

2022 Model Year **BATTERY ELECTRIC VEHICLE WARRANTY**
Guide (E-Transit, Mustang Mach-E, F-150 Lightning)



Ford.ca

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Your Satisfaction Is Our Priority

DEAR NEW VEHICLE OWNER

It is with great pleasure that we welcome you to the Ford family. We want you to enjoy all the benefits of owning your new Ford 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 they are serviced for years to come. Our Ford 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 Ford vehicle, we encourage you to read through this Warranty Guide and follow its recommendations. This Guide contains:

- Your Ford 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!

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Impaired 7-1-1 (where offered by your
telephone service)

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Warranty Information

WARRANTY COVERAGE AT-A-GLANCE

Warranty Coverage by Time (Months) and Distance Travelled (km)	12	24	36	48	60	72	84	96
Basic	36 months/60,000 km							
Corrosion (perforation only)	5 years/unlimited distance							
Powertrain	5 years/100,000 km							
Safety Restraint System	5 years/100,000 km							
Aluminum Body Panel Corrosion	5 years/unlimited distance							
Electric Vehicle Component	8 years/160,000 km							
This chart shows general information only. Please refer to the Warranty section in this Warranty Guide for detailed information.								

YOUR FORD NEW VEHICLE WARRANTY

Ford Motor Company of Canada, Limited (Ford of Canada) warrants that its authorized dealers will repair, replace or adjust those parts on your battery electric vehicle (BEV), 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.

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.

Warranty Information

While you may take your vehicle to any Ford of Canada dealership for most repairs, certain repairs involving the high voltage components must be completed at an Electric Vehicle (EV) Certified Ford dealership. You can identify and locate EV Certified Ford Dealers using the dealer locator tool on Ford.com, or by calling the Customer Relationship Center at 1-800-565-3673, or Customer Service for the Hearing Impaired 7-1-1 (where offered by your telephone service).

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.

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”.

WHAT IS COVERED?

BASIC COVERAGE

Under your New Vehicle Limited Warranty, Basic Coverage begins at the original warranty start date and lasts for 36 months or 60,000 kilometres (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 8.

NOTE: *Warranted repairs with respect to the high voltage battery assembly must be performed by an EV Certified Ford dealership.*

HIGH VOLTAGE LITHIUM-ION BATTERY CAPACITY COVERAGE

As is the case with all batteries, the high voltage lithium-ion battery capacity will decrease over time and with use. While gradual capacity loss with time and use is considered normal wear and tear, Ford of Canada warrants the high voltage battery against excessive capacity loss for a period of 8 years/160,000 kilometres, whichever comes first. If an authorized EV Certified Ford Dealer determines that the battery capacity is less than 70 percent of the high voltage battery’s beginning of life capacity or less than 65 percent for vehicles in cutaway or chassis cab configuration, this level of capacity loss is considered excessive. The measurement method used to determine the high

Warranty Information

voltage battery capacity, and the decision of whether to repair, replace, or provide reconditioned or remanufactured parts, and the condition of any such replaced, reconditioned or remanufactured parts, are at the sole discretion of Ford of Canada. During the High Voltage Battery Capacity Coverage period, Ford of Canada will cover the necessary component repair or replacement to correct this excessive capacity loss, when performed by an EV Certified Ford dealership.

This coverage is in addition to the high voltage battery assembly's limited warranty for defects in materials or workmanship. If a warranty repair requires replacement of the high voltage battery assembly, or one of its components, it may be replaced with a new, factory remanufactured, or factory refurbished component, at Ford's discretion. Refurbished battery components selected for your vehicle will align with your vehicle's age, and mileage.

NOTE: *The battery capacity degradation rate will vary based on various factors, including environmental conditions, and will also be affected by the way in which the vehicle is used. Following the recommendations in the Preserving Your High Voltage Battery section of the Owner's Manual may help lower the rate of capacity degradation and optimize battery life.*

FORD POWER-UP SOFTWARE UPDATES

During the warranty coverage period, Ford of Canada warrants that you will not be charged for diagnosis, repair, replacement, or adjustment of components that are damaged or inoperable due to a defect caused by a Ford Power-Up software update.

FORD ROADSIDE ASSISTANCE 1-800-665-2006

Your vehicle is eligible, within Canada or the continental United States, for the Ford Roadside Assistance Program. This Program is separate from the New Vehicle Limited Warranty, but the coverage is concurrent with the 5 years or 100,000 kilometres (whichever occurs first) Powertrain Coverage period.

Towing required because of a warrantable failure beyond the 5 years or 100,000 kilometres (whichever occurs first) Powertrain Coverage is covered under any remaining applicable New Vehicle Limited Warranty coverage.

Please refer to the Ford Roadside Assistance section of this Warranty Guide for complete details (page 19).

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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 36 months or 60,000 kilometers (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 is not applicable to the Ford of Canada warranty, Ford of Canada will still cover paint damage due to airborne materials (environmental fallout) for 12 months or 20,000 kilometers (whichever occurs first). See "Damage Caused by Use or the Environment" page 10.

ALUMINUM BODY PANEL CORROSION COVERAGE

Your vehicle's aluminum body sheet metal panels, if any, are covered for an extended Corrosion Coverage Period, which lasts for five years, regardless of distance driven. If aluminum body panels have corrosion or rust damage, and the damage is not the result of abnormal usage, vehicle accident, customer actions and/or extreme environmental conditions, the corrosion or rust damage repairs are covered for 5 years, regardless of distance driven. For damage caused by airborne material (environmental fallout) where there is no factory-related defect involved and therefore no warranty – our policy is to provide no extra charge repair of paint damage due to the airborne material for 12 months or 20,000 kilometers, whichever occurs first.

POWERTRAIN COVERAGE

Your vehicle's Powertrain components are covered for five years or 100,000 kilometres, whichever occurs first. The extended Powertrain coverage applies to all components of the driveline that are not specifically covered by the Electric Vehicle Component warranty. Powertrain components that receive warranty coverage for five years or 100,000 kilometres may include gears, differential, shafts, fluid pumps, seals and gaskets, bearings, mounts, drive shaft, retainers, supports, universal and constant velocity joints.

Warranty Information

HIGH VOLTAGE BATTERY AND eDRIVE SYSTEMS

The high voltage battery and eDrive systems of your vehicle are covered by the Electric Vehicle Component coverage for eight years or 160,000 kilometres, whichever comes first. High voltage battery and eDrive components covered by this warranty include the high voltage battery assembly, Bussed Electrical Center (BEC), battery energy control module (BECM), on-board charger, inverter system controller (ISC), DC/DC converter, and eDrive. If a covered component requires replacement under the Electric Vehicle Component warranty, it may be replaced with a new, factory remanufactured, or factory refurbished component, at Ford's discretion. Refurbished battery components selected for your vehicle will align with your vehicle's age and mileage and meet Ford's requirements and standards.

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 kilometres (whichever occurs first).

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 36 months or 60,000 kilometres (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 kilometres	100%
20,001-40,000 kilometres	60%
40,001-60,000 kilometres	30%

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

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may authorize another brand and model to substitute for the original brand and/or model even if still available.

Normal tire wear or damage is not reimbursable. See page 13 for details of what is not covered.

UNIQUE WARRANTY COVERAGE FOR SPECIFIED COMPONENTS

Brake pads and linings *, wheel balance and alignment are covered against defects in factory-supplied materials or workmanship for 12 months or 20,000 kilometres (whichever occurs first) from the original warranty start date. *Refer to page 11 for additional coverage information.

Wiper blades are covered against defects in factory-supplied materials or workmanship for 6 months unlimited distance travelled from the original warranty start date. Refer to page 11 for additional coverage information.

FORD ORIGINAL ACCESSORIES COVERAGE

Ford of Canada warrants that their authorized dealers will repair or replace any Ford Original 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:

- 24 months unlimited kilometres; or
- The remainder of your Basic Coverage period.

This means that Ford Original Accessories purchased along with your new vehicle and installed by the dealer are covered for the full length of your Basic Coverage period – 36 months or 60,000 kilometres (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 and/or high voltage battery pack, 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
- Immersion/flooding of the high voltage battery assembly

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- Exceeding the load limits specified on the certification label. See the *Owner's Manual* for the location of the certification label
- Failure to observe and resolve vehicle warnings and indications of battery concerns within a reasonable amount of time, typically 30 days
- Failure to complete software updates within a reasonable amount of time, typically 30 days
- The use of incompatible charging devices or methods
- Modifications to the high voltage battery assembly, high voltage system, or associated wiring
- Exposure to direct and/or intense heat sources outside of normal use, such as collision repairs that subject the vehicle to paint booth conditions that exceed Ford's recommendations
- Allowing the high voltage battery assembly to remain in a fully discharged, or near zero state of charge, for more than 14 days
- 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
- Contaminated or improper fluids
- Customer-applied chemicals or accidental spills
- Driving through water deep enough to cause water to be ingested into any component i.e. powertrain components
- 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
- Improper vehicle storage (refer to the *Owner's Manual* for required storage procedures necessary to protect the high-voltage battery)

NOTE: *Warranty coverage will be invalidated on parts affected by such damage.*

In order to maintain your warranty coverage, be sure to follow the recommendations in the *Owner's Manual* under Preserving Your High Voltage Battery. The New Vehicle Limited Warranty does not cover damage to the Ford Mobile Charger caused by abuse or misuse. Always use the Ford Mobile Charger in a manner that conforms to the directions found in the *Owner's Manual*.

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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 matters that result from use and/or exposure to the elements.

Examples are:

- Stone Chips and Scratches (e.g. on paint and glass)
- Windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the first 12 months or 20,000 kilometres (whichever occurs first) even though caused by use and/or exposure to the elements.
- Dings/Dents
- Lightning and Hail
- Earthquake
- Cuts, Burns, Punctures or Tears
- Bird and Bee Droppings
- Road Salt and Tree Sap
- Windstorm
- Water or Flood

Plug-In Vehicles Only — The New Vehicle Limited Warranty does not cover: damage to the 120V convenience cord caused by misuse of the cord. Always use the convenience cord in a manner that conforms to the directions found in the Owner's Manual.

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, oil, lubricants, or fluids.

In fact, failure to perform maintenance as specified in your *Owner's Manual* will invalidate warranty coverage on parts affected by improper maintenance.

Please consult your *Owner's Manual* for correct fluid specifications and levels, and read the *Scheduled Maintenance* chapter in your *Owner's Manual*, for instructions on proper maintenance of your vehicle.

MAINTENANCE AND 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:

- Cleaning/Polishing
- Oil/Air Filters
- Tire Rotations
- Oils, Lubricants, Other Fluids

Warranty Information

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 the *Owner's Manual*; or
- B. The "time and distance 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 kilometres (whichever occurs first) from the original warranty start date, if required due to failure caused by normal wear and tear:

- Brake pads and linings

Ford of Canada dealers will replace the wiper blades for 6 months unlimited distance from the original warranty start date, if required due to failure caused by normal wear and tear.

OTHER ITEMS AND/OR 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)
- Vehicles determined to be a "total loss" by an insurance company (this will void the New Vehicle Limited Warranty)
- Converted ambulances that are not equipped with the Ford Ambulance Prep Package *
- High-voltage battery replacement due to improper vehicle storage. Refer to the *Owner's Manual* for the proper ways your vehicle's battery must be maintained in the event the vehicle is not driven or is stored for an extended period of time

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- The Lithium-ion battery (EV Battery) will experience gradual capacity loss with time and use (similar to all lithium-ion batteries), which is considered normal wear and tear. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under the New Vehicle Limited Warranty. See your *Owner's Manual* for important tips on how to maximize the life and capacity of the Lithium-ion battery.
- If the component that caused the failure is beyond coverage and damages a component with remaining coverage, the entire repair is NOT reimbursable.
- 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 or obsolescence of a cellular phone or digital media device (e.g., inadequate signal reception by the external antenna, viruses or other software problems)

Warranty Information

*** IMPORTANT INFORMATION ON AMBULANCE (US) AND CONVERSIONS:**

Ford vehicles are suitable for producing ambulance vehicles 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 Builder's Layout Book" (and pertinent supplements).

Using a Ford vehicle without the Ford Ambulance Prep Package to produce an ambulance voids the Ford New Vehicle Limited Warranty and may void the Emissions Control Systems Coverage under this warranty. Vehicles used as ambulances without the Ford Ambulance Prep Package could experience elevated underbody temperature, fuel over pressurization and the risk of fuel expulsion and fires. Whether the vehicle is equipped with the Ford Ambulance Prep Package may be determined by inspecting the information plate on the driver's rear door pillar. Knowing whether the ambulance manufacturer has followed Ford's recommendations can be determined by contacting your vehicle's ambulance manufacturer.

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 kilometres (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).

Warranty Information

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.

None of the following limitations and exclusions shall apply where prohibited or voided by provincial consumer protection legislation, and without limitation, none of the following limitations and exclusions will exclude or restrict the warranty provided for in Section 37 or 38 of the Quebec 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.

Warranty Information

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.**

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 Manual* 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**.

You are responsible for presenting your vehicle to a Ford of Canada Dealer as soon as a problem exists. As the vehicle owner, you should also be aware that

Ford of Canada may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications. To preserve your warranty, the following conditions should be observed (See the Owner's Manual for further detail):

- Refer to the Owner's Manual for the proper ways your vehicle's battery must be maintained in the event the vehicle is not driven or is stored for an extended period.
- Follow all instructions for use and charging of the high voltage battery assembly.
- Use the vehicle, charging equipment, and high voltage battery assembly as intended and as described in the *Owner's Manual*, and in accordance with the manufacturer's instructions.
- Have all high voltage battery assembly service and repairs performed by properly qualified and equipped personnel at an EV Certified Ford dealership.

PROPER MAINTENANCE PRESERVES YOUR WARRANTY

The high voltage battery assembly in the vehicle is designed to operate within a sealed system. Removing the high voltage battery assembly from the vehicle, or opening the high voltage battery assembly, creates a risk of damage to the high voltage battery assembly, as well as a risk of personal injury, including electrocution. EV

Warranty Information

Certified Ford dealerships are specially trained and equipped to repair the high voltage battery assembly and high voltage systems on the vehicle, and are the only repair facilities authorized to repair the high voltage battery assembly. In order to maintain optimal battery life and functionality of your vehicle, it is imperative that all high voltage battery software updates are installed. You are responsible for ensuring all software updates are installed within 30 days of software availability. You can most easily accomplish this by keeping Automatic Updates set to ON. If you are unable or choose not to use your vehicle's connectivity features to update software, your Ford Dealer can determine if software updates are available for your vehicle and perform these updates. Battery system updates will be installed at no cost to you during the warranty period. Damage resulting from failure to install battery system updates will not be covered under your New Vehicle Limited Warranty.

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 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 of Canada dealer for refund consideration.

IF YOU ARE A SUBSEQUENT FORD OWNER...

The benefits of the Ford Roadside Assistance Program are transferred (within the Powertrain Coverage period of 5 years or 100,000 kilometres – 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.

Warranty Information

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 Ford of Canada's Customer Relationship Centre (toll free) at 1-800-565-3673 (FORD), Customer Service for the Hearing Impaired 7-1-1 (where offered by your telephone service), or through our web site at www.ford.ca.

The Customer Relationship Centre address is as follows:

Ford Motor Company of Canada Limited
The Canadian Road
PO Box 2000
Oakville, ON
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.FORD.CA

The Ford of Canada web site contains information for you, the new vehicle owner. On *www.ford.ca* 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.ford.ca* can be a great resource tool for you.

Ford Roadside Assistance

ROADSIDE ASSISTANCE

Vehicles Sold in the United States: Getting Roadside Assistance

To fully assist you should you have a vehicle concern, Ford Motor Company offers a complimentary roadside assistance program. This program is separate from the New Vehicle Limited Warranty.

The service is available:

- 24 hours a day, seven days a week.
- For the coverage period supplied with your vehicle.

Roadside Assistance covers:

- A flat tire change with a good spare. For vehicles with an unusable tire inflation kit, we provide towing service.
- 12 V battery jump start.
- Lock-out assistance (key replacement cost is the customer's responsibility).
- Winch out – available within 30 m (100 ft) of a paved or county maintained road, no recoveries.
- In the event your vehicle's high-voltage battery does not have enough power to move, you can choose where you would like your vehicle towed (within a 56 km (35 mi) radius):
 - Nearest public charger.
 - EV Certified Ford or Lincoln Dealer.
 - Your home residence.

Vehicles Sold in the United States: Using Roadside Assistance

Complete the roadside assistance identification card and place it in your wallet for quick reference. This card is in The Owner's Manual kit.

United States vehicle customers who require Roadside Assistance, call 1-800-241-3673.

If you need to arrange roadside assistance for yourself, Ford Motor Company reimburses a reasonable amount for towing to the nearest dealership within 56 km (35 mi). To obtain reimbursement information, United States vehicle customers call 1-800-241-3673. Customers need to submit their original receipts.

Vehicles Sold in Canada: Getting Roadside Assistance

To fully assist you should you have a vehicle concern, Ford Motor Company of Canada, Limited offers a complimentary roadside assistance program. This program is eligible within Canada or the continental United States.

The service is available 24 hours a day, seven days a week.

This program is separate from the New Vehicle Limited Warranty, but the coverage is concurrent with the powertrain coverage period of your vehicle. Canadian roadside coverage and benefits may differ from the U.S. coverage.

If you require more information, please call us in Canada at 1-800-665-2006, or visit our website at www.ford.ca.