



## 2020 MODEL-NAVIGATOR L LIVERY PREMIUMCARE LIMITED WARRANTY

This PremiumCARE Limited Warranty coverage is a supplement to the Ford Motor Company New Vehicle Limited Warranty coverage. Qualified 2020-model Navigator L Livery vehicles are covered by the terms of the New Vehicle Limited Warranty, as specified in the Warranty Guide and the additional coverage provided by this statement.

**In the States of Florida & New York, this is a 4 year or 150,000 Mile PremiumCARE Limited Warranty.**

The 4 year or 150,000 Mile PremiumCARE Limited Warranty coverage is provided on eligible 2020-model Navigator L Livery vehicles sold in the States of Florida and New York. Ford Motor Company will provide for repair or replacement of covered components on the vehicle during the Limited Warranty coverage period in accordance with the following terms, conditions, and limitations.

**When Limited Warranty Coverage Begins and Ends.** Under the PremiumCARE Limited Warranty coverage, Coverage Begins at the New Vehicle Limited Warranty Start Date and Zero Miles. Coverage Ends at the earlier of the Number of Months or the Number of Miles from the New Vehicle Limited Warranty Start Date or Zero Miles.

**Eligible vehicles.** Qualified 2020-model Navigator L Livery vehicles sold in the States of Florida and New York.



**Repairs covered under the PremiumCARE Limited Warranty coverage.** Your Ford or Lincoln dealership will either: (a) service Your vehicle, (b) repair or replace covered components or (c) reimburse You for the Vehicle's servicing in the event of an Emergency Service or Repair or for the repair or replacement of a covered component and repair needed to a non-covered component caused by the failure of a covered component during the applicable PremiumCARE Limited Warranty coverage period. Damage and items not covered under the PremiumCARE Limited Warranty coverage are specified under What is NOT Covered.

**Covered components.** See What is NOT Covered by This PremiumCARE Limited Warranty Coverage herein

**Where to go for covered repairs:**

(1) To obtain repairs or services under this Agreement on Lincoln products, We require that You return to Your Selling Dealer or any other Ford or Lincoln franchised dealership in the United States or Canada. Call 800-521-4140 to find the nearest Lincoln dealership. (2) If the Vehicle should need Emergency Service or Repair in the United States or Canada, and the vehicle is inoperable, You may use other repair or service facilities if all local Ford or Lincoln dealerships within a 25 mile radius are closed. If the Vehicle should need Emergency Service or Repair in Mexico, We require that You return to a Ford or Lincoln Dealership for repairs or services. If the vehicle is inoperable, You may use other repair or service facilities if all Ford and Lincoln dealerships within a 25 mile radius are closed. (3) To request reimbursement, You must provide a copy of the repair order and proof of payment to Your Selling Dealer or contact 1-800-321-7790. You have one year from the repair order open date or payment receipt date to request Your refund.

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

**Care of the vehicle.** Your vehicle must be properly operated and maintained in accordance with the Scheduled Maintenance Services in the Service Guide of the Owner's Manual for the vehicle. Proof of Scheduled Maintenance Services includes maintenance records that show mileage, date of maintenance service, VIN, and the maintenance that was performed. Scheduled Maintenance Service requires periodic service checks based on mileage intervals and the make and model of your vehicle. Please review the Owner's Guide for your Scheduled Maintenance Service requirements that are provided at the time of vehicle purchase. If you perform your own Scheduled Maintenance Services, you must maintain a log including date, mileage, and description of each maintenance service and provide corresponding receipts for purchases of parts and fluids. Failure to perform Scheduled Maintenance as specified in the Service Guide will invalidate limited warranty coverage on parts affected by improper operation or by lack of maintenance.

**Roadside Assistance Coverage.** Ford has contracted with The American Automobile Association, Inc. ("AAA"), an association of licensed automobile clubs to provide Roadside Assistance services on your vehicle. AAA's address is 1000 AAA Drive, Mail Drop 99, Heathrow, FL 32746. To request Roadside Services or for customer inquiries, call AAA at 800-521-4140.

Roadside Assistance provides coverage of up to \$100 per incident for the following items (including the cost of the service call and labor for services performed at the site of the disablement):

- Lock-out assistance
- Flat Tire changes
- Battery jump starts.
- Out of fuel assistance - the delivery of gasoline to you, including the cost of up to two (2) gallons of gasoline, limited to not more than three (3) "no change" service calls during any twelve (12) month period.
- Towing up to \$100 per incident on gas vehicles and up to \$200 on hybrid vehicles, including vehicles with trailers attached. Towing is limited to one (1) tow per disablement to the Selling Dealer or other Ford or Lincoln franchised dealership.
- Winch out within 100 feet of paved or county maintained road.

**Items not covered by Roadside Assistance Coverage.** Roadside Assistance does not provide coverage for: (a) replacement parts, (b) gasoline (except for an out of fuel assistance call)(c) tire repair, (d) rental of towing equipment, (e) storage fees, (f) fees for labor performed at a garage or service facility or (g) any "out of fuel" service if the vehicle is located at Your residence or an operating commercial fueling station, (h) impound towing or towing by a person other than a licensed service station or garage, and (i) the assistance of any private parties.

WHEN YOU CALL FOR SERVICE, YOU WILL BE CONNECTED WITH THE DISPATCHER AND A SERVICE VEHICLE WILL BE SENT TO YOUR LOCATION. PLEASE PROVIDE THE DISPATCHER WITH:

- (1) Your name, address and the VIN;
- (2) the exact location of the Vehicle, and
- (3) the nature of your Emergency

**LIMIT OF LIABILITY:** If You prefer to arrange Your own roadside assistance or towing, We will reimburse You up to \$100 per disablement for the emergency expenses You actually incur, provided that within twenty (20) days of the disablement You send a written request for Roadside Assistance benefits that includes a statement of Your loss and the original receipts for Your expenses to the AAA address shown herein.

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

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

## **What is NOT Covered by This PremiumCARE Limited Warranty Coverage**

Unless stated otherwise, this PremiumCARE Limited Warranty does not cover:

- a) Repairs covered by manufacturer recalls, insurance or in-force warranty or warranty provided by an insolvent manufacturer or insurer;
- b) Service adjustments, cleaning not made with a covered repair and software upgrades;
- c) Repairs to any engine, transmission and final drive components for damages caused by an after-market (non-factory installed) part including but not limited to: turbocharger, supercharger, Compressed Natural Gas (CNG), Liquid Propane Gas (LPG), Nitrous Oxide fuel system modification or any other performance enhancing powertrain components including but not limited to Ford racing parts or accessories;
- d) Repairs caused by loss of lubricants or fluids or contamination of oil, fluids or fuel and repairs caused by continued operation of the vehicle after loss of lubricant or fluids or contamination of oil, fluids or fuel;
- e) Repairs caused by improper or unauthorized service procedures, collisions or other physical damage to the Vehicle, damage caused by a foreign object, unreasonable use or continued use with an obvious failure (including driving over curbs, overloading, or using the Vehicle as a stationary power source), damage from fire or explosions, road hazards, other casualty losses, or losses due to negligence, racing or Failures caused by: (1) alterations or modifications of the Vehicle, including the body, chassis, or components, after the Vehicle leaves the control of the manufacturer (any part or accessory that is not permanently affixed to the Vehicle at point of sale); (2) tampering with the Vehicle of the emissions systems and components; (3) the installation or use of any mechanical or electrical part not approved, certified or authorized by the Vehicle's manufacturer or any repair caused by after-market (nonfactory approved) PCM reprogramming; or (4) any part designated for "offroad only" that is not installed by the manufacturer, including, but not limited to, lift kits, oversized tires, aftermarket wheels that do not provide equivalent fit and function as the original equipment installed by the manufacturer, roll bars, cellular phones, alarm systems, automatic starting systems and performance enhancing powertrain components;

- f) Damage caused by the environment and pollution, including airborne fallout, corrosion chemicals, debris, tree sap, salt, hail, windstorm, lightning, freezing, flooding, earthquake, snow or ice;
- g) Damage caused by theft, vandalism, terrorism, riot or acts of war
- h) Repairs or services caused by lack of required or recommended maintenance;
- i) Scheduled Maintenance Services;
- j) Repairs needed to a covered part caused by the Failure of a noncovered part;
- k) Repairs to the Vehicle if the odometer or hour meter is altered, broken, repaired or replaced so that We cannot determine the actual mileage or hours on the Vehicle;
- l) Loss of use of the Vehicle, loss of income, special or consequential damages, and personal expenses, such as motels, food, gas and mileage (except as provided by Roadside Assistance);
- m) Rental vehicle charges or fees such as mileage charges, drop-off fees, insurance, or gasoline;
- n) Vehicles manufactured for sale outside the United States, District of Columbia or Canada;
- o) Repairs to the Vehicle necessary due to operation outside of the United States, District of Columbia, Guam, Mexico, Puerto Rico, Virgin Islands, American Samoa, or Canada;
- p) Repairs made to the Vehicle that are required due to a condition that existed prior to the purchase or transfer of this Agreement;
- q) Any vehicle that is not classified as a Navigator L Livery vehicle;
- r) Shop supplies and disposal of environmental wastes from the Vehicle or fuel used during the repair of Your Vehicle or storage fees;
- s) A Vehicle is excluded from coverage if, (1) the New Vehicle Limited Warranty for the Vehicle or specified component parts are voided, in whole or part, (2) the Vehicle is a Branded or Salvaged Vehicle, or (3) if We cannot determine the VIN.