

FordProtect

Terms and Conditions

A: Passenger Car Extended Warranty – 7 Years/100,000km

Ford Motor Company (the Company) gives to you, the customer a warranty as follows:

1. The Company warrants that if a failure due to faulty workmanship or materials appears in any part of your vehicle as originally manufactured by Ford other than those specifically excluded (see below) it will be repaired (or replaced at the Company's option) free of charge by a Ford Authorised Repairer subject to the following conditions and exclusions. Should the repairer consider it necessary for an alleged defective part to be returned to the Company for adjudication, you agree to pay the repairer in full for work carried out, and if the Company agrees that Ford Protect applies then such payment shall be returned.

Warranty Limitations:

2. Ford Protect does not apply to failures caused by accidental damage, misuse or neglect or which are not referred to a Ford Authorised Repairer within seven days: and it will terminate automatically if your vehicle is at any time modified or used for short term rentals, hire or taxi services, racing or rallying: or if the odometer fitted to your vehicle appears to have been tampered with in any way: or if it is not regularly serviced in accordance with the Company's Standard Service Schedule for that vehicle.

The following components are excluded from warranty:

NORMAL WEAR AND TEAR PARTS – Ancillary drive belts, batteries, brake friction material (including discs), bulbs, clutch facings, exhaust pipes and silencers, DPFs (coated lifetime diesel particulate filters are covered), fuses, lamps, shock absorbers and MacPherson struts, tyres, wiper blades, checks and adjustments.

TRIM AND BODYWORK – Interior trims, glass (heating elements are covered), seat covers and pads, bumpers, mouldings, paint, sheet metal, water ingress, weather strips, body seals, aerials and wheels.

STANDARD SERVICE PARTS – Air cleaners, pollen/ odour filters (where applicable), fuel filters, oil filters and gaskets, spark plugs, engine oils & most fluids.

Additional Warranty Limitations for Battery Electric Vehicles (BEV), Hybrid Electric Vehicles (HEV) and Plug-in Hybrid Vehicles (PHEV)

Beyond five years or 100,000 km period (whichever occurs first), the Ford Protect New warranty for BEV, HEV and PHEV does not cover the following specific high voltage components:

- High Voltage Battery
- High Voltage Battery Cables

Warranty Conditions:

3. Ford Protect does not in any event apply beyond Europe. You will be required to meet Ford Authorised Repairers' charges in full and submit a reclaim supported by invoices and, if

practicable, return the displaced parts to the Company via a Ford Authorised Repairer on return.

4. Before any work can be carried out under your Ford Protect contract you must produce your Ford Service History Log duly stamped to show scheduled servicing and (if requested) the invoices and/or receipts in respect of those services. All parts replaced will become the property of the Company.

5. FORD PROTECT WARRANTY IS IN ADDITION TO & DOES NOT DETRACT FROM YOUR STANDARD NEW VEHICLE WARRANTY AND YOUR CONTRACTUAL RIGHTS.

6. Your Ford Protect Plan entitlement begins on the New Vehicle Warranty commencement date and will continue until the relevant cover period expires or your vehicle reaches the maximum mileage allowance (from new); or the relevant cover is cancelled in accordance with these Terms and Conditions.

B: Ford Roadside Assistance:

7. Your vehicle is covered by Ford Roadside Assistance, which is renewed free of charge each time your vehicle receives a scheduled Ford Blue Service at any Ford dealer. Note: the free Ford Roadside Assistance cover is service activated and remains valid until your next Ford Scheduled service is due.

This policy incorporates a package of flexible provisions in the event of a breakdown. A breakdown is deemed to have taken place when a journey cannot be continued immediately due to a fault covered by the Ford Assistance Warranty (mileage limitations). The policy is Service activated and is dependent on manufacturer scheduled servicing at a Ford Authorised Repairer.

The following benefits guarantee mobility for customers in virtually every European country:

- Roadside Assistance
- If the repair cannot be carried out the same day, the customer can choose one of the following options:

Use of a hire car for a maximum of 2 working days

First class rail travel for the onward journey

Air fare up to a maximum of 600 Euros (if journey by rail is more than 6 hours)

Maximum of 3 nights' accommodation in a hotel during the period of repair not exceeding 100 Euros (excl. VAT) per person per night (only applies if the vehicle breaks down more than 80 km from the customer's home).

Exclusions under Ford Assistance:

Ford Assistance only applies in the event of a breakdown. Hire cars, driving school vehicles and taxis are only covered for roadside assistance and towing. Mileage restrictions also apply (as per service schedule).

C: Two Years Servicing:

For qualified vehicles only, your vehicle is covered by the Ford Two Year Service plan, which covers the cost of your vehicles scheduled service for two years. See table below of further details:

Engine	Ford Service Interval	Free Services covered	EcoSport	Focus	C-Max	Kuga	S-Max	Galaxy
Petrol 1.0/1.5 EcoBoost	2 Years / 30,000Km	Interim Check at 12 months / 15,000km	x	x	x	x	x	x
		Service at 24 months / 30,000km						
Diesel 1.5 EcoBlue	1 Year / 15,000km	Service at 12 months / 15,000km	x	x				
		Interim check at 22,500km						
		Service at 24 months / 30,000km						
Diesel 2.0 EcoBlue	1 Year 30,000km	Service at 12 months / 30,000km					x	x
		Service at 24 months / 60,000km						
Diesel 1.5 Duratorq	1 Year / 15,000km	Service at 12 months / 15,000km			x	x		
		Service at 24 months / 30,000km						
Diesel 2.0 Duratorq	1 Year / 15,000km	Service at 12 months / 15,000km			x	x		
		Service at 24 months / 30,000km						

8. Ford Motor Company will provide the following services in respect of your vehicle through its Ford Authorised Repairers in the Republic of Ireland:

- All routine service work in accordance with Ford Standard Service Schedules applicable to your vehicle, including replacement or repair of Standard Service Parts when required by such schedules.
- Air Conditioning check and Bodywork & Paint check.
- Brake fluid replacement.

Exclusions as per warranty contracts plus:

- 'Wear & Tear' + 'Trim & Bodywork' (as per warranty above).
- Convenience check.
- Fluids such as DPF additives, windscreen washer fluid etc.
- Additional services for CNG/LPG engines (gas filter change & leakage testing).

Your Obligations:

9. You will be responsible at your expense for:

a) Promptly repairing any damage to your vehicle whether caused by accident, misuse, neglect or otherwise

b) Any repairs and maintenance due to fitting of parts and accessories to your vehicle at your request or by you, which change the standard specification

c) Regular checks of your vehicle at the standard frequencies and mileage specified by us in the Ford Service Portfolio in respect of radiator coolant levels, battery, tyres, brake fluid and engine oil levels and adjusting where necessary

d) Submitting your vehicle for servicing within +/-1,500km or one month of a scheduled service as recommended by Ford Motor Company and set out in your Service Portfolio,

making appropriate advance arrangements for an appointment and keeping accurate records of servicing in said Ford Service History Log

e) Informing the Company immediately of any defect or failure in your vehicle's odometer or of the fitting of any replacement odometer to your vehicle.

10. Ford Protect Plans must be purchased within 12 months of the vehicles initial registration. In the case of Ford Protect contract cancellation, we may make you a full or partial refund of your Ford Protect Plan.

11. Notices relating to Ford Protect and required hereunder shall be in writing to the Company at Henry Ford & Son Limited, Elm Court, Boreenmanna Road, Cork, Ireland. - in the case of notices to you, to your usual or last known place of residence (in the case of an individual) or business, and shall be deemed to have been received forty-eight hours after the time of posting.

12. No relaxation or indulgence we may extend to you will affect our rights under these Terms and Conditions.

13. If you have any queries relating to your extended warranty policy then please contact Ford Customer Relationship Centre on: 1800 7711 99 between 08.45 – 17.00, Monday to Friday or write to: Customer Relationship Centre, Henry Ford & Son Ltd, Elm Court, Boreenmanna Road, Cork, Ireland.

14. Data Protection for Ford Protect, Ford Service Plans & Ford Service Activated Roadside Assistance In order to register and maintain Your Warranty, you may give us your name and contact information along with your vehicle details. In order to provide Your Warranty, Service Plan or Service Activated Roadside Assistance, we may share this information with our affiliates ('our affiliates' means the group of companies related to us by common control or ownership and a full list is available on <https://www.ford.ie/usefulinformation/privacy-policy> [and] your dealer [and with your local roadside assistance provider so that they may provide you with services at your request. Collection of location information will also be required to deliver such services]. You can find out how they will use your information in their privacy policy. We need to process your information to enable us to provide Your Warranty under these Terms and we often have a legitimate interest in processing your information for certain purposes, for example; to develop new and improved products, services, business and marketing strategies and research. For further information about our privacy practices, including international transfers of data and your rights, please see our privacy policy [<https://www.ford.ie/usefulinformation/privacy-policy>]