

BUMPER TO BUMPER + COVERAGE CLARIFICATION

1992 - 2018 Ford/Mercury 36 months or 36,000 miles PLUS

1991 - 2018 Lincoln 48 months or 50,000 miles PLUS

Maintenance and Wear

Parts replaced because of normal maintenance and wear are **not covered** by warranty and are the owner's responsibility. Examples are:

- Maintenance items such as spark plugs, oil changes, oil filters, tire rotation, and polishing.
- Adding oils, lubricants and other fluids (except A/C systems).
- Wear items such as wiper blades, brake linings/pads, and clutch linings.



Covered warranty repairs are for **Defects in material or workmanship** and are covered by Ford's warranty for the component being replaced. Coverage is determined by the part that caused the repair. Parts related to the causal part are covered for as long as the part that caused the failure is a covered.

*2010-2018 Ford/Lincoln/Mercury vehicles brake pad/lining replacements are **not covered** beyond 12 months or 18,000 miles: whichever occurs first. However, limited coverage for these conditions will be provided for the first 12 months in service or 18,000 miles, whichever occurs first, even when caused by normal wear.*

2010-18 Lincoln Complimentary Maintenance

Complimentary schedule maintenance plans apply to these vehicles. Check Oasis to see which plan applies to a the customer's vehicle. These are limited maintenance plans all of the wear items are not included in these plans. This will be reflected on Oasis as a Valued Lincoln Customer contract.

Adjustments and Alignments

Service adjustments and alignments which are from defects in material or workmanship **are covered for the full Bumper to Bumper warranty.**

Note: Wheel and tire balancing & wheel alignment are covered for 12/12 all model years (Once only for each item and when the vehicle has not been modified).

Notice: Wiper blades are only covered for 6 Months for a defect only.

2007-18 Extension of Powertrain Coverage:

Effective with 2007 and subsequent Model Year Ford, Lincoln, and Mercury passenger cars and light trucks sold in the United States, the powertrain warranty coverage period is added to 5 years/60,000 miles (Ford Mercury) and 6 years/70,000 miles (Lincoln). There is no deductible that applies beyond the Bumper to Bumper. Use the Parts Coverage Directory for Powertrain Warranty for a list of parts or Oasis Parts Coverage.

Paint and Corrosion Coverage

Paint imperfections, caused by defects in factory material or workmanship, **are covered** by Bumper to Bumper coverage.

With respect to damage due to environmental fallout and rail dust, when there is no defect involved and therefore no warranty, our policy is to **cover paint damage due to environmental fallout for 12 months/12,000 miles**, whichever occurs first. This includes damage caused by airborne pollutants that attack the paint surface (Use **Program Code R23**). This policy is stated in all car and light truck owner guides.

Corrosion Perforation

Corrosion resulting in a hole in the sheet metal (inside out) is covered **5 years/unlimited for model years of 1995-2018 (Program Code S36)**. This warranty only applies to sheet metal panels.

If body sheet metal has corrosion damage without perforation and the damage is not the result of abnormal usage and/or extreme environmental conditions, the corrosion damage repairs are only covered within the Bumper to Bumper period.

2015 - 2018 F-150 – These vehicles have a 5 year warranty unlimited mileage warranty on paint surface corrosion defects which still will require approval thru digital imaging for the aluminum panels.

Damage, corrosion, and normal deterioration of paint and sheet metal that result from use and/or exposure to the elements are **not covered**. Examples are stone chips, scratches, dings, dents, tree sap, hail, earthquakes, windstorm, water or flood, lightning, bird droppings, and customer-applied chemicals.

Glass Coverage

Glass, including heating elements, **are covered** against defects in material or workmanship for the full Bumper to Bumper warranty. **Glass defects on 2012 and newer models are only covered for 6 months.** Damage such as stone chips, accidents, abuse, environment, wind, hail, and earthquakes are **not covered**.

Light Bulbs

Interior and exterior light bulbs **are covered for the full Bumper to Bumper warranty**. Examples are: high-mount stop light, instrumentation lights, cabin lights, underhood, headlamps, tail lamps, turn signal lamps and trunk lights.

Battery

Batteries are **covered** against defects in factory-supplied materials and workmanship. Labor to test and replace the battery along with the tow is covered in full during the battery warranty coverage. This also applies to 1996 and newer OEM batteries replaced after expiration of 12 months.

Lincoln

96' - 18' 100% battery coverage with no pro-rata for 48 months/50,000 miles

Ford/Mercury

96' - 18' 100% battery coverage with no pro-rata for 36 months/36,000 miles

Beyond Full Coverage

Replacement battery installed on or after October 1, 1992 receives the full Motorcraft Aftermarket Service installed Battery Warranty for 60, 72 or 84 months pro-rata after 12 months free replacement period (including labor and towing if dealer installed). This only applies when the customer pays a percentage of pro-rata.



Safety Restraint Coverage

1989 – 2006 Model cars and light trucks - 5 years/50,000 miles.

NOTICE: 2007-18 models are covered for 5 year/60,000miles. Covers safety belts, air bags, and related components listed in Parts Coverage Directory.

Towing Coverage

Towing is covered under the Roadside Assistance program that is in effect for the duration of the Bumper to Bumper coverage or under the Powertrain coverage period for all 2007-18 vehicles. Beware that many ESP plans also will have Roadside program thru the ESP contract. The customer or dealer must contact the Roadside program headquarters to obtain a free tow. If towing is required but the vehicle is outside the above guidelines then Ford will pay it on the warranty repair if the part is covered by a Ford warranty or program as long it is reasonable.

7.3, 6.0, 6.4 or 6.7 Liter Power Stroke Diesel Engine Warranty 94 - 18

Certain direct injection diesel engine components are covered against defects in factory-supplied material or workmanship for 5 years or 100,000 miles, whichever occurs first.

- ✓ **Only a Trained Technician in Diesel 51 and 52 categories may complete the work.**
- ✓ Refer to the Parts Coverage Directory under Diesel Engine for covered components.
- ✓ Check at the back of each year Emissions Coverage Sections for the Diesel Engine coverage.
- ✓ Parts not covered are the transmissions, alternator, starter, axles and some fuel pumps etc.
- ✓ Make sure a diesel diagnostic sheet is completed and retained when completed.
- ✓ Verify that proper maintenance is completed per the owners maintenance guide.

Tire Warranty Coverage

Under the New Vehicle Limited Warranty, Bumper-to-Bumper Coverage tires are covered for defects in factory-supplied materials or workmanship. Ford authorized dealers will repair, replace or adjust all tire defects described in the Warranty and Policy Manual.

2004-2018 - model year a tire vibration or ride harshness and uneven or rapid tire wear are not covered. However, limited coverage for these conditions will be provided for the first 12 months in service or 12,000 miles, whichever occurs first, even though caused by maintenance and wear items such as wheel alignment or tire balancing(Except for the NEW F-150 this is covered 36/36).

All 2007-18 models the tires are pro-rata after 12,000 miles. Refer to the list below for percentages:

0 - 12,000	100% paid by Ford
12,001-24,000	60% paid by Ford
24,001-36,000	30% paid by Ford
36,001-50,000	15% paid by Ford Lincoln vehicles only (All tires have a 25% mark-up)

If a tire is damaged during the warranty coverage period because of a vehicle defect in factory-supplied materials or workmanship, the tire could be replaced by Ford Motor Company as related damage under warranty with proper technician documentation.

When replacing tires ONLY replace with the same tire type only

When returning tires be sure that the appropriate tire manufacturer warranty document is completed and the customer signs the form. Missing a customer signature or DOT codes could be grounds for a charge back.

DOT codes for both the OLD and NEW tires are required to be documented on the hard copy or in the computer system. DOT codes will include 10-12 characters with four numbers at the end which is the date code and are found apart from the other characters. Tire depth MUST also be documented on the repair order.

2005-2018 Escape Hybrid Unique Components 8 years/100,000 miles

- Electronically Controlled Continuously Variable Transmission (eCVT) 7000
- High Voltage Battery 10B759
- DC/DC Converter 14B227
- All these parts require approval before they are replaced.

Emission Defect Warranty

1995-2018 Ford /Mercury 3 years or 36,000 miles

1995-2018 Lincoln 4 years or 50,000 miles

Most models (1995 through 2018) that have a catalytic converter and the electronic emissions control unit (PCM - the onboard emissions diagnostic device) are covered for 8 years or 80,000 miles (whichever occurs first). Trucks over 8500 GVW are only covered for 5/50. Please check the Coverage Directory. Component failure **MUST** serve emission related function in order to be covered by emissions warranty.

Diesel engines and trucks over 8500 GVW generally have a 5 year or 50,000 mile warranty on certain parts listed in the Parts Coverage Directory (Refer to the back of each year coverage section for emissions). Deductible may be waived if these parts are covered by Emissions warranty.

PCM Reprogramming - 2006 and newer models will **ONLY** be covered if a TSB or other printed information advises you to reprogram the PCM for the vehicles concern.

California Emissions Defect Warranty Coverage Guidelines

The defect warranty:

- Applies to all 1998 and previous model year California certified vehicles regardless of the state where the vehicle was sold or is registered.
- Applies to all 1999 thru 2011 model year vehicles that are certified for sale in California and are **registered** in California, New York, Vermont, and Massachusetts.
- Be careful of the GVW ratings within the charts along with the footnotes.
- The state in which a vehicle is repaired does not affect it's eligibility for California Emissions Coverage.

CALL US WITH QUESTIONS PLEASE!!!!

Notice: Revised 9/25/2017

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