

TERMS AND CONDITIONS

option is available on New PremiumCARE Coverage and LeaseCARE Coverages on eligible Lincoln vehicles. If You elected the Lincoln Pick Up, Delivery and Loaner Service Option You may contact any Lincoln dealership within a 20 mile radius of Your vehicle location for pick up and delivery of Your Lincoln vehicle to the dealership location for unlimited repairs and other services related to Your vehicle. You will receive the First Day Rental Option and a loaner vehicle at the time of pick up and delivery of Your vehicle for repairs or services. The loaner vehicle will be provided for up to two days and up to \$45 per day per service.

7. WHAT IS NOT COVERED BY THIS AGREEMENT: Unless stated otherwise (See STATE SPECIFIC provisions for additional exclusions or changes), this Agreement does NOT cover:

- a) Repairs covered by manufacturer recalls, insurance or in-force warranty or warranty provided by an insolvent manufacturer or insurer;
- b) Service adjustments, cleaning not made with a covered repair and software upgrades;
- c) Repairs to any engine, transmission and final drive components for damages caused by an after-market (non-factory installed) part including but not limited to: turbocharger, supercharger, Compressed Natural Gas (CNG), Liquid Propane Gas (LPG), Nitrous Oxide fuel system modification or any other performance enhancing powertrain components including but not limited to Ford racing parts or accessories;
- d) Repairs caused by loss of lubricants or fluids or contamination of oil, fluids or fuel and repairs caused by continued operation of the vehicle after loss of lubricant or fluids or contamination of oil, fluids or fuel;
- e) Repairs caused by improper or unauthorized service procedures, collisions or other physical damage to the Vehicle, damage caused by a foreign object, unreasonable use or continued use with an obvious failure (including driving over curbs, overloading, or using the Vehicle as a stationary power source), damage from fire or explosions, road hazards, other casualty losses, or losses due to negligence, racing or Failures caused by: (1) alterations or modifications of the Vehicle including the body, chassis, or components, after the Vehicle leaves the control of the manufacturer (any part or accessory that is not permanently affixed to the Vehicle at point of sale); (2) tampering with the Vehicle or the emissions systems and components; (3) the installation or use of any mechanical or electrical part not approved, certified or authorized by the Vehicle's manufacturer or any repair caused by after-market (nonfactory approved) PCM reprogramming; or (4) any part designated for "offroad only" that is not installed by the manufacturer, including, but not limited to, lift kits, oversized tires, aftermarket wheels that do not provide equivalent fit and function as the original equipment installed by the manufacturer, roll bars, cellular phones, alarm systems, automatic starting systems and performance enhancing powertrain components;
- f) Damage caused by the environment and pollution, including airborne fallout, corrosion chemicals, debris, tree sap, salt, hail, windstorm, lightning, freezing, flooding, earthquake, snow or ice;
- g) Damage caused by theft, vandalism, terrorism, riot or acts of war;
- h) Any vehicle plan that exceeds the hour parameter for coverage expiration.
- i) Repairs or services caused by lack of required or recommended maintenance;
- j) Scheduled Maintenance Services;
- k) Repairs needed to a covered part caused by the Failure of a noncovered part;
- l) Repairs to the Vehicle if the odometer or hour meter is altered, broken, repaired or replaced so that We cannot determine the actual mileage or hours on the Vehicle;
- m) Loss of use of the Vehicle, loss of income, special or consequential damages, and personal expenses, such as motels, food, gas and mileage (except as provided by Roadside Assistance);
- n) Rental vehicle charges or fees such as mileage charges, drop-off fees, insurance, or gasoline;
- o) Vehicles manufactured for sale outside the United States, District of Columbia or Canada;
- p) Repairs to the Vehicle necessary due to operation outside of the United States, District of Columbia, Guam, Mexico, Puerto Rico, Virgin Islands, American Samoa, or Canada;
- q) Repairs made to the Vehicle that are required due to a condition that existed prior to the purchase or transfer of this Agreement;
- r) Shop supplies and disposal of environmental wastes from the Vehicle or fuel used during the repair of Your Vehicle or storage fees;
- s) A Vehicle is excluded from coverage if, (1) the New Vehicle Limited

Warranty for the Vehicle or specified component parts are voided, in whole or part, (2) the Vehicle is a Branded or Salvaged Vehicle, or (3) if We cannot determine the VIN.

t) The following are not covered by this Agreement: Alfa Romeo, Aston Martin, Bentley, Bugatti, Ferrari, Fisker, Hummer, Lamborghini, Land Rover, Lotus, Maserati, Maybach, McLaren, Porsche, Rolls Royce, Saab, Suzuki, Tesla and Wheelgo. Acura NSX, Audi: R8, R9, R20 and any model with 8 or more cylinders, BMW: 6 series, 7 series, M series, Z8 and i8, Cadillac: V series, and XLR, Chevrolet: Camaro ZL1, Corvette 427, Corvette Z06, and Corvette ZR1, Chrysler: SRT, Dodge: SRT, Stealth, and Viper, Ford: Foose F-150, GT, Mustang Cobra R, All Roush Performance Modified Vehicles (except Stage 1 and Stage 2,) Shelby GT 500KR, GTS, Supersnake, all Saleen modified vehicles, and all Transit Connect Electric, Honda: Civic Natural Gas and FCX Clarity, Jaguar: F-Type, XJ series and XK series, Jeep: CRX, Lexus: LFA and RC F, Mercedes-Benz: AMG, CL Class, G Class, Kompressor, S Class, SL Class, and SLR Class, Nissan: GT-R, and Volkswagen: Phaeton and any model with a W12 engine (taxi, vehicles used for competitive driving/racing/off-road use, all performance modified vehicles (including Hennessey), 4X2-equipped vehicles modified with 4X4 AWD capabilities, fuel cell vehicles, incomplete vehicles (e.g., chassis, cutaways, stripped chassis (except Ford Chevrolet, Dodge and GMC). Additional exclusions for New and Used Core, LeaseCARE and Component Wrap (Non-CPO) Coverages includes all trucks with the box removed or deleted. Additional Exclusions for Used Core Plans and Component Wrap (Non-CPO) Plans includes all emergency vehicles (fire/ambulance), police vehicles, limousines, livery, shuttles, and tow trucks. LeaseCARE (Ford and Competitive Make vehicles) excludes all Lincoln vehicles. LeaseCARE (Lincoln vehicles) excludes all Ford and Competitive Make vehicles. RentalCARE coverage (Ford and Competitive Make) excludes Competitive Make Incomplete, Cab and Chassis vehicles and all Lincoln vehicles. RentalCARE (Lincoln vehicles) excludes all Ford Vehicles. Additional exclusions for Certified Pre-Owned Upgrade Coverages includes vehicles equipped with snow plows. Additional exclusions for Incomplete Vehicle coverages includes all Competitive Make (non-Ford) vehicles except Chevrolet, Dodge and GMC, Ford E Series vehicles with body codes E1B, E1E, E2E, E3B, E3E, S1E, S2E, S3B, and S3E, and all Ford F-650 and higher vehicle series and any equivalent competitive make vehicle. The Pick Up, Delivery and Loaner Service Option excludes car washes, detailing, lease or vehicle returns, Lincoln Commercial Use vehicles, Lincoln fleet vehicles purchased or leased with codes 7 and D, Lincoln vehicles purchased outside of the United States, and Roadside Assistance Services.

u) Batteries of all types and cables, belts, hoses, hose clamps, brakes (front hub, drums, shoes, linings, disc rotors, pads), manual transmission clutch disc, exhaust system (includes catalytic converter), spark plugs, squeaks, rattles, tires, tune-ups, wheel balancing, wheel alignment, all lamps and lights (LED and HID lights, bulbs, sealed beam and lenses) except when purchased with New or Incomplete PremiumCARE Interior/Exterior Lighting, fogging of lamp assemblies and shock absorbers. NOTE: When LeaseCARE is purchased, Wear Items are not excluded.

v) Service adjustments and cleaning, fixed (non-moving) body parts, bumpers, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, side and rear view mirrors (glass and housing), water leaks, wind noise, weather strips, wheels, wheel studs, wheel covers, convertible top and bow, fabric, liners, fasteners, carpets, dash pad, wiper blades, knobs, trim, upholstery, physical damage or cosmetic issues. NOTE: When LeaseCARE is purchased, Wear Items are not excluded.

w) Costs or expenses for the teardown, rental expense, inspection or diagnosis of Failures not covered by this Agreement.

8. REPAIR INFORMATION

8A. WHERE TO GO FOR REPAIRS: (1) To obtain repairs or services under this Agreement on Ford, Lincoln and Mercury products, We require that You return to Your Selling Dealer or any other Ford or Lincoln franchised dealership in the United States or Canada. On Competitive Make products, We recommend that You return to Your Selling Dealer or other repair facility to obtain repairs or services to Your vehicle. If Your Vehicle is a Ford or Mercury, call 800-392-FORD to find the nearest Ford dealership. If the Vehicle is a Lincoln, call 800-521-4140 to find the nearest Lincoln dealership. Call 800-521-4144 to determine if repairs or services to Your Competitive Make Vehicle are covered by this Agreement. (2) If the Vehicle should need Emergency Service or Repair in the United States or Canada, and the vehicle is inoperable, You may use other repair or service facilities if all local Ford or Lincoln dealerships within a 25 mile radius are closed. If the Vehicle should need Emergency Service or Repair in Mexico, We require that You return to a