

2021 Model Year **BATTERY ELECTRIC VEHICLE**
WARRANTY Guide (Mustang Mach-E)

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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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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.

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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.

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 9.

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

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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, this level of capacity loss is considered excessive. The measurement method used to determine the high 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.*

OVER THE AIR (OTA) 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 an OTA 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

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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 20).

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 11.

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.

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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

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will be used. In some circumstances, Ford 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 14 for details of what is not covered.

UNIQUE WARRANTY COVERAGE FOR SPECIFIED COMPONENTS

Brake pads and linings *, windshields, 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 12 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 12 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

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- Alterations or modifications to allow the use of alternate fuels after the vehicle leaves the control of Ford of Canada
- Immersion/flooding of the high voltage battery assembly
- 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 day
- 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 fuel/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, fuel, 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

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

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- 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
- 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.
- Ford Authorized Parts replaced other than under this New Vehicle Limited Warranty or pursuant to a Ford Customer Satisfaction

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

*** 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.

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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).

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,

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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. 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

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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 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.

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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.

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) or through our web site at www.ford.ca.

Warranty Information

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 COVERAGE

Roadside Assistance Center 1-800-665-2006

A comprehensive package of benefits that will cover you in just about any emergency situation is included concurrently with your Ford New Vehicle Limited Warranty and most Ford Extended Service Plans. Roadside assistance is available 24 hours a day, 365 days a year, no matter where you travel across Canada or the Continental U.S.

SERVICE - FORD ROADSIDE ASSISTANCE

Every new Ford of Canada car and light truck includes the assurance of an emergency no-cost Roadside Assistance Program during the 5 year/100,000 kilometers (whichever occurs first) Powertrain coverage period.

Help is just a toll-free phone call away - 24 hours a day anywhere in Canada or the continental United States - should you ever need towing assistance, a jump-start or emergency travel reimbursement.

CONTACT US

For complete Roadside Assistance terms, conditions and limitations, knowledgeable representatives can assist you 24 hours a day, 7 days a week.

Please call us at 1-800-665-2006 or you can send an email directly to Sykes Roadside Services (roadsideinquires@sykes.com) who is providing roadside services on behalf of Ford of Canada.

GENERAL INFORMATION

ELIGIBILITY

Ford of Canada's Roadside Assistance covers all Ford of Canada cars and light trucks. Service will be provided to the driver of the registered Ford Lincoln vehicle by Sykes Roadside Services on behalf of Ford of Canada.

Roadside assistance benefits are transferable to subsequent owners of your vehicle, at no cost, within the 5 year/100,000 kilometers coverage period (whichever occurs first).

Ford Roadside Assistance

COVERAGE PERIOD

Although this program is separate from the New Vehicle Limited Warranty, the coverage is concurrent with the 5 year/100,000 kilometers (whichever occurs first) Powertrain coverage period. Roadside Assistance coverage expires after 5 years or 100,000 kilometers, whichever occurs first, from the original vehicle in service date.

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

- For more information, please call 1-800-665-2006 or you can send an email directly to Sykes Roadside Services (roadsideinquires@sykes.com) who is providing roadside services on behalf of Ford of Canada.

COVERAGE SERVICES

Ford Roadside Assistance coverage is not a warranty, but a service provided to you by Sykes Roadside Services on behalf of Ford of Canada to minimize any unforeseen vehicle operation inconvenience. 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.

ROAD SERVICE

Towing of a disabled vehicle to the nearest Ford dealership, or the selling dealer if within 25 kilometers of the nearest Ford dealership (one tow per disablement). In the event that you use a service other than Ford Roadside Assistance, we will reimburse you up to a maximum of \$75 per disablement. Tow dispatches will occur on drivable and operable approved Ministry of Transportation roads where a towing facility can be safely dispatched. Extenuating circumstances will be reviewed on a case-by-case basis by Ford Motor Company of Canada Limited.

TRAILERS

The Program provides limited benefits for trailers being towed by the vehicle eligible for Roadside Assistance. Trailers will be covered up to \$100 if the disabled eligible vehicle requires service/towing to the nearest qualified dealer. If the trailer is disabled, but the towing vehicle is fully operational, the trailer does not qualify for any Roadside Assistance Services.

SERVICE CALLS

Battery Boost

Program provides for no charge jump starts for dead batteries. If the vehicle cannot be jump started, it will be towed at no charge.

Ford Roadside Assistance

Fuel Delivery

Program provides for up to 10 liters of fuel to stranded vehicles (out of fuel and not running) at no charge. Vehicles stranded at refuelling stations or dealers are not eligible for benefits. Delivery of up to 10 liters of fuel (max of 2 deliveries per calendar year).

Winching

Winch-out services for vehicles stuck in mud or snow on or near paved roads is covered. Winching covers a maximum of 100 feet from the road. Recoveries are not included as part of Roadside Assistance towing. Recoveries are defined as those efforts made to get a vehicle to a surface where a tow hook-up can occur.

Flat Tires

Program provides for no-charge spare tire mounting to replace flat tires or disabled wheels only. If a vehicle has more than one flat tire and cannot be driven, the vehicle may be towed at no charge to the nearest authorized dealership or tire service facility. This program does not cover tire repair.

ITEMS EXCLUDED FROM COVERAGE

- Parts, tire repairs, 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.
- Parts involved in lock-out service.

- Assistance from private citizens.
- All service operators providing service are independent contractors and are not employees of Ford. Therefore, the Ford Roadside Assistance Club 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.

EMERGENCY LOCK-OUT SERVICE

Should you accidentally lock yourself out of your vehicle Ford Roadside Assistance will come to unlock your vehicle. Key recovery and/or replacements are not covered. In the event that you use a service other than Ford Roadside Assistance, we will reimburse you up to a maximum of \$75.

EXTREME WEATHER

Certain geographic areas may experience weather or other situations that could temporarily affect the ability of service to be provided in a timely manner. In these situations, the 1-800 phone message advises of the delay in service in a particular area and may recommend to customers that they arrange their own service if possible. Claiming incurred expenses will be reimbursed up to a

Ford Roadside Assistance

maximum reimbursement limit of \$75 per disablement. www.roadsideaid.com is an option to request service as well, customers can select the option to have an agent call them back through virtual hold rather than waiting on line.

EMERGENCY TRAVEL EXPENSE REIMBURSEMENT

Should your vehicle become disabled due to a mechanical breakdown while you are more than 160 kilometers from your residence address, we will reimburse you up to \$500 (in total), for the following reasonable emergency expenses, (when not covered by insurance).

Covered Expenses:

- Local lodging and meals (excludes alcohol and tips).
- Vehicle rentals from bona fide car rental agencies (excludes gas expense).
- Commercial transportation to your destination, and return after repairs are completed.

Coverage period is the lesser of: date of vehicle disablement up to three (3) days in total, or the time at which your vehicle is repaired. Claims must be submitted within 20 days of incident to be eligible.

TRAVEL PLANNER

As part of your Roadside Assistance plan, Ford offers Travel Planning services. Before you load up your Ford vehicle and embark on your next road trip, simply contact us to receive a free, customized Travel Planner through regular mail.

For more information, please call 1-800-665-2006 or you can send an email directly to Sykes Roadside Services (roadsideinquires@sykes.com) who is providing roadside services on behalf of Ford of Canada.

REIMBURSEMENT CLAIMING PROCEDURES

In the event that your vehicle has become disabled due to a mechanical breakdown and you have had to use a service other than Ford Roadside Assistance, or while you are more than 160 kilometers from your residence address, simply print out this claim form to receive reimbursement for eligible tow services or travel expenses. File your claim no later than twenty (20) days after the occurrence.

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 tow receipt or repair/work order that pertained to the breakdown and all other pertinent receipts for the claim.
- Please retain a copy of all receipts and documentation.
- Please allow 4-6 weeks for the processing of your claim form.

Ford Roadside Assistance

There are a number of ways you can send in your claim to us. Once you have complied your documentation and receipts.

- Go to www.Ford.ca to complete the Claim Form and submit online.
- You can bring your claim form and documentation to your local Ford dealer who will submit the claim on your behalf to Sykes Roadside Services who is performing the roadside services on behalf of Ford of Canada.
- You can mail the completed Claim Form along with any requested documentation and receipts to the address below and we will forward the information for you to Sykes Roadside Services who is performing the roadside services on behalf of Ford of Canada.

Ford Motor Company of Canada Limited

Roadside Assistance Services

The Canadian Road, P.O. Box 2000

Oakville, ON L6K 1C8

For more information, please call
1.800.665.2006.

Ford of Canada reserves the right to amend or cancel The Ford Roadside Assistance Program at any time without incurring any liability.

FORD ROADSIDE ASSISTANCE CUSTOMER CLAIM FORM

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. YOU MUST INCLUDE THE FOLLOWING DOCUMENTS FOR CLAIM PROCESSING

- Complete the Claim Form and submit it online: www.Ford.ca.
- You can bring your claim form and documentation to your local Ford dealer, who will submit the claim on your behalf to Sykes Roadside Services, the Ford of Canada Roadside Services provider.
- You can mail the completed Claim Form along with any requested documentation and receipts to the address listed below, and we will forward the information on your behalf to Sykes Roadside Services, the Ford of Canada Roadside Services provider.

**Ford Motor Company of Canada Limited, Roadside Assistance Division,
The Canadian Road, P.O. Box 2000, Oakville, ON L6K 1C8**

For more information, please call 1-800-665-2006

• IMPORTANT:

- Please refer to the Ford Roadside Assistance section of your Warranty Guide for details of Roadside Assistance Coverage.
- Submit all claims, fully documented, **within 20 days** of disablement.
- Please retain a copy of all receipts and send original documentation.

4. “I have completed this form 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).**

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

Odometer Reading/Lecture du compteur kilométrique

Vehicle Identification Number/N° d'identification du véhicule

Mr.
M.

Mrs.
Mme

Miss
Dr

Dr.
Dr

Ms

English

Français

First Name/Prénom

Last Name/Nom de famille

Street Address/Adresse

Apt. No./App.

City or Town/Ville ou village

Province

Postal Code/Code postal

Email Address/Courriel

Year/Année

Mo./Mois

Day/Jour

Owner Signature/Signature du propriétaire

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).**

Ford Canada recueille des renseignements que vous fournissez (coordonnées, renseignements sur le véhicule, données démographiques et renseignements liés à l'achat ou à l'entretien), des renseignements sur la 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 nous proposer des services, des sondages ou du matériel publicitaire. 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 et nous pouvons recourir à des fournisseurs de services à l'extérieur du Canada pour le traitement des données, l'hébergement des données et les services de campagnes téléphoniques. **Si vous ne voulez pas recevoir de matériel publicitaire de nous, si vous ne souhaitez pas que vos renseignements personnels soient partagés, comme énoncé ci-dessus, si vous désirez obtenir des renseignements sur notre politique de confidentialité, y compris sur les pratiques de nos fournisseurs de services, ou si vous voulez avoir accès à vos renseignements personnels, veuillez communiquer avec un représentant du service à la clientèle au 1-800-565-FORD (3673).**



1000010826-L6J5E4-BR01

CUSTOMER RELATIONS
FORD MOTOR COMPANY OF
CANADA LIMITED
P.O. BOX 2000
OAKVILLE, ON L6K 0C8

RELATIONS AVEC LA CLIENTÈLE
FORD DU CANADA LIMITÉE
C.P. 2000
OAKVILLE, ON L6K 0C8

FORD ROADSIDE ASSISTANCE ASSISTANCE ROUTIÈRE FORD

1-800-665-2006 or download the Sykes4Ford app

Your vehicle comes with a New Vehicle Limited Warranty. The express warranties of the New Vehicle Limited Warranty 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.

Download a FREE electronic copy or order one FREE printed copy of the most up-to-date Warranty Guide by visiting ford.ca/warranty.

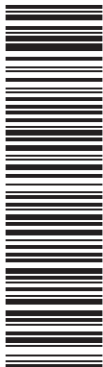
1 800 665-2006 ou téléchargez l'application Sykes4Ford

Votre véhicule est couvert par la garantie limitée de véhicule neuf. Les garanties explicites de la garantie limitée de véhicule neuf remplacent et excluent toute autre obligation de toute sorte, qu'elle découle d'un acte législatif, d'un délit civil, d'une incidence de droit ou autrement incluant, jusqu'aux limites permises par la loi, toute obligation pour toute autre assertion concernant le véhicule, des garanties législatives ou des garanties ou conditions implicites concernant sa qualité marchande ou son bon fonctionnement.

Téléchargez GRATUITEMENT une copie électronique ou commandez une copie imprimée GRATUITE du Guide de garantie le plus récent en visitant ford.ca/garantie.

January 2021
First Printing

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FORD ROADSIDE ASSISTANCE

1-800-665-2006 or download
the Sykes4Ford app

- Towing
- 12 Volt Battery Boosting
- All-Electric Roadside Assistance
- Lock-Out Assistance
- Flat Tire Service
- Vehicle Recovery
- Other Roadside Services



ASSISTANCE ROUTIÈRE FORD

1 800 665-2006 ou téléchargez
l'application Sykes4Ford

- Remorquage
- Survolage de la batterie 12 volts
- Service de dépannage pour véhicules électriques
- Service de déverrouillage des portes
- Remplacement d'un pneu à plat
- Récupération du véhicule
- Autres services de dépannage



The Sykes4Ford Roadside App is available
via the Apple App Store® or Google Play™

L'application d'assistance routière
Sykes4Ford est disponible sur Apple App
Store® ou Google Play™

FORD ROADSIDE ASSISTANCE

NAME

VIN

See Warranty Guide for complete details

Download the Sykes4Ford Roadside Assistance App for access to your roadside assistance services.

ASSISTANCE ROUTIÈRE FORD

NOM :

NIV :

Consultez votre Livret de garantie pour tous les détails.

Téléchargez l'application d'assistance routière Sykes4Ford pour accéder à vos services d'assistance routière

FORD ROADSIDE ASSISTANCE ASSISTANCE ROUTIÈRE FORD

**1-800-665-2006 or download
the Sykes4Ford app**

Please have the following information ready when contacting Ford Roadside Assistance:

- Vehicle Identification Number (VIN)
- Odometer reading
- The location of your vehicle (address/nearest intersection)

**1 800 665-2006 ou téléchargez
l'application Sykes4Ford**

Assurez-vous d'avoir en main les renseignements suivants au moment d'appeler l'Assistance routière Ford :

- Le numéro d'identification du véhicule (NIV)
- Le kilométrage de votre véhicule
- L'emplacement de votre véhicule (adresse/intersection la plus proche)



Janvier 2021
Première
impression
Imprimé aux É.-U.
MJB119G218 AA

