



THE LINCOLN MOTOR COMPANY



# 2021 Model Year Warranty Guide Roadside Assistance



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# Your Satisfaction Is Our Priority

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## **DEAR NEW VEHICLE OWNER,**

It is with great pleasure that we welcome you to the Lincoln family. We want you to enjoy all the benefits of owning your new Lincoln vehicle, and look forward to building a relationship with you over the years ahead.

Please note that The Lincoln Motor Company is a registered business name of Ford Motor Company of Canada, Limited.

At the Lincoln Motor Company (Lincoln), we believe that to be the leading consumer automotive company, we must be absolutely committed to your total satisfaction. This belief guides the way we build our vehicles, and the way we service them for years to come. Our Lincoln dealers are dedicated to reaching the highest standards in customer service and technical expertise, and they use parts approved by Lincoln.

To help maintain the new vehicle characteristics of your Lincoln vehicle, we encourage you to read through this warranty guide and follow its recommendations. This guide contains:

- Your Lincoln New Vehicle Limited Warranty
- Your vehicle's Roadside Assistance package

The Lincoln Motor Company and our dealerships look forward to being at your service. We wish you peace-of-mind throughout your ownership experience. Happy Motoring!

The Lincoln Motor Company c/o Ford Motor Company, Limited

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1-800-387-9333

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# Warranty Information

## WARRANTY COVERAGE AT-A-GLANCE

Warranty coverage by Time (months) and Distance Travelled (km)	12	24	36	48	60 (5 years)	72 (6 years)	84 (7 years)	96 (8 years)
Basic				48 months/80,000 km*				
Corrosion (perforation only)					5 years/unlimited distance*			
Powertrain						6 years/110,000 km*		
Safety Restraint System					5 years/100,000 km*			
Aluminum Body Panel Corrosion					5 years/unlimited distance*			
Emissions: Defect/performance				24 months/40,000 km*				
Certain Emission Parts								8 years/130,000 km*
Hybrid/Electric Unique Components								8 years/160,000 km*

This chart shows general information only. Please refer to the Warranty section in this Warranty Guide for detailed information.

\*Whichever occurs first.

# Warranty Information

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## **YOUR LINCOLN NEW VEHICLE LIMITED WARRANTY**

The Lincoln Motor Company (Lincoln) warrants that their authorized dealers will repair, replace or adjust those parts on Lincoln vehicles, that are found to be defective in materials or workmanship made or supplied by Ford for the coverage periods described in the *Warranty Information* section of this warranty guide.

## **WHO IS AUTHORIZED TO DO WARRANTY REPAIRS?**

You must take your vehicle to an authorized Lincoln, Ford Lincoln or Ford dealer for warranty repairs. While any Lincoln, Ford Lincoln or Ford dealer handling your vehicle line will provide warranty service, we strongly encourage you to return to your selling dealer.

Certain customer benefits such as loaner vehicles and car washes are not part of your New Vehicle Limited Warranty but may be offered as a courtesy by your selling Lincoln dealership.

Please note that certain warranty repairs require special training and/or equipment, so not all dealers are authorized to perform all warranty repairs. This means that, depending on the warranty repair needed, you may have to take your vehicle to another Lincoln dealer. In certain instances, Lincoln may authorize that your vehicle be repaired at a repair centre other than a Lincoln, Ford Lincoln or Ford dealer facility.

A reasonable time must be allowed to perform a repair after taking your vehicle to the dealership. Repairs will be made using Lincoln, Ford or Motorcraft® Parts, or remanufactured or other parts that are authorized by Lincoln.



## Warranty Information

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### **WHO PAYS FOR WARRANTY REPAIRS?**

Lincoln of Canada covers the cost of warranty repairs performed under the New Vehicle Limited Warranty Coverage during the “time and distance travelled” limits of the New Vehicle Limited Warranty.

Federal or provincial governments may require an environmental or disposal tax (levy) on all or a portion of a warranty repair, in which case this tax (levy) must be paid by you, the owner of the vehicle.

### **WHEN DOES THE WARRANTY BEGIN?**

The warranty begins on the original retail delivery date, or on the date of first use (whichever occurs first).

This is the “original warranty start date”.

### **BASIC COVERAGE**

Under your New Vehicle Limited Warranty, Basic Coverage begins at the original warranty start date and lasts for 48 months or 80,000 kilometres (whichever occurs first). The complete vehicle is covered under this Basic Coverage, except components listed under the following warranties in this Warranty Guide, and those items listed under “What is Not Covered Under this New Vehicle Limited Warranty?” on page 15.

## Warranty Information

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### HYBRID AND ELECTRIC VEHICLE UNIQUE COMPONENT COVERAGE

The electrical drivetrain system of your vehicle is covered by the Hybrid and Electric Vehicle Unique Component coverage for eight years or 160,000 kilometres (whichever occurs first) from the original warranty start date. The components in the electrical drivetrain system of your vehicle will vary, depending on whether your vehicle is a hybrid, plug-in hybrid, or all-electric vehicle, but you can rest assured knowing that your vehicle's electrical drivetrain system is covered by this comprehensive warranty. Depending on your vehicle, electrical drivetrain system components covered by this warranty may include, and are not limited to: high-voltage battery, high-voltage battery connector, high-voltage battery isolation switch (manual disconnect switch), battery

pack fan assembly, battery pack sensor module (HBPSM), battery energy control module (BECM), on-board charger, on-board charger fan assembly, inverter system controller (ISC), DC/DC converter, hybrid continuously variable transmission or electric driveline motor and transmission range sensor.

If an electrical drivetrain system component requires replacement under warranty, it may be replaced with a new, factory remanufactured, or factory refurbished component, at Ford's discretion. Refurbished battery components selected for your vehicle will align with your vehicle's age and mileage, and meet Ford's stringent requirements and standards.

The High Voltage Battery will experience gradual capacity loss with time and use (similar to all batteries), which is considered normal wear and tear. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under the New Vehicle Limited Warranty. See your *Owner's Manual* for important tips on how to maximize the life and capacity of the High Voltage Battery.

## Warranty Information

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### **LINCOLN ROADSIDE ASSISTANCE 1-800-387-9333**

Your vehicle is eligible, within Canada or the continental United States, for the Lincoln Roadside Assistance Program. This program is separate from the New Vehicle Limited Warranty, and it begins from the original warranty start date and lasts the life of the vehicle for the original owner.

Subsequent owners receive coverage that is concurrent with the 6 years or 110,000 kilometres (whichever occurs first) powertrain warranty coverage period.

Further, towing required because of a warrantable failure beyond the 6 years or 110,000 kilometres (whichever occurs first) powertrain coverage is covered under any remaining applicable New Vehicle Limited Warranty coverage.

Please refer to the Lincoln Roadside Assistance section of this warranty guide for complete details (page 27).

### **CORROSION COVERAGE**

Under your New Vehicle Limited Warranty, Corrosion Coverage begins at the original warranty start date and covers body sheet metal panels against corrosion due to a defect in factory-supplied materials and workmanship. The length of the coverage depends on the type of corrosion damage:

- If corrosion causes perforations (holes) in the body sheet metal panels, the coverage extends for 5 years/unlimited distance.
- If corrosion does not cause perforations (holes), and is not the result of vehicle usage and airborne materials, the corrosion coverage is 48 months or 80,000 kilometres (whichever occurs first).

## Warranty Information

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If your vehicle is damaged due to airborne materials (environmental fallout) where there is no defect in factory-supplied materials or workmanship and therefore is not applicable to the Lincoln warranty, Lincoln will still cover paint damage due to airborne materials (environmental fallout) for 12 months or 20,000 kilometres (whichever occurs first). See “Damage Caused by Use or the Environment”, page 16.

### **ALUMINUM BODY PANEL CORROSION COVERAGE**

Your vehicle’s aluminum body sheet metal panels, if any, are covered for an extended Corrosion Coverage Period, which lasts for five years, regardless of distance driven. If aluminum body panels have corrosion or rust damage, and the damage is not the result of abnormal usage, vehicle accident, customer actions and/or extreme environmental conditions, the corrosion or rust damage repairs are covered for 5 years, regardless of distance 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 provide free repair of paint damage due to the airborne material for 12 months or 20,000 kilometers, whichever occurs first.

### **POWERTRAIN COVERAGE**

Under your New Vehicle Limited Warranty, the Powertrain Warranty Coverage covers certain components against defects in factory-supplied materials or workmanship for 6 years or 110,000 kilometres (whichever occurs first) from the original warranty start date. The covered components listed under the powertrain warranty are:

**Engine-** All internal lubricated parts; cylinder block; cylinder heads; electrical fuel pump; engine mounts; flywheel; injection pump; manifold (intake and exhaust); manifold bolts; oil pan; oil pump; seals and gaskets; thermostat; thermostat housing; timing chain cover; timing chain gears and belts; turbocharger/supercharger unit; valve covers; water pump; powertrain control module.

# Warranty Information

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**Transmission-** All internal parts; clutch cover; seals and gaskets; torque converter; transfer case (including internal parts); transmission case; transmission mounts.

**Front-Wheel Drive-** Axle shafts; front-wheel bearings; seals and gaskets; universal and constant velocity joints.

**Rear-Wheel Drive-** Axle shafts; front-wheel bearings; rear-wheel bearings; centre support bearing; drive axle housing and all internal parts; drive shaft; retainers; supports; seals and gaskets; universal and constant velocity joints.

**Four-Wheel Drive/All-Wheel Drive-** Axle shafts, bearings (front and rear), center support bearing, drive shafts, final drive housing (including all internal parts), hubs-automatic front locking (four-wheel drive), locking rings (four-wheel drive), seals and gaskets, universal and constant velocity joints.

## **SAFETY RESTRAINT COVERAGE**

Under your New Vehicle Limited Warranty, safety belts and air bag Supplemental Restraint Systems (SRS) are covered against defects in factory-supplied materials or workmanship. Safety Restraint System Coverage begins on the original warranty start date and lasts for 5 years or 100,000 kilometres (whichever occurs first).

# Warranty Information

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## **EMISSIONS CONTROL SYSTEMS COVERAGE**

The Emissions Control System is covered by two warranties: the Emissions Defects Warranty and the Emissions Performance Warranty.

### **Emissions Defects Warranty Coverage**

Under the Emissions Defects Warranty, Lincoln provides coverage for emissions related defects for 24 months or 40,000 kilometres (whichever occurs first) from the original warranty start date. During this coverage period, Lincoln warrants that:

- Your vehicle or engine is designed, built and equipped to meet the applicable emissions standards prescribed by law at the time it was sold.

- Your vehicle or engine is free from defects in factory-supplied materials and/or workmanship that could prevent it from conforming to those applicable emissions standards.
- You will not be charged for diagnosis, repair, replacement or adjustment of defective emissions-related parts listed under *Parts Covered by the Emissions Defect and Performance Warranties*.

### **Emissions Performance Warranty Coverage**

Under the Emissions Performance Warranty Coverage, Lincoln will repair, replace or adjust – with no charge for labour, diagnosis, or parts – any emissions control device or system:

- If you have maintained and operated your vehicle according to the instructions on proper care in this warranty guide and your *Owner's Manual*;
- If your vehicle fails to conform during the warranty coverage period of 24 months or 40,000 kilometres (whichever occurs first) to the applicable emissions standards;

## Warranty Information

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- If you are subject to a penalty or sanction under local, provincial, or federal law because your vehicle has failed to conform to the applicable Emissions Standards (a penalty or sanction can include being denied the right to use your vehicle); and
- If your vehicle has not been tampered with, misused, or abused.

### **Parts Covered by the Emissions Defect and Performance Warranties**

Air Flow Sensor; Air/Fuel Feedback Control System and Sensors; Air Induction System; Battery Energy Control Module (BECM - Hybrid and Plug In Vehicles Only); Catalytic Converter; Electronic Engine Control Sensors and Switches; Powertrain Control Module (PCM)\*; Evaporative Emissions Control System; Exhaust Gas Recirculation (EGR) System; Exhaust Manifold; Idle Air Control (IAC)

Valve; Fuel Filler Tube and Seal Restrictor; Fuel Injection System; Fuel Injector Supply Manifold; Intercooler Assembly - Engine Charger; Fuel Tank Pressure Control Valve; Ignition Coil and/or Control Module; Intake Manifold; Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System; PCV System and Oil Filler Cap; Secondary Air Injection System; Spark Control Components; Spark Plugs and Ignition Wires; Thermostat; Throttle Body Assembly (MFI); Transmission Control Module (TCM) and Solenoids; Turbocharger Assembly; Vacuum Distribution System; Exhaust Pipe (Manifold to Catalyst); Fuel Tank; High Voltage Battery (Hybrid and Plug-In Hybrid only); Brake Hydraulic/Electric Control Assembly (Plug-In Hybrid Vehicles Only); Charger and Bracket Assembly High Voltage Battery (Hybrid and Plug-in Hybrid Vehicles Only); Converter and Bracket Assembly High Voltage to Low Voltage (Hybrid and

Plug-In Hybrid Vehicles Only); Fuel Filler Door Sensor (Hybrid and Plug-In Hybrid Vehicles Only); HVAC Controller (Plug-In Hybrid Vehicles Only); Inverter System Controller (Plug-In Hybrid Vehicles Only); Jumper Assembly Charge Inlet to Charger (Hybrid and Plug-In Hybrid Vehicles Only); Jumper Assembly DC/DC Converter to High Voltage Panel (Hybrid and Plug-In Hybrid Vehicles Only); Module and Bracket Assembly Transmission Inverter Control (Hybrid and Plug-In Hybrid Vehicles Only); Motor Electronics Coolant Pump (Plug-In Hybrid Vehicles Only); Onboard Charger (Plug-In Hybrid Vehicles Only); Transmission Assembly (Plug-In Hybrid Vehicles Only); Transmission Auxiliary Oil Pump (Plug-In Hybrid Vehicles Only); Transmission Fluid Temperature Sensor (Plug-In Hybrid Vehicles Only).

\* Includes hardware and emissions related software changes only

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## Additional Parts Covered by the Emissions Warranty

Also covered by the two Emissions Warranties are all emissions related bulbs, hoses, clamps, brackets, belts, sensors, tubes, gaskets, seals, connectors, gasoline fuel lines, and wiring harnesses that are used with components on the list of parts, above.

Parts that should be replaced as per Lincoln's Scheduled Maintenance Services are covered against defects in materials or workmanship made or supplied by Lincoln until the earlier of:

- A. The first replacement time that is specified in your *Owner's Manual*; or
- B. The "time and distance travelled" limits of the Defect and Performance Warranties (whichever occurs first)

There may be additional coverage for these parts through the powertrain coverage. In any case, the warranty with the broadest coverage applies.

Your Lincoln, Ford Lincoln or Ford dealer maintains a complete list of parts covered by emissions warranties. For more details about the specific parts covered by the Emissions Defect Warranty, contact your dealer.

## Emissions Defect/Performance Warranty:

### Additional Parts Covered

Lincoln also provides the following coverages for emissions related defects for the parts listed below including labour and diagnosis. Passenger cars and light duty trucks (applies to vehicles up to 3,856 kilograms (8,500 lb) GVWR): 8 years or 130,000 kilometres (whichever occurs first) from the

original warranty start date: Catalytic Converter, Electronic Control Unit (ECU) and any other On-Board Emissions Diagnostic Devices.

For all other parts covered by the Emissions Defect or Performance Warranty, Lincoln provides coverage from the original warranty start date for 24 months or 40,000 kilometres (whichever occurs first).

**NOTE:** *Lincoln's 48 months or 80,000 kilometres bumper-to-bumper coverage, as described above surpasses this mandatory US federal coverage.*



# Warranty Information

## TIRE WARRANTY

Two separate warranties apply to the tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory-supplied materials or workmanship until the earlier of: (i) expiration of the basic coverage period of 48 months or 80,000 kilometres (whichever occurs first); or (ii) until the tire requires normal replacement, for 100% of labor costs and on a pro rata adjustment basis for parts (see the Reimbursement Schedule below). Defective tires will be replaced on a pro rata adjustment basis according to the following kilometre-based Reimbursement Schedule:

Vehicle Distance Travelled	Percent of Parts Covered by Lincoln
1-20,000 kilometres	100%
20,001-40,000 kilometres	60%

Vehicle Distance Travelled	Percent of Parts Covered by Lincoln
40,001-60,000 kilometres	30%
60,001-80,000 kilometres	15%

The tire manufacturer also provides you with a separate tire warranty that may extend beyond the Basic Coverage terms or period. You will find the manufacturer's tire warranty with the owner literature supplied with your new vehicle.

Tire replacements under the New Vehicle Limited Warranty will be made with the same brand and model as originally equipped with the vehicle unless the same brand and/or model is no longer available, in which case a tire of the same brand size, load, speed and tread type will be used. In some circumstances, Lincoln may

authorize another brand and model to substitute for the original brand and model even if still available.

Normal tire wear or damage is not reimbursable. See page 20 for details of what is not covered.

## Warranty Information

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### UNIQUE WARRANTY COVERAGE FOR SPECIFIED COMPONENTS

Brake pads and linings\*, windshields, wheel balance and alignment are covered against defects in factory-supplied materials or workmanship for 12 months or 20,000 kilometres (whichever occurs first) from the original warranty start date.

\*Refer to page 18 for additional coverage information.

Wiper blades are covered against defects in factory-supplied materials or workmanship for 6 months unlimited distance travelled from the original warranty start date. Refer to page 18 for additional coverage information.

### FORD ORIGINAL ACCESSORIES COVERAGE

Lincoln warrants that their authorized dealers will repair or replace any Ford Original Accessory that is properly installed by the authorized dealer that sold the accessory and found to be defective in factory-supplied materials or workmanship during the warranty period noted below, as well as any component damaged by the defective accessory. The accessory will be warranted for the greater of the following:

- 24 months unlimited kilometres; or
- The remainder of your Basic Coverage period.

This means that Ford Original Accessories purchased along with your new vehicle and installed by the dealer are covered for the full length of your Basic Coverage period – 48 months or 80,000 kilometres (whichever occurs first).

### WHAT IS NOT COVERED UNDER THIS NEW VEHICLE LIMITED WARRANTY?

#### Damage Caused by Accident, Misuse or Alteration

*Examples of items not covered are:*

- Accident collision, fire, theft, freezing, vandalism, riot, floods, explosion, dismantling, or objects striking the vehicle (including driving through a car wash)
- Misusing the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source
- Alterations, modifications or reconstruction of the vehicle, including the body, chassis, or any other component after the vehicle leaves the control of Lincoln

## Warranty Information

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- Alterations or modifications to allow the use of alternate fuels after the vehicle leaves the control of Lincoln
- Rebuilding the vehicle after it has suffered such extensive collision damage in an accident that it was junked, written-off or deemed to be written-off, even if the rebuilt vehicle uses undamaged parts and components from the written-off vehicle
- Tampering with the vehicle, including tampering with the emissions systems or with other parts that affect these systems (for example, exhaust and intake systems)
- 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
- Non-Lincoln parts installed after the vehicle leaves Lincoln's control and causes a Lincoln part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, remote starting systems and performance enhancing powertrain components

**NOTE:** *Warranty coverage will be invalidated on parts affected by such damage.*

### **DAMAGE CAUSED BY USE AND/OR THE ENVIRONMENT**

The New Vehicle Limited Warranty does not cover surface rust, deterioration, and damage of paint, trim, upholstery and other appearance matters that result from use and/or exposure to the elements.

Examples are:

- Stone Chips and Scratches (e.g. on paint and glass)
- Windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the first 12 months or 20,000 kilometres (whichever occurs first) even though caused by use and/or exposure to the elements.
- Dings/Dents
- Lightning and Hail
- Earthquake
- Cuts, Burns, Punctures or Tears

# Warranty Information

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- Bird and Bee Droppings
- Road Salt and Tree Sap
- Windstorm
- Water or Flood

## **DAMAGE CAUSED BY IMPROPER MAINTENANCE**

The New Vehicle 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.

In fact, failure to perform maintenance as specified in your *Owner's Manual* will invalidate warranty coverage on parts affected by improper maintenance.

Please consult your *Owner's Manual* for correct fluid specifications and levels, and read the *Scheduled Maintenance* chapter in your *Owner's Manual*, for instructions on proper maintenance of your vehicle.

## **MAINTENANCE AND WEAR**

The New Vehicle Limited Warranty does not cover parts and labour needed to maintain your vehicle and replacement of parts due to normal wear and tear (except for items listed under Some Maintenance and Wear Items Have Limited Coverage). You, as the owner, are responsible for these items. Here are examples:

- Oil Changes
- Cleaning/Polishing
- Engine Tune-ups
- Oil/Air Filters
- Tire Rotations
- Oils, Lubricants, Other Fluids

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Parts that should be replaced as per Lincoln's Scheduled Maintenance Services are covered against defects in materials or workmanship made or supplied by Lincoln until the earlier of:

- A. The first replacement time that is specified in your *Owner's Manual*; or
- B. The "time and distance travelled" limits of the New Vehicle Limited Warranty (whichever occurs first).

### **SOME MAINTENANCE AND WEAR ITEMS HAVE LIMITED COVERAGE**

Lincoln dealers will replace brake pads and linings for 12 months or 20,000 kilometres (whichever occurs first) from the original warranty start date, if required due to failure caused by normal wear and tear.

Lincoln dealers will replace the original wiper blades for 6 months unlimited distance travelled from the original warranty start date, if required due to failure caused by normal wear and tear.

### **OTHER ITEMS AND/OR CONDITIONS NOT COVERED BY THIS WARRANTY**

*Examples of other items that are not covered are:*

- Non-Lincoln parts of your vehicle including Non-Lincoln parts that are installed by body builders or manufacturers other than Lincoln; or damage to Lincoln components caused by installation of non-Lincoln parts
- Disconnecting or altering the odometer, or where the actual distance travelled cannot be determined due to the odometer being inoperative for an extended period of time (this will void the New Vehicle Limited Warranty)

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- Vehicles currently or previously titled as “dismantled”, “fire”, “flood”, “junk”, “reconstructed”, “totaled”, or “salvaged” (this will void the New Vehicle Limited Warranty)
- Vehicles determined to be a “total loss” by an insurance company (this will void the New Vehicle Limited Warranty)
- Lincoln Authorized Parts replaced other than under this New Vehicle Limited Warranty or pursuant to a Lincoln Customer Satisfaction Program or Lincoln Recall are not eligible for the balance of the New Vehicle Limited Warranty, however they may carry their own warranty (see your dealer for more information).

## **SYNC HANDS-FREE COMMUNICATIONS AND ENTERTAINMENT SYSTEM**

If your vehicle is equipped with SYNC, the New Vehicle Limited Warranty does not cover repairs or replacement under certain conditions. Some examples include:

- Loss of personal recording media, software or data
- Failure to provide proper installation environment
- Damage caused by:
  - abnormal use such as insertion of foreign objects, fluid spillage
  - unauthorized modifications
  - computer or internet viruses, bugs, worms, Trojan Horses, cancelbots
  - installation of unauthorized software, peripherals and attachments

- unauthorized, unapproved and/or incompatible repairs, upgrades and modification
- the defective function of a cellular phone or digital media device (e.g., inadequate signal reception by the external antenna, viruses or other software problems)

## Warranty Information

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### **\*IMPORTANT INFORMATION ON LIMOUSINE AND HEARSE CONVERSIONS:**

*Ford Motor Company authorizes only Lincoln Qualified Vehicle Modifiers (QVM's) to perform Limousine/Hearse conversions. To obtain a list of QVM's visit our website at [www.fleet.ford.com/limo](http://www.fleet.ford.com/limo) or call 1-800-34-FLEET.*

### **WHAT IS NOT COVERED UNDER THE TIRE WARRANTY?**

Normal wear and/or worn-out tires are not covered by the New Vehicle Limited Warranty.

*Other examples of items not covered are:*

- Road hazard damage including cuts, snags, bruises, bulges and impact breaks (due to potholes and curbs or other road hazards).
  - Damage caused by a puncture or tire repair.
  - Damage from improper inflation or alignment, tire chains, racing, spinning (e.g. when stuck in snow or mud), and improper mounting or dismounting.
- Tire vibration or ride harshness is not covered beyond 12 months or 20,000 kilometres (whichever occurs first) unless caused by a defect in factory supplied materials or workmanship.
  - Tires replaced other than pursuant to the New Vehicle Limited Warranty Tire Warranty are not eligible for the balance of the Tire Warranty, however they may carry their own warranty (see your dealer or the tire manufacturer for more information).

# Warranty Information

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## WHAT IS NOT COVERED UNDER THE EMISSIONS WARRANTIES?

Lincoln will deny you warranty coverage if your vehicle or part has failed because you:

- Abused or neglected it
- Did not maintain it properly
- Added unapproved modifications
- Used improper fuel/fluids
- Experienced any item included in “What is Not Covered Under this New Vehicle Limited Warranty?”

## NEW VEHICLE WARRANTY LIMITATIONS

The foregoing coverage described in the New Vehicle Limited Warranty are the only express warranties on the part of Lincoln and the selling dealer. You may have other rights which may vary by province.

None of the following limitations and exclusions shall apply where prohibited or voided by provincial consumer protection legislation, and without limitation, none of the following limitations and exclusions will exclude or restrict the warranty provided for in Section 37 or 38 of the Quebec Consumer Protection Act.

The foregoing express warranties are in substitution for and exclude all other liabilities of any kind whether arising under statute, in tort, by implication of law or otherwise including, to the full extent as may be allowed by law, liability for any other

representations respecting the vehicle, statutory warranties or implied warranties or conditions as to its merchantability or fitness.

Any implied warranty or condition as to merchantability or fitness is limited to the applicable warranty duration period as specified herein.

In no event shall Lincoln or the selling dealer be liable for the loss of or damage to the vehicle or its parts, loss of use of the vehicle, loss of time, inconvenience, commercial loss, or special consequential or other damages, or on any other claims relating to or arising from any defect in factory materials or workmanship found except as provided for herein.

The above provisions do not preclude the operation of any applicable provincial statute which in certain circumstances may not allow some of the limitations and exclusions described in these warranty coverages.



## Warranty Information

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In the province of Saskatchewan, the duration of the applicable statutory warranties of that province shall be concurrent with and not consecutive to the duration of the foregoing coverage of this Lincoln New Vehicle Limited Warranty.

### **INSPECT YOUR NEW VEHICLE CAREFULLY**

Defects or damage to paint, sheet metal or other appearance items may occur during assembly or when the vehicle is in transit to the dealer. Normally, these defects are noted and corrected at the factory or by your dealer during new vehicle inspection. Paint, sheet metal or appearance defects present at the time your vehicle is delivered to you are covered by this warranty. For your protection, we suggest that if you do find any such defects, you notify your dealer within one week of the vehicle's delivery to you, as normal deterioration due to use and exposure is not covered by this warranty.

### **Defects vs. Damage**

Please note the distinction between “defects” and “damage” as used in the warranty. Defects are covered because we, the manufacturer, are responsible. This includes defects in Lincoln-supplied parts used in making warranty repairs as well as in the original parts of the vehicle. On the other hand, we have no control over damage caused by such things as modifications, collision, misuse and lack of maintenance. Therefore, **damage is not covered under this warranty.**

## Warranty Information

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### **TAKE CARE OF YOUR VEHICLE AND IT WILL TAKE CARE OF YOU!**

Proper maintenance protects you from major repair expense resulting from neglect or inadequate maintenance, and it may even help increase the resale value of your vehicle.

Your dealership has factory-trained technicians who can perform the required maintenance using Lincoln-approved parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

It is your responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Lincoln engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance section in your *Owner's Manual* will invalidate warranty coverage on parts affected by improper maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and have the dealer complete the **Scheduled Maintenance Validation Record**.

### **DOES THE NEW VEHICLE LIMITED WARRANTY APPLY TO YOUR VEHICLE?**

#### **Warranty Applies**

The New Vehicle Limited Warranty described in this booklet applies to your vehicle if:

- It was originally sold or leased by a Lincoln dealer; and
- Is registered, licensed and operated in Canada or the United States.

#### **Warranty Does Not Apply**

The New Vehicle Limited Warranty described in this booklet will be void if the vehicle originally purchased in Canada, at any time:

- Is registered, licensed for use in countries other than Canada or the United States.

## Warranty Information

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### **TAKING YOUR VEHICLE ON A TRIP?**

If you travel with this vehicle outside of Canada or the United States, you may have to pay a servicing Lincoln, Ford Lincoln or Ford dealer in a foreign country for a repair that could be covered under this New Vehicle Limited Warranty. If this occurs, you should present the paid repair order/invoice to a Lincoln, Ford Lincoln or Ford dealer for refund consideration.

### **IF YOU ARE A SUBSEQUENT LINCOLN OWNER...**

If you are a subsequent Lincoln owner and the New Vehicle Limited Warranty has not yet expired, you are entitled to the unexpired portion of the warranty.

Subsequent owners also receive Lincoln Roadside coverage that is concurrent with the 6 years or 110,000 kilometres (whichever occurs first) powertrain warranty coverage period. This coverage is transferred at no charge to you.

Please send us the completed Owner Information Change Card found at the centre of this Warranty Guide (postage paid).

### **NEED ASSISTANCE? WE'RE HERE TO HELP YOU...**

Your satisfaction is important to the Lincoln Motor Company and your selling Lincoln dealership. Normally, matters concerning your vehicle will be resolved by your dealer's sales or service department.

### **Lincoln recommends that you do the following:**

Talk with your selling dealer's sales manager or service manager. If the matter is not resolved to your satisfaction, consider discussing the matter with the owner or general manager of the dealership. If you still feel your concern was not fully addressed or you did not understand the explanations given for your questions, contact the Lincoln Customer Relationship Centre at (toll free) 1-800-387-9333 or through our web site at [www.lincolncanada.com](http://www.lincolncanada.com).

## Warranty Information

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### **The Customer Relationship Centre address is as follows:**

Lincoln Motor Company c/o Ford  
Motor Company of Canada Limited

The Canadian Road

PO Box 2000

Oakville, ON

L6J 5E4

### **Mediation/Arbitration Program (for Canada only)**

If you feel that the efforts by Lincoln and the dealer to resolve a factory-related vehicle service concern have been unsatisfactory, Lincoln participates in an impartial third-party mediation/ arbitration program administered by the *Canadian Motor Vehicle Arbitration Plan* (CAMVAP).

The CAMVAP program is a straightforward and relatively speedy alternative to resolve a disagreement when all other efforts to produce a settlement have failed. This procedure is without cost to you and is designed to eliminate the need for lengthy and expensive legal proceedings.

In the CAMVAP program, impartial third-party arbitrators conduct hearings at mutually convenient times and places in an informal environment. These impartial arbitrators review the positions of the parties, make decisions and, where appropriate, render awards to resolve disputes. CAMVAP decisions are fast, fair and final as the arbitrator's award is binding on both you and Lincoln.

The CAMVAP services are available in all Canadian territories and provinces. For more information, charge or obligation, call your CAMVAP provincial administrator directly at 1-800-207-0685 or visit [www.camvap.ca](http://www.camvap.ca).

## Important Owner Information

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### **LOG ON TO WWW.LINCOLNCANADA.COM**

The Lincoln Motor Company's website contains information for you, the new vehicle owner. On *www.lincolncanada.com* you can download printed material, contact us via e-mail, locate your nearest dealer, and so much more! These are just some of the ways *www.lincolncanada.com* can be a great resource tool for you.

# Lincoln Roadside Assistance

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## LINCOLN ROADSIDE ASSISTANCE — FOR YOUR PEACE-OF-MIND

We are pleased to welcome you to Lincoln's Roadside Assistance! Our primary focus in providing this important benefit is to help ensure your safety, pleasure and convenience during the operation of your Lincoln vehicle.

Wherever you may be in Canada or the continental United States, our Roadside Assistance Representatives will be there to ensure you receive quick and efficient service 24 hours a day, 365 days a year. **Just call 1-800-387-9333.**

## LINCOLN ROADSIDE ASSISTANCE ELIGIBILITY

Lincoln's Roadside Assistance covers all Lincoln vehicles. Service will be provided to the driver of the registered Lincoln vehicle.

## LINCOLN ROADSIDE ASSISTANCE CARD FOR YOUR WALLET

For your convenience, please carry your Lincoln Roadside Assistance Card with you at all times for those unexpected instances when you may require our services. Please ensure you print your name and Vehicle Identification Number (VIN) on your cards when you take delivery of your vehicle. (See centre inserts.) The 17 digit VIN is stamped on the front of the driver's side dash.

# Lincoln Roadside Assistance

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## LINCOLN ROADSIDE ASSISTANCE LIMITATIONS

All coverage is limited to vehicles using publicly maintained roads (excludes off-road use, logging roads, etc.) and adjacent sites, and any other locations, which in the discretion of the service provider constitutes a publicly travelled thoroughfare.

Please note that the Lincoln Roadside Assistance is a complimentary service. In the event that your new vehicle limited warranty is voided in whole or in part, your Roadside Assistance coverage may be limited or terminated by Lincoln without notice. Lincoln may terminate your Lincoln Roadside Assistance coverage at any time for any reason. There is no refund available to you in the event of termination.

## TOWING AND ROAD SERVICE REIMBURSEMENT

If your vehicle is stranded and requires towing, battery boosting, fuel (up to 10 litres), tire service, key service or other roadside services, simply call Lincoln Roadside Assistance toll-free within Canada or the continental United States at 1-800-387-9333 and assistance will be dispatched.

At the time you call, you will be asked to provide your name, Vehicle Identification Number, vehicle make and model, vehicle color, license plate number, the exact location of your vehicle and a telephone number where you can be reached.

In the event that you use a service other than Lincoln Roadside Assistance, we may reimburse you up to a maximum of \$100.00 per disablement. (See page 30 for claiming instructions.)

## GENERAL INFORMATION ON ROADSIDE ASSISTANCE SERVICES

### Covered Services

- Road Service (labour performed at disablement site)
- Service Calls (delivery of up to 10 litres of fuel or battery boost)
- Towing of your disabled vehicle to your selling Lincoln dealer if within 160 km or a Lincoln, Ford Lincoln or Ford dealership (one tow per disablement)

### Items Excluded from Coverage

- Parts, tire repairs, rental of towing equipment, storage fees, or any labour performed at a garage or service station
- Any form of impound towing by other than a licensed service station or garage
- Parts involved in lock-out service

# Lincoln Roadside Assistance

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- Assistance from private citizens
- Lincoln Roadside Assistance coverage is not a warranty, but a service provided to you by Lincoln to minimize any unforeseen vehicle operation inconvenience. All service operators providing service are independent contractors and are not employees of Lincoln. Therefore, Lincoln Roadside Assistance does not assume any liability for any loss or damage to your vehicle or your personal property resulting from the rendering of such service.
- Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and your own insurance company within 24 hours and prior to any repairs being carried out.

## **EMERGENCY LOCK-OUT SERVICE**

When your ignition key is lost, broken or accidentally locked inside your vehicle, call Lincoln Roadside Assistance and service will be dispatched. If circumstances require you to use an independent lock-out service, we may reimburse you up to \$100.00 (see page 30 for claiming instructions).

## **EMERGENCY TRAVEL EXPENSE REIMBURSEMENT**

Should your vehicle become disabled due to collision or mechanical breakdown while you are more than 160 kilometres from your residence address, we may reimburse you up to \$1,000 (in total), for the following reasonable emergency expenses (when not covered by insurance):

### **Covered Expenses**

- Local lodging and meals (excludes alcohol and tips)
- Vehicle rentals from bona fide rental agencies (excludes gas expense)
- Commercial transportation to your destination, and return trip after repairs are completed

Coverage period is the lesser of: date of vehicle disablement up to three (3) days in total, or the time at which your vehicle is repaired.



# Lincoln Roadside Assistance

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## GOING ON A TRIP? WE'D LOVE TO HELP YOU PLAN!

When you plan your next road trip, our Travel Planning Centre will provide detailed information on the most time-saving or scenic routes to your destination. This no-charge service includes easy-to-follow maps, a highlighted travel planner specific to your route and destination, travel tips, driving information and other useful material to make your trip easier and more enjoyable. Please allow up to two weeks for delivery.

## IF YOU NEED TO SUBMIT A CLAIM

We have enclosed a claim form in this Warranty Guide to be completed for emergency road and tow service reimbursement, or emergency travel expense reimbursement. File your claim no more than twenty (20) days after the occurrence.

### Send to:

Ford Motor Company of Canada  
Limited

Roadside Assistance Division

The Canadian Road, P.O. Box 2000  
Oakville, ON L6K 1C8

Complete the Customer Claim Form. **Please include all original receipts and details of the event.** This will facilitate prompt handling and reimbursement of your claim. Please allow 4-6 weeks for processing when making a claim.

To acquire additional forms, please contact your selling Lincoln dealer or visit our Web site at [www.lincolncanada.com](http://www.lincolncanada.com).

Lincoln Roadside Assistance Coverage is separate from the New Vehicle Limited Warranty, begins from the original warranty start date and lasts for the life of the vehicle for the original owner.

Subsequent owners receive coverage that is concurrent with the 6 years or 110,000 kilometres (whichever occurs first) powertrain warranty coverage period.

*Lincoln reserves the right to amend or cancel the Lincoln Roadside Assistance Program at any time without incurring any liability.*