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March 2025
Second Printing
Litho in U.S.A.



KC4J19T201 AB





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
Fleet Information Center
P.O. Box 6248
Dearborn, MI 48126
1-800-343-5338
(TDD for the hearing impaired:
1-800-232-5952)
www.fleet.ford.com**

In Canada:

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

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

**Ford Motor Company
Ford Export 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: www.me.ford.com**

In Puerto Rico and Virgin Islands:

**Ford International Business
Development, Inc.
Customer Relationship Center
P.O. Box 11957
Caparra Heights Station
San Juan, PR 00922-1957
Telephone: 800-841-3673 (FORD)
Fax: (313) 390-0804
prac@ford.com**

In Middle East:

**Ford Middle East
Customer Relationship Center
P.O. Box 21470
Dubai, United Arab Emirates
Telephone: 971-4-3326084
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menacac@ford.com**

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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 2019-model Ford truck. If you bought a previously owned 2019-model truck, you are eligible for any remaining warranty coverage.

The warranty includes:

- **New Truck Limited Warranty** (pages 6-15)
- **Emissions Defect Warranties** which covers your emission control system (pages 17-23)
- **Noise Emissions Warranty** (page 24)

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.fleet.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 intransit mileage accumulation extension. See page 26 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's Manual 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's Manual 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 Truck Limited Warranty** and the **Emissions Warranty** described in this booklet apply to your vehicle if:

- it was originally purchased through Ford Export Operation 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.fleet.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.fleet.ford.com**.

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, 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, Ford Motor Company does not warrant 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 repairs covered by any applicable warranty during the stated coverage periods, unless specifically stated elsewhere in this guide.

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.fleet.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 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 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

LIMITATIONS AND DISCLAIMERS

All of the warranties in this booklet are subject to the following limitations and disclaimers:

The warranties in this booklet are the only warranties applicable to your vehicle. There are no other warranties, express or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose. Ford Motor Company does not assume or authorize anyone to assume for it any other obligation or liability in connection with your truck or this warranty.

Ford and its dealers reserve the right to make changes in or additions to vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes or additions to vehicles previously built or sold.

Ford and its dealers also reserve the right to provide post-warranty repairs, conduct recalls, or extend the warranty coverage period for certain vehicles or vehicle populations, at the sole discretion of Ford. The fact that Ford has provided such measures to a particular vehicle or vehicle population in no way obligates Ford to provide similar accommodations to other owners of similar vehicles.

As a condition of these warranties, you are responsible for properly using, maintaining, and caring for your vehicle as outlined in your Owner's Manual. Ford recommends that you maintain copies of all maintenance records and receipts for review by Ford.

Ford Motor Company and your dealer are not responsible for any time or income that you lose, for any inconvenience you might be caused, for the loss of your transportation, or use of your vehicle, the cost of rental vehicles, fuel, telephone, travel, meals, or lodging, the loss of personal or commercial property, the loss of revenue or for any other incidental or consequential damages you may have.

Punitive, exemplary, or multiple damages may not be recovered unless applicable law prohibits their disclaimer.

You may not bring any warranty-related claim as a class representative, a private attorney general, a member of a class of claimants or in any other representative capacity.

Ford shall not be liable for any damages caused by delay in delivery or furnishing of any products and/or services.

The warranties contained in this booklet and all questions regarding their enforceability and interpretation are governed by the law of the state in which you purchased your Ford vehicle.

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 9-12)
- ➔ What Is Not Covered? (pages 12-15)

**Warranty Coverage for 2019-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			
6.7L PowerStroke Diesel Engine					250,000 Miles
TorqShift Transmission powered by 6.7L PowerStroke Diesel Engine					250,000 Miles
Corrosion			Unlimited Miles		
Emissions Federal					50,000 Miles (Gasoline Engines) 100,000 Miles (Diesel Engines)
Emissions California					50,000 Miles (Gasoline Engines) 100,000 Miles (Diesel Engines)
Frame					Unlimited Miles
Noise Emissions					

WHAT IS COVERED?

The New Truck Limited Warranty coverage is provided by Ford Motor Company. Your New Truck Limited Warranty gives you specific legal rights. You may have other rights that vary from state to state.

Under your New Truck Limited Warranty if:

- your Ford vehicle is properly operated and maintained, and
- was taken to a Ford dealership for a warranted repair during the warranty period, then authorized Ford Motor Company dealers will, without charge, repair, replace, or adjust all parts on your vehicle that malfunction or fail during normal use during the applicable Warranty coverage period due to a manufacturing defect in factory-supplied materials or workmanship.

This warranty does not mean that each Ford vehicle is defect free. Defects may be unintentionally introduced into vehicles during the design and manufacturing processes and such defects could result in the need for repairs. For this reason, Ford provides the New Truck Limited Warranty in order to remedy any such defects that result in vehicle part malfunction or failure during the warranty period.

The remedy under this written warranty, and any implied warranty, is limited to repair, replacement, or adjustment of defective parts. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Ford, through its authorized dealers, is willing and able to repair, replace, or adjust defective parts in the prescribed manner. Ford's liability, if any, shall in no event exceed the cost of correcting manufacturing defects as herein provided and upon expiration of this warranty, any such liability shall terminate.

Conditions that are not covered by the New Truck Limited Warranty are described on pages 12-15. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford, at the discretion of Ford or the Ford dealership.

Nothing in this warranty should be construed as requiring defective parts to be replaced with parts of a different type or design than the original part, so long as the vehicle functions properly with the replacement part. Moreover, Ford and its authorized dealers are entitled to a reasonable time and a reasonable number of attempts within which to diagnose and repair any defect covered by this warranty. In certain instances, Ford may authorize repairs at other than Ford dealer facilities.

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.

Extended Warranty Coverage Periods Applicable To Certain Parts

Extended Warranty Coverage Periods are available for certain vehicle parts and conditions. Except as noted below, all of the terms of the New Truck Limited Warranty apply during these extended coverage periods.

Engine Coverage

The 6.7L PowerStroke diesel engine and engine components are covered against defects in factory supplied materials or workmanship. Engine Coverage begins at the warranty start date and extends for 5 years / 250,000 miles (or 10,000 hours of engine operation). Ford Motor Company covers the engine and these components: cylinder blocks, heads and all internal parts, intake and exhaust manifolds, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel system (excluding fuel lines, fuel tank assembly), DFCM (low pressure lift pump and filter assembly, high pressure lines and selector valve on dual tank configuration) gaskets and seals, glow plugs, turbocharger, injectors, injection pressure sensor, exhaust back pressure sensor and camshaft position sensor.

6.7L Diesel Driven Automatic Transmission Coverage

The TorqShift 6-Speed Automatic Transmission and transmission components are covered against defects in factory supplied material or workmanship for 5 years / 250,000 miles (if powered by the 6.7L Diesel Engine. Ford Motor Company covers the transmission (including all internal parts), seals and gaskets, the torque converter and transmission case.

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.

If you own or lease a 2019-model F-650 gas engine truck, refer to the Warranty Addendum card that was provided to you when you took delivery of your vehicle for further explanation of Amendments to the New Vehicle Limited Warranty. The Warranty Addendum applies only to 2019-model F650 gas engine trucks delivered in the states of Florida and New York.

WHAT IS NOT COVERED UNDER THE NEW TRUCK LIMITED WARRANTY?

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 permanent stationary power source
- 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 Alteration or Modification:

The New Truck Limited Warranty does not cover damage caused by:

- alterations or modifications of the vehicle, including the body, chassis, electronics or their components, after the vehicle leaves the control of Ford Motor Company
- tampering with the vehicle, tampering with the emissions systems or with the other parts that affect these systems (for example, but not limited to exhaust and intake systems)
- the installation or use of a non-Ford Motor Company part or software (other than a “certified” emissions part or software) or any part or software (Ford or non-Ford) designed for “offroad use only” installed after the vehicle leaves the control of Ford Motor Company, if the installed part fails or causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, automatic starting systems and performance enhancing powertrain components, and performance “chips”.

Your vehicle may allow, enable or facilitate the use of certain non-Ford Motor Company software. Ford is not responsible for the functionality of such software. Ford may disallow, discontinue or modify your ability to use such software at any time without prior notification or incurring any warranty or other obligation. Non-Ford Motor Company software may be governed by End User License Agreement or warranty provided by the software provider.

Damage Caused by Use and/or the Environment

The New Truck Limited Warranty does not cover surface rust, deterioration and damage of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. You as the owner are responsible for these items. Some examples include:

- dings, dents
- cuts, burns, punctures or tears
- road salt
- tree sap, bird and bee droppings
- windstorm, lightning, hail
- earthquake
- freezing, water or flood
- stone chips, scratches (some examples are on paint and glass),
- windshield stress cracks. However limited coverage on windshield stress cracks will be provided for the first 12 months or 12,000 miles (whichever occurs first) even though caused by use and/or exposure to the elements.

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's Manual for proper ways to maintain the vehicle. Failure to perform maintenance as specified in the Owner's Manual 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
- wheel alignment and tire balancing (unless required by a warranty repair)
- 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

Some maintenance and wear items have limited coverage, as follows:

- wiper blade replacements are not covered beyond 6 months in service, regardless of miles driven
- brake pad/lining replacements are not covered beyond 12 months or 18,000 miles, whichever occurs first

SYNC Hands-Free Communications and Entertainment System

If your vehicle is equipped with SYNC, the New Vehicle Limited Warranty does not cover repairs under certain conditions, such as failure to provide proper installation environment. The New Vehicle Limited Warranty does not cover repairs for certain damage or loss, such as:

- Loss of personal recording media, software or data
- Loss, change, or discontinuation of functionality because of:
 - system updates to Ford Motor Company software
 - non-Ford Motor Company software, or
 - obsolescence of vehicle software or hardware
- Damage caused by:
 - abnormal use such as insertion of foreign objects, fluid spillage
 - unauthorized modification to alter functionality or capability
 - computer or internet viruses, bugs, or malware, such as worms, Trojan Horses, cancelbots
 - installation of unauthorized software, peripherals and attachments
 - unauthorized, unapproved and/or incompatible repairs, upgrades and modification
 - the defective function or obsolescence of your cellular phone or digital media device (for example, inadequate signal reception by the external antenna, viruses or other software problems)

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:

- Tire change - A flat tire change with good spare, if provided with the vehicle (except vehicles supplied with tire inflation kit).
- Fuel delivery - Independent service contractors, if not prohibited by state, local, or municipal law, shall deliver up to 2 gal (7.6L) of gasoline or 5 gal (18.9L) of diesel fuel.
- Towing to the nearest Ford Motor Company dealership, or towing to your selling dealership if within 35 miles. The customer is responsible for all costs over \$200 that are related to towing any trailers or towed vehicles.
- Winching - simple winch out or extraction services required in order to tow the disabled are covered within 100 feet (30.5 meters) of a paved road.
- Lockout Assist
- Jump Start/Battery Boost

What Is Not Covered

- Unloading Cargo
- Recovery (e.g., submerged in water/mud)

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.

Daily Rental Units

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

5. Federal requirements for emissions warranties

FEDERAL EMISSIONS DEFECT WARRANTY

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

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

WHAT IS COVERED?

F-650/F-750 trucks are provided Federal Emissions Defect Warranty for 5 years or 50,000 miles (whichever occurs first) for gasoline engines and 5 years or 100,000 miles (whichever occurs first) for Ford diesel engines. Trucks designated as a "VOCATIONAL TRUCK" on the driver's door "VEHICLE EMISSION CONTROL INFORMATION" label receive tire warranty coverage for defects that affect compliance with greenhouse gas requirements for 2 years/24,000 miles (whichever comes 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 Ford warranty, ask your dealer.

For F-650/F-750 trucks, the Ford warranty covers the following if they are Ford parts:

- Air Induction System
- Catalytic Converter (including Selective Catalytic Reduction and Diesel Oxidation Catalysts)
- Charge air cooler
- Diesel Exhaust Fluid (DEF) System

- Diesel glow plugs and control module
 - Diesel particulate filter
 - Diesel vacuum pump
 - Electronic engine control sensors and switches
 - Electronic Engine Control Unit (ECU)*
 - Evaporative emission control system
 - Exhaust Gas Recirculation (EGR) system
 - Exhaust manifolds
 - Exhaust pipe (manifold to catalyst)
 - Fuel filler tube and cap (gasoline only)
 - Fuel injection system
 - Fuel injector driver module
 - Fuel pump
 - Fuel tank (gasoline only)
 - Intake manifold
 - Malfunction Indicator Light (MIL) system
 - Oil filler cap
 - Positive Crankcase Ventilation (PCV) system
 - Supercharger assembly
 - Spark ignition system
 - Thermostat
 - Throttle body
 - Transmission Control Module (TCM)
 - Transmission solenoids
 - Turbocharger assembly
 - Emissions-related bulbs, hoses, clamps, belts, tubes, gaskets, seals, brackets, connectors, and wiring harnesses used in the above systems
- * includes hardware and emission related software changes only

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's Manual.

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 12-15.

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 2019-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 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

F-650/F-750 trucks are provided California emissions warranty coverage for 5 years or 50,000 miles (whichever first occurs) for gasoline engines and 5 years or 100,000 miles (whichever first occurs) for diesel engines.

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.

Vehicles Eligible For California Emissions Warranty Coverage

California emission warranty coverage applies if your vehicle meets the following two criteria:

- Your vehicle is registered in California, Maine, New York (gasoline only), or Pennsylvania and
- Your vehicle is certified for sale in California, as indicated on the important engine information label.

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:

**California Air Resources Board
9528 Telstar Avenue
El Monte, California 91731**

WHAT IS COVERED?

F-650/F-750 trucks are provided California emissions Warranty Coverage for 5 years or 50,000 miles (whichever first occurs) for gasoline engines and 5 years or 100,000 miles (whichever first occurs) for Ford diesel engines. The following is a general list of components that are covered by the California Emissions Warranty. If you would like more detailed information concerning specific parts covered by Ford warranty, ask your dealer.

For F-650/F-750 trucks the Ford warranty covers the following if they are Ford parts:

- Air induction system
- Catalytic converter (including selective catalytic reduction and diesel oxidation catalysts)
- Charge air cooler

- Diesel glow plugs and control module
- Diesel Exhaust Fluid (DEF) system
- Diesel particulate filter
- Diesel vacuum pump
- Electronic engine control sensors and switches
- Electronic Engine Control Unit (ECU)*
- Evaporative emission control system
- Exhaust Gas Recirculation (EGR) system
- Exhaust manifolds
- Exhaust pipe (manifold to catalyst)
- Fuel filler tube and cap (gasoline only)
- Fuel injection system
- Fuel injector driver module
- Fuel pump
- Fuel tank (gasoline only)
- Intake manifold
- Malfunction Indicator Light (MIL) system
- Oil filler cap
- Positive Crankcase Ventilation (PCV) system
- Spark ignition system
- Supercharger assembly
- Thermostat
- Throttle body
- Transmission Control Module (TCM)
- Transmission solenoids
- Turbocharger assembly
- Emissions-related bulbs, hoses, clamps, belts, tubes, gaskets, seals, brackets, connectors, and wiring harnesses used in the above systems

* includes hardware and emission related software changes only

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 12-15.)

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.

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.

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.

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’s Manual 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:

**U.S Environmental Protection Agency
Office of Transportation and Air Quality
Compliance Division, Light-Duty Vehicle Group
Attn: Warranty Complaints
2000 Traverwood Drive
Ann Arbor, MI 48105
Email: complianceinfo@epa.gov**

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 noncovered 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 Protect Extended Service Plan

MORE PROTECTION FOR YOUR VEHICLE

You can get more protection for your new truck by purchasing a Ford Protect Extended Service Plan (Ford Protect ESP). Ford Protect ESP service contracts are backed by Ford Motor Company or subsidiaries of Ford Motor Company (examples are but not limited to: Ford Motor Service Company or the American Road Insurance Company). Ford Protect plans provide up to 7 years and 250,000 miles, or 10,000 hours of coverage.

They provide:

- benefits during the warranty period, depending on the plan you purchase can be: coverage for certain maintenance and wear items, lost key replacement, other plans are available;
- protection against covered repair costs and continuing Roadside Service Assistance benefits after your Bumper to Bumper Warranty expires.

You may purchase Ford Protect ESP from any Ford Motor Company dealer. There are several Ford Protect ESP plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving and vehicle ownership needs, including reimbursement for towing.

When you purchase Ford Protect ESP, you receive peace-of-mind protection throughout the United States, Canada and Mexico, provided by a network of more than 4,600 Ford Motor Company dealers.

NOTE: Repairs performed outside the United States, Canada, Mexico, Guam or Puerto Rico, Virgin Islands, American Samoa, and District of Columbia are not eligible for Ford Protect ESP coverage.

This information is subject to change. Ask your dealer for complete details about Ford Protect 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. Be sure to keep a copy of the documents should you need a warranty repair in the future. You will need your sales invoice and/or state registration that shows the date that your specially equipped truck was delivered to you.

Important: Failure to request a delayed warranty start date or in-transit mileage accumulation extension may reduce the period of effective warranty coverage.

11. California Lemon Law

Notification requirements in California. Ford and your Ford dealer place a high priority on your satisfaction with our performance. If you are not satisfied with our resolution of a warranty concern and you would like to seek a civil penalty from Ford, you must follow these steps under California law (Cal. Code Civ. Proc., §871.24(a)-(d)):

At least 30 days before filing a lawsuit seeking civil penalties (Civ. Code § 1794(c)), you must:

1. Notify Ford of your name and the name(s) of any other vehicle owner(s), the accurate Vehicle Identification Number (“VIN”) of your motor vehicle, and a brief summary of the repair history and problems with your motor vehicle, and
2. Demand that Ford repurchase or replace your motor vehicle.

When you submit the notice to Ford, you must have possession of your motor vehicle.

Your notice to Ford must be in writing and must be sent either by email to LLNOTICE@ford.com or by certified or registered mail, return receipt requested, to:

**Ford Motor Company
Office of General Counsel
Attn: California LL Notice
One American Road
Dearborn, MI 48126**

12. Ley limón de California

Requisitos de notificación en California. Ford y su concesionario Ford dan gran prioridad a su satisfacción con nuestro desempeño. Si no está satisfecho con nuestra resolución de un problema de garantía y desea buscar una sanción civil de Ford, debe seguir estos pasos según la ley de California (Cal. Code Civ. Proc., §871.24(a)-(d)):

Al menos 30 días antes de presentar una demanda buscando sanciones civiles (Código Civil § 1794(c)), usted debe:

1. Notificar a Ford su nombre y el nombre de cualquier otro propietario del vehículo, el Número de Identificación del Vehículo ("VIN") exacto de su vehículo y un breve resumen del historial de reparaciones y problemas con su vehículo.
2. Exigir que Ford recompre o reemplace su vehículo.

En el momento en que envíe la notificación a Ford, debe tener posesión de su vehículo.

Su notificación a Ford debe ser por escrito y debe enviarse por correo electrónico a LLNOTICE@ford.com o por correo certificado o registrado, con acuse de recibo, a:

**Ford Motor Company
Office of General Counsel
Attn: California LL Notice
One American Road
Dearborn, MI 48126**