
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, Ford recommends that you take your Lincoln to your selling dealer, who wants to ensure that you continue to be satisfied with your vehicle. You may, however, take your vehicle to any Ford Motor Company dealership authorized to service Lincoln vehicles.

This booklet explains in detail the warranty coverages that apply to your 1997–model Lincoln vehicle. If you bought a previously owned 1997–model vehicle, you are eligible for any remaining warranty coverages.

The warranty includes:

- ➔ **New Vehicle Limited Warranty** (page 4)
- ➔ **Emissions Defect Warranties** and **Emissions Performance Warranties** which cover your emissions control systems. (page 11)

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 in **Customer Assistance**, on the inside front cover 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 25.

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 defects or 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 or defect when you receive your vehicle, notify your dealership immediately.

MAINTAIN YOUR VEHICLE PROPERLY

Your glove box contains an **Owner Guide** and a **Service Guide** for reference and for recording maintenance work done on your vehicle.

Proper vehicle maintenance is the responsibility of the owner. Ford Motor Company may deny you warranty coverage if you fail to keep records and receipts indicating that the vehicle maintenance specified in the Service Guide has been performed.

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 may require a tax on all or a portion of warranty repairs. Where state law requires, the tax must be paid by you, the owner of the 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 warranty. Check with your dealer or call the Lincoln Customer Assistance Center at **1-800-521-4140** 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 sold or leased by a Ford Motor Company dealership 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 those 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 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 refund consideration.

3. The new vehicle limited warranty for your 1997-model vehicle

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. Ford neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with your vehicle or this warranty.

Ford 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 your vehicle is reasonably fit for the general purpose for which it was sold); or

- an implied warranty of fitness for a particular purpose (that your vehicle 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 to limit how long an implied warranty lasts or to exclude or limit incidental consequential damages, so the limitation and exclusions described above may not apply to you.

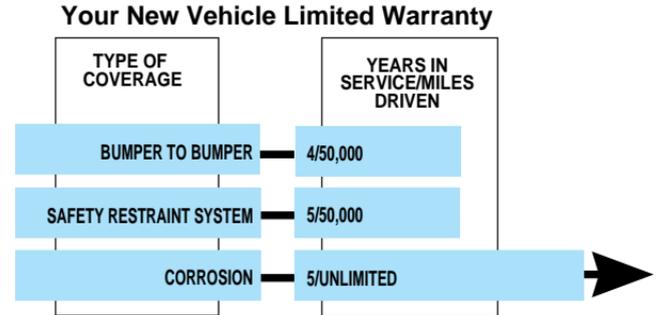
NOTE: This information about the limitations and incidental and consequential damages under the **New Vehicle Limited Warranty** also applies to the **Emissions Warranties** described on pages 11-23.

QUICK REFERENCE: WARRANTY COVERAGE

This chart gives a general summary of your coverage 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



The measure that occurs first determines how long your coverage lasts. For example: Your Bumper to Bumper Coverage lasts for four years - unless you drive more than 50,000 miles before four years elapse. In that case, your coverage ends at 50,000 miles.

For more details on coverage, see:

- ➔ What is Covered? (page 6)
- ➔ What is Not Covered? (page 7)

WHAT IS COVERED?

Bumper to Bumper Coverage

Under your New Vehicle Limited Warranty, Bumper to Bumper Coverage begins at the Warranty Start Date and lasts for four years or 50,000 miles, whichever occurs first.

During this coverage period, authorized Ford Motor Company dealers will repair, replace, or adjust all parts on your vehicle (except tires) 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 **page 7**.

When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured parts that are authorized by Ford.

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 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.

The coverage period for corrosion depends on the type of damage that occurs. There are two types of damage:

- If corrosion causes perforation (holes) in the body sheet metal, coverage lasts for five years, regardless of the miles driven.
- If corrosion does not cause holes - and is not the result of usage and/or environmental conditions - coverage lasts for four years or 50,000 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.

WHAT IS NOT COVERED?

Damage Caused By:

- accidents, collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- misusing the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source
- altering or modifying the vehicle - including the body, chassis, or components - after the vehicle leaves Ford's control
- tampering with the vehicle, tampering with the emissions systems, or with other parts that affect these systems
- disconnecting or altering the odometer or allowing the odometer to be inoperative for an extended period of time with the result that the actual mileage cannot be determined
- using contaminated or improper fuel/fluids
- customer-applied chemicals

Damage Caused by Use and/or the Environment

Your New Vehicle Limited Warranty does not cover surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure to the elements. Here are examples:

- stone chips, scratches (some examples are on paint and glass)
- lightning, hail
- dings, dents
- windstorm
- road salt, tree sap
- earthquake
- bird droppings
- water or flood

Damage Caused by Improper Maintenance

Your New Vehicle Limited Warranty does not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong fuel, oil, lubricants or fluids. See the **Owner Guide** for correct fluid types and levels, and consult the **Service Guide** for proper ways to maintain your vehicle.

Maintenance/Wear

Your 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. Examples from the **Service Guide** are:

- oil changes
- oils, lubricants, other fluids
- oil/air filters
- brake linings/pads
- tire rotation
- cleaning/polishing
- wiper blades
- clutch linings
- engine tune-up

Other Items and Conditions Not Covered

Your New Vehicle Limited Warranty also does not cover:

- non-Ford parts of your vehicle that are installed by body builders or manufacturers other than Ford specify “dismantled”, “fire”, “flood”, “junk”, “rebuilt”, “reconstructed”, or “salvaged”
- vehicle’s with titles that

Time Limits on Coverage

- After the first 12 months in service or 12,000 miles, whichever occurs first, wheel alignment and tire balancing are not covered unless required by a warranty repair.

4. In addition ...

TIRES

The tire manufacturer provides you with a separate warranty. You will find your tire warranty with the owner literature supplied with your new vehicle.

If a tire is damaged during the warranty coverage period because of a vehicle defect in factory-supplied materials or workmanship, Ford Motor Company will replace the tire.

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

Your vehicle is eligible for the 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
- flat tire change

- fuel delivery
- jump starts
- lock-out problems

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 (four years or 50,000 miles, whichever occurs first). If you need towing after Bumper to Bumper Coverage has ended - and if the problem is covered by another Ford warranty - Ford will pay the tow charge under the other warranty.

For emergency roadside assistance, call **1-800-521-4140**.

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.

TRANSPORTATION ASSISTANCE

Alternative transportation in the form of shuttle service or service rentals may be available under the Lincoln Commitment Program. Please consult with your dealer for details.

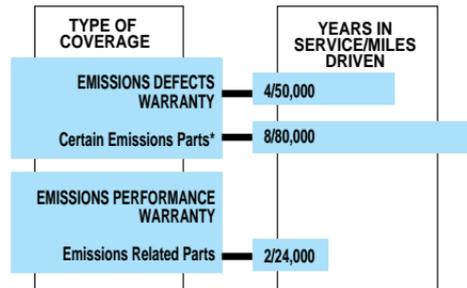
5. Federal requirements for emissions warranties

QUICK REFERENCE:EMISSIONS WARRANTY COVERAGE

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

- Emissions Defect Warranty
- Emissions Performance Warranty

Emissions Warranties for Your Vehicle



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

These warranties assure you that the emissions control systems in your vehicle meet the requirements of the Clean Air Act. Under this federal law, the U.S. Environmental Protection Agency (EPA) sets standards for the amount of exhaust pollutants and evaporative emissions that are emitted by vehicles in the United States.

For full details on emission control coverage, see:

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

Emissions Defect Warranty Coverage

Under the Emissions Defect Warranty, Ford provides coverage for up to four years or 50,000 miles (whichever occurs first). This is an extension of the federal requirement that calls for coverage of two years/24,000 miles (whichever occurs first).

During this coverage period, Ford warrants that:

- your vehicle is designed, built, and equipped to meet - at the time it is sold - the emissions regulations of the U.S. EPA.
- your vehicle 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?**, (page 13).

Under the Emissions Defect Warranty, Ford also provides coverage, including labor and diagnosis, for eight 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 two years or 24,000 miles (whichever occurs first), if you meet certain conditions.

Under Emissions Performance Warranty Coverage, Ford 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 **Service Guide**, and this booklet.
- Your vehicle fails to conform, during the warranty coverage period of two 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.

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/Fuel Feedback Control System and Sensors
- Altitude Compensation System
- Catalytic Converter
- Controls for Deceleration
- Electronic Engine Control Sensors and Switches
- Electronic Ignition System
- Exhaust Gas Recirculation (EGR) Valve, Spacer, Plate and Associated Parts
- Exhaust Manifold
- Exhaust Pipe (Manifold to Catalyst)
- Fuel Filler Cap and Neck Restrictor
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Tank
- Fuel Vapor Storage Canister, Liquid Separator and Associated Controls
- Ignition Coil and/or Control Module
- Intake Manifold
- Malfunction Indicator Light (MIL) System

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- PCV System and Oil Filler Cap
 - Powertrain Control Module
 - Spark Control Components
 - Spark Plugs and Ignition Wires
 - Throttle Air Control Bypass Valve
 - Throttle Body Assembly (MFI)
 - TWC Air Control Valve
 - Volume Air Flow Sensor

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, gasoline 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 recommended replacement schedule: These parts remain under warranty until : (a) the first replacement time that is specified in your **Owner Guide** and the **Service Guide**; or (b) the time or mileage limits of the Federal Defect and Performance Warranties (whichever occurs first).

Your Lincoln 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 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?**, page 7.

6. California requirements for emissions warranties

QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows your coverage under the emissions control warranty that Ford provides to owners of vehicles certified for sale in California or in another state that adopts California's emissions standards and warranty regulations. There are three warranties:

- Short-Term Defects Warranty
- Long-Term Defects Warranty
- Performance Warranty



* These specific parts were selected on the basis of their estimated replacement cost at the time the California Air Resources Board certified your vehicle for sale in California.

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

- ➔ **Defects Warranties** (page 16)
- ➔ **Performance Warranty** (page 16)
- ➔ **What Is Covered?** (page 17)
- ➔ **What Is Not Covered?** (page 20)

EXPLANATION OF CALIFORNIA EMISSIONS WARRANTIES

Your Warranty Rights and Obligations

(Applicable if your vehicle meets both of the following requirements:

1. is certified for sale in California, as indicated on the Vehicle Emissions Control Information label;
2. is registered in California or other state adopting both the California emission standards and warranty regulations.)

The California Air Resources Board and Ford are pleased to explain the emission control system warranty on your 1997–model vehicle. In California, new motor vehicle 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 page 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 engine computer. Also included may be hoses, belts, connectors and other emissions-related assemblies.

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

Manufacturers 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 Lincoln passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
2. If any emissions-related part of 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):

1. 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 emissions control system DEFECTS
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 Lincoln 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 also be aware that Ford may deny you warranty coverage if your 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 Lincoln Customer Assistance Center at

1-800-521-4140 or the California Air Resources Board
at:

**State of California Air Resources Board
Mobile Source Division
9528 Telstar Avenue
El Monte, California 91731**

WHAT IS COVERED?

- If any part that affects emissions on your vehicle is defective, Ford will repair or replace the part for up to 3 years or 50,000 miles (whichever first occurs), under the short-term Defects Warranty.
- Certain parts listed on page 19 are eligible for a longer defect warranty. If defective, Ford will repair or replace these parts for up to 7 years or 70,000 miles (whichever first occurs), under the long-term Defects Warranty.
- If your vehicle fails a Smog Check inspection, Ford will make all necessary repairs and adjustments for up to 3 years or 50,000 (whichever first occurs), under the Performance Warranty, to ensure that your vehicle passes the inspection.
- The parts listed on page 19 are covered by the Defects Warranties that apply to every California 1997–model Lincoln vehicle.

TIME OR MILEAGE COVERAGE PERIODS FOR ADDITIONAL CALIFORNIA EMISSIONS WARRANTIES

(years/thousand miles, whichever first occurs)

Any part that can affect emissions, if defective, is covered under the defect warranty. Your Ford Motor Company dealer maintains a complete list of covered parts. Contact your dealer for additional assistance.	DEFECT	
	3/50	7/70*
Parts List	3/50	7/70*
Air/Fuel Feedback Control System and Sensors	✓	
Altitude Compensation System	✓	
Anti-lock Brake System (ABS) Module	✓	✓ ¹
Catalytic Converter	✓	✓
Controls for Deceleration	✓	
Electronic Engine Control Sensors and Switches	✓	
Electronic Ignition System	✓	
Exhaust Gas Recirculation (EGR) Valve, Spacer Plate, and Associated Parts	✓	
Exhaust Manifold Gasket	✓	✓ ²
Exhaust Manifolds (left and right)	✓	✓
Exhaust Pipe (Manifold to Catalyst)	✓	
Fuel Filler Cap and Neck Restrictor	✓	
Fuel Injection System	✓	
Fuel Injector System Wiring	✓	
Fuel Injector Supply Manifold	✓	
Fuel Tank	✓	✓ ³
Fuel Vapor Storage Canister, Liquid Separator, and Associated Controls	✓	
Ignition Coil and/or Control Module	✓	
Intake Manifold	✓	✓ ⁴
Intake Manifold Runner Control	✓	
Malfunction Indicator Light System (MIL)	✓	
PCV System and Oil Filler Cap	✓	
Powertrain Control Module	✓	
Spark Control Components	✓	
Spark Plugs and Ignition Wires	✓	
Throttle Air Control Bypass Valve	✓	
Throttle Body Assembly (MFI)	✓	
TWC Air Control Valve	✓	
Volume Air Flow Sensor	✓	

* These specific parts were selected on the basis of their estimated replacement costs at the time the California Air Resources Board certified your vehicle for sale in California.

¹ Continental only

² Town Car only

³ Mark VIII only

⁴ Continental and Mark VIII only

Important Information about List of Parts

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

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

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

Your Ford 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 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?**, page 7.

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

HOW DO I GET WARRANTY SERVICE?

To get service under your emission warranties, take your vehicle to any Lincoln dealer as soon as possible after 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 decide whether the repair is covered by the warranty. If there is a question about coverage, the final decision must be made by Ford within 30 days after you bring in your vehicle for repair. (The decision will be made within a shorter time if the law requires you to have the vehicle repaired more quickly in order to avoid additional penalties.) However, your dealer does not have to meet the deadline if you request a delay or agree to a delay, or if the delay is caused by an event for which neither Ford nor your dealer is responsible.

You will be notified by Ford 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, 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 Lincoln dealer is not available - so that you must have covered repairs made by someone other than a Lincoln dealer - your Lincoln 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 Lincoln 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 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 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.

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.

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 you 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 **Service 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 25.

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:

**Director, Field Operations & Support Division
(6406J)
Environmental Protection Agency
401 M Street, S.W.
Washington, D.C. 20460**

8. Ford Extended Service Plan

MORE PROTECTION FOR YOUR VEHICLE

You can get more protection for your new Lincoln vehicle by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP is the only extended service program with the Ford name on it and the only service contract backed by Ford Motor Company.

Ford ESP is an optional service contract, backed and administered by Ford. It provides:

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

You may purchase Ford ESP from any participating Ford Motor Company dealer. There are several Ford ESP

plans available in various time-and-mileage combinations. Each plan can be 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 5,100 participating Ford Motor Company dealers.

NOTE: Repairs performed outside the United States and Canada are not eligible for ESP coverage.

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 inside cover 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, 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 voluntary, 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 more details, please refer to your **Customer Assistance Guide**. For a brochure/application, speak to your dealer or write to:

**Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48086-5120.**

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

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 other states, Ford Motor Company requests that you give us the written notice.

Send your written notification to:

**Ford Motor Company
Lincoln Customer Assistance Center
300 Renaissance Center
P.O. Box 43360
Detroit, MI 48243**

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