To order additional copies, please call 1-800-367-3221 or order online at fleetcare.ford.com.
Ford Parts provide original equipment design and fit for your Ford, Lincoln and Mercury vehicles to help restore new-vehicle-like performance and reliability.

Plus, all Ford Parts are backed by Ford Motor Company and built with the engineering expertise from a manufacturer with more than 100 years of experience.

The name says quality, dependability and performance. Motorcraft® parts are designed specifically for Ford, Lincoln and Mercury vehicles and have undergone extensive laboratory and on-road testing. Our comprehensive product line is built to maximize the performance of Ford, Lincoln and Mercury vehicles.

A Trusted Relationship Just Got Better. Omnicraft is the newest member of the Ford Family of parts offering affordable, reliable parts designed for non-Ford repairs. With over a century of parts heritage to build upon, Omnicraft is a quality choice for your business. Now available along with Ford and Motorcraft parts for one-stop shopping at your Ford Dealer.
**Committed to Supporting Your Needs**

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**The Quick Lane® Advantage**

Quick Lane Tire & Auto Centers provide the convenience of a “no appointment necessary” service approach. Open 12 hours a day, Monday through Friday, plus Saturday hours as well ... featuring factory-trained technicians well-versed in vehicle maintenance.

**Servicing All Makes and Models**

Quick Lane Tire & Auto Centers perform scheduled maintenance and light repair work on all makes and models using Motorcraft® and other quality parts at competitive prices. Our stores offer the ease and convenience of an aftermarket repair shop, with the quality and commitment of a dealership service department.

**A Nationwide Network Featuring:**

- Oil Change and Essential Maintenance
- Brake Inspections and Repairs
- Alignments
- Shocks and Struts
- Air Conditioning Services
- Belts and Hoses
- Wiper Blades
- Alternators
- Suspension and Steering
- Name-Brand Tires
- Safety Inspections
- Battery Test and Replacement
- Mirror Engine Tune-Ups
- Vehicle Check-Up (VCO) Reports
- Lamps and Bulbs
- Cooling System Maintenance
- Transmission Service

**Added Convenience**

Visit quicklane.com to find the nearest location. Call ahead for fleet pricing and billing arrangements. Quick Lane Tire & Auto Centers honor Ford Protect Maintenance Plans and participate in Ford Fleet Care consolidated billing, providing:

- Added security and convenience for company drivers
- Online service visit detail available for Ford Fleet Care accounts
Transportation Solutions for Business Owners

Our mission is to deliver an outstanding sales, parts, service, and finance experience for commercial customers through a comprehensive, industry-leading commercial dealer network. Ford Commercial Vehicle Center dealerships are uniquely qualified and prepared for fleet and commercial vehicle service. Each Commercial Vehicle Center dealership features a certified staff committed to helping you make decisions without leaving your business unattended. Commercial Vehicle Center dealerships have extended service hours and are committed to maximizing your uptime.

Sales
Dedicated Commercial Account Managers:
• Offer test drives at your place of business to best accommodate your schedule
• Help you tailor vehicles to your needs and turn cycles
• Have relationships with local Ford authorized vehicle upfitters
• Help you navigate through finance options
• Explain available Ford programs that support your business, including Ford Protect Extended Service Plans (page 7), Ford Fleet Care (page 9), Commercial Service Plus (page 15) and more

Service and Parts
Shared Commercial Service and Parts Staff:
• Factory-trained technicians understand your Ford vehicles and the importance of keeping them on the road
• Trained to assist with your parts needs
• Provide the option of Ford Fleet Care consolidated billing for enrolled accounts with their own service facilities
• Offer Ford Protect Service PartCARE to extend the standard two-year service part warranty. See dealer for details

Financing Options
Ford Credit Commercial Lending Services has a number of financing options that can be tailored to meet your needs (subject to credit approval).

Commercial Red Carpet Lease (RCL)
A net (close-ended) lease provides an ideal option for predictable-use vehicles.

Commercial Lease
A TRAC (open-ended) lease is designed with business-friendly features that satisfy unique business needs.

Commercial Lines of Credit
Commercial lines of credit are available on Commercial Retail Finance, Commercial RCL, and Commercial Lease transactions.

Commercial GAP Coverage
Provides protection when a financed vehicle is stolen or declared a total loss, and the insurance settlement does not satisfy the outstanding balance on the vehicle.

Commercial Vehicle Center Dealer Locations
Visit commercialvehiclecenters.com to find a commercially minded dealer near you. To locate any Ford or Lincoln Dealership, visit fleet.ford.com and select Locate a dealer at the top site banner. Many Ford and Lincoln Dealerships in the U.S. may be able to provide service for your vehicle, depending on its application and service needs. If you do not already have a dealership service affiliation, please consider contacting your Commercial Vehicle Center dealership of choice before towing or presenting a vehicle for service.

Why the Right Parts Matter
• Today’s vehicles use more advanced high-strength steels, exotic metals and composite materials than ever before.
• Ford Motor Company vehicles also include highly advanced crash-avoidance and safety system technologies.
• It is critical for these systems to be repaired with parts that will deliver the intended level of form, function, performance and safety our engineers originally specified.

The only way to be certain you are getting original equipment performance is to use Ford Original Equipment collision replacement parts.

Ford Original Collision Replacement Parts
In the event of an accident, you want your vehicle to protect, perform, and look like new. Vehicle owners have the right to have only Ford Original Equipment collision replacement parts installed after an accident.

Repair Time
• The use of new aftermarket, salvage or reconditioned parts may take more time to install and may require modifications to achieve an acceptable fit, which may ultimately increase order and repair times. Ford Original Equipment collision replacement parts are readily available at thousands of Ford and Lincoln Dealerships, ensuring fast delivery times.

Original Ford replacement parts are designed to:
• Maintain structural integrity.
• Provide the best post-repair appearance.
• Help retain resale value – don’t let poor fit, finish and quality reduce the value of your vehicle at the time of resale.
• Protect against corrosion/perforation under the Ford Lifelong Sheet Metal Guarantee. See your dealer for limited warranty details.
Comprehensive Service Protection Programs

Ford Protect Extended Service Plans can help eliminate the variability associated with servicing your vehicle, offer a potential reduction in your operating expenses and budget life-cycle expenses. Choose from a selection of maintenance or repair plans individually, or combine them as a comprehensive cost-management tool for your fleet. Lock in tomorrow’s costs at today’s rates and prepay your vehicle maintenance expenses. Plus, no matter which plan you select, Ford Protect Extended Service Plans offer these additional benefits:

Component Protection
Repair cost protection for major vehicle components – from 13 to 1,000+ components, depending on the plan selected.

Emergency Roadside Assistance
• Tow (to your nearest service facility), up to 8 miles, to the nearest service facility
• Battery jump start, if equipped with a battery
• Lockout (if you are locked out of your vehicle)
• Towing (25 miles from your vehicle)

Premium Maintenance Plans
Premium Maintenance Plans are available to meet your vehicle servicing requirements. Premium Maintenance Plans may be purchased as stand-alone programs or purchased with any new Ford Protect Extended Service Plan. They provide scheduled maintenance service as recommended in the vehicle’s Scheduled Maintenance Guide for the time/mileage selected.

In addition, Premium Maintenance Plans include coverage for selected wear items:
• Spark plugs
• Clutch disc
• Engine belts, coolant hoses, clamps and O-ring seals
• Wiper blades
• Brake pads and linings
• Shock absorbers/struts
• Engine coolant hoses, clamps and O-Ring seals
• Diesel Exhaust Fluid*

As an added bonus, the Ford Protect Premium Maintenance Plan also includes a diesel exhaust fluid (DEF) top-off for diesel vehicles anytime the vehicle is in for scheduled service.

Component Protection
This is standard on most component protection plans and optional on Ford Protect maintenance and Cab & Chassis/ Cutaway plans. It provides up to 10 days of rental benefits per eligible service event on component coverage plans and two days in Premium Maintenance Plans. It’s a valuable standard benefit for sales and executive care cars.

Deductible Options
$100 deductible is standard on all component plans. However, $50, $100 and $200 deductible options are available.

Transferrable
The remaining coverage can be transferred to a new owner. Transfer fee and restrictions apply. This can add to the resale value of your vehicle.

Backed by Ford
Most important, a Ford Protect Extended Service Plan is 100% backed by Ford Motor Company, and service is provided at Ford and Lincoln Dealerships in the U.S., Canada and Mexico.

Premium Care
Offers extensive coverage on 1,000+ components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle
• Steering

Offers extensive coverage on 1,000+ components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle
• Steering

Offers extensive coverage on 1,000+ components:
• Spark plugs
• Shock absorbers/
• Clutch disc

Premium Maintenance
Covers all manufacturer-recommended maintenance plus selected wear items:
• Engine belts
• Engine coolant hoses, clamps and O-Ring seals
• Brake pads and linings
• Diesel Exhaust Fluid®

Covers all manufacturer-recommended maintenance plus selected wear items:
• Spark plugs
• Shock absorbers/
• Clutch disc

BaseCare
Covers 84 major components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

Covers 84 major components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

Ford Protect is a Service Contract from Ford Motor Service Company (License #SCP-165). Illustrations used in this brochure are for graphic representation only. Repairs needed to any engine, transmission, differential and final drive components resulting from defects in materials or workmanship, are not provided. In the event of any engine, transmission, differential and final drive component failure, the customer is responsible for all costs. The remaining coverage can be transferred to a new owner. Transfer fee and restrictions apply. This can add to the resale value of your vehicle.

BaseCare
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

PowertrainCare
Covers 29 critical powertrain components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

See your Ford or Lincoln Dealership for complete coverage. Plans and plans may vary. If a part-based plan is not subject to usage-plain availability, coverage and provider may vary by state. For more information about the terms, limitations and coverage, contact your local Ford or Lincoln dealership. Ford, Lincoln and Motorcraft are registered trademarks and are in the United States of America.

PremiumCARE
Covers 113 essential components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

Covers 113 essential components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

ExtraCARE
Covers 113 essential components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

Covers 113 essential components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

*DEF top-offs included with scheduled maintenance.

PremiumCare
Covers 84 major components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

Covers 84 major components:
• Engine
• Transmission
• Front-Wheel-Drive Axle
• Rear-Wheel Drive Axle

PremiumCARE
Covers 113 essential components:
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Covers 113 essential components:
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• Rear-Wheel Drive Axle
Ford Fleet Care Consolidated Billing Program

The Ford Fleet Care Program is a parts and service billing program offered without enrollment or monthly use fees* to those commercial fleet customers who choose to self-manage their fleet of vehicles. A single consolidated invoice replaces multiple repair orders or part invoices, helping to save administrative time and cost. To learn more, visit the Ford Fleet Care website at fleetcare.ford.com or scan this code on your smartphone. Message and data rates may apply.

Service Billing Features

All-Make Service Billing Solution

This service is available for your entire fleet of Ford, Lincoln and Mercury vehicles, as well as non-Ford vehicles and trailers through Ford and Lincoln Dealerships and Quick Lane® Tire & Auto Centers throughout the United States and Canada.

Controlled Spending Limits Set by You – the Customer

- Your preset limits requiring fleet approval are displayed at Ford and Lincoln Dealerships and Quick Lane® Tire & Auto Center locations on Ford's Online Automated Service Information System (OASIS).

Ford OASIS Advantage

OASIS eliminates the need for drivers to carry program identification for service lane support. OASIS:
- Displays vehicle information, including repair bulletins, open Field Service Actions and Ford Protect Extended Service Plan information
- Provides servicing dealers with information on a recent Ford warranty repair performed at any Ford or Lincoln Dealership should the need arise
- Saves you time as Ford warranty and Ford Protect deductible repair orders or part invoices, helping to save administrative time and cost. To learn more, visit the Ford Fleet Care website at fleetcare.ford.com or scan this code on your smartphone. Message and data rates may apply.

Wholesale Parts Billing Features

The Wholesale Parts Billing Program extends the same billing convenience from the dealership's Service Department through the dealership Parts Department, and is offered without enrollment or monthly use fees*. Allows for Ford-authorized or Motorcraft® parts to be purchased over the counter at participating Ford and Lincoln Dealerships or participating Ford Authorized Distributors of Motorcraft brand parts. Can be utilized as stand-alone billing or combined with service billing. Features include:
- A dedicated parts account code and card issued for your convenience
- Authorization by your designated company representative
- The option of FordParts.com billing...

Website Features (fleetcare.ford.com)

Available 24/7 for program maintenance, fleet support materials, online Web billing and links to other sites, as noted in Related Sites, below.

Credit Application

Download the Ford Fleet Care credit application to enroll.

Related Sites

See page 18 for URLs. Fast access to links to help you locate:
- Ford and Lincoln Dealerships
- Quick Lane® Tire & Auto Centers
- Maintenance schedules
- Ford Protect Extended Service Plan information

Electronic Billing

View your current bills online at your convenience:
- Download to Excel and sort your billing by repair order, date, VIN, unit number, dealership and amount

EFT Payment Available

Provides a safe and cost-effective payment method, reducing the possibility of a payment being lost or delayed in transit.

My FleetCare Management Tool

A page with the specific information that fleet managers ask for most, such as:
- Account balance amount
- A list of actively enrolled vehicles
- Daily reports for current repairs and parts purchased to track activities between invoice periods
- Maintenance reports showing the frequency and cost of your fleet’s vehicle maintenance
- Expanded data range invoice information

Online Business Reports

Various business reports are available online at no added cost for fleets with a Ford FIN code. A valuable and secure source of information, online reports can be viewed or printed. Examples include:
- Fleet Business Report
- Repair Category Report
- Vehicle Repair Analysis Report
- Parts Report

To register for Ford Fleet Care online reporting, visit fleetcare.ford.com or contact Ford Fleet Care at 1-800-367-3221.

*For fleets with a FIN (fleet identification number). For information on obtaining a FIN or Ford Web ID, go to fleetcare.ford.com and click on the Contact Us tab.
**Service Billing Invoice**

**Invoice**
Complete total amount due for the month’s billing:
- Replaces multiple invoices
- Helps save processing time
- Document can be used to submit to your Accounts Payable Department

<table>
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<tr>
<th>Part Code</th>
<th>Unit Price</th>
<th>Condition</th>
<th>Quantity</th>
<th>Time</th>
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**Repair Summary**
A summary of all current repairs charged to your fleet during the billing period. It provides:
- Fleet account unit number (when provided)
- Vehicle identification Number
- Fleet approval for repairs
- Servicing location
- Repair mileage
- Dealership repair order number
- Totals

**Repair Detail**
Consistent, easy-to-read format includes:
- Fleet company
- Service provider
- Vehicle data, including VIN and your assigned unit number (when provided)
- Description of performed repairs
- Condition code – Describes the condition of the replaced part
- Tax – As charged by provider

**Wholesale Parts Billing Invoice**

**Invoice**
Complete total amount due for the month’s billing:
- Replaces multiple invoices
- Helps save processing time
- Document can be used to submit to your Accounts Payable Department

**Purchase Summary**
A summary of all current purchases charged to your fleet during the billing period. It provides:
- Account number
- Approval number per purchase
- Purchase location
- Totals

**Purchase Detail**
The top portion of the Purchase Notification identifies:
- Fleet company
- Service provider
- Billing information

The bottom portion of the Purchase Notification identifies:
- Comments – From provider regarding purchases
- Part code – Parts purchased
- Quantity – Number of parts purchased
- Unit price – Part price
- Tax – As charged by provider
- Cost – Total amount for parts purchased
You’ve got questions:
What are my drivers doing? Where are my trucks? Where’s my money going?

Why Ford Telematics™? Do the math.
For more information, go to Telogis.com/ford

Ford Telematics™ powered by Telogis™ has answers:

Technology that helps you see into every vehicle

MANAGE VEHICLE HEALTH • Get ahead of maintenance
Identify issues before they become ISSUES. Proactive maintenance alerts keep resources on the road and productive.

FOSTER SAFE DRIVING HABITS • Reward your best drivers
Have a window into driving habits, such as safety belt usage, harsh braking, speeding and more, and help curb poor driving habits where it counts – behind the wheel – with access to audible in-cab alerts.

IMPROVE CUSTOMER SERVICE • See more jobs done well
Know where your drivers are, where they’ve been and where they’re going to better manage customer expectations. See your business in action from any device, anywhere.

HELPS REDUCE COSTS • Save beyond the fuel spend
Save in obvious ways (fuel and labor costs), plus not-so-obvious ways (off-road fuel tax). What you don’t know is costing you.

Why Ford Telematics™?

- Foster Safe Driving
- Foster Safe Driving
- Improve Customer Service
- Reduce Costs

Source: “Why you need to invest in connected trucks” Frost & Sullivan, 2015
Keep Your Business Moving

A reliable fleet is essential, whether your business runs one vehicle or 100. You need vehicles you can count on to be out there every day. That’s where Ford Commercial Service Plus™ can help.* Commercial Service Plus™ is a comprehensive fleet management program. Only available on Ford Credit-financed or -leased vehicles, it assists with all aspects of commercial vehicle ownership and helps you reduce vehicle downtime with:

- 24-hour maintenance management and emergency on-road assistance anywhere in the U.S.
- Quick tag Automated License Renewal Program
- Fuel Card Program
- Accident Management and Subrogation Program
- Short-term rental replacement
- Service reminders via coupon book, phone call or email
- Consolidated invoices
- Reporting:
  - On-demand vehicle report
  - Personal mileage reporting
  - Fuel card data

Commercial Service Plus Services

Commercial Service Plus services are provided by your Ford Motor Company Dealer or other approved national account service outlets (out-of-network charges may apply). Your drivers incur no out-of-pocket expenses at their points of service.

Two Ways to Pay:

Pay-As-You-Go

Pay for maintenance or service as it is incurred. The amount is added to the Commercial Service Plus monthly combined invoice.

Guaranteed/Prepaid

All maintenance or service is included in the Commercial Service Plus monthly charge and is guaranteed not to increase over the term of the service agreement. This option is only available on normal-use vehicles (does not cover severe or off-road use) and does not cover vehicle abuse, physical damage or similar misuse of the vehicle.

Commercial Service Plus™ services are provided by your Ford Motor Company Dealer or other approved national account service outlets (out-of-network charges may apply). Your drivers incur no out-of-pocket expenses at their points of service.

Options to fit your business needs:

- Pay-As-You-Go
- Guaranteed/Prepaid

For more information:
- Visit fordcsplus.com
- Call 1-888-443-2257 (ext. 4)
- Contact your local Ford or Lincoln Dealership

• 24-hour maintenance management and emergency on-road assistance anywhere in the U.S.
• Quick tag Automated License Renewal Program
• Fuel Card Program
• Accident Management and Subrogation Program
• Short-term rental replacement

The hardest working tool in your toolbox. Coming soon.

The new FordParts.com: The right tool for easy parts ordering – 24/7, 365 days a year.

As a fleet manager, you don’t have time to waste. With the newly redesigned FordParts.com at your fingertips, you get 24-hour access to the right parts for the vehicles you service. And the right service for your business. All coming soon to your desktop, tablet or mobile device.

Discover smart features:

A simple VIN search points you to the exact parts you need, and a simple platform handles the business. It’s the fastest, easiest way to get assembly diagrams, shipping and delivery options and so much more. It all starts with the click of a button.

With the new FordParts.com, you can look forward to:

• Improved navigation and custom fleet experience
• One site to order Motorcraft® and Ford Parts plus Ford Accessories
• Time-saving functionality – upload multiple VINs and save them for future orders
• Flexibility: multiple buyers can purchase through your account
• Full catalog with high-quality image, line art diagrams and detailed descriptions
• Live chat that helps you track orders, find the right parts and more
• Free shipping on orders of $75 or more* *Subject to Commercial Service Plus™ credit approval.

As a registered customer, take advantage of:

• Save to cart – keeps a parts list for easier future ordering
• Payment options – save your credit card, payment and shipping information
• Preferred dealership – register with your preferred shopping dealership for custom pricing
• Shipping options – choose ground, FedEx flat-rate shipping, overnight or pickup at your dealership

Here’s your new go-to tool.

Log on to FordParts.com today to register and request sponsorship from your preferred dealership.

Find it. Buy it. And get back to work.
Ford Powertrain Assemblies

Nationwide Warranty
• Ford new and remanufactured gas engines and transmissions are covered by a three-year/unlimited-mile warranty.*
• Ford new and remanufactured diesel engines are covered by a two-year/unlimited-mile warranty.*

*These warranties are backed by Ford Motor Company and supported by more than 3,000 Ford and Lincoln Dealerships. Limited labor costs. There are no commercial exclusions. See your dealer for details.

OEM Quality and Fit Every Time
• Ford Motor Company offers engines and transmissions designed specifically to fit each of its individual vehicle makes, models and years. Our assemblies meet or exceed OE specifications.

No-Risk Core Return Credit
• 100% core credit is always provided – never prorated. Returned core must be the same part application as the assembly purchased. Core must be 100% complete with all parts attached, all fluids drained and returned in original packaging.

Same-Day or Next-Day Delivery
• Available with more than 15,000 assemblies at 38 nationwide distribution centers.

Competitive Pricing
• We offer the only assemblies backed by Ford Motor Company, and also price them competitively to our dealers.

Call 1-800-392-7946 for in-depth product-specific information from a knowledgeable, factory-trained Call Center Agent.