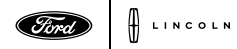


Definition of Terms



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Commercial – A vehicle is employed in a Commercial Use if: (a) it is used primarily for business or government purposes, including by an individual or multiple drivers of any government agency or municipality; (b) it is used in a farm, delivery, or construction business; (c) it is designated by the selling Dealer as a vehicle sold for Commercial Use when the sale is reported to the vehicle's manufacturer. Ford, Lincoln or Mercury vehicles reported sold with delivery codes: "3", "4", "6", "7", "D", "E", "H", "L", "M", "S", "T", and "#" are vehicles sold for Commercial Use. When selling Ford Protect, the commercial surcharge will be automatically included on these vehicles.

Note: For SurfaceCARE, Commercial Use shall refer to any vehicle that is used primarily for business or government purposes, or by an individual or multiple drivers of any government agency or municipality or is designated by the Dealer as a vehicle sold for Commercial Use.

Dealer-Installed Accessories – Ford Authorized accessories are covered by Ford Protect. Ford **licensed** accessories **ARE NOT** covered by Ford Protect unless the following conditions are met:

1. The accessory is verified to be GFA or FLA
2. The accessory was purchased from a Ford/Lincoln Dealer
3. The accessory was installed by a Ford/Lincoln Dealer (or sublet by the dealer)
4. The component is covered under the terms of the active contract.

Emergency (Ambulance/Fire/Police - except Ford Police) – The following vehicles must be assessed the SPECIALTY surcharge:

- Vehicles used in patrol or high-speed pursuit applications (not applicable to Ford Police)

Note: Vehicles intended for normal municipal fleet use (non-patrol or pursuit applications), but are categorized or equipped as emergency vehicles (i.e., prisoner transports, pool vehicles, fire inspector, fire chief units, etc.) are eligible for all plans. For these vehicle types, only a Commercial Use surcharge needs to be applied.

- If the vehicle is an ambulance or EMS unit, you must determine applicable coverage based on the vehicle VIN. Is the unit manufactured as an Incomplete vehicle (the first three VIN positions would be 1FC, 1FD, 1F6 and 3FR)
 - If **yes**, sell the Cab & Chassis/Cutaway (Incomplete) vehicle plans
 - If **no**, was the unit manufactured with a 47A package?
 - » If **yes**, sell the plans on pages 9-12 and include the SPECIALTY surcharge
 - » If **no**, sell the plans on pages 9-12, the surcharge is not required

Incomplete Vehicles – Incomplete vehicles are manufactured to support additional modification. In many instances, these vehicles are known as cutaways, chassis cabs, stake trucks, cherry pickers, and dump trucks, to name a few. Ford Motor Company manufacturers these vehicles with unique vehicle identification number (VIN) designations.

On Ford products, these vehicles will have a VIN that starts with one of the following designations. These vehicles **ARE ONLY ELIGIBLE** for the **Cab & Chassis/Cutaway (Incomplete) vehicle** plans:

- 1FC Ford Motor Company, USA Basic (Stripped) Chassis
- 1F6 Detroit Chassis LLC, USA Basic (Stripped) Chassis
- 2L1 Ford Motor Company of Canada, Ltd. Incomplete Vehicle – Limousine
- 2LJ Ford Motor Company of Canada, Ltd. Incomplete Vehicle – Hearse
- 1FD Ford Motor Company, USA Incomplete Vehicle
- 3FR Blue Diamond Truck S. De R.L. De C.V. Incomplete Vehicle
- 5LD Ford Motor Company, USA Incomplete Vehicle – Limousine
- 1FB Ford Motor Company, USA Bus

Note: Some E-Series vehicles are built with Incomplete VIN designations. These vehicles have Body Codes E1B, E1E, E2E, E3B, E3E, S1E, S2E, S3B and S3E and **ARE NOT** considered Incomplete vehicles.

Competitive products include Chevrolet, Dodge and GMC Incomplete vehicles.

Definition of Terms (continued)

Interior/Exterior Lighting – Provides repair or replacement for electrical failures on incandescent bulbs, halogen bulbs, High Intensity Discharge (HID) and LED lamp assemblies on New, Used, LeaseCARE, Ford Blue Advantage – Gold, Ford Blue Advantage – Blue and Lincoln CPO PremiumCARE plans only.

Key Services – Provides for the replacement of lost, stolen, damaged or destroyed keys of the vehicle on which the contract was sold, up to \$800 annually. (Note: defective keys are covered under PremiumCARE only.)

Livery/Limousine – Any vehicle used or operated by a company in their “for hire” transportation or funeral business.

Off-Road Use – Activity or sport utilizing a 4-wheel drive, motor vehicle over rough terrain such as muddy, rocky, or gravel-filled paths or trails.

Pick-up and Delivery Option – This option is available on New PremiumCARE, CPO PremiumCARE, LeaseCARE, Premium Maintenance and Extra Maintenance Coverages on eligible vehicles with a covered Failure under this Agreement; the Manufacturer’s Limited Warranty; or a Ford Motor Company Powertrain, Safety, Emissions coverage or recall/customer satisfaction program. If You elected the Pickup & Delivery Option You must contact your selling dealership for pickup and delivery. Your vehicle location must be within a 20 mile radius of Your selling dealer to be eligible for coverage. **Pickup & Delivery excludes non-covered repairs, Scheduled Maintenance Services (covered if purchased with Premium Maintenance or Extra Maintenance), car washes, detailing, lease or vehicle returns or First Day Rental benefits (unless this option is included).**

Rental Benefits – All New and Used Ford Protect plans come with up to 10 days of rental coverage per eligible repair. In order to qualify for the rental benefits, the vehicle must be kept overnight by the servicing dealership for a covered repair, rendered inoperable, or down due to a parts delay. Rental benefits may include reimbursement for receipted expenses for a rental car or for alternate public transportation, including but not limited to Uber, Lyft, or other modes of public transportation. Receipted expenses for alternate transportation cannot exceed the amount that would have been paid for a rental vehicle under the plan and apply to the total amount of rental reimbursement under the plan. If you rent a vehicle, it must be from a Ford or Lincoln dealership or other commercial agency.

- **First-Day Rental Benefit** – provides immediate rental coverage for covered repairs

Shuttles – The **SPECIALTY** surcharge must be included with Ford Protect coverage sold on any Transit or E- or F-Series vehicle built with one of the following packages:

- 47S (school bus package)
- 47B (shuttle bus package)
- 47J (multifunction school bus)

However, shuttles can be produced from a variety of chassis configurations. If the intended use is a shuttle, then the Specialty Surcharge must be assessed regardless of body or type of package.

Taxis – Vehicles modified or intended for taxi service, regardless of whether or not they use a mileage meter, **ARE NOT** eligible for any Ford Protect coverage.

Warranty Start Date (WSD) – The date the vehicle is originally put into service, sometimes referred to as the In-Service Date. This can differ from the actual retail sales date.

Definition of Terms (continued)



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Snowplow Eligibility Requirements

Eligible trucks include Ford F-Series equipped with a snowplow prep package, plus Chevy, Dodge, GMC, Nissan and Toyota trucks over 8500 Gross Vehicle Weight equipped with a V8 or diesel engine that are equipped with a snowplow prep package. Dealers must include the snowplow surcharge on vehicles intended for snowplow use. The vehicle must be equipped with a snowplow prep package to be eligible.

For Ford trucks F-250 through F-550, snowplow package order codes vary by model year and include 62S or Package 53C, 86M, 473, 627 (770 Payload Group – V), 862, 863, 864, 62B, 63A, 475 or any equivalent snowplow prep package. If the Ford truck has a qualifying snowplow prep package and will be fitted with a snowplow, it must meet the equipment requirements outlined below.

Model Year	Vehicle Factory Configuration for Snowplow Usage	Super Duty Upgrades	F-150 Upgrades
2024-2020	<p>F-150: 5.0L V8 & 4x4 only; XL, XLT, Lariat trim levels; all cab configurations; Snow Plow Prep Package 68P, 682 and 68B</p> <p>F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations; Prep Package 473 or 47B</p> <p>F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Prep Package includes:</p> <ul style="list-style-type: none"> - Front spring / GAWR upgrade - 6.2L Gasoline: Extra HD 200 amp alternator. Optional 240 amp Extra HD alternator - 7.3L Gasoline: Extra HD 200 amp alternator. Optional 397 amp dual alternators with dual batteries - 6.7L Diesel Pickup: Extra HD 240 amp alternator. Optional 397 amp dual alternators - 6.7L Diesel Chassis Cab: 332 amp dual HD alternators 	<p>Not eligible for upgrade. Must be factory equipped. Note: Snowplow on F-150 is intended for personal/residential use only.</p>
2019-2017	<p>F-150: 5.0L V8 & 4x4 only; XL, XLT, Lariat trim levels; all cab configurations; Snow Plow Prep Package 68P, 682 and 68B</p> <p>F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Prep Package includes:</p> <ul style="list-style-type: none"> - Front spring / GAWR upgrade - 6.2L Gasoline: Extra HD 200 amp alternator. Optional 240 amp Extra HD alternator - 6.7L Diesel Pickup: Extra HD 220 amp alternator. Optional 332 amp dual alternators - 6.7L Diesel Chassis Cab: 332 amp dual HD alternators. Optional 377 amp dual Extra HD alternators 	<p>Not eligible for upgrade. Must be factory equipped.</p>

The snowplow upgrade **must** be approved and validated by Ford Protect Headquarters. Check www.fmcdealer.com for updates.

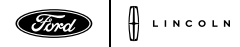
Definition of Terms (continued)



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2016-2015	<p>F-150: 5.0L V8 & 4x4 only; XL, XLT, Lariat trim levels; all cab configurations; Snowplow Prep Package 68P, 682 and 68B</p> <p>F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations; Prep Package 473</p> <p>F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes:</p> <ul style="list-style-type: none"> - Front spring/GAWR upgrade - Standard 157 amp alternator. Optional 200 amp Extra Heavy Duty alternator available (6.2L Gasoline). Optional dual alternators, 357 amp (6.7L Diesel) - Activate electric engine cooling fan to operate in snowplow mode with IDS 	<p>Not eligible for upgrade. Must be factory equipped.</p>
2014	<p>F-150: Any cab style with 6.2L engine and 4x4 (excludes Raptor and Limited trim levels)</p> <p>F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations</p> <p>F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations</p> <p>F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations</p> <p>F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes:</p> <ul style="list-style-type: none"> - Front spring/GAWR upgrade - Standard 157 amp alternator. Optional 200 amp Extra Heavy Duty alternator available (6.2L Gasoline). Optional dual alternators, 357 amp (6.7L Diesel) - Activate electric engine cooling fan to operate in snowplow mode with IDS 	<p>A Snowplow OAT (Outside Air Temperature) kit (DL3Z-14K073-A) is available through Ford Parts and Service</p> <p>Refer to the applicable bulletin on the Ford Fleet website for further details: https://www.fleet.ford.com/truckbbas/topics/qvmp.html</p>
2013	<p>F-150: Any cab style with 6.2L engine and 4x4 (excludes Raptor and Limited trim levels)</p> <p>F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations</p> <p>F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations</p> <p>F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations</p> <p>F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes:</p> <ul style="list-style-type: none"> - Front spring/GAWR upgrade - Standard 157 amp alternator. Optional 200 amp Extra Heavy Duty alternator available (6.2L Gasoline) - Activate electric engine cooling fan to operate in snowplow mode with IDS 	<p>A Snowplow OAT (Outside Air Temperature) kit (DL3Z-14K073-A) is available through Ford Parts and Service</p> <p>Refer to the applicable bulletin on the Ford Fleet website for further details: https://www.fleet.ford.com/truckbbas/topics/qvmp.html</p>
2012	<p>F-150: Not Eligible</p> <p>F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations</p> <p>F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations</p> <p>F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations</p> <p>F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes:</p> <ul style="list-style-type: none"> - Front spring/GAWR upgrade - 157 amp, Heavy Duty Alternator (6.2L Gas), Optional dual alternators, 357 amp (6.7L Diesel) - Activate electric engine cooling fan to operate in snowplow mode with IDS 	<p>Not Eligible</p>

Definition of Terms (continued)



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2011	<p>F-150: Not Eligible F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes: - Front spring/GAWR upgrade - 200 amp. Extra H.D. alternator (6.7L V-8 Diesel) - Activate electric engine cooling fan to operate in snowplow mode with IDS</p>	Not Eligible
2010	<p>F-150: All body styles with 5.4L V8, 4x4; with Snowplow Prep Package (Option Code 62S) and Heavy Duty Payload Package (Option Code 627) F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes: - Front spring/GAWR upgrade - 140 amp., 2100 watt alternator (6.4L V-8 Diesel) - Unique fan clutch with higher disengagement speed (6.4L V-8 Diesel) - Activate electric engine cooling fan to operate in snowplow mode with IDS</p>	Upgrade (heavy duty) front springs
2009	<p>F-150: All body styles with 5.4L V8, 4x4; with Snowplow Prep Package (Option Code 63A) and Heavy Duty Payload Package (Option Code 627) F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes: - Front spring/GAWR upgrade - Unique fan clutch with higher disengagement speed (6.4L V-8 Diesel) - 140 amp., 2100 watt alternator (6.4L V-8 Diesel) - Activate electric engine cooling fan to operate in snowplow mode with IDS</p>	Upgrade (heavy duty) front springs
2008	<p>F-150: Regular or SuperCab only (no SuperCrew) with 5.4L V8, 4x4; with Snowplow Prep Package (Option Code 63A) and Heavy Duty Payload Package (Option Code 627) F-250 to F-450 Pickup: 4x4 only, all engine/transmission/cab configurations F-350 Chassis Cab: 4x4 only, all engine/transmission/cab configurations F-450/550 Chassis Cab: 4x2 or 4x4, all engine/transmission/cab configurations F-600/650/750 Chassis Cab: 4x2 or 4x4, all engine/transmission and cab configurations are eligible for snowplow</p>	<p>Snowplow Package includes: - Front spring/GAWR upgrade - Unique fan clutch with higher disengagement speed (6.4L V-8 Diesel) - 140 amp., 2100 watt alternator (6.4L V-8 Diesel) - Activate electric engine cooling fan to operate in snowplow mode with IDS</p>	Upgrade (heavy duty) front springs

NOTE: Refer to the applicable Body Builder's Layout Book on the Ford Fleet website for complete Snowplow information, including plow weight limits: <https://www.fleet.ford.com/truckbbas/>

Abbreviations, acronyms and terms used in this guide are defined below:

Add-On	Add-on (formerly referred to as tack-on) is the procedure of adding purchased Used Coverage to the end of the New Vehicle Limited Warranty (Ford, Mercury and Lincoln vehicles only).
BBB	Better Business Bureau – an organization that reviews customers’ product performance and service complaint on vehicles.
Blue Bird School Buses	Ford Motor Company is providing a 5-year/Unlimited Mileage Engine/Transmission Limited Warranty of eligible Blue Bird Body Company School Buses. Ford will provide for the repair, replacement or services of covered components on the school buses during the Limited Warranty Period.
Branded Vehicle	A vehicle that, as of the signature date, has a valid certificate of title that indicates (i) a salvage title, (ii) that the vehicle was stolen or (iii) that an insurance carrier insuring the vehicle determined that the physical damage to the vehicle exceeded the value of the vehicle.
Cancellation Worksheet	A document outlining the calculation method used to determine the refund of a cancelled Ford/Lincoln Protect Extended Service Plan.
Causal Part	The part that failed first, causing repair or replacement to itself or another part(s).
Commercial	A vehicle is employed in a Commercial Use if: (a) it is used primarily for business or government purposes, including by an individual or multiple drivers of any government agency or municipality; (b) it is used in a farm, delivery, or construction business; (c) it is designated by the selling Dealer as a vehicle sold for Commercial Use when the sale is reported to the vehicle’s manufacturer. Ford, Lincoln or Mercury vehicles reported sold with delivery codes: 3, 4, 6, 7, D, E, H, L, M, S, T, and # are vehicles sold for Commercial Use. When selling Ford Protect, the commercial surcharge will be automatically included on these vehicles.
Commuter Transportation Vehicle	Vehicles used by a business to transport passengers (e.g., airport shuttle, hotel shuttle, taxi service vehicles, etc.).
Competitive-Make Vehicle	Any brand of vehicle other than Ford or Lincoln.
Condition Code	A two-character code indicating the reason for part failure.
Contract Assistance Website	A Web-based application allowing dealers to request contract changes and corrections that cannot be accommodated by the ESPS Registration System. The online system can be accessed by going to the Ford/Lincoln Protect Extended Service Plan section of www.fmcdealer.com and clicking on Contract Assistance located under Ford/Lincoln Extended Service Plan Applications.
Contract Number	The full VIN plus a two-digit sequence that identifies a specific Ford/Lincoln Protect Extended Service Plan contract on ESPS.
Contract Purchaser	The individual who owns the Ford/Lincoln Protect Extended Service Plan contract and receives the contract provisions.
Dealer Daily Register (DDR)	A daily record of the dealer’s prior-day Ford/Lincoln Protect Extended Service Plan activity by the dealership or Ford/Lincoln Protect Extended Service Plan Headquarters which lists all debits and credits.

Dealer-Installed Accessories	Ford Authorized accessories are covered by Ford/Lincoln Protect Extended Service Plan. Ford licensed accessories ARE NOT covered by Ford Protect unless the following conditions are met: <ol style="list-style-type: none"> 1. The accessory is verified to be GFA or FLA 2. The accessory was purchased from a Ford/Lincoln Dealer 3. The accessory was installed by a Ford/Lincoln Dealer (or sublet by the dealer) 4. The component is covered under the terms of the active contract.
Dealer Parts Statement	The dealer monthly statement which contains daily OWS register totals. ESPS Dealer Daily Register (DDR) totals are included.
Dealer's Cost Percentage	Contract cost divided by customer purchase price, rounded to four positions.
Dealer Walkaway	A program to calculate and charge a terminating dealer's account to offset the anticipated expense of future contract cancellations.
Deductible	Fee paid by the owner for each eligible repair visit.
Delivery Vehicle	A vehicle for which the intended purpose is for delivery.
Disappearing Deductible	No deductible charged for each eligible repair visit where services are performed by the dealer that sold the Ford/Lincoln Protect contract. If services are performed by a dealer other than the selling dealer of the contract, the standard deductible applies. The disappearing deductible is only available in conjunction with the standard deductible and is not available with any optional deductibles.
Distance	The starting and/or expiration mileage (in miles for United States dealers or kilometers for Canadian dealers) of a Ford/Lincoln Protect Extended Service Plan contract.
Electric Vehicles (EV)	Also referred to as an electric drive vehicle, uses one or more electric motors for propulsion. They are propelled by an electric motor (or motors) powered by rechargeable battery packs.
Eligible Repair Visit	A single visit to a dealer or other repair provider for service or repair of a failure to the vehicle covered by this Agreement.
Emergency (Ambulance/ Fire/Police – except Interceptor)	The following vehicles must be assessed the specialty surcharge: <ul style="list-style-type: none"> • If the vehicle is an ambulance or EMS unit, you must determine applicable coverage based on the vehicle VIN. Is the unit manufactured as an incomplete vehicle (the first three VIN positions would be 1FC, 1FB, 1FD, 1F6 and 3FR) <ul style="list-style-type: none"> – If yes, sell the Cab & Chassis/Cutaway (Incomplete) vehicle plans and include the specialty surcharge – If no, was the unit manufactured with a 47A package? <ul style="list-style-type: none"> » If yes, sell the plans on pages 9-12 and include the specialty surcharge » If no, sell the plans on pages 9-12, the surcharge is not required
Emergency Service or Repair	Necessary service or repair to an inoperable vehicle at a dealer or repair provider other than a Ford or Lincoln dealership, because all Ford or Lincoln dealership service departments are closed.
Equally Prorated	A method of calculating contract cancellation refunds.
eRegistration	ESC eRegistration is a system that enables Dealers to price contracts for prospective customers accurately and more efficiently, as well as create the contract for signature and submit the final contract(s) for registration.
ESC	Extended Service Contract. Contracts sold by non-Ford/Lincoln dealers on eligible units.
ESP	The previous name for Ford/Lincoln Protect from Ford Motor Company or Ford Motor Service Company. Service contracts sold by Ford and Lincoln dealers on eligible units.

ESPS	<p>A computer system used to register, transfer, cancel, change and inquire about Ford/Lincoln Protect Extended Service Plan contracts for use at the dealership or Ford/Lincoln Protect Extended Service Plan Headquarters.</p> <p>ESPS Terms and Definitions:</p> <p>Active — Contract is in effect and eligible for claims payment. In addition, contracts can be cancelled, corrected or transferred, if eligible.</p> <p>Cancelled — Contract coverage has been cancelled.</p> <p>Covchange— Once contract coverage has been changed, the original contract status will appear as “covchange,” and the new contract coverage will appear on the next contract line number as “active.”</p> <p>Expired — Contract date has expired. ESPS checks for expired contracts on a daily basis and automatically changes the contract status from “Active” or “Transferred” to “Expired.” ESPS has no way of verifying mileage; it is the dealership’s responsibility to verify mileage before proceeding.</p> <p>Inactive — Another contract has been registered to this VIN, making the original contract Inactive. Contract is still cancellable and transferable, if eligible. Contract is not eligible to pay new claims, but claims made prior to the inactive date can still be paid.</p> <p>Pending — A request was made to enter this contract as an Installment Payment Program (IPP). The contract remains in a pending status until the customer’s credit is approved. Until then, the contract cannot pay claims, be cancelled, transferred, or in any other way accessed. If credit approval is denied, the contract is removed from ESPS.</p> <p>Transferred — Contract coverage was transferred.</p> <p>Void — Contract is no longer eligible to pay claims, be cancelled or transferred and is totally restricted.</p>
EV	A battery electric vehicle.
Failure	A cessation of normal functioning of the vehicle or components covered by this Agreement that arise from defects in materials or workmanship or caused by wear and tear covered by this Agreement.
Fleet	Five or more vehicles purchased by one company.
Ford/Lincoln Protect	The name for extended service plans from Ford Motor Company or the Lincoln Motor Company. Service contracts sold by Ford and Lincoln dealers on eligible units. Previously known as Ford ESP.
Ford Pass	Points can be redeemed toward the purchase of a Premium Maintenance Plan, Extra Maintenance Plan or Limited Maintenance Plan contract.
Hours	The starting and/or expiration hours of an applicable Ford/Lincoln Protect Extended Service Plan contract. Only applies to “FPLP 8586 – NAT INC” contract (Incomplete (Cab/Chassis). Diesel EngineCARE, Medium Duty Service Contract)
Incomplete Vehicles	Incomplete vehicles are manufactured to support additional modification. In many instances, these vehicles are known as cutaways, chassis cabs, stake trucks, cherry pickers and dump trucks, to name a few. Ford Motor Company manufactures these vehicles with unique vehicle identification number (VIN) designations.
In-Service Date	Warranty Start Date (WSD). The date the vehicle is delivered to the first retail owner or the date the vehicle is first placed into service, whichever comes first.
IPP	Installment Payment Program.

Key Services	Provides for the replacement of lost, stolen, damaged or destroyed keys of the vehicle on which the contract was sold. (Note: defective keys are covered under PremiumCARE only.)
Lighting (Interior/Exterior)	Provides repair or replacement for electrical failures on incandescent bulbs, halogen bulbs, High Intensity Discharge (HID) and LED lamp assemblies on New PremiumCARE plans only.
Livery/Limousine	Any vehicle used or operated by a company in their “for hire” transportation or funeral business.
New Vehicle Limited Warranty	The original manufacturer’s limited warranty covering a new vehicle or any parts or components of that vehicle.
OASIS	Online Automotive Service Information System. A computer system that provides warranty, recall and Ford/Lincoln Protect Extended Service Plan information about specific vehicles, using a computer terminal in the dealership.
Obligor	One who is bound or obligated to another by contract or legal agreement.
Off-Road Use	Activity or sport utilizing a 4-wheel drive motor vehicle over rough terrain such as muddy, rocky or gravel-filed paths or trails.
Option	An enhancement which is purchased as part of a Ford/Lincoln Protect Extended Service Plan contract.
OWS	One Warranty Solution is the claim processing system used by Dealers.
P&A Code	Dealer Parts and Accessories Code.
Parts Statement	The dealer monthly statement (which contains daily OWS register totals) and the total of daily Ford/Lincoln Protect Extended Service Plan and warranty activity on the dealer’s P&A Code. ESPS Dealer Daily Register (DDR) totals are included in the OWS register.
Pickup & Delivery Option	This option is available on New PremiumCARE, CPO PremiumCARE, LeaseCARE, Premium Maintenance and Extra Maintenance Coverages on eligible vehicles with a covered Failure under this Agreement; the Manufacturer’s Limited Warranty; or a Ford Motor Company Powertrain, Safety, Emissions coverage or recall/customer satisfaction program. If You elected the Pickup & Delivery Option You must contact your selling dealership for pickup and delivery. Your vehicle location must be within a 20 mile radius of Your selling dealer to be eligible for coverage. Pickup & Delivery excludes non-covered repairs, Scheduled Maintenance Services (covered if purchased with Premium Maintenance or Extra Maintenance), car washes, detailing, lease or vehicle returns or First Day Rental benefits (unless this option is included).
Police	See definition for Commercial and Emergency.
Prior Approval	Authorization or approval given by a Ford/Lincoln Protect Extended Service Plan claim representative to proceed with a repair and/or submit a claim.
Program Code	Letter code placed on a repair claim to indicate the type of coverage under which claims are filed.
Pro Rata	A method of calculating contract cancellation refunds.
QFC	Quality Fleet Care. A billing program that centrally bills repairs and maintenance service made to participating fleet vehicles.
RAV	Reacquired Vehicle. A vehicle that Ford Motor Company has repurchased from a customer.

Rental Benefits	<p>All New and Used Ford Protect plans come with up to 10 days of rental coverage per eligible repair. In order to qualify for the rental benefits, the vehicle must be kept overnight by the servicing dealership for a covered repair, rendered inoperable, or down due to a parts delay. Rental benefits may include reimbursement for receipted expenses for a rental car or for alternate public transportation, including but not limited to Uber, Lyft, or other modes of public transportation. Receipted expenses for alternate transportation cannot exceed the amount that would have been paid for a rental vehicle under the plan and apply to the total amount of rental reimbursement under the plan. If you rent a vehicle, it must be from a Ford or Lincoln dealership or other commercial agency.</p> <p>First-Day Rental Benefit Option – provides immediate rental coverage for covered repairs. First-Day Rental is standard on all New core, Used core and CPO upgrade plans.</p>
Roadside Assistance	Includes tire change, lockout, out-of-fuel, battery jump-start, Towing Assistance of up to \$100 per occurrence, Emergency Travel Expense (up to \$1,000 within the first 5 days per occurrence) and Destination Assistance (up to \$75). For 24-hour Roadside Assistance, call 1-800-241-3673 toll-free.
Sales/Use Tax	Tax charged in some states on the sale of service contracts or a tax applied to the cost of labor/parts used in repairs under the contract.
Scheduled Maintenance	A schedule of recommended maintenance provided in the Vehicle Maintenance and Record Log for each Ford-built vehicle.
Selling Agent	In ESPS, the P&A Code of the dealership that originally sold a Ford/Lincoln Protect Extended Service Plan contract.
Service Recall Program	A program to inspect and correct safety or emissions concerns in specified vehicles.
Short Rate Method	A method of calculating contract cancellation refunds.
Shuttles	<p>The SPECIALTY surcharge must be included with the sale of a Ford/Lincoln Protect contract on any E- or F-Series vehicle built with one of the following packages:</p> <ul style="list-style-type: none"> • 47S (school bus package) • 47B (shuttle bus package) <p>However, shuttles can be produced from a variety of chassis configurations. If the intended use is a shuttle, then the Specialty Surcharge must be assessed regardless of body or type of package.</p>
Signature Date	The date the customer entered into the agreement and signs the application.
Sublet	A repair referred to a facility outside the dealership.
Subsequent Owner	A vehicle owner who is not the first owner of the vehicle.
Taxis	Vehicles modified or intended for taxi service, regardless of whether or not they use a mileage meter, ARE NOT eligible for any Ford/Lincoln Protect Extended Service Plan coverage.
UVIC	Used Vehicle Inspection Checklist. Form required for most vehicles on plans sold outside the New Vehicle Limited Warranty. The form can be found on www.fmcdealer.com in the Ford/Lincoln Protect Extended Service Plan section under downloadable forms.
UVLW	Used Vehicle Limited Warranty.
Vehicle Driver	Another primary driver of the vehicle who can also obtain Ford/Lincoln Protect Extended Service Plan service for the vehicle.

Vehicle Refund/ Replacement	A vehicle bought back by Ford Motor Company.
VIN	The 17-digit alphanumeric identifier assigned to a motor vehicle by the manufacturer and commonly referred to as the Vehicle Identification Number.
Warranty Start Date (WSD)	The date the vehicle is originally put into service, sometimes referred to as the In-Service Date. This can differ from the actual retail sales date.
Zero Miles	The starting mileage for the calculation of the expiration of all New Vehicle Limited Warranties. For benefit determinations, all New Vehicle Limited Warranties are deemed to begin at zero mileage on the vehicle, irrespective of the actual mileage on the vehicle.