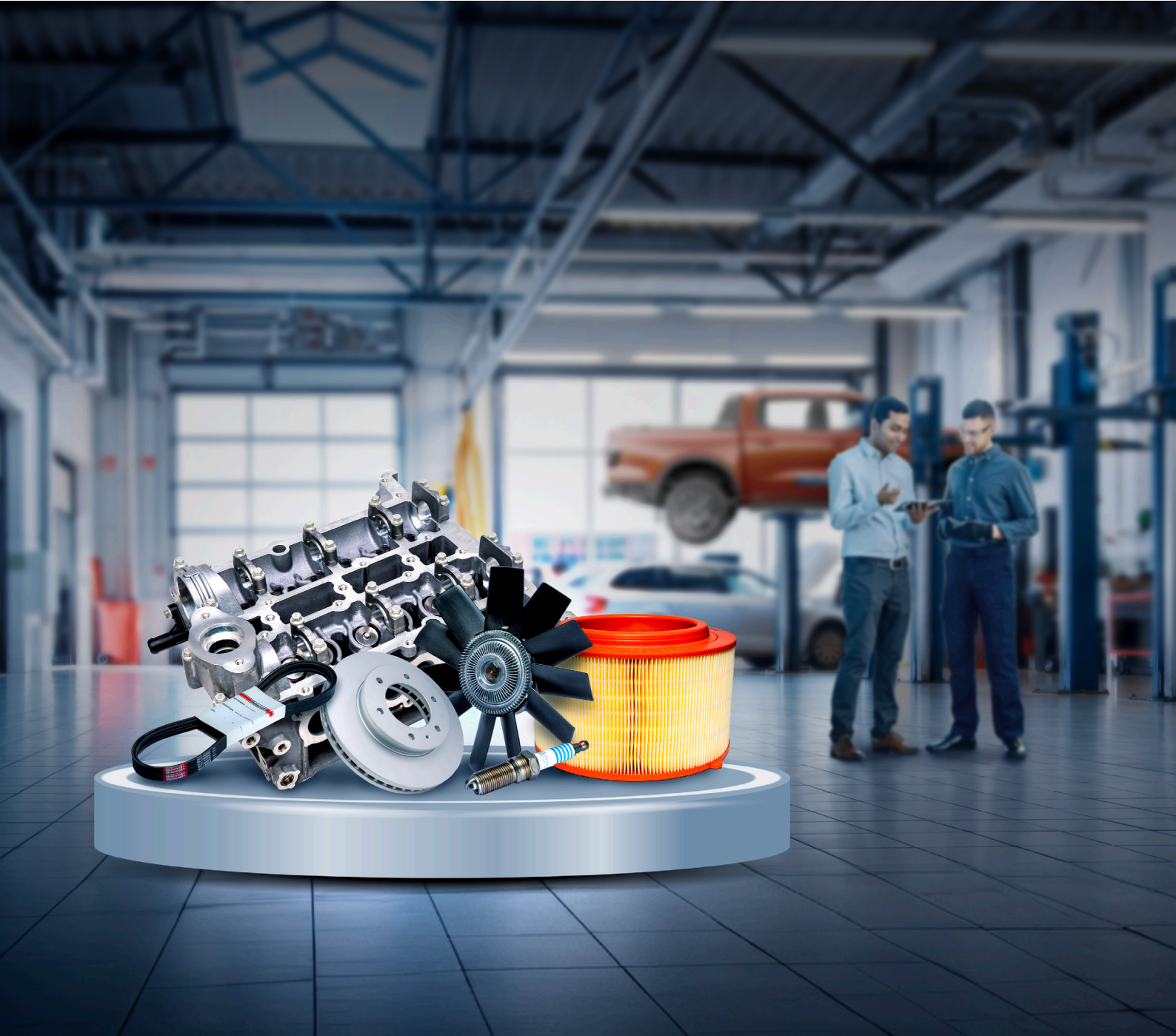


# Uncompromised **Quality** Ultimate Peace of Mind



Enjoy **2-Year Warranty** Coverages  
For Genuine Service Parts.

\* Conditions applied for parts purchased from 1 January 2024 • Ford and Motorcraft parts are backed up with a 2 years unlimited kilometers warranty

*Ford*

# Get the Job Done with The Right Parts

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Maintain the unmatched capability of your Ford vehicle.  
Choose genuine service parts.

## Warranty Highlights at A Glance (Effective January 1, 2024)



High quality Genuine Ford and Motorcraft parts, accessories including electrical, battery, engine and transmission components come with a full 2 years with unlimited mileage warranty.



Ensure maximum resale value as warranty is transferable to the new vehicle owner.



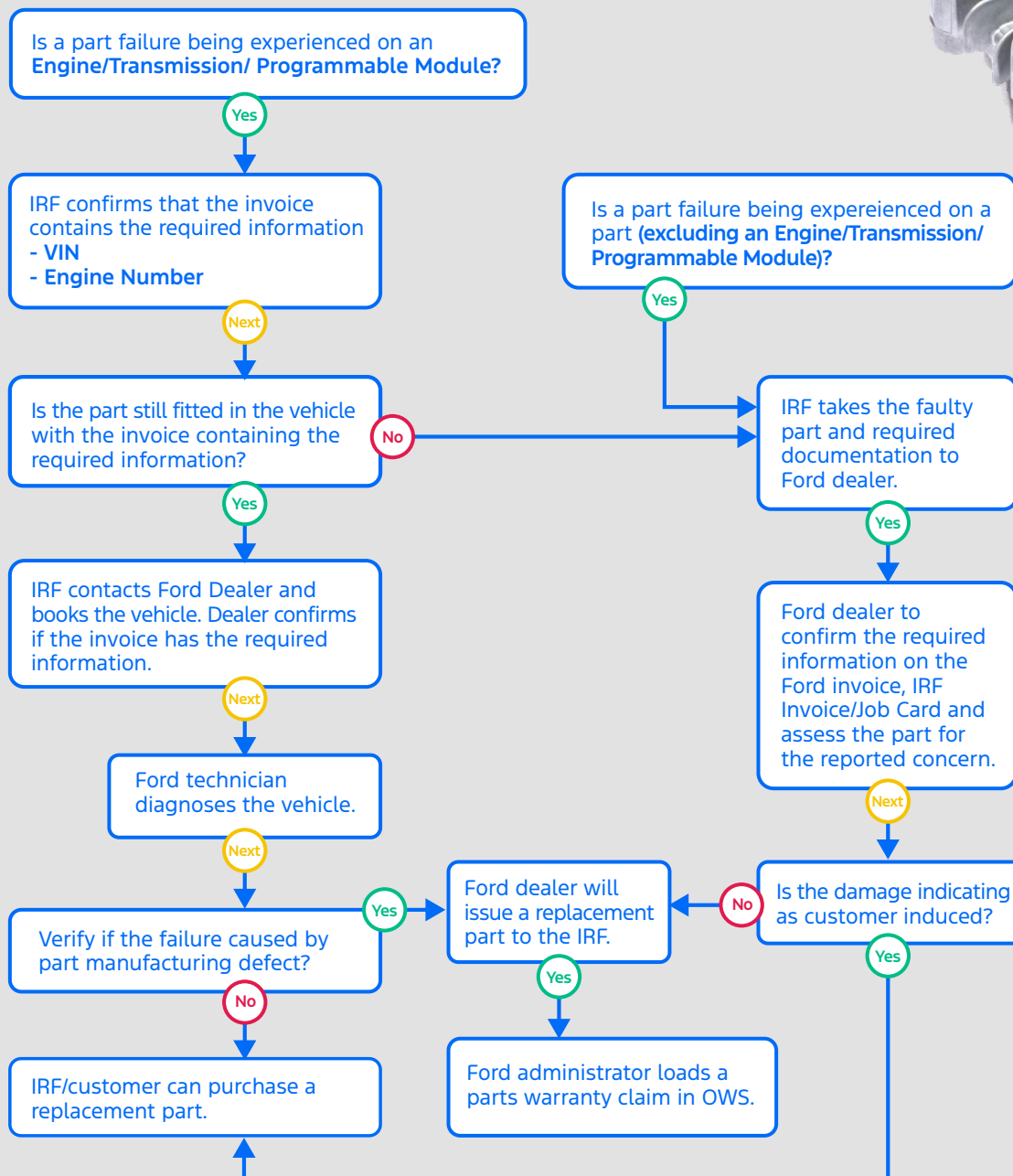
Labour and towing is reimbursable for parts purchased and installed via a Ford Dealer Service Department





# Warranty Process Summary

## Service Parts and Parts Sold Over the Counter



### Important notes:

- Original invoice must include the VIN to be eligible for transmission, programable module and engine warranty.
- Part to be assessed at Ford dealership to confirm if it is covered under warranty.
- For engine and transmission warranty, IRF needs to bring the vehicle to Ford dealership to verify if the failure is warrantable.



## General Warranty - [Terms and Conditions](#)

- Parts (Incl. batteries) and accessories are covered for 2 years/unlimited kilometers.
- Ford factory warranty coverage does not cover for consequential damages caused by IRF poor workmanship, or any form of modification done on the vehicle.
- All Wear and Tear parts that require replacement due to usage are not warrantable as part of the SPW coverage.

## Customer or IRF installed, Over the Counter (OTC) Service Parts Warranty - [Terms and Conditions](#)

- Electrical parts are now covered with additional requirements for programmable modules to qualify for the 2 years/unlimited kilometers warranty as highlighted below.
- Original customer invoice must include the VIN of the service vehicle for transmission, programable module and engine warranty. Invoices with no VIN noted, no traceability of one time/single use/conjunctional parts being used, or the part not being currently installed in the vehicle will be covered for 6 months/10,000 km (Applicable to engines, transmission and Programmable modules).
- Engine and transmission warranty requires the VIN on the invoice and the vehicle must be presented to the Ford dealership to diagnose and ascertain liability. The costs associated with the diagnostic labour time will be covered by Ford.
- Coverage for engines, transmissions and programmable modules starts from the dealership invoice date. All other parts warranty start date is as per the IRF invoice date.
- All one time or single use/conjunctional parts required for repair need to be presented on the invoice to retain the 2 years warranty.
- Warranty will not cover any labour or towing for any OTC part. For an engine, transmission or programmable module concern, the customer will be required to cover the towing costs to have the vehicle presented at Ford dealer to carry out the required diagnosis to ascertain liability.

## Dealer Installed Service Parts Warranty - [Terms and Conditions](#)

- Parts purchased and installed via the service department with all parts and labour appearing on the Job Card will be eligible for 2 years/unlimited. Labour and towing costs are reimbursable.
- Accessories fitted post purchase by the dealer will qualify for the 2 years/unlimited warranty or the balance of the New Vehicle Limited Warranty (NVLW), whichever is greater.

