

**2023 F-600/F-650/F-750/F-53/F-59
OVER 19,500 LBS. GVWR Warranty Guide**



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This booklet explains the New Vehicle Limited Warranty coverages that apply to your Ford vehicle. Your satisfaction is our goal. If you are not satisfied with Ford's performance under the warranty, Ford participates in an informal warranty dispute settlement mechanism through the Better Business Bureau, which you can contact as follows: BBB AUTOLINE 1676 International Drive, Suite 550, McLean, VA 22102.

You may use the BBB Autoline without charge. An application is available from BBB (800-955-5100) or Ford (800-392-3673).

You must resort to the BBB Autoline mechanism before exercising rights or seeking remedies created by the Magnuson-Moss Warranty Act. If you choose to seek redress by pursuing rights and remedies not created by the Magnuson-Moss Warranty Act, resort to the BBB Autoline Mechanism is not required by any provision of the Magnuson-Moss Warranty Act. Your state may require that you first resort to the BBB Autoline before exercising rights or seeking remedies created by your state's laws.

Further information on the BBB Autoline can be found on page 44.

ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE DURATION OF THE NEW VEHICLE LIMITED WARRANTY BUMPER TO BUMPER COVERAGE. Further information on implied warranties can be found on page 13.

ANY PUNITIVE, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR ANY OTHER DAMAGES CAUSED BY DELAY, OR LOSS OF USE MAY NOT BE RECOVERED AND ARE DISCLAIMED AND EXCLUDED UNLESS APPLICABLE LAW PROHIBITS THEIR DISCLAIMER OR EXCLUSION. Further information on the disclaimers and exclusions can be found on page 13.



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	In Canada
Ford Motor Company Customer Relationship Center P.O. Box 6248 Dearborn, MI 48121 1-800-343-5338 For the hearing- or speech-impaired: Please contact the Telecommunication Relay Service by dialing 711 www.fleet.ford.com	Customer Relationship Centre Ford Motor Company of Canada, Limited P.O. Box 2000 Oakville, Ontario L6J 5E4 1-800-565-3673 (FORD) For the hearing- or speech-impaired: Please contact the Telecommunication Relay Service by dialing 711 M-F 8:30 AM - 8:00 PM (ET) www.ford.ca
In the Asia Pacific Region, Caribbean, Central America, Israel and Sub-Saharan Africa:	In Puerto Rico and Virgin Islands
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	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 Fax: 971-4-3327299 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 2023-model Ford truck. If you bought a previously owned 2023-model truck, you are eligible for any remaining warranty coverage.

The warranty includes:

- New Truck Limited Warranty (pages 13-24)
- Emissions Defect Warranties which covers your emission control system (pages 27-40)
- Noise Emissions Warranty (page 41)

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.

In addition, if you are an eligible U.S. owner, you may use - at no cost - the services of the BBB AUTO LINE program. For details, see Better Business Bureau (BBB) AUTO LINE program, page 44 or call 1-800-955-5100.

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 43 to see if you are eligible and for instructions on how to apply for this change.

NOTE: For new retail sales on or after July 1st, 2023 sold from a California retailer and/or to a California resident, the Warranty Start Date and mileage will start no earlier than when the goods are delivered to the customer.

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, and is important in allowing your vehicle to comply with applicable emissions standards.

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?

Warranty Service Outside of the United States, U.S. Territories or Canada

A. In a Foreign Country Outside of the United States, U.S. Territories or Canada

If you are traveling in a foreign country outside of the United States, U.S. Territories or Canada and your vehicle remains registered in the United States, your Ford Warranty still applies if your vehicle model is sold or serviceable by an authorized Ford Distributor/Dealer in the country in which you are traveling:

- Service may be requested at any authorized Ford dealership.
- It may be necessary for the vehicle owner to pay the servicing dealer and then present the paid repair order/invoice along with the vehicle to a United States/Canada Ford dealer for a refund under the United States/Canada warranty.
- Reimbursement will not be considered if the vehicle does not return to the United States/Canada.

- B. If you move outside of the United States, U.S. Territories, or Canada to another country you must contact the local Ford Customer Relations Center (CRC) to verify if your vehicle model is sold or serviceable in the destination country.
- If your vehicle model is sold or serviceable by an authorized Ford Distributor/Dealer in the destination country, you will continue to have warranty coverage that may be less than or equal to the original country's coverage.
 - If your vehicle model is not sold or serviceable by an authorized Ford Distributor/Dealer in the destination country, you will not receive warranty service.
 - You should contact the Customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country.

Notes to A&B:

- Repairs due to the use of improper or dirty fuels and lubricants are not covered by the manufacturer's warranty.
- Vehicles shipped out of the United States, U.S. Territories or Canada to foreign countries specifically for the purpose of resale in that foreign country are not covered.
- The United States warranty does not apply if a vehicle is purchased from an authorized dealer in the United States or U.S. Territories, and the vehicle is not registered/licensed/titled in the United States, U.S. Territories or Canada.
- Vehicles that were originally purchased through the Ford Export Operations Military Sales Program will continue to have the United States coverage as long as the vehicle is serviceable in the destination country.
- Serviceability and destination warranty coverage is at the sole discretion of Ford Motor Company.

Please refer to owner's manual under customer assistance if you have any questions or go to www.Ford.com.

You should contact the U.S. CRC to verify destination country warranty and serviceability.

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.

The tire manufacturer's tire warranty information is available through the manufacture's websites .

Tire Manufacturer	Website	Toll-Free Number
BFGoodrich	www.bfgoodrichtires.com	1-877-788-8899
Bridgestone /Firestone	www.bridgestonetire.com www.firestonetire.com	U.S.: 1-800-356-4644 Canada: 1-800-267-1318
Continental/General	www.continentaltire.com www.generaltire.com	U.S.: 1-800-847-3349 Canada: 1-855-453-1962
Goodyear/Dunlop	www.goodyear.com	U.S.: 1-800-321-2136 Canada: 1-855-453-1962
Hankook	U.S.: www.hankooktire.com/us Canada: www.hankook.com/ca-en	U.S.: 1-800-426-5665 Canada: 1-800-843-7709
Linglong	www.linglongtire.com	1-844-692-8527

Tire Manufacturer	Website	Toll-Free Number
Maxxis	www.maxxis.com	1-866-509-7067
Michelin	www.michelinman.com	1-866-866-6605
Nitto	www.nittotire.com	1-888-529-8200
Pirelli	U.S.: www.pirelli.com/tires/en-us/car/tire-use-guide-warranty/tirewarranty Canada: www.pirelli.com/tires/en-ca/car/tire-warranty	1-800-747-3554 (English) 1-800-363-0583 (French)
Toyo	www.toyotires.com	1-800-442-8696
Sumitomo/Falken	www.falkentire.com	1-800-723-2553

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.

Ford participates in the BBB AUTO LINE warranty dispute resolution program. You may contact BBB AUTO LINE by calling 800-955-5100.

You are required to submit your warranty dispute to the BBB AUTO LINE before exercising rights or seeking remedies under the Federal Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq. To the extent permitted by the applicable state “Lemon Law”, you are also required to submit your warranty dispute to the BBB AUTO LINE before exercising any rights or seeking remedies under the “Lemon Law”.

If you choose to seek remedies that are not created by the Magnuson-Moss Warranty Act or the applicable state “Lemon Law,” you are not required to first use BBB AUTO LINE to resolve your dispute – although the program is still available to you.

For more information regarding the BBB AUTO LINE program, see page 44 of this booklet.

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 16-20)
- What Is Not Covered? (pages 20-24)

**Warranty Coverage for 2023-Model
F53/F59/F-600/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			
7.3L Gas Engine w/Transmission					100,000 Miles (or 4,000 engine hours)
6.7L PowerStroke Diesel Engine					250,000 Miles (or 10,000 engine hours)
TorqShift Transmission powered by 6.7L PowerStroke Diesel Engine					250,000 Miles
Corrosion			Unlimited Miles		
Frame					Unlimited Miles
Noise Emissions					

**Warranty Coverage for 2023-Model
F53/F59/F-600/F-650/F-750 Truck
(years or miles, whichever occurs first)**

COVERAGE	Two Years	Three Years	Four Years	Five Years	Life of Truck
Emissions Federal					50,000 Miles (Gasoline Engines- Exhaust Emissions)
					100,000 Miles (Gasoline Engines- Evaporative Emissions)
					100,000 Miles (Diesel Engines)
*Emissions California					50,000 Miles (Gasoline Engines)
					100,000 Miles (2021 and Earlier Engine Model Year Diesel Engines)
					150,000 Miles (2022 and Later Engine Model Year Diesel Engines)

* Refer to your Vehicle Emission Control Information and Important Engine Information label for emissions certification information.

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 20-24. 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 7.3L gas 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 / 100,000 miles (or 4,000 hours of engine operation). Ford Motor Company covers the engine and these components: all internal lubricated parts, cylinder block, cylinder heads, electrical fuel pump, powertrain control module, engine mounts, flywheel, manifold (exhaust and intake), manifold bolts, oil pan, oil pump, seals and gaskets, engine thermostat, engine thermostat housing, timing chain cover, timing chain (gears or belt), valve covers, water pump.

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) Certain commercial customers with a valid Fleet Identification Number (FIN Code) are eligible for a five year / 100,000 mile limited powertrain warranty extension on the following vehicles: F-150 (Excluding Raptor), Super Duty (F-250 through F-600) pickup, chassis cabs (F53/F59), Transit, Transit Connect and E-Series. Vehicle must be reported as a sales type "fleet" at original time of sale. To become a U.S. Ford Fleet Account, for vehicles which are owned and operated in the United States, you must register for a U.S. Fleet Identification Number (FIN Code). You will also be asked to provide proof of eligibility documentation for the vehicles in your fleet. To see if you qualify, please see the eligibility restrictions at <https://www.fleet.ford.com/get-started>. This warranty extension will stay with the vehicle even if it is subsequently sold to a non-fleet customer before the expiration. This extension apply to both gas and diesel powertrains.

Automatic Transmission Coverage

The TorqShift 6-Speed automatic transmission and transmission components are covered against defects in factory supplied material or workmanship for the following applications:

6.7L diesel powered - 5 years / 250,000 miles

7.3L gas powered - 5 years / 100,000 miles

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.

Ford Power-Up software updates

During the warranty coverage period, Ford Motor Company 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 a Ford Power-Up software update

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 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 any component. i.e. powertrain components

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:
- Starting with 2023 MY Ford vehicle wiper blades are not covered by the 6 months/unlimited mile warranty coverage.
- 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.
- If the component that caused the failure is beyond coverage and damages a component with remaining coverage, the entire repair is NOT reimbursable.

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). If the reason for the vehicle disablement is later found to be covered by a Ford or Lincoln Protect extended service plan, you may seek reimbursement for a tow charge under that plan.

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 2023-model F-600/F-650/F-750/F53/F59 Over 19,500 lbs. GVWR 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-600/F-650/F-750/F53/F59 Over 19,500 lbs. GVWR trucks are provided Federal Emissions Defect Warranty for 5 years or 50,000 miles (whichever occurs first) for exhaust emissions parts on gasoline engines, 5 years or 100,000 miles (whichever occurs first) for evaporative emissions parts on trucks powered by gasoline engines, and 5 years or 100,000 miles (whichever occurs first) for Ford diesel engines. Warranty coverage of 5 years or 100,000 miles (whichever occurs first) is included for components whose failure would increase the vehicle's emissions of air conditioning refrigerants. 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 or 24,000 miles (whichever occurs first). If the parts on the following list contain an emissions-related defect, they are covered by the Defects Warranties. If you would like more detailed information concerning specific parts covered by Ford warranty, ask your dealer.

EMISSIONS DEFECT WARRANTY COVERAGE

Under Emissions Performance Warranty Coverage, Ford Motor Company will repair, replace, or adjust - with no charge for labor, diagnosis, or parts - any emissions control device or system, if you meet all of the following conditions: bumper-to-bumper coverage, as described above, surpasses this mandatory federal coverage.)

- You have maintained and operated your vehicle according to the instructions on proper care in the Owner's Manual and this booklet.
- Your vehicle fails to conform, during the warranty coverage period, to the applicable national EPA standards, as determined by an EPA approved inspection and maintenance program.
- You are subject to a penalty or sanction under local, state, or federal law because your vehicle has failed to conform to the emissions standards. (A penalty or sanction can include being denied the right to use your vehicle.)
- Your vehicle has not been tampered with, misused, or abused.

WHAT IS COVERED?

F-600/F-650/F-750/F53/F59 Over 19,500 lbs. GVWR trucks are provided Federal Emissions Performance 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 diesel engines.

For F-600/F-650/F-750/F53/F59 Over 19,500 lbs. GVWR trucks, the Ford warranty covers the following if they are Ford parts:

- Aftertreatment sensors
- Air flow sensor
- Air induction system
- Air/fuel feedback control system and sensors
- 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 (gasoline only)
- 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)
- Glow plugs (diesel 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

IMPORTANT INFORMATION ABOUT LIST OF PARTS

There may be additional coverages for these parts through the Bumper to Bumper or Powertrain limited warranties. In any case, the warranty with the broadest coverage applies.

Ford will cover damages to other vehicle components proximately caused by a failure under warranty of any warranted part.

Also covered by this warranty are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, fuel lines, and wiring harnesses that are used with components on the List of Parts.

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until the first required replacement time that is specified in your Owner's Manual.

NOTE: If the diagnosis does not reveal a defect, the Defects Warranty does not apply.

Your authorized dealer maintains a complete list of covered parts. For more details about the specific parts that are covered by the Defects Warranty, contact your dealer

WHAT IS NOT COVERED?

Ford Motor Company may deny you emissions warranty coverage due to abuse, neglect, improper maintenance, or unapproved modifications.

6. California requirements for emissions warranties

CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT

Your Warranty Rights and Obligations

The California Air Resources Board and Ford are pleased to explain the emission control system warranty on your 2023-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-600/F-650/F-750/F53/F59 Over 19,500 lbs. GVWR trucks are provided California emissions warranty coverage for 5 years or 50,000 miles (whichever occurs first) for gasoline engines, 5 years or 100,000 miles (whichever occurs first) for 2021 and earlier engine model year diesel engines, and 5 years or 150,000 miles (whichever occurs first) for 2022 and later engine model year diesel engines. Components whose failure would increase the vehicle's emissions of air conditioning refrigerants are warranted for 5 years or 50,000 miles (whichever occurs first) for gasoline engines and 5 years or 100,000 miles (whichever occurs first) for 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 or 24,000 miles (whichever occurs first).

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?

If the parts on the following list contain an emissions-related defect, they are covered by the Defects Warranty. If you would like more detailed information concerning specific parts covered by Ford warranty, ask your dealer.

For F-600/F-650/F-750/F53/F59 Over 19,500 lbs. GVWR trucks the Ford warranty covers the following if they are Ford parts:

- Aftertreatment sensors
- Air flow sensor
- Air induction system
- Air/fuel feedback control system and sensors
- Camshaft**
- Catalytic converter (including selective catalytic reduction and diesel oxidation catalysts)
- Charge air cooler
- Cylinder head**
- 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 (gasoline only)
- Exhaust gas recirculation (EGR) system
- Exhaust manifolds
- Exhaust pipe (manifold to catalyst)
- Exhaust Valve**
- Fuel filler tube and cap (gasoline only)
- Fuel injection system

- Fuel injector driver module
- Fuel pump
- Fuel tank (gasoline only) Glow plugs (diesel only)
- Intake manifold
- Intake Valve**
- Malfunction indicator light (MIL) system
- Oil filler cap
- Piston**
- Positive crankcase ventilation (PCV) system
- Spark ignition system
- Supercharger assembly
- Thermostat
- Throttle body
- Transmission control module (TCM)
- Transmission solenoids
- Turbocharger assembly
- Valve Spring**
- 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

** Heavy-Duty Diesel only

IMPORTANT INFORMATION ABOUT LIST OF PARTS

There may be additional coverages for these parts through the Bumper to Bumper or Powertrain limited warranties. In any case, the warranty with the broadest coverage applies.

Ford will cover damages to other vehicle components proximately caused by a failure under warranty of any warranted part.

Also covered by this warranty are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, fuel lines, and wiring harnesses that are used with components on the List of Parts.

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until the first required replacement time that is specified in your Owner's Manual.

NOTE: If the diagnosis does not reveal a defect, the Defects Warranty does not apply.

Your authorized dealer maintains a complete list of covered parts. For more details about the specific parts that are covered by the Defects Warranty, contact your dealer.

WHAT IS NOT COVERED?

Ford Motor Company may deny you emissions warranty coverage due to abuse, neglect, improper maintenance, or unapproved modifications.

7. Additional information about your emissions warranty coverage, under Federal and California requirements

HOW DO I GET WARRANTY SERVICE?

To get service under your emissions warranties, take your vehicle to any Ford Motor Company dealer as soon as possible after illumination of the Malfunction Indicator Light or it has failed an EPA-approved test or a California Smog Check inspection. Be sure to show the dealer the document that says your vehicle has failed the test.

Your dealer will determine whether the repair is covered by the warranty. If the dealer has a question about Emissions Performance Warranty coverage, it will forward the question to Ford Motor Company, which must make a final decision within 30 days after you bring your vehicle in for repair. (The decision will be made within a shorter time if state, local, or federal law requires you to have the vehicle repaired more quickly in order to avoid additional penalties.) The deadline for a determination about Emissions Performance Warranty Coverage does not need to be met if you request a delay, agree to a delay in writing, or if the delay is caused by an event for which neither Ford nor your dealer is responsible. If a question about Emissions Performance Warranty coverage is referred to Ford Motor Company, you will be notified by Ford Motor Company in writing if your claim for warranty coverage is denied. The notice will explain the basis for denying your claim. If you fail to receive this notice within a timely manner, as determined above, Ford will perform the warranty repair for you free of charge.

HOW DO I HANDLE EMERGENCY REPAIRS?

To get service under your emissions warranties, take your vehicle. 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.

Under the Federal and California emissions warranties, Ford will repair or replace covered parts if they are properly installed Ford parts or the equivalent, or non-Ford parts that have been certified by the U.S. EPA or the California Air Resources Board (CARB). Ford is not responsible for the cost or repairing or replacing non-Ford parts that are not equivalent to Ford parts or that have not been certified by EPA or CARB.

The maintenance, replacement, or repair of emissions control devices or systems can be performed by any automotive repair establishment or individual using Ford replacement parts or the equivalent, or EPA- or CARB-certified parts, without voiding your emissions warranty coverage for future repairs during the applicable warranty period.

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**

CUSTOMER ASSISTANCE

If you are not satisfied with the handling of a warranty matter, see Customer Assistance, on the inside front cover, and Better Business Bureau (BBB) AUTO LINE program, page 44.

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 3,200 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. The Better Business Bureau (BBB) AUTO LINE Program (U.S. Only)

Your satisfaction is important to Ford Motor Company and your dealer. If you are not satisfied with the resolution of a warranty concern, we recommend you follow the three-step resolution procedure outlined in this Warranty Guide. You may also be eligible to participate in the BBB AUTO LINE program whether or not you follow this three-step procedure.

The BBB AUTO LINE program consists of two parts — mediation and arbitration. During mediation, a representative of the BBB will contact both you and Ford Motor Company to explore options for settlement of the claim. If an agreement is not reached during mediation and your claim is eligible, you may participate in the arbitration process. An arbitration hearing will be scheduled so that you can present your case in an informal setting before an impartial person. The arbitrator will consider the testimony provided and make a decision after the hearing.

You are not bound by the decision, but should you choose to accept the BBB AUTO LINE decision, Ford must abide by the accepted decision as well. Disputes submitted to the BBB AUTO LINE program are usually decided within forty days after you file your claim with the BBB.

BBB AUTO LINE Application: Using the information provided below, please call or write to request a program application. You will be asked for your name and address, general information about your new vehicle, information about your warranty concerns, and any steps you have already taken to try to resolve them. A Customer Claim Form will be mailed that will need to be completed, signed, and returned to the BBB along with proof of ownership. Upon request, the BBB will review the claim for eligibility under the Program Summary Guidelines.

You can get more information by calling BBB AUTO LINE at 1-800-955-5100, or writing to:

BBB AUTO LINE
1676 International Drive, Suite 550
McLean, VA 22102

BBB AUTO LINE applications can also be requested by calling the Ford Motor Company Customer Relationship Center at 1-800-392-3673.

NOTE: Ford Motor Company reserves the right to change eligibility limitations, modify procedures, or to discontinue this process at any time without notice and without obligation.

12. 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**

13. 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**