SYNC Terms & Conditions of Use

Please read and agree to these Terms & Conditions to finish registering your SYNC Account and get started using your SYNC Services – as well as other SYNC Owner benefits.

SYNC Services Use of Location Data

When you sign up and use SYNC Services, your vehicle's location (GPS, travel direction, and speed) will be collected and used as described in the SYNC Services Privacy Statement below.

SYNC Alerts

Message and Data Rates may apply for all SYNC Alerts text messages. By enabling SMS Messages you certify that you: A) are the mobile phone account holder or B) have the account holder's permission to do so. **You may opt-out of receiving SYNC text messages at any time by simply replying STOP to any text message from SYNC or sending STOP to specific short codes mentioned below.** If for any reason you do not understand why SYNC is sending a text message, you may reply with HELP to any text message from SYNC or to specific short code mentioned below or call Ford Customer Relationship Center at 1-800-392-3673.

SYNC Vehicle Health Report Alerts

The Vehicle Health Report service can be configured by registered SYNC Owners to receive Short Message Service (SMS) text messages. The frequency of these SMS text messages depends on user activity and service preferences. **You may opt-out of receiving SYNC Vehicle Health Report text messages at any time by sending STOP to the 4SYNC (79621) short code.** Registered SYNC Owners can opt-out of receiving SMS text messages by changing their service preferences on the or www.owner.lincoln.com web site. For help with using SMS Text Message Alerts, text HELP to 4SYNC (79621). Carriers supporting SYNC Vehicle Health Report SMS text messaging include: Alltel, AT&T, Boost, Cincinnati Bell, Nextel, Sprint, T-Mobile, U.S. Cellular, Unicel and Verizon Wireless

SYNC Traffic or Business Alerts

The number of SYNC Traffic or Business Alert messages you receive are based on your preference settings and upon your requests. Traffic Alerts SMS text message subscription automatically renews monthly. The actual number of Traffic alerts received will vary based on traffic conditions and based on the number of Traffic Alerts you have set in your preference settings on your account on the or web site. **Opt-out of receiving Traffic Alert SMS text messages by: sending STOP to 58400 short code, replying STOP to any of the Traffic Alert service text messages or changing the preference settings on your account** on the or web site. Help on using SMS text messages can be obtained by going to or , by sending HELP to the 58400 short code. Currently supported carriers are Alltel, AT&T, Boost, Cellular One, Nextel, Sprint, T-Mobile*, U.S. Cellular, Verizon Wireless*, Virgin Mobile. *Traffic Alerts are unavailable to T-Mobile customers.

SYNC Services and Vehicle Health Report

General Information

Your vehicle is equipped with SYNC. SYNC features may include SYNC Services, and Vehicle Health Report, (the "SYNC Driver Features"). SYNC Services can provide you with personalized traffic reports and text message traffic alerts, precise turn-by-turn driving directions, business searches, and news, sports, and weather updates ("Information Service"). Vehicle Health Report is an online service provided exclusively to SYNC customers by Ford Motor Company ("FORD") in cooperation with the Ford or Lincoln Dealership you select as your preferred dealer ("your dealer") that allows you to monitor various aspects of vehicle service including Malfunction Indicator Lights (in your dash), scheduled maintenance, un-serviced maintenance and wear items from your

preferred dealer, and recalls. Any vehicle service or repairs performed by your dealer are solely the responsibility of the dealer.

Acceptance of Terms and Conditions of Use

SYNC Services and Vehicle Health Report are available on certain SYNC-equipped vehicles produced by Ford for sale and operation in the United States (excluding U.S. territories). Your access to and use of the SYNC Driver Features are subject to these Terms and Conditions of Use and all policies and guidelines, including those on the on the or web site, hereafter collectively the "Terms and Conditions."

By clicking "I Accept" below, you the user ("User") agree to be bound by these Terms and Conditions whether or not you have read them. If you do not agree to these Terms and Conditions, you will be unable to run or activate the SYNC Driver Features. You must be at least 18 years old, or the age of majority, as determined by the laws of your state of residency, to accept these Terms and Conditions and assume the obligations set forth in these Terms and Conditions. Further, you agree to make all other drivers, passengers or guests of your car aware of these Terms and Conditions and subject to these Terms and Conditions. You are solely responsible for the use of the SYNC Driver Features for your vehicle, even if you are not the one using the SYNC Driver Features and even if you claim later that another person's use was not authorized.

Ford may at its sole discretion, with or without notice, modify these Terms and Conditions at any time and such modifications will be effective immediately upon being posted on this website. Your continued use of the SYNC Driver Features will indicate your acceptance of these modified Terms and Conditions of Use. **If you do not agree to the Terms and Conditions or any modification of the Terms and Conditions, then you must immediately stop using the Vehicle Health Report and/or SYNC Services.** By activating and using Vehicle Health Report and/or SYNC Services, you represent that you possess a valid driver's license for operating a SYNC-equipped vehicle in the United States. For information on how to turn off Vehicle Health Report or how to cancel SYNC Services in your vehicle, refer to your SYNC Owner Guide Supplement.

Ford may make changes to the content of Vehicle Health Report and/or SYNC Services or this website with or without notice at any time.

NOTE: If you want to retain a copy of these Terms and Conditions, copy and paste them into a Word document and then save or print.

Vehicle Health Report

Vehicle Health Report is provided to SYNC-equipped vehicle owners at no additional charge and, as such, Ford at its sole discretion reserves the right to modify, restrict, or discontinue the service to any individual, entity, partially or in total, with or without notice, at any time. Cell phone airtime and/or SMS messaging usage may apply when using the Vehicle Health Report feature.

Vehicle Health Report - Text Messaging

The Vehicle Health Report service can be configured by SYNC customers to receive Short Message Service (SMS) text messages when their Vehicle Health Report is ready and if it contains an urgent fault condition. Message and Data Rates May Apply. Customers can opt-out of receiving text messages by: changing their service preferences on the or web site, sending STOP to 4SYNC (79621) short code, or replying STOP to any of the Vehicle Health Report service text messages. Help on using SMS text messages for Vehicle Health Report notifications can be found on the or web site or obtained by sending HELP to the 4SYNC (79621) short code. A complete list of carriers supported for Vehicle Health Report notifications can be found on the or web site. There are no subscription or activation fees for Vehicle Health Report. Subscription term is for as long as you own the vehicle. Vehicle Health Report service is compatible with AllTel, AT&T, Boost, Cincinnati Bell, Nextel, Sprint, T-Mobile, U.S. Cellular, Verizon Wireless Bluetooth™ enabled handsets.

Scope of Vehicle Health Report and Your Ownership Responsibility

Always follow Ford's scheduled maintenance instructions, regularly inspect your vehicle, and seek diagnosis and repair of damage or concerns at an authorized Ford or Lincoln dealership. Vehicle Health Report provides point-in-time status, at the time each health report is initiated, for certain vehicle electronic systems that have self-monitoring capability. Other systems' status may be reported based on Ford or Lincoln dealership repair records; however, not all systems and vehicle components are reported by Vehicle Health Report. Vehicle Health Report does not replace the need to perform scheduled maintenance and vehicle inspections. Failure to perform scheduled maintenance and regularly inspect your vehicle may result in vehicle damage and/or serious injury.

If you would like to report a concern with your vehicle, please visit your authorized dealership or click here to

Vehicle Health Report Privacy Notice

When you run a Vehicle Health Report, Ford Motor Company may collect your cell phone number (to process your report request) and diagnostic information about your vehicle including odometer and warnings such as seat belt and air bag warnings. Certain versions or updates to Vehicle Health Report may also collect additional vehicle information. Ford may use the vehicle information it collects, as well as information regarding individual access to Vehicle Health Reports on the or web site for the purposes described below. If you do not want to disclose your cell phone number or vehicle information, do not run the feature or set up your Vehicle Health Report profile on the or web site.

Ford may use data collected alone or in conjunction with other information about you that we may have to: fulfill your requests; make your experience more customer friendly and personalized, and contact you if necessary; improve products and services, and to market to you where permitted by law; and comply with legal requirements. Ford may share this personally identifiable information with other companies within the Ford family of companies or subsidiaries where permitted by law or service providers such as cloud networking providers who are under a similar obligation to protect data and use only on our behalf to provide the service. Our "family of companies" is the group of companies related to us by common control or ownership. We may send you email notifications at the email address you provide confirming your requests or actions, such as registration and removal of vehicle(s) and password resets.

Because SYNC provides service through wireless networks, we can't promise that your communications won't be intercepted by others. You agree we won't be liable for any damages for any loss of privacy occurring in communication over such networks.

Your personally identifiable information is retained as long as required to fulfill the purposes described in this Privacy Notice. We have established retention policies and procedures to ensure that when the retention period expires, your personally identifiable account information will be removed from our systems and destroyed in a secure manner.

Vehicle Health Report - Insurance Company Programs

Insurance companies may administer programs in which you as an insured have an opportunity to consent to Ford sending your mileage data or other information associated with you and your Vehicle Health Report to your insurance company. If in connection with such a program you provide such consent to your insurance company, you expressly consent to Ford's release of such data and information to your insurance company. Ford is an express third party beneficiary of the consent you provide to your insurance company. Your insurance company (not Ford) is responsible for its activities and decisions under the program.

Vehicle Health Report Accounts, Passwords, and Security

To activate Vehicle Health Report through this website, you must register (includes setting up a user name and password) and establish preferences. Registration and preference setting are necessary to allow us to generate your Vehicle Health Report and to communicate with you about it. You are entirely responsible for maintaining the confidentiality of your account information, including your password, and for any and all activity that occurs

under your account. You agree to notify Ford immediately of any unauthorized use of your account or password, or any other breach of security. However, you may be held liable for losses incurred by Ford or your dealer due to someone else using your user name, password, cell phone number or account. You may not use anyone else's user name, password, cell phone number or account at any time without the express permission and consent of the holder of that user name, password, cell phone number or account. Ford and your dealer cannot and will not be liable for any loss or damage arising from your failure to comply with these obligations.

Never read text messages while driving. Always perform scheduled maintenance and regular vehicle inspections, and always review the vehicle owner guide for complete information. Never rely on Vehicle Health Report SMS text messages as a replacement for any of these functions. Not all systems and vehicle components are reported by Vehicle Health Report and even fewer will deliver text messages. Failure to perform scheduled maintenance, regularly inspect your vehicle, and review owner guide information may result in vehicle damage and/or serious injury.

Vehicle Health Report - Service Appointment Acceptance/Confirmation

Your receipt of a confirmation that your online service appointment request has been sent to your dealer does not signify your dealer's acceptance of all items contained in your request, nor does it constitute an obligation for Ford or your dealer to fulfill them. Ford and your dealer reserve the right at any time after receipt of your service appointment request to accept or decline the appointment or any portion thereof for any reason.

SYNC Services

You must register on the or web site to activate SYNC Services. Some new vehicle owners will receive either one (1) or three (3) years of service from the vehicle sale date as recorded by the dealer, with yearly renewals required. Your subscription will continue for the length of the 1- or 3-year initial term, and you will have the option to renew the subscription annually, based on your vehicle sale date as recorded by your dealer, on the or web site to continue the service. If you are at the end of your limited complimentary subscription, there may be a charge to renew SYNC Services. No refunds will be given if SYNC Services is cancelled during the 1- or 3-year complimentary service term period. This complimentary 1- or 3-year service term period is available for some original owners only and is not transferrable. To add the service on incremental phones, additional SYNC Services subscriptions must be purchased. Subsequent owners and incremental phones will need to separately subscribe to SYNC Services and pay the subscription fee. Use of SYNC Services requires purchase from your mobile phone carrier of standard airtime minutes. Ask your dealer about whether you will receive a 1- or 3-year complimentary subscription to SYNC Services or if you will need to purchase one.

SYNC Services allows you to set preferences in your account on the or web site. You will be able to request traffic alerts, set saved points for use when seeking turn-by-turn directions, and set favorites for use when retrieving sports, news, and weather information. When setting your preferences, you may not create address point names that are profane or obscene. Ford reserves the right to remove and/or discontinue service if profane or obscene address point names are created, and to determine, in its sole discretion, what content constitutes profane or obscene.

Many different and changing considerations affect the availability, cost and quality of information services. Accordingly, Ford reserves the unrestricted right to change, rearrange, add, or delete Information Service, with or without notice to you. You always have the right to cancel your subscription to the Service if you do not accept any change. Your continued use of SYNC Services following any programming changes will constitute your acceptance of such changes.

SYNC Services - Scope and Availability

SYNC Services is available in 50 United States. Not all services will be available in all markets and coverage is limited to your cellular phone coverage. Use of SYNC Services will require registration. You can register on the or web site. To register, you will need your vehicle identification number (VIN) and the phone number to which you wish to link your SYNC Services. Until and unless you purchase another subscription, SYNC Services will only

work with the cellular phone that is registered. Though the subscription is not transferable to a subsequent vehicle owner, should the need arise you can change the phone number associated with SYNC Services on the or web site.

You will only be able to register for SYNC Services if your vehicle is equipped with SYNC Services.

SYNC Services uses data from third parties to provide services and the data provided, including maps, may not always be accurate.

SYNC Services utilizes voice recognition software that can recognize many voices, accents, speech patterns and words, but not all and it may not work with your voice.

SYNC Services consists of a wide variety of voice applications. Many different and changing considerations affect the availability, cost and quality of programming. Ford reserves the unrestricted right to change, rearrange, add, or delete information services and programming, and our prices, at any time, with or without notice to you. You always have the right to cancel your subscription to SYNC Services, in whole or in part, if you do not accept any change. To cancel your subscription, please reference the Cancellation section below which sets forth cancellation requirements. If you do not cancel your Subscription within 30 days of a change, your continued receipt of SYNC Services will constitute your acceptance of such changes. SYNC Services may be unavailable or interrupted from time to time for a variety of reasons, such as environmental or topographic conditions and other things, many of which Ford cannot control. Service might also not be available in certain places (e.g., in tunnels, parking garages, or within or next to buildings) or near other technologies. Ford is not responsible for any interruptions of SYNC Services.

SYNC Services - Complimentary Subscription

A 1- or 3-year complimentary subscription to SYNC Services may be included with the purchase of some new SYNC-equipped vehicles. For vehicles that come factory-equipped with software that supports SYNC Services, this subscription begins on the sale date of the vehicle as recorded by your dealer (not upon activation) and is not transferable. Ask your dealer whether you will receive a 1- or 3-year complimentary subscription to SYNC Services or if you will need to purchase one. For early model 2010 vehicles that are subject to late software availability, this subscription begins on the date that the software update to support SYNC Services is available, expected to be on or about May 18, 2009. This subscription is also not transferable.

Only some new vehicle owners are entitled to one or three years of complimentary service. Owners must register on the or web site to activate SYNC Services. To continue services, owners must renew their complimentary subscriptions annually on the or web site. Subscriptions are not transferable and are valid for one phone only. To allow service on incremental phones additional subscriptions must be purchased.

Ford reserves the right to cancel your complimentary subscription at any time if you are found not to be eligible, if you violate or breach any of these terms, or for any other reason in Ford's sole discretion. There will be no refunds associated with the complimentary subscriptions.

Purchasing SYNC Services - Subscriptions

Subscriptions, subscription extensions, subscriptions for subsequent vehicle owners and incremental phones can be purchased on the or web site. Subscription fees and other charges and fees are subject to change without notice. You are responsible for paying for service, taxes, fees, or surcharges. You are responsible for notifying us of billing disputes. You must pay in advance by credit card. You must update your account immediately with any change in your name, address, email address, or telephone number.

You are responsible for all taxes or other government fees and charges, if any, which are assessed based on the address on your account. Taxes will be assessed based on your credit card billing address.

Ford reserves the right to cancel your subscription at any time if you fail to pay amounts owing to us when due, violate or breach any of these terms, or for any other reason in our sole discretion. If your subscription is

cancelled, you will still be responsible for payment of all outstanding balances accrued through the cancellation date, including any fees described herein.

SYNC Services - Cancellations and Refunds

You may cancel your subscription at any time on the or web site. If you cancel your paid subscription prior to its expiration, you will be refunded on a pro-rata basis, an amount based on the unused portion of your subscription. Subscription fees are tracked monthly and refunds will not be made for partial months of service. Upon cancellation, the service will continue for the remainder of that month (as tracked by the original subscription date) and the refund amount will be calculated accordingly. Your cancellation will become effective on your next subscription "cycle date" which is the next month anniversary of your initial activation date (i.e., if you activated your Subscription on January 15th and cancel on April 1st your Subscription will end on April 15th). A cancellation fee may apply. There are no refunds for complimentary one- or three-year subscriptions provided to original owners.

Refunds are posted to the credit card that was used to purchase the subscription. There may be instances where this takes time or issues may arise in posting refunds due to expired credit cards or other reasons. The User should follow-up with bank/financial institution to assure that refunds are made as requested. It is the User's responsibility to notify us of any billing disputes.

If you have a question about your SYNC Services subscription, subscription fees, charges, or bill, or if you would like to change or reactivate your subscription, please go to the or web site.

If you wish to dispute any charge, you must contact us by mail or phone (by following the instructions on the or web site within 120 days after the due date of the payment in question. OTHERWISE YOU WAIVE YOUR RIGHT TO DISPUTE THE CHARGE.

Vehicle SYNC Services Service - Safety Information and Information Accuracy

When using SYNC Services maintain your hands on the wheel and your eyes on road. Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device that may take their focus off the road. The driver's primary responsibility is the safe operation of their vehicle.

Always use street signs, good judgment and obey traffic laws. Any navigation features are provided only as aids. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Any such feature is not a substitute for your personal judgment. Any route suggestions made by this system should never replace any local traffic regulations or your personal judgment or knowledge of safe driving practices. Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. The driver is ultimately responsible for the safe operation of the vehicle and therefore, must evaluate whether it is safe to follow the suggested directions. Maps used by this system may be inaccurate because of changes in roads, traffic controls or driving conditions. Always use good judgment and common sense when following the suggested routes. Do not rely on any navigation features included in the system to route you to emergency services. Ask local authorities or an emergency services operator for these locations. Not all emergency services such as police, fire stations, hospitals and clinics are likely to be contained in the map database for such navigation features.

SYNC Services and the Vehicle Health Report may send text messages to the driver's cell phone. Such text messages are intended to be read in a safe manner, such as when the vehicle is not moving or through the use of SYNC's text message reader feature. Do not read text messages while driving. Follow all applicable local and state laws.

SYNC Services - Accounts, Passwords, and Security

To activate SYNC Services on the or web site, you must first register (includes setting up a user name and password) and establish preferences. You are entirely responsible for maintaining the confidentiality of your

account information, including your password, and for any and all activity that occurs under your account. You agree to notify Ford immediately of any unauthorized use of your account or password, or any other breach of security. However, you may be held liable for losses incurred by Ford or your dealer due to someone else using your user name, password, cell phone number, or account. You may not use anyone else's user name, password, cell phone number, or account at any time without the express permission and consent of the holder of that user name, password, cell phone number, or account. Ford and your dealer cannot and will not be liable for any loss or damage arising from your failure to comply with these obligations. Ford at its sole discretion reserves the right to modify, restrict, or discontinue the service to any individual, entity, or in total, with or without notice, at any time. Cell phone airtime usage may apply when using SYNC Services.

SYNC Services - Privacy Notice

When you activate SYNC Services ("Service") online on the or web site, we collect information about you, including the cellular number to which you wish to link your service, and you may record your name during the registration process.

When you connect to SYNC Services ("Service") in your vehicle, the Service uses GPS technology and advanced vehicle sensors to collect your vehicle's current location, travel direction, and speed ("vehicle travel information") for the purpose of helping to provide you with the directions, traffic reports, or business searches you request. Additionally, in order to provide the services you request, improve products and services and to troubleshoot problems and create a more personalized experience when using the Service, Ford's SYNC Services providers may collect, log, store, and share with Ford and with Ford's other SYNC Services providers details pertaining to your requests, including such things as your cell phone number, type of request, vehicle travel information, address information for driving direction requests, and other information you have provided such as your-user-defined routes for direction or traffic information, business directory look-ups, and sports, news and weather favorites (collectively referred to as "call details"). These call details may be linked to you or the cell phone number linked to SYNC Services.

By activating or using the Service you expressly agree to the collection, logging, storage, and sharing of your vehicle travel information and other call details for the purposes set forth above in these Terms and Conditions regardless of whether or not you have read them. Further, you agree to obtain the consent to the collection, logging, storage, and sharing of vehicle travel information and other call details for the purposes set forth above from any other person(s) to whom you provide access to and use of the Service via your cell phone. If you don't consent or wish to disclose this information, do not activate or use SYNC Services.

Ford's Service provider 24/7 Customer, Inc. ("24/7"), may record and retain user voice utterances ("recorded utterances"), which are recordings of sounds made when SYNC Services is in listen state and waiting for a user command or response. These recorded utterances may include all sounds in the vehicle, including the voice of the user and voices of other vehicle occupants, while the service is in listen state. 24/7 may also, at Ford's request, randomly record and assemble in sequence, all voice communications made from the time the Service is connected (by the user pressing the VOICE button) to the time the Service is disconnected. ("Whole call recordings (WCRs)"). WCRs will include voice utterances and may include any other sounds in the vehicle, including the voices of the user and other vehicle occupants, during the entire time the Service is connected. Both recorded utterances and WCRs may be associated with you or the cell phone number assigned to the Service. 24/7 records and retains recorded utterances, and WCRs (if Ford requests) for the purpose of improving the performance of voice recognition and to improve the overall design of the user interface. 24/7 Customer, Inc. may share recorded utterances and WCRs with Ford for this purpose, and Ford may use them for this purpose. If you request Operator Assistance, the operator may be provided with your cell phone number and SYNC Service request including your last utterance in order to assist you.

By activating or using the Service, you expressly agree to the recording and sharing of your utterances and WCRs as set forth above for the purposes set forth above in these Terms and Conditions regardless of whether or not you have read them. Further, you agree to obtain the consent to record utterances and WCRs from all vehicle occupants and any person(s) to whom you provide access to and use of the Service via your cell phone. If you don't consent or wish to disclose this information, do not activate or use SYNC Services.

Ford will not share any personally identifiable information associated with (a) vehicle travel information, (b) other call details, (c) recorded utterances or (d) WCRs that it obtains in connection with providing SYNC Services with independent third parties for their independent use unless required by law or one of the conditions below is satisfied. Ford's SYNC Services providers are required to keep such information confidential and are not permitted to use this information for any other purpose than to carry out the Service they are performing for Ford. Ford and its Service providers will disclose personally identifiable information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to (a) conform to the edicts of the law or comply with legal process served on Ford or its Service providers; (b) protect and defend the rights or property of Ford Motor Company or SYNC or its Service providers, and (c) act under exigent circumstances to protect the personal safety of users of Ford Motor Company, SYNC, or the public. Ford reserves the right to use and share any aggregate (non-personally identifiable) information it obtains in connection with providing SYNC Services in your vehicle for any purpose. If you don't consent or wish to disclose this information, do not activate or use SYNC Services.

Because SYNC provides service through wireless networks, we can't promise that your communications won't be intercepted by others. You agree we won't be liable for any damages for any loss of privacy occurring in communication over such networks.

Your personally identifiable information is retained as long as required to fulfill the purposes described in this Privacy Notice. We have established retention policies and procedures to ensure that when the retention period expires, your personally identifiable account information will be removed from our systems and destroyed in a secure manner.

Text Messaging - SYNC Services

Based on the preferences that you select on the or web site for SYNC Services, SYNC Services may send SMS (text) messages to your registered cell phone. Message and Data Rates may apply. Such text messages are intended to be read in a safe manner, such as when the vehicle is not moving or through the use of SYNC's text message reader feature. Do not read text messages while driving. Follow all applicable local and state laws. To stop receiving these text messages, please change the preference settings on your account on the or web site, or reply to any SYNC text message that you do receive with the word "stop".

Traffic Alerts

Traffic Alerts SMS text message subscription automatically renews monthly. The actual number of alerts received will vary based on traffic conditions and based on the number of Traffic Alerts you have set in your preference settings on your account on the or web site. Opt-out of receiving Traffic Alert SMS text messages by: changing the preference settings on your account on the or web site, sending STOP to 58400 short code, or replying STOP to any of the Traffic Alert service text messages. Help on using SMS text messages can be obtained by going to the or web site, by sending HELP to the 58400 short code, or by calling the Ford Customer Relations Center at 1-800-392-3673.

Changes

Ford reserves the right to terminate accounts, and remove or edit content at its sole discretion. Your dealer reserves the right to refuse service at its sole discretion.

Ford reserves the right to change or terminate this website, or any portion thereof, at any time with or without notice. Any and all changes and/or amendments to these Terms and Conditions will become binding immediately. Errors on Our Website

The SYNC Driver Features described in this website may include inaccuracies, including within the Vehicle Health Report itself, or typographical errors that may be corrected as they are discovered at the sole discretion of Ford or your dealer. Availability of the SYNC Driver Features is subject to change without notice. All service

appointments and associated vehicle services are the responsibility of you and your dealer and should be handled in accordance with your dealer's service policy.

Termination of Use

Ford, in its sole discretion, may terminate your account or your use of the SYNC Driver Features at any time. Ford reserves the right to change, suspend, or discontinue all or any aspects of the SYNC Driver Features at any time without prior notice. Limitation of Liability

In no event shall Ford, its affiliates, and any of their respective directors, officers, employees, agents, or other representatives be liable for any direct, indirect, special, incidental, consequential, punitive, or aggravated damages (including without limitation, damages for loss of data, income, profit, loss of or damage to property, and third-party claims), or any other damages of any kind, arising out of, or in connection with, SYNC Services and/or the Vehicle Health Report or this website; any materials, information, qualification, and recommendations appearing on this website; any software, tools, tips, products, or services offered through, contained in, or advertised on this website; any link provided on this website; and your account and password, whether or not Ford has been advised of the possibility of such damages. Furthermore, in no event shall any SYNC Services provider be liable for any indirect, special, incidental, consequential, punitive, or aggravated damages (including without limitation, damages for loss of data, income, profit, loss of or damage to property, and third party claims) arising from or in connection with the use or performance of such services. This exclusion of liability shall apply to the fullest extent permitted by law. This provision shall survive the termination of your right to use Vehicle Health Report and/or SYNC Services, and this website. You acknowledge that you will be fully liable for all damages resulting directly or indirectly from the use of SYNC Services, and/or the Vehicle Health Report for your vehicle and this website.

Indemnification

You agree to indemnify and hold harmless Ford and its affiliates and their respective directors, officers, employees, agents, or other representatives from and against all claims, liability and expenses, including all legal fees and costs arising from or relating to (a) your breach of these Terms and Conditions of Use; (b) transmission or placement of information or material by you on this website; and (c) errors associated with Vehicle Health Report, and/or SYNC Services. This provision shall survive the termination of your right to use this website.

Dispute Resolution

All claims, disputes or controversies (whether in contract or tort, pursuant to statute or regulation, or otherwise, and whether pre-existing, present or future) arising out of or relating to: (a) these Terms and Conditions of Use; (b) errors associated with Vehicle Health Report and/or SYNC Services; (c) any advertisement or promotion relating to these Terms and Conditions of Use; (d) Vehicle Health Report and/or SYNC Services transactions; or (e) the relationship which results from these Terms and Conditions of Use (including relationships with third parties who are not party to these Terms and Conditions of Use) (collectively "Claims"), will be referred to and determined by binding arbitration governed by the Federal Arbitration Act and administered by the American Arbitration Association under its rules for the resolution of consumer-related disputes, or under other mutually agreed procedures. Because this method of dispute resolution is personal, individual and provides the exclusive method for resolving such disputes, you further agree, to the extent permitted by applicable laws, to waive any right you may have to commence or participate in any class action or class-wide arbitration against Ford related to any Claim. This provision shall survive the termination of your right to use this website.

Contacting Us

If you have any questions, comments or concerns about SYNC Services, Vehicle Health Report or these privacy notices, or have any questions please see your vehicle Owner Guide, contact your local Ford dealer or Ford’s Customer Relationship Center.

Telephone
800-392-3673
800-232-5952 (TDD for the hearing impaired)

Available 8:00 am - 5:00 pm EST
Monday - Friday

Mailing Address
Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

SYNC End User License Agreement (EULA)

ϟ You have acquired a device ("DEVICE") that includes software licensed by FORD MOTOR COMPANY from an affiliate of Microsoft Corporation ("MS"). Those installed software products of MS origin, as well as associated media, printed materials, and "online" or electronic documentation ("MS SOFTWARE") are protected by international intellectual property laws and treaties. The MS SOFTWARE is licensed, not sold. All rights reserved.

ϟ The MS SOFTWARE may interface with and/or communicate with, or may be later upgraded to interface with and/or communicate with additional software and/or systems provided by FORD MOTOR COMPANY. The additional software and systems of FORD MOTOR COMPANY origin, as well as associated media, printed materials, and "online" or electronic documentation ("FORD SOFTWARE") are protected by international intellectual property laws and treaties. The FORD SOFTWARE is licensed, not sold. All rights reserved.]

ϟ The MS SOFTWARE and/or FORD SOFTWARE may interface with and/or communicate with, or may be later upgraded to interface with and/or communicate with additional software and/or systems provided by third party software and service suppliers. The additional software and services of third party origin, as well as associated media, printed materials, and "online" or electronic documentation ("THIRD PARTY SOFTWARE") are protected by international intellectual property laws and treaties. The THIRD PARTY SOFTWARE is licensed, not sold. All rights reserved.

ϟ The MS SOFTWARE, FORD SOFTWARE and THIRD PARTY SOFTWARE hereinafter collectively and individually will be referred to as "SOFTWARE."

ϟ **IF YOU DO NOT AGREE TO THIS END USER LICENSE AGREEMENT ("EULA"), DO NOT ACCEPT THESE TERMS AND CONDITIONS.**

ϟ **GRANT OF SOFTWARE LICENSE.** This EULA grants you the following license:

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Microsoft® Windows® Mobile for Automotive

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Read and Follow Instructions

Before using your Windows Automotive-based system, read and follow all instructions and safety information provided in this end user manual ("User's Guide"). Not following precautions found in this User's Guide can lead to an accident or other serious consequences.

Keep User's Guide in Vehicle

When kept in the vehicle, the User's Guide will be a ready reference for you and other users unfamiliar with the Windows Automotive-based system. Please make certain that before using the system for the first time, all persons have access to the User's Guide and read its instructions and safety information carefully.

Warning:

Operating certain parts of this system while driving can distract your attention away from the road, and possibly cause an accident or other serious consequences. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

General Operation

Voice Command Control

Functions within the Windows Automotive-based system may be accomplished using only voice commands. Using voice commands while driving allows you to operate the system without removing your hands from the wheel.

Prolonged Views of Screen

Do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even

occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting

Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Use of Speech Recognition Functions

Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor any speech recognition functions included in the system and address any errors.

Navigation Features

Any navigation features included in the system are intended to provide turn-by-turn instructions to get you to a desired destination. Please make certain all persons using this system carefully read and follow instructions and safety information fully.

Distraction Hazard

Any navigation features may require manual (non-verbal) setup. Attempting to perform such set-up or insert data while driving can seriously distract your attention and could cause an accident or other serious consequences. Stop the vehicle in a safe and legal manner before attempting these operations.

Let Your Judgment Prevail

Any navigation features are provided only as an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Any such feature is not a substitute for your personal judgment. Any route suggestions made by this system should never replace any local traffic regulations or your personal judgment or knowledge of safe driving practices.

Route Safety

Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. The driver is ultimately responsible for the safe operation of the vehicle and therefore, must evaluate whether it is safe to follow the suggested directions.

Potential Map Inaccuracy

Maps used by this system may be inaccurate because of changes in roads, traffic controls or driving conditions. Always use good judgment and common sense when following the suggested routes.

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Emergency Services

Do not rely on any navigation features included in the system to route you to emergency services. Ask local authorities or an emergency services operator for these locations. Not all emergency services such as police, fire stations, hospitals and clinics are likely to be contained in the map database for such navigation features.

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Schedule service at a Ford dealership in your area

Live chat >

Get one-on-one support right now

Call for support >

Speak to a Ford representative