



December 2018  
First Printing  
Litho in U.S.A.  
KC4J 19T201 BA



*Ford Motor Company  
of Canada, Limited*

2019 MODEL  
F-650/F-750

FORD TRUCKS

## WARRANTY GUIDE

Warranty and  
Roadside Assistance



2019



# WARRANTY COVERAGE FOR 2019 F-650/F-750 Ford Trucks

## OWNER AND VEHICLE IDENTIFICATION

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
Street

\_\_\_\_\_  
Apt. No.

\_\_\_\_\_  
City

\_\_\_\_\_  
Province

\_\_\_\_\_  
Postal Code

\_\_\_\_\_  
Residence Phone

\_\_\_\_\_  
Business Phone

\_\_\_\_\_  
Vehicle Identification Number

\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Warranty Start Date (MM/DD/YY)

\_\_\_\_\_  
Model

\_\_\_\_\_  
Key Tag No.

\_\_\_\_\_  
Dealer Name

\_\_\_\_\_  
Dealer Phone

\_\_\_\_\_  
Dealer Code

1-800-565-3673 (FORD)  
[www.ford.ca](http://www.ford.ca)

**IMPORTANT:** Please keep this Guide in your vehicle at all times.

## WELCOME

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 truck, and look forward to building a relationship with you over the years ahead.

At Ford Motor Company of Canada, Limited (Ford of Canada), 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 we service them 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 Guide, the Owner's Manual and the Service Guide and follow their recommendations.

Ford of Canada and our dealerships look forward to being at your service. We wish you peace-of-mind throughout your ownership experience.

Ford Motor Company of Canada, Limited  
The Canadian Road  
Oakville, Ontario  
L6J 5E4

1-800-565-3673 (FORD)  
[www.ford.ca](http://www.ford.ca)

<b>Warranty Coverage for 2019 Model Year</b>	<b>Page</b>	<b>Page</b>	
Warranty Coverage At-A-Glance . . . . .	4	Additional Facts About the Warranty on Your Vehicle . . . . .	10
Your Ford New Truck Limited Warranty . . . . .	5	Other Manufacturers' Warranties . . . . .	10
Who Is Authorized to Do Warranty Repairs? . . . . .	5	New Truck Warranty Limitations . . . . .	10
Who Pays for Warranty Repairs? . . . . .	5	Inspect Your New Vehicle Carefully . . . . .	11
When Does the Warranty Begin? . . . . .	5	Defects vs. Damage . . . . .	11
What is Covered? . . . . .	5	Take Care of Your Vehicle and It Will Take Care of You! . . . . .	11
Basic Coverage . . . . .	5	Does the New Truck Limited Warranty Apply to Your Vehicle? . . . . .	11
Corrosion Coverage . . . . .	5	Warranty Applies . . . . .	11
Frame Coverage . . . . .	6	Warranty Does Not Apply . . . . .	11
Diesel Engine Coverage . . . . .	6	Taking Your Vehicle on a Trip? . . . . .	11
6.7L Diesel Driven Automatic Transmission Coverage . . . . .	6	If You are a Subsequent Ford Owner... . . . .	11
Emissions Control Systems Coverage . . . . .	6	Need Assistance? We're Here to Help You... . . . .	12
Parts Covered by the Emissions Warranty . . . . .	6	How to Apply for a Delayed Warranty Start Date or In-Transit Kilometre Accumulation Extension . . . . .	12
Unique Warranty Coverage for Specified Components . . . . .	7	Delayed Warranty Start Date . . . . .	12
What is Not Covered Under this New Truck Limited Warranty? . . . . .	8	In-Transit Kilometre Accumulation Extension . . . . .	12
Damage Caused by Accident, Misuse or Alteration . . . . .	8	Ford Roadside Assistance . . . . .	13
Damage Caused by Use and/or the Environment . . . . .	8	What is not covered . . . . .	13
Damage Caused by Improper Maintenance . . . . .	8		
Maintenance/Wear . . . . .	9	<b>Forms</b>	
Some Maintenance and Wear Items Have Limited Coverage . . . . .	9	Notification of Delayed Warranty Start Date or In-Transit Kilometre Accumulation . . . . .	Centre Insert
Other Items/Conditions Not Covered by this Warranty . . . . .	9	Owner Information Change Card . . . . .	Centre Insert
SYNC Hands-Free Communications and Entertainment System . . . . .	9	Ford Roadside Assistance Customer Claim Form . . . . .	Centre Insert
What is Not Covered Under the Emissions Warranty? . . . . .	10		

## Warranty Coverage At-A-Glance

### 2019 Model Warranty Coverage F-650/F-750 Trucks

(months or kilometers, whichever comes first)

Warranty Coverage by Time (Months)	24 (2 years)	36 (3 years)	48 (4 years)	60 (5 years)	Life of Truck
<b>Basic</b>	Unlimited distance				
<b>Corrosion</b>	Unlimited distance				
<b>Frame</b>	Unlimited distance				Unlimited distance
<b>Emissions</b>					80,000 kilometres Gas Engine 160,000 kilometres Diesel Engine
<b>6.7L PowerStroke Diesel Engine</b>					400,000 kilometres or 10,000 hours of engine operation
<b>6.7L PowerStroke Diesel Engine with TorqShift Transmission</b>					400,000 kilometres

## Your Ford New Truck Limited Warranty

Ford Motor Company of Canada, Limited (Ford of Canada) warrants that its authorized dealers will repair, replace or adjust those parts on 2019 Ford of Canada F-650/F-750 trucks, that are found to be defective in materials or workmanship made or supplied by Ford of Canada with the following exceptions:

- Tires are warranted by their respective manufacturer and not by Ford or your dealer.

**The defects must occur under normal use of the truck during the warranty coverage period.**

## Who Is Authorized to Do Warranty Repairs?

You must take your Ford truck to an authorized Ford of Canada dealer for warranty repairs. While any Ford of Canada dealership handling your truck line will provide warranty service, we recommend you return to your selling dealer who wants to ensure your continued satisfaction.

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 of Canada may authorize that your vehicle be repaired at a repair centre other than a Ford of Canada dealer facility.

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 Basic, Corrosion, Emissions, Frame, 6.7L PowerStroke Diesel Engine and TorqShift 6-Speed Automatic Transmission Coverages during the "time and distance travelled" limits of the New Truck 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". Under certain conditions, you may be eligible to request a delayed warranty start date and/or in-transit kilometre accumulation extension. To see if you are eligible and for instructions on how to apply, refer to 12.

## What is Covered?

The complete vehicle is covered under the following warranties except components listed under "Unique Warranty Coverage for Specified Components", "What is Not Covered Under this New Truck Limited Warranty?" and "Other Manufacturers' Warranties" on pages 7-10.

## Basic Coverage

Under your New Truck Limited Warranty, Basic Coverage begins at the original warranty start date and lasts for 2 years, unlimited distance.

## Corrosion Coverage

Under your New Truck Limited Warranty, Corrosion Coverage begins at the original warranty start date and covers cab 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 cab sheet metal panels, coverage lasts for 3 years, regardless of the distance travelled.
- If corrosion does not cause perforations (holes), and is not the result of vehicle usage and/or airborne materials, the Corrosion Coverage lasts for 2 years, regardless of the distance travelled.

If your vehicle is damaged due to airborne materials (environmental fallout) where there is no defect in factory-supplied materials or workmanship and therefore no applicable Ford of Canada warranty, Ford of Canada will still cover paint damage due to airborne materials (environmental fallout) for 12 months or 20,000 km (whichever occurs first) from the original warranty start date. See "Damage Caused by Use and/or the Environment", page 8.

### Frame Coverage

Under your New Truck Limited Warranty, the Frame Coverage begins at the original warranty start date and covers the frame against defects in factory-supplied materials or workmanship for 5 years, regardless of distance travelled.

### Diesel Engine Coverage

The 6.7L PowerStroke diesel engine and engine components are covered against defects in factory supplied materials or workmanship. Engine Coverage begins at the warranty start date and extends for 5 years or 400,000 kilometres or 10,000 hours of engine operation (whichever occurs first). Ford of Canada covers the engine and these components: cylinder blocks, 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 assembly, DFCM (low pressure lift pump and filter assembly), high pressure lines and selector valve on dual tank configuration) gaskets and seals, glow plugs, turbocharger, injectors, injection pressure sensor, exhaust back pressure sensor and camshaft position sensor.

### 6.7L Diesel Driven Automatic Transmission Coverage

The TorqShift 6-Speed Automatic Transmission and transmission components are covered against defects in factory supplied material or workmanship for 5 years or 400,000 kilometres (whichever occurs first). Ford of Canada covers the transmission (including all internal parts) – if

powered by the 6.7L Diesel Engine, seals and gaskets, the torque converter and transmission case.

### Emissions Control Systems Coverage

Under the Federal Emissions Defect Warranty, Ford of Canada warrants to you, the owner of any 2019 model F-650/F-750 truck that:

- Your truck or engine is designed, built, and equipped to conform, at the time it is sold, with the emissions regulations of the Canadian Environmental Protection Act, 1999 (CEPA).
- Your truck or engine is free from emission-related defects in factory-supplied materials and workmanship, which are defects that could prevent the truck or engine from conforming with applicable CEPA regulations.
- You will not be charged for repair, replacement or adjustment of parts containing an emissions-related defect listed in the following Parts Covered by the Emissions Warranty section.

### Parts Covered by the Emissions Warranty

F-650/F-750 trucks are provided Federal Emissions Defect Warranty for 5 years or 80,000 kilometres for gas engines and 5 years or 160,000 kilometres for diesel engines (whichever occurs first from the original warranty start date). The following is a general list of components that are covered by the Federal Emissions Defect Warranty. If you would like more detailed information concerning specific parts covered by this Ford of Canada warranty, ask your dealer.

### For F-650/F-750 trucks, the Ford of Canada Warranty covers the following if they are Ford parts:

- Air induction system
- Catalytic converter (including selective reduction catalytic and diesel oxidation catalyst(s))
- Charge air cooler
- Diesel Exhaust Fluid (DEF) System
- Diesel glow plugs and control module

- Diesel particulate filter
- Diesel vacuum pump
- Electronic engine control sensors and switches
- Electronic Engine Control Unit (ECU)\*
- Evaporative emission control system
- Exhaust Gas Recirculation (EGR) system
- Exhaust manifolds
- Exhaust pipe (manifold to catalyst)
- Fuel filler tube and cap (Gasoline only)
- Fuel injection system
- Fuel injection driver module
- Fuel pump
- Fuel tank (Gasoline only)
- Intake manifold
- Malfunction Indicator Light (MIL) system
- Oil filler cap
- Positive Crankcase Ventilation (PCV) System
- Supercharger assembly
- Spark ignition system
- Thermostat
- Throttle body
- Transmission Control Module (TCM)
- Transmission solenoids
- Turbocharger assembly
- Emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, and wiring harnesses that are used with components on the list of parts, above.

Some of the covered parts may require scheduled maintenance. These parts are warranted until the time they are first scheduled to be replaced according to the schedule in your Owner's Manual and the Service Guide.

\* includes hardware and emission related software changes only

### Unique Warranty Coverage for Specified Components

The following components: brake lining/pads and windshields that are defective in materials or workmanship, are covered for 12 months/unlimited kilometres from the original warranty start date.

Wiper blades are covered for 6 months/unlimited kilometres from the original warranty start date due to failure caused by normal wear and tear.



## What is Not Covered Under this New Truck 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
- Misusing the vehicle, 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
- Alterations or modifications to allow the use of alternate fuels after the vehicle leaves the control of Ford of Canada
- 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
- Tampering with the vehicle, including tampering with the emissions systems or with other parts that affect these systems (for example, exhaust and intake systems)
- Contaminated or improper fuels/fluids
- Customer-applied chemicals or accidental spills
- Driving through water deep enough to cause water to be ingested into the engine
- 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

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

### Damage Caused by Use and/or the Environment

The New Truck Limited Warranty does not cover surface rust, deterioration, fading, discolouration 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)
- Dings/Dents
- Lightning and Hail
- Earthquake
- Cuts, Burns, Punctures or Tears
- Bird and Bee Droppings
- Road Salt and Tree Sap
- Windstorm
- Water or Flood
- Windshield stress cracks. However, limited coverage on windshield stress cracks (caused by use and/or exposure to the elements) will be provided for the first 12 months or 20,000 kilometres (whichever occurs first).

### Damage Caused by Improper Maintenance

The New Truck Limited Warranty does not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong part, fuel, oil, lubricants, or fluids.

In fact, failure to perform maintenance as specified in your Owner's Manual and Service Guide 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 Service Guide for instructions on proper maintenance of your vehicle.

### Maintenance/Wear

The New Truck Limited Warranty does not cover parts and labour needed to maintain your vehicle and replacement of parts due to normal wear and tear. You, as the owner, are responsible for these items. Here are examples:

- Replacement of filters, windshield wiper blades, brake linings, clutch linings, and engine belts and hoses
- Adjustments, such as wheel balancing, wheel alignment, and headlight alignment
- Adjustments to the mechanical valves, belts, transmission, clutch systems, and brake systems
- Cleaning of fuel, cooling, and brake systems
- Addition of fluids such as engine oil and washer fluid
- Tightening of nuts, bolts, and fittings

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 of Canada until the earlier of:

- (A)** The first replacement time that is specified in your Owner's Manual and/or Service Guide or
- (B)** The "time and distance travelled" limits of the New Truck 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/unlimited kilometres 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 wiper blades for 6 months/unlimited kilometres from the original warranty start date, if required due to failure caused by normal wear and tear.

### Other Items/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 Truck Limited Warranty)
- Vehicles currently or previously titled as "dismantled", "fire", "flood", "junk", "reconstructed", "totalled", or "salvaged" (this will void the New Truck Limited Warranty)
- Vehicles determined to be a "total loss" by an insurance company (this will void the New Truck Limited Warranty)
- Ford Authorized Parts replaced other than under this New Truck Limited Warranty or pursuant to a Ford Customer Satisfaction Program or Ford Recall are not eligible for the balance of the New Truck 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 replacements 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 modification to alter functionality or capability

- 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 of your cellular phone or digital media device (i.e., inadequate signal reception by the external antenna, viruses or other software problems)

#### **What is Not Covered Under the Emissions Warranty?**

Ford of Canada will deny you warranty coverage if your vehicle or part has failed because you:

- Abused or neglected it
- Did not maintain it properly
- Added unapproved modifications
- Used improper fuel/fluids
- Experienced any item included in "What is Not Covered Under this New Truck Limited Warranty?"

#### **Additional Facts About the Warranty on Your Vehicle**

**Additions or Modifications** – Depending on how you are using your vehicle, it may be necessary for you to install certain additional equipment or to modify it. Such additions or modifications do not in and of themselves void the Ford of Canada warranty; however, any failure of a Ford-supplied part resulting from such additions or modifications will not be covered by the warranty; Ford of Canada reserves the right in all cases to make the final determination.

**Vehicle Overloading** – Your Owner's Manual outlines the *gross vehicle weight* or *gross combination weight ratings*. Exceeding these specified capacities may void the warranty on your truck. (Refer to your Owner's Manual and Vehicle Rating Decal attached to your vehicle for load capacities on your particular vehicle.)

#### **Other Manufacturers' Warranties**

The tires on your vehicle are warranted by the tire manufacturer and not by Ford of Canada or your selling dealer. You should consult an authorized dealer or distributor of the tire manufacturer for details.

#### **New Truck Warranty Limitations**

The foregoing coverages described in the New Truck 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.

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 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 coverages of this Ford of Canada New Truck 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. This includes defects in Ford-supplied parts used in making the 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 collision, misuse and lack of maintenance. Therefore, **damage is not covered by this warranty.**

### Take Care of Your Vehicle and It Will Take Care of You!

Your vehicle contains an **Owner's Manual** and a **Service Guide**, which indicate the scheduled maintenance required for your vehicle. 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 Ford of Canada 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 maintenance as specified in the **Service Guide** 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 Service Guide.

## Does the New Truck Limited Warranty Apply to Your Vehicle?

### Warranty Applies

The New Truck 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

Ford of Canada will void all of the New Truck Limited Warranty described in this booklet, if the vehicle was originally purchased in Canada and 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 your 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 Truck 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...

If you are a subsequent Ford owner and the New Truck Limited Warranty has not yet expired, you are entitled to the unexpired portion of the warranty. Please send us the completed Owner Information Change Card found at the centre of this Warranty Guide (postage paid).

## 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.

### Ford of Canada 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 at (toll free) 1-800-565-3673 (FORD) or through our web site at [www.ford.ca](http://www.ford.ca).

### The Centre's address is as follows:

Customer Relationship Centre  
Ford Motor Company of Canada, Limited  
The Canadian Road  
P.O. Box 2000  
Oakville, Ontario, Canada  
L6J 5E4

## How to Apply for a Delayed Warranty Start Date or In-Transit Kilometre Accumulation Extension

You may be eligible to request a delayed warranty start date and/or in-transit kilometre accumulation extension if:

- You purchased your truck from someone who is not a Ford dealer (such as a builder or seller of recreation vehicles, or bus bodies, or tankers); or
- The truck was not put into service immediately after you purchased it because it was delivered to a firm for installation of a body or other special equipment; or
- Your new truck was driven (not transported) from the assembly plant to the dealer or to a body company and then to the dealer or other locations.

If one of these conditions applies to you, work with your Ford dealer to establish the correct warranty start date or in-transit kilometre accumulation extension for your new truck. You will need your sales invoice and/or vehicle registration that shows the date that your specially-equipped truck was delivered to you.

### Delayed Warranty Start Date

After your Ford dealer helps you establish your warranty start date, complete the form, "Notification of Delayed Warranty Start Date or In-Transit Kilometre Accumulation", located in the centre of this booklet. Your Ford dealer will also help you complete the "Reason for Delay of Warranty Start Date" section of the form. When this section is completed, submit immediately to Ford of Canada with the supporting documentation. **Failure to request a delayed warranty start date may reduce the period of effective warranty coverage.**

### In-Transit Kilometre Accumulation Extension

After your Ford dealer helps you establish the in-transit kilometre accumulation extension, you should complete the form, "Notification of Delayed Warranty Start Date or In-Transit Kilometre Accumulation", located in the centre of this booklet. Your Ford dealer will help you complete the "Reason for In-Transit Kilometre Accumulation" section of the form. When this section of the form is complete, DO NOT submit immediately to Ford of Canada. Present the copy to the dealer if a repair is required beyond warranty, but within the kilometre extension period. **Failure to request an in-transit kilometre accumulation extension may reduce the period of effective warranty coverage.**

**Important:** If both conditions (delayed warranty start date and in-transit kilometre accumulation) exist, one copy must be mailed to Ford of Canada to change the warranty start date. You should keep a copy to present to the dealer if a repair is required beyond warranty, but within the kilometre extension period.

## Ford Roadside Assistance

Your vehicle is covered by the complementary Ford of Canada's Roadside Assistance. Ford of Canada's Roadside Assistance will cover:

- Towing of your disabled vehicle to the nearest Ford dealership (one tow per disablement)
- Jump Start
- 24 hour availability in Canada or the continental United States

Other services covered include:

- Lockout
- Mounting spare tire
- Delivery of up to 10 liters of fuel (max of 2 deliveries per calendar year)

### What is not covered

- Unloading cargo, fuel service, parts, tire service, rental of towing equipment, storage fees, or any labour performed at a garage or service station.
- Any form of impound towing by other than a licensed service station or garage.
- Home site/dealer site service Lockout Assist, parts involved in Lockout Assist.
- Assistance from private citizens.
- The Ford Roadside Assistance coverage is not a warranty, but a service provided to you on behalf of Ford

of Canada to minimize any unforeseen vehicle inconvenience. All service operators providing service are independent contractors and are not employees of Ford of Canada. Therefore, the Ford Roadside Assistance does not assume any liability for any loss or damage to your vehicle or your personal property resulting from the rendering of such service.

- Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and your own insurance company within 24 hours and prior to any repairs being carried out.

Although this program is separate from the New Truck Limited Warranty, coverage is concurrent with the 24 month/unlimited km Basic coverage.

All coverage is limited to vehicles using publicly maintained roads (excludes off-road use, logging roads, etc.) and adjacent sites, and any other locations, which in the discretion of the service provider constitutes a publicly travelled thoroughfare.

Please note that the Ford Roadside Assistance is a complimentary service. Ford of Canada may cancel your coverage at any time by written notice. There is no refund available to you in the event of cancellation.

For emergency roadside assistance, call **1-800-665-2006, 24 hours a day, 365 days a year.**

# NOTIFICATION OF DELAYED WARRANTY START DATE OR IN-TRANSIT KILOMETRE ACCUMULATION

This form is to be used to notify Ford Motor Company of Canada, Limited, of a delayed warranty start date or to report an in-transit kilometre accumulation on a vehicle driven (not transported) from the assembly plant to a body builder or to the receiving location.

## OWNER AND VEHICLE INFORMATION

First Name

Last Name

Street

Apt. No.

City

Province

Postal Code

Residence Phone

Business Phone

Vehicle Identification Number

Date: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

## REASON FOR DELAY OF WARRANTY START DATE

Please attach documents to support revised warranty start date. (For example: a copy of the new vehicle sales invoice or vehicle registration.)

Warranty Date Requested



MM / DD / YY

  

  

  


**Note:** When this section of the form is completed, submit IMMEDIATELY to Ford of Canada with supporting documentation attached.

## REASON FOR IN-TRANSIT KILOMETRE ACCUMULATION

Please attach documents to support accumulated distance travelled.

Odometer at  
time of Delivery

(No Tenths)

Odometer at  
time of Request

(No Tenths)

**Note:** When this section of the form is completed, DO NOT submit to Ford of Canada. When a repair is required beyond warranty, but within the kilometre extension period, provide a copy of this form and supporting documents to the Ford dealer performing the repair.



1000010826-L6J5E4-BR01

WARRANTY ADMINISTRATION DEPARTMENT  
FORD MOTOR COMPANY OF CANADA LIMITED  
The Canadian Road  
P.O. Box 2000  
Oakville, Ontario, Canada  
L6J 5E4



# OWNER INFORMATION CHANGE CARD/ FICHE DE RÉVISION DES DONNÉES SUR LE PROPRIÉTAIRE

Odometer Reading/Compteur kilométrique

Mr. Mrs. Miss Dr. Ms  
M. Mme Mlle Dr

Vehicle Identification Number/N° d'identification du véhicule

English Français

First Name/Prénom

Last Name/Nom de famille

Street Address/Adresse

Province

Postal Code/Code postal

Year/Année

Mo./Mois

Day/Jour

Apt. No./App.

City or Town/Ville ou village

E-Mail Address/Courriel

Owner Signature/Signature du propriétaire

Ford of Canada collects information that you provide (i.e. contact and vehicle information, demographics, purchase and service experiences and preferences). We also collect information about your vehicle and your transaction from your dealer and information about your finance or lease contract from Ford Credit. This information is used to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material, which may be of interest to you. For these purposes, we share your information with Ford Credit, your dealer(s) or the dealer who has responsibility for the market area in which you reside. **If you do not want to receive marketing material from us or have your personal information shared as set out above, or to obtain our Privacy Policy or access your personal information, please call 1-800-565-FORD (3673).**

Ford Canada recueille des renseignements que vous fournissez (coordonnées, renseignements sur le véhicule, données démographiques, préférences, expériences d'achat et d'entretien). Nous recueillons également des renseignements sur votre véhicule et votre transaction, auprès de votre concessionnaire, ainsi que des renseignements sur votre financement ou location auprès de Crédit Ford. Ces renseignements sont utilisés pour administrer votre contrat d'achat ou de location, améliorer nos produits et services et vous proposer des services, des sondages ou du matériel publicitaire susceptibles de vous intéresser. Pour ces raisons, nous partageons les renseignements vous concernant avec Crédit Ford, votre concessionnaire ou le concessionnaire responsable de la région dans laquelle vous résidez. **Si vous ne voulez pas recevoir de matériel publicitaire de nous, ne voulez pas que vos renseignements personnels soient partagés, comme énoncé ci-dessus, et si vous désirez un exemplaire de notre politique de confidentialité ou voulez avoir accès aux renseignements personnels vous concernant, veuillez composer le 1 800 565-FORD (3673).**



1000010826-L6J5E4-BR01

CUSTOMER RELATIONSHIP CENTRE  
FORD MOTOR COMPANY  
OF CANADA, LIMITED  
The Canadian Road  
P.O. Box 2000  
Oakville, ON L6J 5E4

CENTRE DE RELATIONS  
AVEC LA CLIENTÈLE  
FORD DU CANADA LIMITÉE  
The Canadian Road  
C.P. 2000  
Oakville, ON L6J 5E4

# FORD ROADSIDE ASSISTANCE CUSTOMER CLAIM FORM

To fully assist you should you have a vehicle concern, Ford Motor Company of Canada, Limited offers a complimentary roadside assistance program performed by Sykes roadside services on behalf of Ford of Canada. For complete program details and items eligible for reimbursement, you may contact your dealer, you can call us at 1-800-665-2006 or visit our website at [www.Ford.ca](http://www.Ford.ca).

## 1. PAYEE INFORMATION

First Name

Last Name

Street

Apt. No.

City

Province

Postal Code

Residence Phone

Business Phone

E-mail Address: \_\_\_\_\_

## 2. VEHICLE IDENTIFICATION NUMBER

## 3. ODOMETER READING

#### 4. HOW TO SUBMIT

- Please include a letter detailing the sequence of events from the time the vehicle broke down to the time the vehicle was picked up.
- Include paid receipts that clearly detail the nature of the service being claimed, including copies of the repair or work order that pertained to the breakdown.
- Please retain a copy of all receipts for your records.
- A claim form and supporting documents are required for all claims. Claims received without receipts and claim form will be returned causing delays in processing.
- For your convenience, you may bring your claim to your local Ford dealer who will submit the claim on your behalf, you can submit your claim online at [www.Ford.ca](http://www.Ford.ca), or you can email your claim to [ford-Claims@sykes.com](mailto:ford-Claims@sykes.com).

#### 5. **“I have completed this form, attached all pertinent receipts and certify that the information provided is complete and accurate.”**

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Date

Ford of Canada collects information that you provide (i.e. contact, vehicle information, demographics, and relating to your purchase or service), transaction information from your dealer, and information about your finance or lease contract from Ford Credit. This information is used to administer your purchase or lease, improve our products and services, and provide you with services, surveys or marketing material. For these purposes, we share your information with Ford Credit, your dealer(s) or the dealer who has responsibility for the market area in which you reside and we may use service providers outside Canada such as data processing, hosting, and call campaign services. **If you do not want to receive marketing material from us or have your personal information shared as set out above, to obtain information about our Privacy Policy including our service provider practices or to access your personal information, please call a Customer Service Representative at 1-800-565-FORD (3673).**