



2015 MODEL F-650 GAS ENGINE POWERTRAIN LIMITED WARRANTY

This Powertrain Limited Warranty Statement is a Supplement to the Ford Motor Company New Vehicle Limited Warranty as specified in the warranty guide. Qualified 2015-model F-650 Gas Engine vehicles are covered by the terms of the New Vehicle Limited Warranty, as specified in the warranty guide, except as indicated in this statement.

In the states of Florida and New York, this is a 5-year/100,000 Mile/4,000 Hour Gas Engine Ford Powertrain Limited Warranty Coverage

The 5-year/100,000 Mile/4,000 hour Powertrain Limited Warranty coverage is provided on eligible **F-650 Gas engine vehicles** delivered to customers in the states of Florida and New York. Ford Motor Company will provide for repair or replacement of covered components on the vehicle during the Powertrain Limited Warranty period in accordance with the following terms, conditions, and limitations.

- **When Limited Warranty Coverage Begins and Ends.** Under the Ford Powertrain Limited Warranty coverage, Coverage begins at the New Vehicle Limited Warranty Start Date and Zero Miles or Hours. Coverage ends at the earlier of the New Vehicle Limited Warranty Start Date, or 100,000 odometer miles or up to the actual or equivalent of 4,000 Hours.
- **Eligible vehicles.** 2015 Model Year Ford F-650 6.8L V10 vehicle deliveries in the states of Florida and New York.
- **Repairs covered under the Powertrain Limited Warranty coverage.** Your Ford dealership will repair, replace, or adjust all covered components, as specified under Parts Coverage that fail due to defective workmanship or wear and tear resulting from defective material or workmanship during the Powertrain Limited Warranty coverage period. Damage and items not covered under the Powertrain Limited Warranty coverage are specified under What if NOT Covered by This Agreement.
- **Covered components.** Powertrain components (See Parts Coverage herein).

Where to go for covered repairs:

We require that You return to Your Selling Dealer to obtain repairs or services to your Vehicle. However if the Selling Dealer is closed or Your Vehicle needs Emergency Service or Repair, the Vehicle is inoperable and all Ford dealerships within a 25 mile radius are closed, You may obtain repairs or services to the Vehicle under this Agreement from any Ford Motor Company franchised dealership or other repair or service facility in the United States or Canada. Call the Ford Customer Relations Center at 800-392-Ford if You have any questions concerning service or coverage available under this Agreement or to find the nearest Ford Motor Company dealership.

To request reimbursement, you must provide a copy of the repair order and proof of payment to your selling dealer or contact 1-800-321-7790. You have one year from the repair order open date or payment receipt date to request your refund.

- **Repairs.** All warranty repairs of covered components **MUST** be made with Ford authorized new or remanufactured parts or other new or remanufactured parts authorized by Ford.

- **Care of the vehicle.** Your vehicle must be properly operated and maintained in accordance with the Scheduled maintenance Services in the Service Guide of the Owner's Manual for the vehicle. Proof of Scheduled Maintenance Services includes maintenance records that show mileage, date of maintenance service, VIN, and the maintenance that was performed. Scheduled Maintenance Service requires period service checks based on mileage intervals and the make and model of your vehicle. Please review the Owner's Guide for your Scheduled maintenance Service requirements that are provided at the time of vehicle purchase. If you perform your own Scheduled maintenance Services, you must maintain a log including date, mileage, and description of each maintenance service and provide corresponding receipts for purchases of parts and fluids. Failure to perform Scheduled Maintenance as specified in the service Guide will invalidate warranty coverage on parts affected by proper operation or by lack of maintenance.
- **Roadside Assistance Coverage.** We contracted with National Motor Club-RV, Inc., National Motor Club-Group Services, Inc. and National Motor Club of California, Inc. ("National Motor"), licensed auto clubs, to provide Roadside Assistance to You as part of this Agreement. National Motor's address is P.O. Box 141266, Irving, Texas 75014-1266. Roadside Assistance includes: (i) Roadside Assistance Items, (ii) Emergency Travel Expense Reimbursement, and (iii) Destination Assistance. The Roadside Assistance benefits provided under this Agreement are available from National Motor 24 hours a day, 7 days a week. To request Roadside Assistance or for customer inquiries, call National Motor at 1-800-241-3673. Service providers who provide Roadside Assistance are independent contractors and not employees, agent or representatives of National Motor or Us.
- Roadside Assistance provides coverage of up to \$100 per incident for the following items (including the cost of the service call and labor for services performed at the site of the disablement):
 - **Lock-out assistance**
 - **Flat Tire changes**
 - **Battery jump starts**
 - **Out of fuel assistance - the delivery of gasoline to you, including the cost of up to two (2) gallons of gasoline, limited to not more than three (3) "no change" service calls during any twelve (12) month period.**
 - **Towing up to \$200 per incident. Towing is limited to one (1) tow per disablement.**
 - **Items not covered by Roadside Assistance Coverage.** Roadside Assistance does not provide coverage for: (a) replacement parts, (b) gasoline (except for an out of fuel assistance call)(c) tire repair, (d) rental of towing equipment, (e) storage fees, (f) fees for labor performed at a garage or service facility or (g) any "out of fuel" service if the vehicle is located at Your residence or an operating commercial fueling station, (h) impound towing or towing by a person other than a licensed service station or garage.
 - **WHEN YOU CALL FOR SERVICE, YOU WILL BE CONNECTED WITH THE DISPATCHER AND A SERVICE VEHICLE WILL BE SENT TO YOUR LOCATION. PLEASE PROVIDE THE DISPATCHER WITH:**
 - (1) You name, address and the VIN;
 - (2) the exact location of the Vehicle, and
 - (3) the nature of your Emergency

- **LIMIT OF LIABILITY:** If you prefer to arrange your own Roadside Assistance coverage, We will reimburse you up to \$200 per disablement for the emergency expenses you actually incur, provided that within twenty (20) days of the disablement you send a written request to Coach-Net that includes a statement of your loss and the original receipts for your expenses at the address referenced herein.

- **Transferability.** This warranty is transferable. If you sell your vehicle, the remaining Powertrain Limited Warranty coverage remains in effect for the new owner.

This Powertrain Limited Warranty gives you specific legal rights. You may also have other rights, which may vary from state to state. To the extent allowed by law, any implied warranty or merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the term of this written warranty. Ford Motor Company and your dealership shall not be deemed liable for loss of time, inconvenience, commercial loss, or for any other incidental or consequential damages. Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Ford Powertrain Limited Warranty coverage, if applicable, is in addition to any remaining New Vehicle Limited Warranty coverage. Ford Motor Company does not authorize any person to create for it any obligation or liability in connection with his warranty.

Parts Coverage under the Ford Powertrain Limited Warranty coverage

Engine

- All internal lubricated Parts
- Cylinder Block
- Cylinder Heads
- Flywheel
- Manifold (Exhaust and Intake)
- Manifold bolts
- Oil Pan
- Oil Pump
- Seals and Gaskets
- Thermostat
- Thermostat Housing
- Timing Chain Cover
- Timing Chain (Gears or Belt)
- Valve Covers
- Water Pump

Transmission

- All Internal Parts
- Seals and Gaskets
- Torque Converter
- Transmission Case

Rear-Wheel-Drive-Axle

- Axle Shafts
- Bearings (Front and Rear)
- Drive Axle Housing and Front Axle Housing for 4x4 (Including All Internal parts)
- Driveshaft
- Retainers
- Seals and Gaskets
- Universal and Constant Velocity Joints

What is NOT Covered by This Agreement

Unless stated otherwise, this Agreement does not cover:

- a) Repairs covered by manufacturer recalls or any insurance;
- b) Service adjustments, cleaning not made with a covered repair and software upgrades;
- c) Repairs to any engine, transmission, or final drive component caused by an after-market (non-factory installed) part, including but not limited to: turbocharger, supercharger, Compressed Natural Gas (CNG), Liquid Propane Gas (LPG), Nitrous Oxide fuel system modification or any other performance enhancing powertrain components including but not limited to Ford racing parts or accessories;
- d) Repairs caused by loss of lubricants or fluids or contamination of oil, fluids or fuel and repairs caused by continued operation of the vehicle after loss of lubricant or fluids or contamination of oil, fluids or fuel;
- e) Repairs caused by improper or unauthorized service procedures, collisions or other physical damage to the Vehicle, damage caused by foreign objects, unreasonable use (including driving over curbs, overloading, or using the Vehicle as a stationary power source), damage from fire or explosions, road hazards, other casualty losses, or losses due to negligence, racing or Failures caused by: (1) alterations or modifications of the Vehicle, including the body, chassis, or components, after the Vehicle leaves the control of the manufacturer (any part or accessory that is not permanently affixed to the Vehicle at point of sale); (2) tampering with the Vehicle or the emissions systems and components; (3) the installation or use of any part not approved, certified or authorized by the Vehicle's manufacturer or any repair caused by after-market (non-factory approved) PCM reprogramming; or (4) any part designated for "off-road only" that is not installed by the manufacturer, including, but not limited to, lift kits, oversized tires, aftermarket wheels that do not provide equivalent fit and function as the original equipment installed by the manufacturer, roll bars, cellular phones, alarm systems, automatic starting systems and performance-enhancing powertrain components;
- f) Damage caused by the environment and pollution, including airborne fallout, corrosion chemicals, tree sap, salt, hail, windstorm, lightning, freezing, flooding, earthquake, snow or ice;
- g) Damage caused by theft, vandalism, terrorism, riot or acts of war;
- h) Any vehicle that exceeds the hour parameter for coverage expiration
- i) Repairs caused by lack of required or recommended maintenance;
- j) Scheduled Maintenance Services;
- k) Repairs needed to a covered part caused by the Failure of a non- covered part;
- l) Repairs to the Vehicle if the odometer or hour meter is altered, broken, repaired or replaced so that We cannot determine the actual mileage or hours on the Vehicle;
- m) Loss of use of the Vehicle, loss of income, special or consequential damages, and personal expenses, such as motels, food, gas and mileage (except as provided by Roadside Assistance);
- n) Mileage charges, drop-off fees, insurance, or gasoline;
- o) Vehicles manufactured for sale outside the United States, District of Columbia or Canada;
- p) Repairs to the Vehicle performed outside of the United States, District of Columbia, Guam, Puerto Rico, Canada, Virgin Islands, or American Samoa;

- q) Repairs required as a result of operation outside the United States, District of Columbia, Canada, Guam, Puerto Rico, Virgin Islands, and American Samoa, and
- r) Shop supplies and disposal of environmental wastes from the Vehicle and fuel used during the repair of the vehicle and storage fees.
- s) A Vehicle is excluded from coverage if, (1) the New Vehicle Limited Warranty for the Vehicle or specified component parts is voided, in whole or part, (2) the Vehicle is a Branded, Totaled or Salvaged Vehicle, or (3) if We cannot determine the VIN.
- t) Any vehicle that is not classified as a Ford Medium Duty.
- u) Service adjustments and cleaning, batteries of all types and cables, belts and hoses, hose clamps, brakes (front hub, drums, shoes, linings, disc rotors, pads), coolant, exhaust system (includes catalytic converter), filters, fluids, lubricants, spark plug wires, squeaks and rattles, tires, tune-ups, wheel balancing, wheel alignment, all lamps and lights (LED and HID lights, bulbs, sealed beams and lenses), manual transmission clutch disc, shock absorbers, spark plugs and wiper blades.
- v) Service adjustments, fixed (non-moving) body parts, bumpers, door handles, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, side view mirrors (glass and housing), water leaks, wind noise, weather strips, wheels, wheel studs, wheel covers and ornaments, convertible top, fabric, liners, zippers, fasteners, buttons, carpets, dash pad, door and window handles, knobs, rearview mirror (glass and housing), trim and upholstery.
- w) Costs or expenses for the teardown, rental expense, inspection or diagnosis of Failures not covered by this Limited Warranty.

December 2013
First Printing
Litho in U.S.A.



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