

Rental, Towing and Roadside Assistance Information

Rental Reimbursement Guidelines

The First-Day Rental Option is standard on all New core, Used core and CPO upgrade plans. This benefit provides a rental vehicle up to \$35/day (up to \$45/day for Lincoln vehicles), including taxes, on the first day the vehicle is dropped off for any Ford/Lincoln Protect Extended Service Plan covered repair, recall or customer satisfaction program.

If the customer opts out of First-Day Rental coverage, normal rental benefits are available.

- If a vehicle must be kept overnight to complete a covered repair, rental coverage will begin the day the repair begins

OR

- If a vehicle is determined to be inoperable at the time it is left for service (or further driving would damage the vehicle or render it inoperable) and must be kept overnight, rental coverage will begin the day the vehicle is dropped off

To verify the number of rental days covered and the dollar amount allowed per day, refer to the Current Plan Year Summary in the *Quick Reference Guide* section of this manual. Prior Plan Year Summaries can be found on www.fmcdealer.com. Rental reimbursement also applies for repairs covered by the New Vehicle Limited Warranty. An Enhanced Rental Option is available on new plans for Ford, Lincoln and competitive-make vehicles. There is no deductible associated with a rental reimbursement-only claim.

- When RentalCARE and a Premium Maintenance Plan are purchased together, RentalCARE provides rental for covered New Vehicle Limited Warranty repairs **only** and the Premium Maintenance Plan provides scheduled maintenance and certain wear item coverage only
 - The First-Day Rental Option must be purchased to provide same-day rental benefits for Premium Maintenance Plan covered services
- Rental coverage for Ford and Lincoln vehicles applies to Customer Satisfaction Programs (formerly Owner Notification Programs) and service recalls when the causal part and the vehicle are covered by Ford/Lincoln Protect Extended Service Plan at the time of the repair
- Rental coverage is calculated in 24-hour increments from the time the rental vehicle is provided until the vehicle is returned or rental coverage expires, whichever comes first. Each 24-hour period, or portion thereof, constitutes one day
- Customers must return the rental vehicle by the end of the business day on which the repair is completed. Retention of the rental vehicle beyond that date will be at the customer's or dealer's expense
- Anything more than five days requires prior approval
- Rental documentation must be retained in the dealership and may be requested to support the rental claim

Rental Reimbursement Does Not Apply To:

- The days and nights the vehicle is held prior to the start of service on the covered repair because of shop scheduling or because parts are not available **unless** the vehicle was inoperable at the time it was left for service
- Rental charges for a vehicle supplied by other than the dealer or commercial rental agency
- Repairs required to correct incomplete or improper repairs (shop comebacks)

- Mileage charges, drop-off fees, insurance or gasoline
- Operable vehicles having warranty or Ford/Lincoln Protect Extended Service Plan repairs that could have been completed the day the vehicle was dropped off for service but were not performed and the vehicle was held overnight
- Rental days that were beyond the repair completion date
- The following programs/warranties are not eligible for Ford/Lincoln Protect Extended Service Plan rental reimbursement unless the causal part is covered by Ford/Lincoln Protect Extended Service Plan at the time of repair and the vehicle is beyond the New Vehicle Limited Warranty:
 - Emissions Warranty
 - Powertrain Warranty
 - 5-year/100,000-mile Diesel Engine Warranty
 - Corrosion Warranty
 - Service Parts Warranty
 - Customer Loyalty Program (CLP)
 - 12-month/12,000-mile Reacquired Vehicle Warranty
 - Safety Restraint Warranty

Rental Documentation

Rental documentation must include the following:

- A rental invoice from a dealership or commercial rental agency (no exceptions)
- Contract holder's name on the rental invoice
- Daily rental rate; Ford/Lincoln Protect Extended Service Plan will not pay daily rental rate exceeding contractual limit including tax
- Date out and date in (returned)

Note: Rental is only covered up to the date the repair is completed even if the customer keeps the rental longer or up to maximum days under contract.

- Repair order showing the date the vehicle repair is completed
- Proof of payment (for customer refund of rental)
- The repair must be covered by the contract for rental to apply. Ford/Lincoln Protect Extended Service Plan will cover rental assistance if the vehicle is under the New Vehicle Limited Warranty even if the repair is not covered under the Ford/Lincoln Protect Extended Service Plan contract

Ford/Lincoln Protect Extended Service Plan does not pay for mileage charges, gasoline, rental insurance, drop-off fees, etc. In addition, if a plan does not have first-day rental, the vehicle must be inoperable, unsafe to drive or driving would cause further damage to be eligible for overnight rental.

Towing Coverage

- Towing benefits for Ford/Lincoln Protect Extended Service Plan New and Used Plans are provided under Ford Roadside Assistance up to a maximum of \$100 per disablement, \$200 for Transit, E-/F-350 and larger vehicles including medium duty trucks, \$400 for Blue Bird bus
- Towing benefits for TireCARE Plans are only available as a reimbursement to the customer up to a maximum of \$100 per disablement

Roadside Assistance Coverage

- Roadside Assistance services include:
 - Flat tire change
 - Battery jump-starts
 - Towing when the vehicle is disabled (limited to one tow per disablement)
 - Lockout assistance
 - Out-of-fuel assistance - delivery of up to two gallons of gasoline and/or five gallons of diesel fuel
 - Emergency travel expense reimbursement up to \$1,000 for up to five days of lodging, meals and rental vehicle for travel expenses accrued when the breakdown occurs more than 100 miles from home
 - Destination assistance covers taxi, shuttle or rental car expense for emergency transportation to the immediate destination, not to exceed \$75
- The dealer (on behalf of the customer) or the customer can submit for reimbursement by mailing the original invoice **within 20 days** of the disablement to:

Ford/Lincoln Roadside Assistance^{1,2}

Attention: Claims

P.O. Box 9145

Medford, MA 02155

Ford: (800) 241-3673

Lincoln: (800) 521-4140

¹*Does not apply to TireCare!DentCARE/WindshieldCARE!TripleCARE!EtchCARE/SurfaceCARE Roadside Assistance reimbursement. See Prior Approval section for claiming instructions.*

²*Competitive-Make vehicles are towed through the Ford Roadside Assistance number.*