



ROADSIDE ASSISTANCE PROGRAM

Roadside Assistance for Ford Cars and Trucks

Eligible Vehicles

1998 and Newer Model Year Ford, Lincoln, Mercury cars and light trucks (up to and including F750s and LCF trucks) sold or leased in the United States or its federalized territories (including Puerto Rico and the U.S. Virgin Islands) still within the New Vehicle Limited Warranty Bumper to Bumper coverage period or the Extended Powertrain Assembly Warranty coverage period (effective beginning with the 2007 Model Year) are eligible for Roadside Assistance services.

Ford, Lincoln and Mercury customers should call the following phone number (available 24/7) for Roadside Assistance service requests. 800-241-FORD (3673) .
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Ford/Mercury Vehicles

- 1998 through 2006 Model Year vehicles are eligible for Roadside Assistance for the duration of the New Vehicle Limited Warranty Bumper to Bumper coverage period, 3 years/36,000 miles (whichever occurs first).
- 2007 and newer Model Year Ford and Mercury passenger cars and light trucks are eligible for full Roadside Assistance for the duration of the 5 years/60,000 miles (whichever occurs first) extended powertrain warranty coverage period.

Lincoln Vehicles

- 2003 and Previous Model Year Lincoln vehicles are eligible for Roadside Assistance (Lincoln Commitment) for a period of 4 years from the date of sale.
- 2004 through 2006 Model Year Lincoln vehicles are eligible for full Roadside Assistance for the duration of the New Vehicle Limited Warranty Bumper to Bumper coverage period, 4 years/50,000 miles (whichever occurs first).
- 2007 and newer Model Year Lincoln passenger cars and light trucks are eligible for full Roadside Assistance for the duration of the 6 years/70,000 miles (whichever occurs first) extended powertrain warranty coverage period.

Roadside Benefits

Towing

The Roadside Assistance Program provides for a no-charge towing for both warranty and non-warranty purposes.

- Towing – ***During dealer business hours*** eligible, Ford, Lincoln and Mercury vehicles will be towed within 35 miles of the disablement location or to the nearest qualified dealer. If a qualified dealer is within the 35 miles of the disablement location, but the customer requests that their vehicle be towed to another dealer over 35 miles, the customer will be responsible for any mileage charges in excess of the 35-mile limit.
- Towing – ***After dealer business hours*** For eligible, Ford, Lincoln and Mercury vehicles, if the dealer lot is not available the customer's vehicle can be towed to their home if within 35 miles, to a hotel (if the customer is a visiting owner), or to the towing company's lot. A second tow would be available the following day. If the customer requests to have their vehicle towed to their home or to a hotel and the distance is over 35 miles, then the customer would be responsible for any mileage charges in excess of the 35-mile limit. If the dealer lot is available after hours but the customer requests to have their vehicle towed home, a second tow the following day will not be available. The customer is responsible for any mileage charges in excess of the 35-mile limit.

Trailers

The Program provides limited benefits for trailers being towed by the vehicle eligible for Roadside Assistance. Trailers will be covered up to \$200 if the disabled eligible vehicle requires service/towing to the nearest qualified dealer. If the trailer is disabled, but the towing vehicle is fully operational, the trailer does not qualify for any Roadside Assistance Services.

Lock-Out Assistance

Program provides for a no charge service to unlock a vehicle. Key recovery and/or replacement are not covered.

Flat Tire Change

Program provides for no-charge spare tire mounting to replace flat tires or disabled wheels only (requires customer to have a usable spare tire or, for Ford GT, a tire inflation kit). If a vehicle has more than one flat tire and cannot be driven, Roadside will tow the vehicle at no charge to the nearest qualified dealer. Tire repair is not covered by this program.

Battery Jump-Start

Program provides for no charge vehicle jump-starts for dead batteries. In the event that the vehicle cannot be jump started, the vehicle is eligible to be towed according to the guidelines listed above.

Fuel Delivery

If not prohibited by state, local, or municipal law, the Program provides for no charge delivery of up to two (2) gallons of fuel (5 gallons if diesel fuel) to a stranded vehicle. Vehicles stranded at a refueling station or dealerships are not eligible for benefit. Fuel delivery service is no charge to the customer for two occurrences within a 12-month period.

Winch Out

Program provides for no charge winch out – available for stranded vehicles within one hundred (100) feet of paved or county-maintained road.

What is not covered

- Repossessions
- Recoveries (Including thefts)
- Impounds
- Vandalism
- In –Transit vehicles

Roadside Assistance for 2000 and Newer Model Year F-650/F-750 and LCF Trucks

Eligible Vehicles

2000 and newer Model Year F-650, F-750 and LCF trucks sold or leased in the United States or its federalized territories (including Puerto Rico and the U.S. Virgin Islands) are eligible for Roadside Assistance within the New Vehicle Limited Warranty/Basic warranty coverage period (F-650 and F750 – 2 years/unlimited miles and LCF – 2 years/ unlimited miles).

Customers can call the following Roadside Assistance telephone number (available 24/7):

Ford, Mercury and Lincoln vehicle owners: **800-241-FORD (3673)**.

Roadside Benefits

Towing

Program provides for no-charge towing for both warranty and non-warranty purposes. Eligible, Ford F-650, F750 and LCF vehicles will be towed within 35 miles of the disablement location to the nearest qualified dealer. If a qualified Ford dealer is within 35 miles of the disablement location but the customer requests that their vehicle be towed to another dealer over 35 miles, the customer will be responsible for any mileage charges in excess of the 35-mile limit.

Trailers

Trailers will be covered up to \$200 if the disabled eligible vehicle requires Roadside service to the nearest qualified dealer. If the trailer is disabled, but the towing vehicle is fully operational, the trailer does not qualify for any Roadside Service.

Lock-Out Assistance

Program provides for no charge service to unlock a vehicle. Key recovery and/or replacements and home site/dealer site service lock-out assistance are not covered.

Battery Jump-Start

Program provides for no charge jump-starts for dead batteries. In the event that the vehicle cannot be jump started, the vehicle is eligible to be towed according to the guidelines listed above.

What is Not Covered

- Flat Tire Change (Tire Service)
- Unloading Cargo
- Lock-out Assistance (Home site)

- Winch Out
- Dealer site service Lockout Assist)
- Fuel Delivery
- Repossessions
- Recoveries
- Impounds
- In-transit vehicles
- Vandalism