 6.9L, 7.3L I.D.I Turbo, 7.3L D.I Turbo Diesel Engine Assemblies	24 months/ unlimited kilometres
Remanufactured Diesel Motorcraft Long Blocks (6V012, 6012, LGB), Remanufactured Ford/Motorcraft Short Blocks for 6.0L, 6.4L, 6.7L, 6.9L, 7.3L I.D.I. Turbo and 7.3L D.I. Turbo Diesel Engines (6009/6V009); 6.6L, 7.8L Ford remanufactured Engines	12 months/unlimited kilometres

### **Battery Warranty Coverage**

Battery Type	Replacement at no extra charge (months after warranty start date)
BXT –Test tough MAX, BAGM, BEF	36
BXL –Test tough PLUS	24
BH-Commercial	12

Parts coverage only on batteries sold over the counter

### **Conditions applicable to Service Part, Accessory, Unique and Battery Warranty\*\***

- For dealer Installed, warranty start date is the date of dealer installation. For over the counter the warranty start date is the date of retail purchase or date of installation of independent or fleet repair facility
- Copy of original parts invoice and repair order required
- Dealer Installed: Parts, labour and towing covered
- Over the Counter Retail: Parts only coverage
- Over the Counter Wholesale: Parts and labour to a maximum of \$150.00 for a fleet or installer capable of professional workmanship, (except in the Province of Quebec, towing and no maximum labour). Labour is covered on engines and transmissions Assemblies (Max \$150.00 does not apply)

### **Documentation required for labour reimbursement on over the counter wholesale**

- Repair order must include the VIN, repair date and customer name
- Description of Customer concern and steps to correct concern
- Labour time to complete repair
- Labour reimbursement calculated at Installers labour rate to a maximum of \$150

**Note: Dealer can perform the warranty repair for Over the Counter Wholesale within the labour limits of the reseller**

- The dealer does not warrant remote starters on over the counter sales
- For a service part and accessory replacement or repair under warranty, the part or accessory receives the balance of the original part or accessory warranty and does not start over
- The dealer will retain the defective parts/accessories/assemblies covered by warranty
- Transferability: In the Province of Quebec, all of the warranties herein are transferable. Outside of the Province of Quebec, only the Accessory warranty is transferable if the accessory is dealer installed
- The purchaser must return to a Ford or Ford Lincoln dealer for repair or replacement services
- When the subject part or accessory is no longer serviced (or stocked) by Ford, the dealer reserves the right to refund the money originally paid by the Purchaser for the particular parts and related labour and any balance of warranty coverage is void.**

**Limitations to Parts and Accessory Warranty:** This warranty does not cover parts or accessories that fail due to abuse, misuse, neglect, alteration, accident or racing or which have been improperly lubricated or repaired, improperly installed, or used in applications for which they were either not designed, or functionally intended, or not approved by Ford Motor Company of Canada Limited or are cleaned, adjusted or replaced as a part of normal maintenance or failures caused by non-Ford parts. In the Province of Quebec, none of the following limitations and exclusions will exclude or restrict the warranty provided for in sections 37 and 38 of the Quebec Consumer Protection Act. To the extent allowed by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss, or special or consequential damages are not covered. There is no other express warranty, agreement or representation on Ford supplied replacement parts and accessories. Any implied warranty or condition as to merchantability or fitness is limited to the duration of this written warranty.

\*\*This warranty does not preclude the operation of any applicable provincial statute, which in certain circumstances may not allow some of the limitations and exclusions described in this written warranty.

**Ford Licensed Accessories (FLA)** Labour is covered 24 months/unlimited kilometres, or balance of the New Vehicle Limited Warranty. Parts are warranted by the accessory manufacturer's limited warranty. The warranty coverage will vary by accessory manufacturer. Ford Licensed Accessories are fully designed and developed by the accessory manufacturer and have not been designed or tested to Ford Motor Company engineering requirements. Contact your local Ford of Canada Dealer for details regarding the accessory manufacturer's limited warranty and/or for a copy of the FLA product limited warranty offered by the accessory manufacturer.

### **Ford Protection Plan – Provided by Ford Motor Company of Canada, Limited**

#### **Retail Purchase for non-commercial car & light truck only**

This is not a warranty but a protection plan that is offered to the purchaser of the Ford replacement part. If the following parts fail due to a defect in material or workmanship, wear out or rust through, they will be replaced (in the Province of Quebec, the following condition will not limit the warranty provided for in sections 37 and 38 of the Quebec Consumer Protection Act) as long as the original purchaser of the part owns the vehicle on which the part was installed under the following conditions:

**Dealer Installed Coverage:** Beyond 24 months/ unlimited km: part only, (in the Province of Quebec, labour and the reasonable costs of towing are covered) except sheet metal which includes parts, labour and refinishing.

**Over the Counter:** Beyond 24 months/ unlimited km: parts only (in the Province of Quebec, the reasonable costs of towing are covered) except sheet metal which includes parts, labour and refinishing.

- Bed Liner, Cargo Liner
- Ford/ Motorcraft® Brake Pads and Shoes: (2001, 2V001, 2200, 2V200, 2648, BRF, BR, BRP, BRSD)
- Motorcraft® Shocks & Struts: (18124, 18125, AA, AS, AT, ASH, AST, ASHV, ASTV, CAT, CAC, CAM, CAMB, CAS
- Spark Plug Wiring, Complete Set: (12259)
- Sheet Metal: Roof (7050202), Hood (16612), Fenders (16005, 16006), Doors (7020124, 7020125, 7024630, 70278A97), Rocker Panels (7010128, 7010129), Quarter Panels (7027840, 7027841), Tailgate F-Series (7040700), Liftgate/Decklid/Back door (7040010), Sliding door (7024622, 70278A97), Side Panels (70278A96, 70278A97, 70279D46, 70279D47, 70280A58, 70280A59))

### **Conditions applicable to the Ford Protection Plan:**

- Coverage start date is the date of dealer installation. For over the counter, it is the date of retail purchase or date of installation for wholesale purchases.
- Copy of original invoice/repair order required with customer name and VIN.
- For a part replacement or repair under the Ford Protection Plan, the part receives the balance of the original part coverage period and does not start over.
- The purchaser must return to a Ford or Ford Lincoln dealer for repair or replacement services.
- The dealer will retain the defective, worn out or rusted parts covered by the Ford Protection Plan.
- If the Ford replacement part is discontinued, the Ford Protection Plan is void.**

**Limitations to the Ford Protection Plan:** The Ford Protection Plan does not apply to parts that fail due to abuse, misuse, neglect, alteration, accident or racing or which have been improperly installed, modified, maintained or adjusted. It does not apply to sheet metal perforation from the outside to inside. It does not cover any other additional parts that are required to complete a repair. On over the counter, it does not cover any associated labour, except for sheet metal. Dealer Installed it does not cover labour beyond 24 months or unlimited kilometres, except for sheet metal. In the Province of Quebec, none of the following limitations or exclusions will exclude the warranty provided for in sections 37 and 38 of the Quebec Consumer Protection Act. To the extent allowed by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss, or special or consequential damages are not covered. The Ford Protection Plan gives you specific legal rights and you may also have other rights, which vary from province to province.

### **Privacy Statement**

Your privacy is important to us. Ask us if you would like information about our Privacy Policy, including our service providers and their data processing in the U.S., which may be accessible to U.S. law enforcement and national security authorities. We provide this personal and transaction information to Ford Motor Company of Canada, Limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy ([www.ford.ca](http://www.ford.ca)) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673).