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## 1. Introduction

**Ford Motor Company** and your selling dealer thank you for selecting one of our quality products. Our commitment to you and your vehicle begins with quality protection and service.

This booklet explains in detail the warranty coverage that applies to your 2003-model Ford truck. If you bought a previously owned 2003-model truck, you are eligible for any remaining warranty coverage.

The warranty includes:

- **New Truck Limited Warranty** (pages 5-11)
- **Emissions Defect Warranty**  
which covers your emission control system (pages 13-20)
- **Noise Emissions Warranty** (page 21)

Ford Motor Vehicle Assurance Company (a subsidiary of Ford Motor Company, The American Road, Dearborn, MI 48121) provides the **New Vehicle Limited Warranty** (pages 5-11), except that Ford Motor Company provides the **New Vehicle Limited Warranty** in Alaska, Illinois, Louisiana, Minnesota, Montana, New Hampshire, New Jersey, New York, South Dakota, Vermont, Virginia, Washington, West Virginia, Wisconsin. This list is accurate as of the publishing date of this guide.

If you are interested in verifying the warranty provider for your vehicle, please call the **Fleet Customer Information Center at 1-800-343-5338**. Where it is the warranty provider, Ford Motor Vehicle Assurance Company will use Ford Motor Company as its agent. The warranty coverage you receive in your dealer's handling of any warranty-covered repair will be the same regardless of the warranty provider.

## 2. Important information you should know

### IF YOU NEED CUSTOMER ASSISTANCE

Your Ford Motor Company dealer is available to assist you with all your automotive needs. Please follow the procedures outlined in **Customer Assistance** on the front page of this booklet.

If you require assistance directly from Ford Motor Company, contact the **Fleet Customer Information Center at 1-800-343-5338, or refer to [www.ford.com](http://www.ford.com)**.

### KNOW WHEN YOUR WARRANTY BEGINS

Your **Warranty Start Date** is the day you take delivery of your new vehicle or the day it is first put into service, whichever occurs first. Under certain conditions, you may be eligible to request a delayed warranty start date or in-transit mileage accumulation extension. See page 23 to see if you are eligible and for instructions on how to apply for this change.

### CHECK YOUR VEHICLE

We try to check vehicles carefully at the assembly plant and the dealership, and we usually correct any damage to paint, sheet metal, upholstery, or other appearance items. But occasionally something may slip past us, and a customer may find that a vehicle was damaged before he or she took delivery. If you see any damage when you receive your vehicle, notify your dealership within one week of the delivery date.

### MAINTAIN YOUR VEHICLE PROPERLY

Your vehicle contains an **Owner Guide** which indicates the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, and may help increase the value you receive when you sell or trade your vehicle.

It is your responsibility to make sure all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform maintenance as specified in the Owner 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.

Your Ford Motor Company dealer has factory-trained technicians who can perform the required maintenance using genuine Ford parts. The dealership looks forward to

meeting your every service need to maximize your satisfaction with your vehicle.

### **DO WARRANTIES APPLY IN OTHER COUNTRIES?**

The **New Vehicle Limited Warranty** and the **Emissions Warranty** described in this booklet apply to your vehicle if:

- it was originally purchased through Ford Worldwide Direct Marketing Operations dealers or the Military Sales Program; or
- it was originally sold or leased by Ford Motor Company or one of its dealers in the United States or U.S. Federalized Territories, and it was originally registered/licensed and operated in the United States, U.S. Federalized Territories, or Canada.

If you meet either of these two requirements, you do have warranty coverage when you travel with this vehicle outside the United States, U.S. Federalized Territories, or Canada. In some cases, however, you may have to pay the servicing Ford dealer in a foreign country for a repair that is covered under U.S. warranty. If this happens, be sure to save the paid repair order or invoice. You should present this document to a U.S. Ford Motor Company dealer for warranty refund consideration. Refer to [www.Ford.com](http://www.Ford.com) for additional customer assistance reference information.

### **WHERE TO GO FOR SERVICE**

When you need warranty repairs, your selling dealer would like you to return to it for that service, but you may also take your vehicle to another Ford Motor Company dealership authorized for warranty repairs. Certain warranty repairs require special training though, so not all dealers are authorized to perform all warranty repairs. That means that, depending on the warranty repair needed, the vehicle may need to be taken to another dealer. If a particular dealership cannot assist you, then contact the **Fleet Customer Information Center** at **1-800-343-5338, or [www.ford.com](http://www.ford.com)**.

If your vehicle is equipped with:

- a diesel engine manufactured by Caterpillar, Cummins, or
- a transmission manufactured by Allison,

warranty service on the engine or transmission may be performed only by Ford dealerships that are authorized to service these engines or transmissions, or by other dealerships or distributors authorized by the manufacturer of the Caterpillar or Cummins diesel engines or Allison transmission.

## IF YOU NEED EMERGENCY SERVICE

If you need parts and service information away from your local servicing dealer's area, call the **Fleet Customer Information Center at 1-800-343-5338**. If you have an emergency and Ford, Motorcraft, or remanufactured parts authorized by Ford Motor Company are not readily available from a Ford dealer, you may choose to use other parts to get the repairs done quickly. If you decide to use parts other than Ford or Motorcraft parts, or remanufactured parts authorized by Ford or Ford Motor Vehicle Assurance Company, you should be aware that they may not be equivalent to Ford parts in performance, quality, and durability. If you use replacement parts other than those recommended by Ford Motor Company, neither Ford Motor Company nor Ford Motor Vehicle Assurance Company warrants these parts and will not be responsible for any damage they may cause to your truck.

## WHO PAYS FOR WARRANTY REPAIRS?

You will not be charged for covered warranty repairs made during the warranty periods for Basic, Corrosion, or Frame Coverage.

Some states may require a tax on all or a portion of warranty repairs. Where state law allows, the tax must be paid by you, the owner of the vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your dealer or call the **Fleet Customer Information Center at 1-800-343-5338** or **www.ford.com** to learn whether any adjustment program is applicable to your vehicle. Please have your vehicle identification number available.

## OTHER MANUFACTURERS' WARRANTIES

The warranty coverage in this booklet deals only with Ford Motor Company or Ford Motor Vehicle Assurance Company warranties. Some parts of your vehicle are not manufactured by Ford and are warranted by another manufacturer (including Caterpillar and Cummins diesel engines and Allison transmissions). Check with your selling dealer for information about which of your vehicle's parts are covered by warranties from other manufacturers.

The warranty coverage on tires is usually based on tread wear. Because the tires on your vehicle are warranted by the tire manufacturer and not by Ford Motor Company or Ford Motor Vehicle Assurance Company or your selling dealer, you should check the tire warranty or consult an authorized dealer or distributor of the tire manufacturer.

### 3. The new truck limited warranty for your 2003-model truck

#### THE NEW TRUCK LIMITED WARRANTY

The **New Truck Limited Warranty** on your 2003-model F-650/F-750 truck gives you three kinds of warranty:

- Basic Coverage
- Corrosion Coverage
- Frame Coverage

Ford truck dealers will repair, replace, or adjust all parts that are found to be defective in factory-supplied materials or workmanship, with the following exceptions:

- Diesel engines (manufactured by Caterpillar or Cummins)
- Allison transmissions
- Tires
- Non-Ford components (see page 4 for explanation)

The parts listed above are warranted by their respective manufacturers and not by Ford Motor Company or Ford Motor Vehicle Assurance Company.

Defects covered by this warranty must occur during the warranty coverage periods under normal use of the truck in the United States, Canada, or U.S. Federalized Territories.

When making warranty repairs, the dealer will use Ford or Motorcraft parts or remanufactured parts that are authorized by Ford Motor Company.

Damage or other items that are not covered by the New Truck Limited Warranty are described on pages 9-11.

## **YOUR LEGAL RIGHTS UNDER THE NEW TRUCK LIMITED WARRANTY**

Your **New Truck Limited Warranty** gives you specific legal rights. You may also have other rights that vary from state to state.

The **New Truck Limited Warranty** is the only warranty applicable to your vehicle. Except as specifically provided in the **New Truck Limited Warranty**, there are no other warranties, express or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose. Neither Ford Motor Company nor Ford Motor Vehicle Assurance Company assumes or authorizes anyone to assume for it any other obligation or liability in connection with your truck or this warranty.

Ford Motor Company, Ford Motor Vehicle Assurance Company and your dealer are not responsible for any time that you lose, for any inconvenience you might be caused, for the loss of your transportation, or for any other incidental or consequential damages you may have.

**NOTE:** This information about the limitations on incidental and consequential damages under the **New Truck Limited Warranty** also applies to the **Emissions Defect Warranty** and the **Noise Emissions Warranty** that are described on pages 13-21.

This chart gives a general summary of your coverage under the New Truck Limited Warranty. Please refer to the description of warranty coverage for more specific information.

For each type of coverage, the chart shows two measures:

- months/years in service
- miles driven

The measure that occurs first determines how long your coverage lasts.

For more details on coverage, see:

**What Is Covered?** (page 8)

**What Is Not Covered?** (pages 9-11)

**Warranty Coverage for 2003-Model  
F-650/F-750 Truck  
(years or miles, whichever occurs first)**

COVERAGE	Two Years	Three Years	Four Years	Five Years	Life of Truck
Basic		Unlimited Miles			
Corrosion			Unlimited Miles		
Emissions – Federal					100,000 Miles
Emissions – California					100,000 Miles
Frame					Unlimited Miles
Noise Emissions					

Your truck may have a separate engine warranty coverage provided by the engine manufacturer. See the information provided to you by the engine manufacturer.

## WHAT IS COVERED?

### Basic Coverage

Basic coverage for the F-650/F-750 truck begins at the warranty start date and extends for 2 years, regardless of miles driven.

### Corrosion Coverage

Corrosion coverage begins at the warranty start date and covers cab sheet metal panels against corrosion due to a defect in factory-supplied materials or workmanship.

The coverage period for corrosion depends on the type of damage that occurs. There are two types of damage:

- If corrosion causes perforation (holes) in the cab sheet metal panels, coverage lasts for 3 years, regardless of the miles driven.
- If corrosion does not cause holes — and is not the result of usage and/or environmental conditions — coverage lasts for 2 years, regardless of the miles 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 cover paint damage due to airborne material for 12 months or 12,000 miles, whichever occurs first.

### Frame Coverage

The frame of your F-650/F-750 truck is covered against defects in factory-supplied materials or workmanship. Frame coverage begins at the warranty start date and extends for 5 years, regardless of miles driven.

**Neither Ford Motor Company nor Ford Motor Vehicle Assurance Company warrants the diesel engines manufactured by Caterpillar or Cummins or the transmission manufactured by Allison.**

Complete details of the warranty coverage on these diesel engines or transmissions can be found in the manufacturer's service policy or operator's manual. If this information is not in the truck when you receive it, you may get a copy at the service center for your diesel engine or Allison transmission. Your Ford dealer can help you locate the manufacturer's service center in your area.

## WHAT IS NOT COVERED?

### Damage Caused by:

- accidents, collision, or objects striking the vehicle
- theft, vandalism, or riot
- fire or explosion
- freezing
- misusing the vehicle such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source
- non-Ford parts installed after the vehicle leaves Ford's control. For example, but not limited to, cellular phones, alarm systems, automatic starting systems, and performance enhancing powertrain chips
- altering or modifying the vehicle — including the body, chassis, or components — after the vehicle leaves Ford's control
- tampering with the vehicle, tampering with the emissions systems, or with other parts that affect these systems
- using contaminated or improper fuel/fluids
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into the engine

**Note:** Warranty coverage will be invalidated or voided on parts affected by such damage.

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

The New Truck Limited Warranty does not cover surface rust and deterioration of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. Here are examples:

- stone chips, scratches (some examples are on paint and glass)
- dings, dents
- cuts, burns, punctures or tears
- road salt, tree sap
- bird and bee droppings
- lightning, hail
- windstorm
- earthquake
- water or flood

**Note:** Warranty coverage will be invalidated or voided on parts affected by such damage.

### **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. See the Owner Guide for proper ways to maintain the vehicle. Failure to perform maintenance as specified in the Owner Guide will invalidate or void warranty coverage on parts affected by the lack of maintenance.

### **Maintenance/Wear**

The New Truck Limited Warranty does not cover: (1) parts and labor needed to maintain the vehicle; and (2) the 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

### **Other Items and Conditions Not Covered:**

- non-Ford parts of your vehicle, for example, parts installed by body builders or manufacturers other than Ford Motor Company, or damage to Ford components caused by installation of non-Ford parts other than “certified” emissions parts
- vehicles that have ever been labeled or branded as “dismantled,” “fire,” “flood,” “rebuilt,” “reconstructed,” or “salvaged;” this will void the New Truck Limited Warranty
- vehicles that have been determined to be a “total loss” by an insurance company; this will void the New Truck Limited Warranty
- disconnecting or altering the odometer or allowing the odometer to be inoperative for an extended period of time with the result that the actual mileage cannot be determined; this will void the New Truck Limited Warranty

## 4. Roadside Service Assistance (United States, Puerto Rico, and U.S. Virgin Islands)

Your vehicle is covered by the complimentary Ford Roadside Assistance Program (unless you are driving a daily rental unit). Under this program Ford will cover:

- towing to the nearest Ford Motor Company dealership, or towing to your selling dealership if within 35 miles
- **Lockout Assist (doesn't include home site/dealer site service)**
- **Jump Start**
- **24 hour availability**

### What Is Not Covered

- **Tire Service**
- **Unloading Cargo**
- **Home site/dealer site service Lockout Assist**
- **Recovery (e.g., stuck in mud at a job site)**
- **Fuel Service**

**The Roadside Assistance Program is separate from the New Truck Limited Warranty, but the Program's time period runs concurrently with the Basic Warranty period. Therefore, F-650 and F-750 Trucks are eligible for Roadside Assistance during the Basic Warranty period (2 years/unlimited miles).**

For emergency roadside assistance, call **1-800-241-3673 (FORD)**, **24 hours a day, 365 days a year.**

For daily rental units that must be towed because a covered part has failed during the Basic Warranty period, Ford will cover towing to the nearest Ford Motor Company dealership.

## 5. Federal requirements for emissions warranties

### FEDERAL EMISSIONS DEFECT WARRANTY

Under the **Federal Emissions Defect Warranty**, Ford warrants to you, the owner of any 2003-model F-650/F-750 truck with a Ford diesel engine, that:

- Your truck was designed, built, and equipped to conform, at the time it was sold, with the emissions regulations of the U.S. Environmental Protection Agency (EPA).
- Your truck is free from defects in factory-supplied materials and workmanship that would cause it to fail to conform with applicable EPA regulations.
- You will not be charged for repair, replacement, or adjustment of defective emissions-related parts listed in this section (pages 13-14).

### WHAT IS COVERED?

Trucks with Ford diesel engines are provided Federal Emissions Defect Warranty for 5 years or 100,000 miles, whichever occurs first.

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 warranty, ask your dealer.

**For trucks with Ford diesel engines**, the warranty covers:

- Charge air cooler
- Electronic engine control sensors and switches
- Fuel injection system
- Fuel injector driver module
- Fuel pump
- Intake manifold
- Malfunction Indicator Light (MIL) system
- Oil filler cap
- Powertrain Control Module (PCM)
- Turbocharger assembly
- Emissions-related bulbs, hoses, clamps, belts, tubes, gaskets, seals, brackets, connectors, and wiring harnesses used in the above systems

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 the Owner Guide.

**WHAT IS NOT COVERED?**

Ford may deny you warranty coverage if your vehicle or a part has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 9-11.

## 6. California requirements for emissions warranty

### YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board and Ford are pleased to explain the emission control system warranty on your 2003-model vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the State's stringent anti-smog standards. Ford must warrant the emission control system on your vehicle for the periods of time listed below, provided there has been no abuse, neglect, or improper maintenance of your vehicle.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors, and other emission-related assemblies.

Where a warrantable condition exists, Ford will repair your vehicle at no cost to you including diagnosis, parts, and labor.

### MANUFACTURER'S WARRANTY COVERAGE

For five years or 100,000 miles (Ford diesel powered engines and vehicles), whichever first occurs:

If an emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your emission control system **Defects Warranty**.

### **OWNER'S WARRANTY RESPONSIBILITIES**

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Ford recommends that you retain all receipts covering maintenance on your vehicle, but Ford cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Ford dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Ford may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

If you have questions regarding your warranty rights and responsibilities, or if you want to report what you believe to be violations of the terms of this warranty, you may contact the Fleet Customer Relationship Center at 1-800-343-5338 or contact:

**State of California Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, California 91731-2990**

### **WHAT IS COVERED?**

For trucks with **Ford diesel engines**, the warranty covers, but is not limited to:

- Charge air cooler
- Electronic engine control sensors and switches
- Fuel injection system
- Fuel injector driver module
- Fuel pump
- Intake manifold
- Malfunction Indicator Light (MIL) system
- Oil filler cap
- Powertrain Control Module (PCM)
- Turbocharger assembly
- Emissions-related bulbs, hoses, clamps, belts, tubes, gaskets, seals, brackets, connectors, and wiring harnesses used in the above systems

### **WHAT IS NOT COVERED?**

Any items that are not covered under Ford's New Truck Limited Warranty are also not covered under the emissions warranties. (See **What Is Not Covered?**, pages 9-11.)

## **7. Additional information about your emissions warranty coverage, under federal and California requirements**

### **HOW DO I GET SERVICE?**

To get service under your emissions warranties, take your vehicle to an authorized Ford Motor Company dealer as soon as possible.

### **HOW DO I HANDLE EMERGENCY REPAIRS?**

If your truck needs an emergency repair on emissions-related parts, and an authorized Ford Motor Company dealer is not available — so that you must have covered repairs made by someone other than a Ford Motor Company dealer — your Ford dealer will reimburse you for the cost of repairs including diagnosis. Be sure to obtain: (a) the parts that are replaced; and (b) a receipt for the work. Take the parts and receipt to your dealer, who will determine if the repair is covered under warranty.

You should follow the same procedure if a warranted part is not available at your Ford dealer within 30 days from the time you first bring your vehicle to your dealer for repairs, and you must go elsewhere for repairs. Any repair not completed within 30 days also constitutes an emergency, and any equivalent replacement part may be used in an emergency situation. Ford will reimburse you for the repair expenses, not to exceed (a) the manufacturer's suggested retail price for all warranted parts that are replaced; and (b) the labor charges (based on the manufacturer's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate).

### WHAT REPLACEMENT PARTS SHOULD I USE?

Ford recommends that you use genuine Ford replacement parts. However, when you are having non-warranty work done on your vehicle, you may choose to use non-Ford parts.

If you decide to use non-Ford parts, be sure they are equivalent to Ford parts in performance, quality, and durability. If you use replacement parts that are not equivalent to Ford parts, your truck's emissions control systems may not work as effectively and you may jeopardize your emissions warranty coverage.

**NOTE: FEDERAL WARRANTY ONLY** The maintenance, replacement, or repair of emissions control devices or systems, the cost of which is not covered by the warranties, can be performed by any automotive establishment or individual using non-Ford parts.

For trucks within the warranty period, Ford will repair at no cost to the owner, under the Federal Emissions Warranty, covered emission failures caused by properly installed Ford parts or non-Ford parts that have been "certified" by the U.S. Environmental Protection Agency (EPA). Ford is not responsible for the cost of repairing any emission failures caused by non-Ford parts that have not been "certified" by the EPA.

## **PROPER MAINTENANCE PRESERVES YOUR WARRANTY**

If you do not maintain your vehicle properly, Ford may have the right to deny you warranty coverage.

To have repairs made under this warranty, you may have to show that you have followed Ford's instructions on properly maintaining and using your vehicle. You will find these instructions in your Owner Guide and Service Guide. Be sure to save your service receipts and to keep accurate records of all maintenance work.

If you are not satisfied with the handling of a warranty matter, see **Customer Assistance** address on the inside front cover of this guide or call the Fleet Customer Relationship Center at 1-800-343-5338.

If you need more information about getting service under the Federal Emissions Defect Warranty, or if you want to report what you believe to be violations of the terms of this warranty, you may contact:

**Manager, Certification and Compliance Division (6405J)**  
**Warranty Claims**  
**Environmental Protection Agency**  
**Ariel Rios Building**  
**1200 Pennsylvania Avenue, N.W.**  
**Washington, D.C. 20460**

## 8. Noise emissions warranty

### YOUR NOISE EMISSIONS WARRANTY

Ford Motor Company warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle, as manufactured by Ford Motor Company, was designed, built and equipped to conform at the time it left Ford Motor Company's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by Ford Motor Company, and is not limited to any particular part, component or system of the vehicle manufactured by Ford Motor Company. Defects in design, assembly or in any part, component or system of the vehicle as manufactured by Ford Motor Company, which, at the time it left Ford Motor Company's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

The Noise Emissions Warranty obligations do not apply to:

- Loss of time, inconvenience, loss of use of the vehicle, commercial loss or other consequential damages;
- Any vehicle which is not covered by the U.S. EPA Medium and Heavy Trucks Noise Emission Standards (40 C.F.R. Part 205, Subpart B). Among the non-covered vehicles are those lacking a partially or fully enclosed operator's compartment, such as basic or stripped chassis, those having a gross vehicle weight rating of 10,000 lbs. or less and those sold outside the United States and U.S. Territories.

To the extent permitted by law, THIS WARRANTY IS EXPRESSLY INSTEAD of any express or implied warranty, condition, or guarantee, agreement or representation, by any person with respect to conformity of this vehicle with U.S. EPA Noise Control Regulations, including ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.

## 9. Ford Extended Service Plan

You can get more protection for your new truck by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP is the only service contract backed by Ford. It provides protection against repair costs after your New Truck Limited Warranty expires.

You may purchase Ford ESP from any Ford Motor Company dealer or see our web site at [www.Ford-ESP.com](http://www.Ford-ESP.com). There are two Ford ESP plans available PowertrainCARE covering 29 critical components or BaseCARE which covers 84 major components. You can select distance coverage from 75,000 miles to 200,000 miles and time coverage from 3 years to 5 years. Each plan is tailored to fit your own driving needs, including reimbursement for towing.

When you purchase Ford ESP, you receive peace-of-mind protection throughout the United States and Canada, provided by a network of more than 5,000 Ford Motor Company dealers.

NOTE: Repairs performed outside the United States and Canada are not eligible for Ford ESP coverage. (Exceptions are Federalized Territories and military customers where ESP repairs are authorized.)

This information is subject to change. Ask your dealer for complete details about Ford ESP coverage.

## 10. How to apply for a delayed warranty start date or in-transit mileage accumulation extension

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

- you purchased your truck from someone who is not a Ford dealer, such as a body company (i.e., bus body manufacturer, crane and special equipment company, etc.); or
- the truck was not put into service immediately after you purchased it because it was delivered to a firm to have a special body or special equipment installed; 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 mileage accumulation extension for your new truck. You will need your sales invoice and/or state 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 Delivery Date or In-transit Mileage Accumulation,” located in the back of this booklet. Your Ford dealer also will help you complete the “Reason for Delay of Warranty Start Date” section of the form. When this section is completed, submit immediately to Ford Motor Company with the supporting documentation. **Failure to request a delayed warranty start date may reduce the period of effective warranty coverage.**

### MILEAGE ACCUMULATION EXTENSION

After your Ford dealer helps you establish the in-transit mileage accumulation extension, you should complete the form, “Notification of Delayed Delivery Date or In-transit Mileage Accumulation,” located in the back of this booklet. Your Ford dealer will help you complete the “Reason for In-transit Mileage Accumulation” section of the form. When this section of the form is complete, DO NOT submit to Ford Motor Company. Present the copy to the dealer if a repair is required beyond warranty, but within the mileage extension period.

**Failure to request an in-transit mileage accumulation extension may reduce the period of effective warranty coverage.**

**Important: If both conditions (delayed warranty start date and in-transit mileage accumulation) exist, one copy must be mailed to Ford Motor Company 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 mileage extension period.**



## CUSTOMER ASSISTANCE

Your satisfaction is our #1 goal. If you have questions or concerns about your vehicle, we suggest you follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling/servicing dealership.
2. If the inquiry or concern remains unresolved, contact the Sales Manager or Service Manager at the dealership.
3. If the inquiry or concern cannot be resolved at the dealership level, please contact the Ford Customer Relationship Center.

In the United States:

**Ford Motor Company  
Customer Relationship Center  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48126  
1-800-392-3673 (FORD)  
TDD for the hearing impaired:  
1-800-232-5952**

In the Caribbean, Central America, Israel  
and Sub-Saharan Africa:

**Ford Motor Company  
Worldwide Market Operations  
Attention: Owner Relations  
1555 Fairlane Drive  
Fairlane Business Park #3  
Allen Park, MI 48101  
Telephone: (313) 594-4857  
Fax: (313) 390-0804  
E-mail: wdmocac@ford.com**

In Canada:

**Ford Motor Company of Canada, Limited  
Customer Relationship Centre  
P.O. Box 2000  
Oakville, Ontario L6J 5E4  
1-800-565-3673 (FORD)**

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