



**Ford Motor Company  
Rental Operations  
North American Fleet, Lease and Remarketing Operations**

**16800 Executive Drive  
Regent Court Bldg.,  
Dearborn, MI 48126**

Dear Daily Rental Customer:

**Subject: Warranty Tow Program for Rental Vehicles**

The following is a description of the Warranty Tow Program offered to Daily Rental customers. The Ford 1-800-241-FORD Roadside Assistance Hotline will coordinate warranty-related tows to Ford and Lincoln dealers.

**Key Benefits**

- Ford's Warranty Tow Program eliminates the hassle for daily rental companies of arranging warranty tows outside their local area. The 1-800-241-FORD hotline provides national coverage through an established network of towing providers.
- The Ford Roadside Assistance Hotline is available 24 hours a day / 7 days per week.

**Program Summary**

- The Ford 1-800-241-FORD Roadside Assistance Hotline will accommodate the coordination of warranty tows on rental vehicles to the nearest Ford or Lincoln dealership.
- The warranty towing fee will be paid by Ford Motor Company.
- Non-warranty tows or service issues (i.e. lock-out, out of gas, tire change) are not eligible and will continue to be the responsibility of the rental company. Roadside Assistance call analysts will attempt to identify such calls and direct the caller to the rental company when possible.
- The rental company may be invoiced for any non-warranty tows that may mistakenly have been administered. By agreeing to participate in the program, the rental company agrees to pay Ford at a rate of \$100 per tow for each incident that is determined to be ineligible for the program.
- The coordinated tow is only to Ford or Lincoln dealerships; towing to non-Ford or Lincoln locations is not covered under this program.
- If the rental customer arranges the tow themselves and it ends up being warranty related, the customer must give the rental company the invoice. The rental company should pay the customer and then submit an invoice for reimbursement to the following address, along with a copy of the customer's towing invoice:  
Ford Roadside  
Claims Reimbursement  
PO Box 9145  
Medford, MA 02155
- Rental companies are responsible for retrieving vehicle from dealership.
- Rental companies are responsible for making their customers aware of the 1-800-241-FORD hotline number, including which types of services will be handled by the hotline.

**Eligible Vehicles**

All new Ford and Lincoln vehicles reported sold to the participating rental account and within the standard warranty period. Both risk and repurchase vehicles are eligible.

Note: It is the rental company's responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Service Guide will invalidate warranty coverage on parts affected by the lack of maintenance.

**Eligible Services**

Only warranty tows will be covered. This does NOT include tows resulting from any cause other than a repair covered by the new vehicle warranty (e.g. tows required due to accident or other non-warranty issues). Service issues such as lock-out, out of gas, tire change are NOT included.

Roadside Assistance analysts will attempt to identify those customers calling the hotline for non-eligible services and transfer them back to the rental company for service. If the rental company cannot be reached, the customer will be offered service/tow for a retail fee if they can provide a credit card.

**Note:** Participation in this program also includes agreement to be invoiced for any service provided (\$100/incident) which is **NOT** covered under the program. You also authorize Ford to withhold from amounts due the rental company, any outstanding amounts due to Ford for towing and fees.

We look forward to improving the level of service to our mutual customers. If you have questions regarding this program you may e-mail [selliso2@ford.com](mailto:selliso2@ford.com) or call 1-313-390-9532.

Steve Ellison  
Other Daily Rental Program Manager