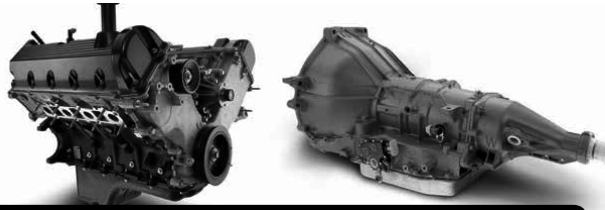




FORD PARTS



## LIMITED WARRANTY STATEMENT

### Ford and Motorcraft® Remanufactured Diesel Engines

Ford Motor Company, The American Road, Dearborn, MI 48121 ("Ford") provides the following Limited Warranty on Ford and Motorcraft Remanufactured Diesel Engines to Ford and Lincoln Dealers (each being a "Dealer") or general Installers (each being an "Installer"). This Limited Warranty provides that Ford will credit the Dealer or Installer for repairing or replacing, at Ford's option, any Ford or Motorcraft Remanufactured Diesel Engine sold by Ford that is found to be defective in factory-supplied material or workmanship subject to the following terms, conditions and limitations:

**Retail Customers: To obtain warranty service, please return your vehicle to any Ford and Lincoln Dealership or return to the Installer who originally installed the Ford or Motorcraft Diesel Engine Assembly in your vehicle. Please have your original dated receipt for installation date verification.**

#### Complete Diesel Engine (6007/6V007) and Long Block (6006/6V006) Assemblies

- 24 months from warranty start date (unlimited miles). Ford will cover 100% of all parts and labor at approved warranty reimbursement rates
- If installed by a Dealer, reasonable towing charges (up to 35 miles or to the nearest Dealer) are covered only if the vehicle is not covered under another towing insurance coverage

#### Diesel Engine Stripped Long Blocks (6V012) and Short Blocks (6009/6V009)

- 12 months from warranty start date (unlimited miles). Ford will cover 100% of all parts and labor at approved warranty reimbursement rates
- If installed by a Dealer, reasonable towing charges (up to 35 miles or to the nearest Dealer) are covered only if the vehicle is not covered under another towing insurance coverage

#### Warranty Start Date

- Ford and Motorcraft Remanufactured Diesel Engines and Components installed by the Dealer or Installer—Warranty begins on the date of installation
- Ford and Motorcraft Remanufactured Diesel Engines and Components sold by Dealer or Installer over-the-counter or to a retail purchaser—on the date of sale

#### Limitations to the Warranty

- The following limitation applies to the products covered by this Limited Warranty:
- Towing charges are not reimbursable for Ford and Motorcraft Remanufactured Diesel Engines sold over-the-counter by a Dealer or Installer.

#### How to obtain Limited Warranty coverage for Ford and Motorcraft Remanufactured Diesel Engines sold over-the-counter by a Dealer or Installer:

This statement applies to over-the-counter customers of a Dealer or Installer, such as a retail customer or fleet customer.

The Dealer or Installer can claim both parts and labor under the Limited Warranty if the retail customer, at his/her option:

- Returns the vehicle to the Installer (from which the assembly or component was purchased) or to any Dealer for repairs, or
- Returns the Ford or Motorcraft Remanufactured Diesel Engine to the Installer (from which the assembly or component was purchased) or to any Dealer for repairs

#### NOTES:

- The original Installer or any Dealer (even though that particular Dealer was not the original purchaser/seller of the product) may claim under this Limited Warranty
- In order for the Dealer or Installer to claim under the Limited Warranty, the Dealer, Installer or customer (whether original customer or subsequent transferee) must provide the original owner's repair order or sales slip when repairs are requested
- Only new Ford Original Equipment or Ford authorized remanufactured parts or assemblies may be used to complete covered warranty repairs
- Installer labor reimbursement is calculated using Ford Labor Times Standard hours multiplied by the selling dealership's warranty labor rate, or the Installer's actual labor total, whichever is less
- Diagnostic steps taken to determine cause of warrantied concern with diagnostic results must be clearly documented on Installer repair order. (Warranty parts and labor reimbursement requests must be supported by diagnostic labor steps and test results)
- All parts replaced under warranty must be returned to your selling Dealer

THIS LIMITED WARRANTY DOES NOT COVER FORD OR MOTORCRAFT REMANUFACTURED DIESEL ENGINES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, LACK OF PROPER MAINTENANCE OR THAT ARE INSTALLED IN VEHICLES OTHER THAN THOSE LISTED IN FORD AUTHORIZED CATALOGS.

THIS LIMITED WARRANTY DOES NOT COVER PARTS WHICH ARE REPLACED AS PART OF NORMAL MAINTENANCE.

THIS LIMITED WARRANTY DOES NOT COVER REPEAT REPAIRS PERFORMED AS A RESULT OF A MISDIAGNOSIS OR IMPROPER PRIOR REPAIR.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF THE USE OF THE VEHICLE, COMMERCIAL LOSS, AND INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE NOT COVERED.

**THERE IS NO OTHER EXPRESS OR IMPLIED WARRANTY ON THESE FORD AND MOTORCRAFT REMANUFACTURED DIESEL ENGINES INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY

#### Warranty Reimbursement for Ford and Motorcraft Remanufactured Diesel Engines Sold Over-the-Counter

##### Dealership actions required for assemblies that were sold Over-The-Counter and replaced/installed at a dealership

- Effective with repairs dated August 1, 2005, and later when an assembly that was sold OTC is brought to a Ford or Lincoln dealership for assembly replacement, dealers not on Reduced Warranty Requirements must obtain prior approval before replacing Ford and Motorcraft Remanufactured Diesel Engines under OTC Service Part Warranty.
- Dealers can obtain prior approval by completing the Powertrain Approval form via the Professional Technician Society (PTS) website OR by contacting the Technical Hotline at (800) 826-4694 and selecting option #2 "Engine and Transmission Exchange Prior Approval".
- Reduced Warranty Requirement dealers are exempt from this requirement for REPLACEMENTS DONE IN THE DEALERSHIP for one year, but will be subject to review for inclusion in the Prior Approval process at the end of one year.

##### Dealer Reimbursement

- In order for a Dealer or Installer to claim under the Limited Warranty, the Dealer, Installer or customer (whether original customer or subsequent transferee) must provide the original owners repair order or sales slip that includes the VIN of the service vehicle, the current mileage of the service vehicle, the serial number of the part being replaced, and the labor amount charged for the replacement.
- Engine assemblies and components found defective before installation on the vehicle or before sale over-the-counter are to be returned for credit to your selling Ford Authorized Distributor for Powertrain Products.
- Dealers will be reimbursed for parts and labor (if applicable) at warranty rates.
- Reasonable removal and reinstallation labor is reimbursed when prior authorization is obtained.
- Vehicle towing required as a result of the failure of an assembly or part sold over-the-counter is not covered.

##### Dealership actions required for replacement of assemblies sold Over-The-Counter but NOT repaired/installed at a dealership.

- Ensure the OTC customer completes the Assembly Replacement Worksheet and calls the Powertrain Assistance Center (800-3927946) for an authorization number when requesting replacement of an assembly.
- DO NOT GIVE REPLACEMENT ASSEMBLIES WITHOUT THE POWERTRAIN ASSISTANCE CENTER AUTHORIZATION NUMBER.
- For over-the-counter sales, the selling dealer is responsible for submitting a warranty claim on behalf of the over-the-counter customer, and reimbursing the customer for the repair.

##### Customer (retail and/or independent installer) actions required for Warranty Reimbursement for assemblies sold Over-The-Counter

- The over-the-counter customer (retail customer, fleet customer, or general installer) can, at their option:
  - 1) Return the vehicle to the Dealer from which the assembly was purchased for repairs during regular business hours for repair by the Dealer, or
  - 2) Return the defective Ford or Motorcraft remanufactured diesel engine to the Dealer (from which the assembly was purchased) during regular business hours for repair by the Dealer, or
  - 3) Obtain replacement parts or assembly from the Dealer that sold the Ford or Motorcraft remanufactured engine to complete repairs using labor supplied by the over-the-counter customer.

#### NOTE:

It is recommended that the over-the-counter customer call the dealer to discuss possible diagnostic procedures that should be taken before removal of the assembly.

#### IMPORTANT:

Effective with repairs dated August 1, 2005 and later, all independent repair facilities (IRF) and customers installing OTC diesel engines must call the Powertrain Assistance Center at 800-392-7946 for prior authorization before removing or replacing Ford and Motorcraft Remanufactured Diesel Engine assemblies under OTC Service Part Warranty.

- The over-the-counter customer (whether original customer or subsequent transferee) must present a copy of the original sales receipt for the Ford or Motorcraft remanufactured diesel engine.
- Labor reimbursed to the over-the-counter customer will be calculated based on the standard hours listed in the Ford Service Labor Time Standards Manual multiplied by the Dealer's (from which the engine assembly or component was purchased) approved warranty labor rate in effect on the date of repair, or the over-the-counter customer's actual labor amount, whichever is less.
- Vehicle towing required as a result of the failure of an assembly or part sold over-the-counter is not covered.
- Except as noted in the prior statements, all provisions and procedures outlined in the Warranty and Policy Manual apply to Ford and Motorcraft remanufactured diesel engines installed or sold over-the-counter by Dealers.