



Your satisfaction is our #1 goal. If you have questions or concerns with your vehicle, we suggest you follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling/servicing dealership.
2. If the inquiry or concern remains unresolved, contact the Sales Manager or Service Manager at the dealership.
3. If the inquiry or concern cannot be resolved at the dealership level, please contact the Ford Customer Relationship Center.

In the United States:

**Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121
1-800-392-3673 (FORD)
TDD for hearing impaired:
1-800-232-5952**

In Canada:

**Ford Motor Company of Canada,
Limited
Customer Relationship Centre
P.O. Box 2000
Oakville, Ontario L6J 5E4
1-800-565-3673 (FORD)**

In Caribbean, Central America, Israel and
Sub-Saharan Africa:

**Ford Motor Company
Worldwide Direct Market Operations
Attention: Owner Relations
1555 Fairlane Drive
Fairlane Business Park #3
Allen Park, MI 48101
Telephone: (313) 594-4857
Fax: (313) 390-0804
E-mail: wdmocac@ford.com**

In Puerto Rico and Virgin Islands:

**Ford Motor Company
Caribbean Inc.
P.O. Box 11957
Caparra Heights Station
San Juan, PR 00922-1957
Telephone: (787) 782-5959
Fax: (787) 781-8975
E-mail: prcac@ford.com**

In Middle East & North Africa:

**Ford Middle East & North Africa
Customer Relationship Center
API World Tower 17th Floor
Sheikh Zayed Road
Dubai, United Arab Emirates
Telephone: 971-4-3326084
Fax: 971-4-3327299
E-Mail: menacac@ford.com**

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1. Introduction

Ford Motor Company and your selling dealer thank you for selecting one of our quality products. Our commitment to you and your vehicle begins with quality protection and service.

When you need warranty repairs, your selling dealer would like you to return to it for that service, but you may also take your vehicle to another Ford Motor Company dealership authorized for warranty repairs. Certain warranty repairs require special training though, so not all dealers are authorized to perform all warranty repairs. That means that, depending on the warranty repair needed, the vehicle may need to be taken to another dealer. If a particular dealership cannot assist you, then contact the Customer Relationship Center at 1-800-392-3673.

This booklet explains in detail the warranty coverages that apply to your 2004-model Focus. If you bought a previously owned 2004-model Focus, you are eligible for any remaining warranty coverages.

Ford Motor Company provides the **Emissions Defect Warranties** and **Emissions Performance Warranties** which cover your emissions control systems.

Ford Motor Vehicle Assurance Company (a subsidiary of Ford Motor Company, The American Road, Dearborn, MI 48121) provides the New Vehicle Limited Warranty (pages 4-7), except that Ford Motor Company provides the New Vehicle Limited Warranty in Alaska, Illinois, Louisiana, Minnesota, Montana, New Hampshire, New Jersey, New York, South Dakota, Vermont, Virginia, Washington, West Virginia, Wisconsin. This list is accurate as of the publishing date of this guide. If you are interested in verifying the warranty provider for your vehicle, please call the Customer Relationship Center at 1-800-392-3673. Where it is the warranty provider, Ford Motor Vehicle Assurance Company will use Ford Motor Company as its agent. The warranty coverage you receive and your dealer's handling of any warranty-covered repair will be the same regardless of the warranty provider.

2. Important information you should know

IF YOU NEED CUSTOMER ASSISTANCE

Your Ford Motor Company dealer is available to assist you with all your automotive needs. Please follow the procedures outlined on the front page of this booklet.

In addition, if you are an eligible U.S. owner, you may use - at no cost - the services of the Dispute Settlement Board. The Board is a panel of impartial individuals who resolve disputes. For details, see **Dispute Settlement Board**, page 24 or call 1-800-428-3718.

KNOW WHEN YOUR WARRANTY BEGINS

Your **Warranty Start Date** is the day you take delivery of your new vehicle or the day it is first put into service (for example, as a dealer demonstrator), whichever occurs first.

CHECK YOUR VEHICLE

We try to check vehicles carefully at the assembly plant and the dealership, and we usually correct any damage to paint, sheet metal, upholstery, or other appearance items. But occasionally something may slip past us, and a customer may find that a vehicle was damaged before he or she took delivery. If you see any damage when you receive your vehicle, notify your dealership within one week.

MAINTAIN YOUR VEHICLE PROPERLY

Your glove compartment contains an **Owner Guide** and a **Scheduled Maintenance Guide** which indicate the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, may help increase the value you receive when you sell or trade your vehicle, and is important in allowing your vehicle to comply with applicable emissions standards.

It is your 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. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered in your **Scheduled Maintenance Guide**.

Your Ford or Lincoln Mercury dealership, or Ford or Lincoln Mercury Quality Care Service Center, has factory-trained technicians who can perform the required maintenance using genuine Ford parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

WHO PAYS FOR WARRANTY REPAIRS?

You will not be charged for covered warranty repairs made during the warranty periods for Bumper to Bumper, Safety Restraint, Corrosion, or Emissions coverage.

Some states have mandated alternate time coverage periods for parts of your vehicle (e.g. seatbelts).

Some states and/or local governments may require a tax on a portion of warranty repairs. Where applicable law allows, the tax must be paid by you, the owner of the vehicle.

During the Bumper to Bumper Warranty period, dealers may receive instructions to provide no-cost, service-type improvements - not included in your Scheduled Maintenance Guide - intended to increase your overall satisfaction with your vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your dealer or call **1-800-392-3673 (FORD)** to learn whether any adjustment program is applicable to your vehicle. Please have your vehicle identification number available.

DO WARRANTIES APPLY IN OTHER COUNTRIES?

The **New Vehicle Limited Warranty** and the **Emissions Warranties** described in this booklet apply to your vehicle if:

- it was originally purchased through the Ford Worldwide Direct Marketing Operations Military Sales Program; or
- it was originally sold or leased by Ford Motor Company or one of its dealers in the United States or U.S. Federalized Territories, and it was originally registered/licensed and operated in the United States, U.S. Federalized Territories, or Canada.

If you meet either of these two requirements, you do have warranty coverage when you travel with this vehicle outside the United States, U.S. Federalized Territories, or Canada. In some cases, however, you may have to pay the servicing Ford dealer in a foreign country or U.S. Federalized Territory for a repair that is covered under the U.S. warranty. If this happens, be sure to save the paid repair order or invoice. You should present this document to a U.S. Ford Motor Company dealer for warranty refund consideration. Refer to www.Ford.com for additional customer assistance reference information.

3. The new vehicle limited warranty for your 2004-model Focus

Your NEW VEHICLE LIMITED WARRANTY gives you specific legal rights. You may have other rights that vary from state to state. The New Vehicle Limited Warranty is the only express warranty applicable to your vehicle. Neither Ford or Ford Motor Vehicle Assurance Company assumes nor authorizes anyone to assume for it any other obligation or liability in connection with your vehicle or this warranty.

Ford, Ford Motor Vehicle Assurance Company and your dealer are not responsible for any time that you lose, for any inconvenience you might be caused, for the loss of your transportation, or for any other incidental or consequential damages you may have.

You may have some implied warranties. For example, you may have:

- an implied warranty of merchantability (that the car or light truck is reasonably fit for the general purpose for which it was sold); or
- an implied warranty of fitness for a particular purpose (that the car or light truck is suitable for your special purposes).

These implied warranties are limited, to the extent allowed by law, to the time period covered by the written warranties, or to the applicable time period provided by state law, whichever period is shorter.

Some states do not allow Ford or Ford Motor Vehicle Assurance Company to limit how long an implied warranty lasts or to exclude or limit incidental or consequential damages, so the limitation and exclusions described above may not apply to you.

NOTE: This information about the limitation of implied warranties and the exclusion of incidental and consequential damages under the **NEW VEHICLE LIMITED WARRANTY** also applies to the **EMISSIONS WARRANTIES** described on pages 11–19.

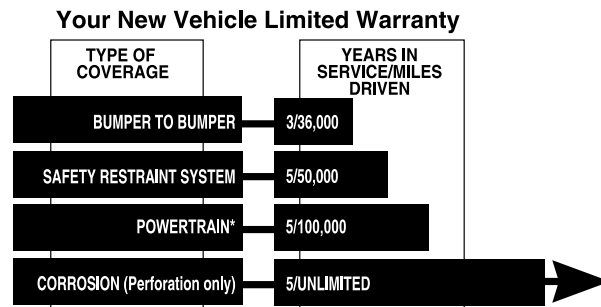
NOTE: If you are an eligible U.S. owner and have a warranty concern unresolved by your dealer, you may use the services of the Dispute Settlement Board (see page 24).

QUICK REFERENCE: WARRANTY COVERAGE

This chart gives a general summary of your warranty coverage provided by Ford Motor Company or Ford Motor Vehicle Assurance Company under the **New Vehicle Limited Warranty**. Please refer to the description of warranty coverage for more specific information.

For each type of coverage, the chart shows two measures:

- years in service
- miles driven



* Florida, Puerto Rico, US Virgin Islands, Guam, American Samoa, and Saipan Deliveries only

The measure that occurs first determines how long your coverage lasts. For example: Your Bumper to Bumper Coverage lasts for three years - unless you drive more than 36,000 miles before three years elapse. In that case, your coverage ends at 36,000 miles.

For more details on coverage, see:

- ➔ **What is Covered?** (pages 5-7, pages 25 - 28 for 5 Year/100,000 Mile Powertrain Limited Warranty)
- ➔ **What is Not Covered?** (pages 7-9)

WHAT IS COVERED?

The New Vehicle Limited Warranty coverage is provided by Ford Motor Company or Ford Motor Vehicle Assurance Company, a subsidiary of Ford Motor Company. These coverages include Bumper to Bumper coverage, Safety Restraint coverage, Corrosion coverage.

Bumper To Bumper Coverage

Under your New Vehicle Limited Warranty, Bumper to Bumper Coverage begins at the warranty start date and lasts for three years or 36,000 miles, whichever occurs first. During this coverage period, authorized Ford Motor

Company dealers will repair, replace, or adjust all parts on your vehicle that are defective in factory-supplied materials or workmanship. Items or conditions that are not covered by the New Vehicle Limited Warranty are described on pages 7-9.

Two separate warranties apply to tires on your new vehicle. The New Vehicle Limited Warranty provides no-cost coverage for tire repairs, replacements, or adjustments due to defects in factory-supplied materials or workmanship during the Bumper to Bumper Coverage period. The tire manufacturer also provides you with a separate tire warranty that may extend beyond the Bumper to Bumper Coverage period. You will find the manufacturer's tire warranty with the owner literature supplied with your vehicle.

During the Bumper to Bumper Coverage period, your authorized Ford Motor Company dealer has the desire to ensure your complete satisfaction at no out-of-pocket cost to you. In addition, you have the option of having a tire warranty repair performed by the tire manufacturer's authorized service center. If you go to a tire service center during the Ford Bumper to Bumper Coverage period for a covered repair (replacement or adjustment), you may be charged a prorated amount for wear or other charges. If so, you should present your paid invoice detailing the nature of the charges to any Ford Motor Company dealership for refund consideration.

When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford. In certain instances, Ford may authorize repairs at other than Ford dealer facilities. Tire replacements under warranty will be made with the same brand and model as originally equipped with the vehicle unless the same brand and 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, Ford may authorize another brand and/or model to substitute for the original brand and model, even if still available.

Safety Restraint Coverage

Under your New Vehicle Limited Warranty, Safety Restraint Coverage begins at the warranty start date and lasts for five years or 50,000 miles, whichever occurs first.

During this coverage period, Ford Motor Company or Ford Motor Vehicle Assurance Company warrants your vehicle's safety belts and air bag Supplemental Restraint System (SRS) against defects in factory-supplied materials or workmanship.

Corrosion Coverage

Under your New Vehicle Limited Warranty, Corrosion Coverage begins at the warranty start date and covers body sheet metal panels against corrosion due to a defect in factory-supplied materials or workmanship. Corrosion coverage (which lasts for 5 years, regardless of miles driven) only applies if the corrosion causes perforation (holes) in body sheet metal panels.

If corrosion does not cause perforation (holes), and is not the result of usage and/or environmental conditions, paint damage is covered under the terms of the Bumper to Bumper Warranty (3 years or 36,000 miles, whichever occurs first).

For damage caused by airborne material (environmental fallout) - where there is no factory-related defect involved and therefore no warranty - our policy is to cover paint damage due to airborne material for 12 months or 12,000 miles, whichever occurs first.

5 Year/100,000 Mile Ford Powertrain Limited Warranty (Florida, Puerto Rico, US Virgin Islands, Guam, American Samoa, and Saipan Deliveries Only)

See pages 25 - 28 for details.

WHAT IS NOT COVERED?

Damage Caused By:

- accidents, collision or objects striking the vehicle (including driving through a car wash)
- theft, vandalism, or riot
- fire or explosion
- using contaminated or improper fuel/fluids
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into the engine
- misuse of the vehicle, such as driving over curbs, overloading, racing or using the vehicle as a stationary power source

Damage Caused by Alteration or Modification

The New Vehicle Limited Warranty does not cover any damage caused by:

- alterations or modifications of the vehicle, including the body, chassis, or components, after the vehicle leaves the control of Ford Motor Company

- tampering with the vehicle, tampering with the emissions systems or with the other parts that affect these systems (for example, but not limited to exhaust and intake systems)
- the installation or use of a non-Ford Motor Company part (other than a "certified" emissions part) or any part (Ford or non-Ford) designed for "off-road use only" installed after the vehicle leaves the control of Ford Motor Company, if the non-Ford part fails or causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, automatic starting systems and performance-enhancing powertrain components

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 items that result from use and/or exposure to the elements. You, as the owner, are responsible for these items. Some examples are:

- dings, dents
- cuts, burns, punctures or tears
- road salt
- tree sap, bird and bee droppings
- windstorm, lightening, hail
- earthquake
- freezing, water or flood
- stone chips, scratches (some examples are on paint and glass)
- windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the first 12 months in service, regardless of miles driven, even though caused by use and/or exposure to the elements.

Maintenance/Wear

The New Vehicle Limited Warranty does not cover: (1) parts and labor needed to maintain the vehicle; and (2) the replacement of parts due to normal wear and tear. You, as the owner, are responsible for these items. See your Scheduled Maintenance Guide. Some examples of maintenance and normal wear are:

- | | |
|----------------------------------|---------------------------------------|
| • oil changes | • clutch linings |
| • oils, lubricants, other fluids | • Wiper blades |
| • oil/air filters | • Wheel alignments and tire balancing |
| • tire rotation | |
| • cleaning/polishing | • Brake pad/lining |

Some maintenance and wear items have limited coverage, as follows:

- wiper blade replacements are not covered beyond 12 months in service, regardless of miles driven
- wheel alignments and tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever occurs first
- Brake pad/lining replacements are not covered beyond 12 months or 18,000 miles, whichever occurs first

Tire Wear or Damage

The New Vehicle Limited Warranty does not cover normal wear or worn-out tires. Tires will not be replaced (unless required by a warranty repair) for wear or damage including:

- tire damage from road hazard such as cuts, snags, bruises, bulges, puncture, and impact breaks
- tire damage due to under or over inflation, tire chain use, racing, spinning (as when stuck in snow or mud), improper mounting or dismounting, or tire repair
- tire vibration or ride harshness and uneven or rapid tire wear. However, limited coverage for these conditions will be provided for the first 12 months in service or 12,000 miles, whichever occurs first, even though caused by maintenance and wear items such as wheel alignment or tire balancing.

Other Items or Conditions Not Covered

The New Vehicle Limited Warranty does not cover:

- vehicles that have had the odometer disconnected, altered, or inoperative for an extended period of time with the result that the actual mileage cannot be determined
- vehicles that have ever been labeled or branded as "dismantled", "fire", "flood", "junk", "rebuilt", "reconstructed", or "salvaged"; this will void the New Vehicle Limited Warranty
- vehicles that have been determined to be a "total loss" by an insurance company; this will void the New Vehicle Limited Warranty

4. In addition ...

ROADSIDE SERVICE ASSISTANCE (UNITED STATES, PUERTO RICO, AND U.S. VIRGIN ISLANDS)

Your vehicle is covered by the complimentary Ford Roadside Assistance Program (unless you are driving a daily rental unit). Under this program Ford will cover:

- towing to the nearest Ford Motor Company dealership, or towing to your selling dealership if within 35 miles
- flat tire change
- fuel delivery
- jump starts
- lock-out assistance

The Roadside Assistance Program is separate from the New Vehicle Limited Warranty, but the Program's time period runs concurrently with Bumper to Bumper Warranty Coverage (three years or 36,000 miles, whichever occurs first). If you need towing after Bumper to Bumper Coverage has ended, Ford can arrange roadside assistance and charge your credit card unless the problem is covered by another Ford warranty. Ford will pay the tow charge under the other warranty.

For emergency roadside assistance, call **1-800-241-3673 (FORD), 24 hours a day, 365 days a year.**

For daily rental units that must be towed because a covered part has failed during the Bumper to Bumper Warranty period, Ford will cover towing to the nearest Ford Motor Company dealership.

See pages 25 - 28 for details under the 5 Year/100,000 Mile Ford Powertrain Limited Warranty.

5. Federal requirements for emissions warranties

QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows your warranty coverage under two emissions warranties that Ford Motor Company provides, in compliance with Federal requirements. The warranties are:

- Emissions Defect Warranty
- Emissions Performance Warranty

Emissions Warranties for Your Vehicle

TYPE OF COVERAGE	YEARS IN SERVICE/MILES DRIVEN
EMISSIONS DEFECTS WARRANTY	
Passenger Cars & Light Duty Trucks	3/36,000
Certain Emissions Parts*	8/80,000
EMISSIONS PERFORMANCE WARRANTY	
Emissions Related Parts	2/24,000
Certain Emissions Parts*	8/80,000

* Catalytic converters, electronic emissions control unit and onboard emissions diagnostic device.
For passenger cars
(required 8 years/80,000 mile coverage per the Clean Air Act)

For full details on emissions control coverage, see:

- ➔ **Emissions Defect Warranty** (page 12)
- ➔ **Emissions Performance Warranty** (pages 12-13)
- ➔ **What is Covered?** (pages 13-14)
- ➔ **What is Not Covered?** (page 14)

EMISSIONS DEFECT WARRANTY COVERAGE

Under the Emissions Defect Warranty, Ford Motor Company provides coverage for 3 years or 36,000 miles (whichever occurs first). This is an extension of the federal requirement that calls for coverage of 2 years/24,000 miles (whichever occurs first) for passenger car and light duty trucks.

During this coverage period, Ford Motor Company warrants that:

- your vehicle or engine is designed, built, and equipped to meet - at the time it is sold - the emissions regulations of the U.S. EPA.
- your vehicle or engine is free from defects in factory-supplied materials or workmanship that could prevent it from conforming with applicable EPA regulations.
- you will not be charged for repair, replacement, or adjustment of defective emissions-related parts listed under **What is Covered?** on pages 13-14.

Under the Emissions Defect Warranty for passenger cars and light duty trucks (vehicles with a GVWR of 8,500 pounds or less), Ford Motor Company also provides coverage, including labor and diagnosis, for 8 years or 80,000 miles (whichever occurs first) for these emissions parts:

- catalytic converter
- electronic emissions control unit (PCM)
- onboard emissions diagnostic device

EMISSIONS PERFORMANCE WARRANTY COVERAGE

If your vehicle is registered in a state where the state or local government has an EPA-approved inspection and maintenance program, you may also be eligible for Emissions Performance Warranty Coverage for 2 years or 24,000 miles (whichever occurs first), if you meet the conditions listed below in this section.

Under the Emissions Performance Warranty for passenger cars and light duty trucks, Ford Motor Company also provides coverage, including labor and diagnosis, for 8 years or 80,000 miles (whichever occurs first) for the following emissions parts, if you meet the conditions listed below in this section.

- catalytic converter
- electronic emissions control unit (PCM)
- onboard emissions diagnostic device

Under Emissions Performance Warranty Coverage, Ford Motor Company will repair, replace, or adjust - with no charge for labor, diagnosis, or parts - any emissions control device or system, if you meet all these conditions:

- You have maintained and operated your vehicle according to the instructions on proper care in the **Owner Guide**, the **Scheduled Maintenance Guide**, and this booklet.
- Your vehicle fails to conform, during the warranty coverage period of 2 years or 24,000 miles (whichever occurs first), to the applicable national EPA standards.
- You are subject to a penalty or sanction under local, state, or federal law because your vehicle has failed to conform to the emissions standards. (A penalty or sanction can include being denied the right to use your vehicle.)
- Your vehicle has not been tampered with, misused, or abused.

The Emissions Performance Warranty will not apply to your vehicle if:

- the vehicle is tested at high altitude, but is certified to meet standards only at sea level.
- the diagnosis shows your vehicle will pass the applicable state or local government test using test procedures and standards set by the EPA.

Note that the warranty period begins on the **Warranty Start Date** as specified on page 2 of this booklet.

WHAT IS COVERED?

These parts are covered by both the Emissions Defect Warranty and the Emissions Performance Warranty.

List of Parts Covered by Emissions Warranties

- Air Flow Sensor
- Air/Fuel Feedback Control System and Sensors
- Air Induction System
- Altitude Compensation System
- Catalytic Converter
- Cold Start Enrichment System
- Controls for Deceleration
- Electronic Ignition System
- Exhaust Pipe (Manifold to Catalyst)
- Electronic Engine Control Sensors and Switches
- Evaporative Emission Control System
- Exhaust Gas Recirculation (EGR) System
- Exhaust Heat Control Valve
- Exhaust Manifold
- Fuel Filler Cap and Neck Restrictor
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Tank
- Idle Air Bypass Valve

- Ignition Coil and/or Control Module
- Intake Manifold
- Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System
- PCV System and Oil Filler Cap
- Powertrain Control Module
- Secondary Air Injection System
- Spark Control Components
- Spark Plugs and Ignition Wires
- Synchronizer Assembly
- Throttle Body Assembly (MFI)

Important Information About List of Parts

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

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until : (a) the first replacement time that is specified in your **Owner Guide** and the **Scheduled Maintenance Guide**; or (b) the time or mileage limits of the Federal Defect and Performance Warranties (whichever occurs first).

Your Ford Motor Company 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.

WHAT IS NOT COVERED?

Ford Motor Company may deny you warranty coverage if your vehicle or a part has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 7-9.

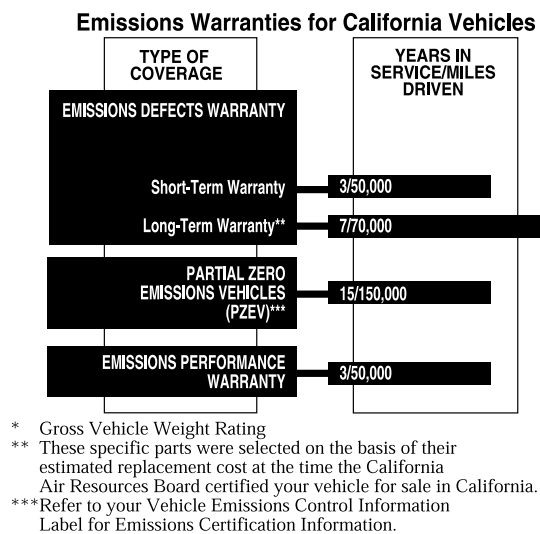
6. California requirements for emissions warranties

QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows the coverage Ford Motor Company provides under the emissions control warranty to owners of vehicles certified for sale in California, (your Vehicle Emissions Control Information label will indicate certified for sale in California or conforms to California regulations) **and** registered in California, Maine, Massachusetts, New York or Vermont. This coverage is in addition to Federal Emission warranties (Page 12).

There are five warranties:

- Short-Term Defects Warranty (non-PZEV certified vehicles)
- Long-Term Defects Warranty
- Defects Warranty (PZEV certified vehicles)
- Performance Warranties



For full details about coverage under California requirements for emissions control, see:

- ➔ **Defects Warranties** (pages 16-19)
- ➔ **Performance Warranty** (pages 16-17)
- ➔ **What Is Covered?** (pages 18-19)
- ➔ **What Is Not Covered?** (page 19)

EXPLANATION OF CALIFORNIA EMISSIONS WARRANTIES

Your Warranty Rights and Obligations

(Applicable if your vehicle is certified for sale in California **and** registered in California, Maine, Massachusetts, New York or Vermont.)

The California Air Resources Board and Ford Motor Company are pleased to explain the emission control system warranty on your 2004-model vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the State's stringent anti-smog standards. Ford must warrant the emission control system on your vehicle for the periods of time listed on pages 16-19, provided there has been no abuse, neglect, or improper maintenance of your vehicle.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, catalytic converter, and the engine computer. Also included may be hoses, belts, connectors, and other emissions-related assemblies.

Where a warrantable condition exists, Ford Motor Company will repair your vehicle at no cost to you including diagnosis, parts, and labor.

Manufacturer's Warranty Coverage

For 3 years or 50,000 miles (whichever first occurs):

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Ford to ensure that your car or light truck passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

2. If any emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your short-term emission control system DEFECTS WARRANTY.

For 7 years or 70,000 miles (whichever first occurs):

If an emissions-related part listed on page 19 with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Ford. This is your long-term emission control system DEFECTS WARRANTY.

Partial Zero Emission Vehicle (PZEV):

For 15 years or 150,000 miles (whichever first occurs) vehicles certified to PZEV requirements qualify for this coverage:

1. If an emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your emissions control system DEFECTS WARRANTY.
2. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Ford to ensure that your car passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Ford recommends that you retain all receipts covering maintenance on your vehicle, but Ford cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Ford Motor Company dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should be aware that Ford Motor Company may deny you warranty coverage if the vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, or if you want to report what you believe to be violations of the terms of this warranty, you may contact the Ford Customer Relationship Center at 1-800-392-3673 (FORD) or the California Air Resources Board at:

**State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, California 91731-2990**

WHAT IS COVERED?

The parts on the following list are covered by the Defects Warranties that apply to every California 2004–model vehicle, regardless of the GVWR* of the vehicle.

* Gross Vehicle Weight Rating

List of Parts Covered by Defects Warranties

- Air Flow Sensor
- Air/Fuel Feedback Control System and Sensors
- Air Induction System
- Altitude Compensation System
- Catalytic Converter
- Cold Start Enrichment System
- Controls for Deceleration
- Electronic Ignition System
- Exhaust Pipe (Manifold to Catalyst)
- Electronic Engine Control Sensors and Switches
- Evaporative Emission Control System
- Exhaust Gas Recirculation (EGR) System
- Exhaust Heat Control Valve
- Exhaust Manifold
- Fuel Filler Cap and Neck Restrictor
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Tank
- Idle Air Bypass Valve
- Ignition Coil and/or Control Module
- Intake Manifold
- Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System
- PCV System and Oil Filler Cap
- Powertrain Control Module
- Secondary Air Injection System
- Spark Control Components
- Spark Plugs and Ignition Wires
- Synchronizer Assembly
- Throttle Body Assembly (MFI)

COVERAGE FOR 2004 FOCUS
(2.0L & 2.3L ENGINES - non PZEV certified vehicles)
UNDER LONG-TERM DEFECTS WARRANTY
(Coverage for Up to 7 Years/70,000 Miles, Whichever First Occurs)

Part Name	Engine Size	
	2.0 L	2.3 L
Catalytic Converter	X	X
Fuel Inj. System Wiring	X	
Fuel Tank		X

Important Information about List of Parts

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

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until the first required replacement time that is specified in your **Owner Guide** and the **Scheduled Maintenance Guide**.

NOTE: If the diagnosis does not reveal a defect, the Defects Warranty does not apply.

Your Ford Motor Company dealer maintains a complete list of covered parts. For more details about the specific parts that are covered by the Defects Warranty, contact your dealer.

WHAT IS NOT COVERED?

Ford Motor Company may deny you warranty coverage if your vehicle or a part has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 7-9.

7. Additional information about your emissions warranty coverage, under Federal and California requirements

HOW DO I GET WARRANTY SERVICE?

To get service under your emissions warranties, take your vehicle to any Ford Motor Company dealer as soon as possible after illumination of the Malfunction Indicator Light or it has failed an EPA-approved test or a California Smog Check inspection. Be sure to show the dealer the document that says your vehicle has failed the test.

Your dealer will determine whether the repair is covered by the warranty. If the dealer has a question about Emissions Performance Warranty coverage, it will forward the question to Ford Motor Company, which must make a final decision within 30 days after you bring your vehicle in for repair. (The decision will be made within a shorter time if state, local, or federal law requires you to have the vehicle repaired more quickly in order to avoid additional penalties.) The deadline for a determination about Emissions Performance Warranty Coverage does not need to be met if you request a delay, agree to a delay in writing, or if the delay is caused by an event for which neither Ford nor your dealer is responsible.

If a question about Emissions Performance Warranty coverage is referred to Ford Motor Company, you will be notified by Ford Motor Company in writing if your claim for warranty coverage is denied. The notice will explain the basis for denying your claim. If you fail to receive this notice within a timely manner, as determined above, Ford will perform the warranty repair for you free of charge.

HOW DO I HANDLE EMERGENCY REPAIRS?

If your vehicle needs an emergency repair on emission-related parts, and a Ford Motor Company dealer is not available - so that you must have covered repairs made by someone other than a Ford Motor Company dealer - your Ford Motor Company dealer will reimburse you for the cost of repairs, including diagnosis. Be sure to obtain: (a) the parts that are replaced; and (b) a receipt for the work. Take the parts and receipt to your dealer, who will determine if the repair is covered under warranty.

You should follow the same procedure if a warranted part is not available at your Ford Motor Company dealer within 30 days from the time you first bring your vehicle to your dealer for repairs, and you must go elsewhere for repairs.

Any repair not completed within 30 days also constitutes an emergency, and any equivalent replacement part may be used in an emergency situation. Ford Motor Company will reimburse you for the repair expenses, not to exceed: (a) the manufacturer's suggested retail price for all warranted parts that are replaced; and (b) the labor charges (based on the manufacturer's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate).

WHAT REPLACEMENT PARTS SHOULD I USE?

Ford Motor Company recommends that you use genuine Ford replacement parts. However, when you are having non-warranty work done on your vehicle, you may choose to use non-Ford parts.

If you decide to use non-Ford parts, be sure they are equivalent to Ford parts in performance, quality, and durability. If you use replacement parts that are not equivalent to Ford parts, your vehicle's emissions control systems may not work as effectively, and you may jeopardize your emissions warranty coverage.

<p>NOTE: FEDERAL WARRANTY ONLY The maintenance, replacement, or repair of emissions control devices or systems, the cost of which is not covered by the warranties, can be performed by any automotive repair establishment or individual using non-Ford parts.</p>
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For vehicles within the warranty period, Ford will repair at no cost to the owner, under the Federal Emissions Warranty, covered emission failures caused by properly installed Ford parts or non-Ford parts that have been "certified" by the U.S. Environmental Protection Agency (EPA). Ford is not responsible for the cost of repairing any emission failures caused by non-Ford parts that have not been "certified" by the EPA.

PROPER MAINTENANCE PRESERVES YOUR WARRANTY

If you do not maintain your vehicle properly, Ford may have the right to deny you warranty coverage.

To have repairs made under this warranty, you may have to show that you have followed Ford's instructions on properly maintaining and using your vehicle. You will find these instructions in your **Owner Guide** and **Scheduled Maintenance Guide**. Be sure to save your service receipts and to keep accurate records of all maintenance work.

If you are not satisfied with the handling of a warranty matter, see **Customer Assistance**, on the inside front cover, and **Dispute Settlement Board**, page 24.

If you need more information about getting service under the **Federal Emissions Performance Warranty**, or if you want to report what you believe to be violations of the terms of this warranty, you may contact:

**Manager, Certification and Compliance Division
(6405J)
Warranty Claims
Environmental Protection Agency
Ariel Rios building
1200 Pennsylvania Avenue, N.W.
Washington, D.C. 20460**

8. Ford Extended Service Plan

MORE PROTECTION FOR YOUR VEHICLE

You can get more protection for your new car or light truck by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP is the only service contract backed by Ford Motor Company or Ford Motor Service Company. It provides:

- benefits during the warranty period depending on the plan you purchase (such as: reimbursement for rentals; coverage for certain maintenance and wear items); and
- protection against repair costs after your Bumper to Bumper Warranty expires.

You may purchase Ford ESP from any Ford Motor Company dealer or see our website at Ford-ESP.com. There are several Ford ESP plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental.*

When you purchase Ford ESP, you receive peace-of-mind protection throughout the United States and Canada, provided by a network of more than 5,000 Ford Motor Company dealers.

NOTE: Repairs performed outside the United States and Canada are not eligible for Ford ESP coverage. (Exceptions are Federalized Territories and military customers where ESP repairs are authorized.)

This information is subject to change. Ask your dealer for complete details about Ford ESP coverage.

* In Hawaii, rules vary. See your dealer for details.

9. Dispute Settlement Board

DO YOU NEED THE DISPUTE SETTLEMENT BOARD?

Your satisfaction is important to Ford Motor Company and to your dealer. Experience has shown that our customers have been very successful in achieving satisfaction by following the three-step procedure outlined on the front page of this booklet.

However, if your warranty concern has not been resolved using the three-step procedure, you may be eligible to participate in the Dispute Settlement Board, an informal, cost-free alternative process for resolving disputes.

A warranty dispute must be submitted to the Dispute Settlement Board before taking action under the Magnuson-Moss Warranty Act, or to the extent allowed by state law, before pursuing replacement or repurchase remedies provided by certain state laws. This dispute handling procedure is not required prior to enforcing state-created rights or other rights which are independent of the Magnuson-Moss Warranty Act or state replacement or repurchase laws.

HOW DOES THE BOARD WORK?

The Dispute Settlement Board offers a free independent process for resolving warranty disputes. You may apply to the Board if you are an eligible owner of a Ford Motor Company vehicle in the United States.

For details, please refer to your **Owner Guide**. For a brochure/application, speak to your dealer or write to:

Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48086-5120
1-800-428-3718

NOTE: The Dispute Settlement Board may not be available in all states. Ford Motor Company reserves the right to change eligibility limitations, modify procedures, and/or to discontinue this process at any time without notice and without obligation.

10. State warranty enforcement laws

These state laws - sometimes called “lemon laws” - allow owners to receive a replacement vehicle or a refund of the purchase price, under certain circumstances. The laws vary from state to state.

To the extent your state law allows, Ford Motor Company requires that you first send us a written notification of any defects or non-conformities that you have experienced with your vehicle. (This will give us the opportunity to make any needed repairs before you pursue the remedies provided by your state’s law.)

In all other states where not specifically required by state law, Ford Motor Company requests that you give us the written notice.

Send your written notification to:

**Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121**

11. 5 year/100,000 Mile Ford Powertrain Limited Warranty (Florida, Puerto Rico, US Virgin Islands, Guam, American Samoa, and Saipan Deliveries Only)*

The 5 year/100,000 mile Powertrain Limited Warranty coverage is provided on eligible vehicles delivered to customers in Puerto Rico, US Virgin Islands, Guam, American Samoa, Saipan and the State of Florida. Ford Motor Company will provide for repair or replacement of covered components on the vehicle during the Warranty Period in accordance with the following terms, conditions, and limitations.

- **Warranty coverage.** Under the Powertrain Limited Warranty you are provided with 5 years of limited warranty coverage from the original Ford New Vehicle Limited Warranty start date or up to 100,000 miles on the odometer, whichever comes first.
- **Eligible Vehicles.** All 2004 Model Year Ford Focus deliveries in Puerto Rico, US Virgin Islands, Guam, American Samoa, Saipan and the State of Florida.
- **Repairs covered under the Powertrain Limited Warranty.** Your Ford dealer will repair, replace or adjust all covered components, as specified on page 2, that fail due to defective material or workmanship or wear and tear resulting from defective material or workmanship during the applicable warranty period. Vehicles have a \$100 standard deductible per repair visit for covered repairs. Damage and items not covered under the Powertrain Limited Warranty, are specified on page 2.
- **Covered Components.** 29 powertrain components. (See Parts Coverage Under The Ford Powertrain Limited Warranty.)

Where to go for covered repairs:

Ford recommends that you return to your selling dealership for repair of a covered component. However, covered repairs may be performed at any participating Ford or Lincoln Mercury dealership in the 50 States, Canada, Puerto Rico, US Virgin Islands, Guam, American

Samoa and Saipan. If you require assistance in receiving covered repairs or locating the nearest participating Ford or Lincoln Mercury dealership, Ford owners may contact the Ford Customer Relationship Center at:

- U.S. Customers 800/392-FORD Puerto Rico and U.S.
- Virgin Islands customers 787/782-5959
- Guam, American Samoa, and Saipan customers 313/594-4857

Covered repairs on a Ford vehicle are not to be performed by other than a Ford or Lincoln Mercury dealership, except in an emergency (if your covered vehicle is inoperable and all local Ford and Lincoln Mercury dealership service departments are closed).

- **Repairs.** All warranty repairs of covered components **MUST** be made with service parts or remanufactured parts authorized by Ford Motor Company.
- **Care of vehicle.** Your vehicle must be properly operated and maintained in accordance with the maintenance schedule in the Service Guide with the Owner's Manual for the vehicle. Proof of maintenance may be required in the event a question arises as to whether a malfunction is caused by a defect in factory-supplied materials or workmanship or lack of proper maintenance. It is your 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. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered in your Scheduled Maintenance Guide.
- **24-hour roadside assistance.** Roadside Assistance coverage also accompanies the vehicle (up to one hundred dollars (\$100) in benefits) for the following items (including the cost of the service call and labor costs for services performed at the site of the disablement):
 - Lock-Out Assistance
 - Flat Tire Changes
 - Battery Jump Starts (Electric Powered Vehicles' main power cell batteries are not included), limited to not more than three (3) "no charge" service calls during any twelve (12) month period,
 - Out of Fuel Assistance - the delivery of gasoline or diesel fuel to you, including the cost of up to two (2) gallons of gasoline or diesel fuel (5 gallons for E & F series 350 - 750 Trucks), limited to not more than three (3) "no charge" service calls during any twelve (12) month period; and,
 - Towing -. If a covered failure occurs, or covered services are required, and towing becomes necessary, towing costs will be covered up to one hundred dollars (\$100) per incident, for towing to the Selling Dealer or other Ford or Lincoln Mercury franchised dealer. The vehicle must be disabled and towing is limited to one tow per disablement
- **Rental car reimbursement.** If your vehicle is inoperative and must be kept overnight for a covered repair, including recalls or Customer Satisfaction Programs involving a Powertrain Limited Warranty covered component, you will be reimbursed up to \$28 per day for up to ten days. The rental vehicle must be rented from a Ford or Lincoln Mercury dealership or other commercial agency to be eligible for reimbursement.
- **Transferability.** This warranty is transferable. If you sell your vehicle, the remaining Powertrain Limited Warranty coverage remains in effect for the new owner.

THIS WARRANTY 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 OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE TERM OF THIS WRITTEN WARRANTY. FORD MO-

TOR COMPANY AND YOUR DEALERSHIP SHALL NOT BE 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 ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. FORD POWERTRAIN 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 WARRANTY. VALID ONLY IN THE 50 STATES, CANADA, PUERTO RICO, US VIRGIN ISLANDS, GUAM, AMERICAN SAMOA, AND SAIPAN.

***A 5-year/100,000 mile Ford Powertrain Extended Service Contract will apply for vehicle deliveries in all other states.**

5 YEAR/100,000 MILE FORD POWERTRAIN LIMITED WARRANTY (FLORIDA, PUERTO RICO, US VIRGIN ISLANDS, GUAM, AMERICAN SAMOA, AND SAIPAN SALES ONLY)*

Parts Coverage Under The Ford Powertrain Limited Warranty

ENGINE:

All internal lubricated parts	Thermostat
Cylinder block	Thermostat housing
Cylinder heads	Timing chain (gears or belt)
Flywheel	Timing chain cover
Manifold (exhaust)	Turbocharger/supercharger unit
Manifold (intake)	(factory-installed)
Oil pan	Valve covers
Oil pump	Water pump
Seals and gaskets	

TRANSMISSION:

All internal parts	Transfer case (including internal parts)
Seals and gaskets	
Torque converter	Transmission case

REAR-WHEEL DRIVE:

Axleshafts	Driveshafts
Bearings (front-wheel)	Retainers
Bearings (rear-wheel)	Seals and gaskets
Drive axle housing and all internal parts	Universal and constant velocity joints

FRONT-WHEEL DRIVE:

Axleshafts	Hubs, automatic front locking
Bearings (front-wheel)	(four-wheel drive)
Bearings (rear-wheel)	Locking rings (four-wheel drive)
Constant velocity and universal joints	Seals and gaskets
Final drive housing and all internal parts	

Parts and services NOT covered:

- All items not specifically listed in the Parts Coverage Under Powertrain Limited Warranty
- Repairs covered by the Ford New Vehicle Limited Warranty, recalls or Customer Satisfaction Programs.
- Repairs needed to any engine, transmission or final drive components caused by an aftermarket installed turbocharger/supercharger
- Repairs caused by loss of lubricant or fluids or contamination of oil, fluids or fuel.
- Repairs caused by collisions or other physical damage accidents, unreasonable use (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 either: a) unauthorized modifications to the Vehicle (including the body, chassis, or components), or b) the use of parts or components not authorized by, or supplied by, Ford Motor Company).
- Damage from the environment (airborne fallout, chemicals, tree sap, salt, hail, windstorm, lightning, road hazards, etc.) or from floods, or damage caused by theft, vandalism, riot or acts of war.
- Repairs resulting from the lack of required or recommended maintenance.
- Repairs needed to a covered part caused by the failure of a non-covered part
- To the extent allowed by law, loss of use of vehicle including loss of time, inconvenience, commercial loss, consequential damages, and personal expenses such as motels, food, gas and mileage
- The Powertrain Limited Warranty will not be valid if the New Vehicle Limited Warranty has been voided or the vehicle has been totaled or salvaged