

## Warranty Terms and Conditions

### Passenger Vehicle WARRANTY

FORD MOTOR COMPANY LIMITED (Ford) gives to you, the customer, a Ford Direct Warranty (warranty) that, subject to the exclusions and on the further terms and conditions set out below, your Ford Direct Vehicle will be free of failure due to manufacturing or material defects for 24 months, commencing on the date shown on your warranty registration document. Your warranty also includes facilities for vehicle recovery.

#### DEFINITIONS

**Company** means Ford Motor Company Arterial Road, Laindon, Essex, SS15 6EE.

**Ford Dealer** means, in the case of servicing, any dealer in new Ford motor vehicles who is authorised by Ford, but in the case of repair, any Ford Direct Dealer (this is most Ford Main dealers and some Ford retail dealers). Any other Ford Dealer may undertake a repair for you.

**Ford Authorised Repairer** means any repairer located in the United Kingdom or any Relevant Country who has been authorised by the Company (or a company associated with the Company) to undertake automotive servicing, repair and maintenance work.

**Relevant Country** means any country, which is a member of the European Union.

**United Kingdom** means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

**Vehicle** means the motor vehicle identified by the Vehicle Information on the front page of your warranty registration document.

**Warrantor** means Ford as determined by clause 1 below.

**Warranty** means the warranty contained herein.

#### 1. FORD DIRECT WARRANTY PROVIDER

As regards any failure covered by this warranty, the warrantor's obligations to you under this warranty will be honoured by Ford.

#### 2. PARTS NOT COVERED BY FORD DIRECT WARRANTY

This Warranty covers failure due to manufacturing or material defects in original specification components, except those listed below:

**Standard Service Parts:** Air cleaners, pollen/odour filters (where applicable), fuel filters, oil filters and gaskets, spark plugs, most fluids and engine oils.

**Normal Wear and Tear Parts:** Ancillary drive belts, batteries, brake friction material (including discs), bulbs, clutch facings, exhaust pipes and silencers (although catalytic converters are covered), additive DPFs (coated lifetime converters are covered), fuses, lamps, shock absorbers and MacPherson struts, tyres, wiper blades, checks and adjustments.

#### Additional Warranty Limitations

The below model specific terms apply:-

**Mustang Mach E, Kuga Plug-in Hybrid, Kuga Full Hybrid:** The Ford Direct Warranty does not cover and apply to the High Voltage Battery and High Voltage Cables for these models.

**Mondeo Hybrid Exclusions:** For all variants of the Mondeo Hybrid, the Ford Direct Warranty does not cover the following high voltage components beyond 5 years/60,000 miles (whichever occurs sooner):

High Voltage Battery Cables; and  
High Voltage Battery

**Trim and Bodywork:** Interior trims, glass (heating elements are covered), seat covers and pads, frames, springs, headrests and tilt cables, bumpers, mouldings, paint, sheet metal, water ingress, weather strip and body seals, aerials and wheels.

#### 3. THE BENEFITS OF FORD DIRECT WARRANTY

- 3.1 Any failure covered by this warranty (including a failure, which does not result in a vehicle breakdown) will be rectified free of charge (the choice between repair and replacement of parts shall be entirely at the warrantor's discretion).
- 3.2 If a failure covered by this warranty occurs whilst the Vehicle is in continental Europe, you may need to make payment in full for both parts and labour, but you will be able to reclaim such payment under this warranty by retaining all invoices and, if possible, any displaced parts and presenting them to a Ford Authorised Repairer on your return to the United Kingdom.
- 3.3 If a Ford Authorised Repairer cannot complete the work covered by this warranty within 24 hours and the Vehicle is not usable, the Company will (subject to status) provide a comparable hire vehicle free of charge (subject to availability, excluding fuel and insurance costs) from after the first 24 hours until the work is completed up to a maximum of 7 days.
- 3.4 This warranty is vehicle based and may be transferred for the balance of the period of cover to subsequent owners.

#### 4. FORD ASSISTANCE ROADSIDE RECOVERY

(Cannot be acquired independently of this Warranty)

- 4.1 Your Vehicle is automatically provided with Ford Assistance until the expiry date of your Ford Direct Warranty. Ford Assistance is vehicle based and covers anyone driving your Ford with your permission.
- 4.2 Services are briefly described below. It is important that you refer to the full Terms and Conditions and Exclusions, which can be found at [www.ford.co.uk](http://www.ford.co.uk):

##### Roadside and at home assistance

What is included: Ford Assistance is available if the relevant vehicle is immobilised following a breakdown. If we or our appointed garage agent cannot fix the relevant vehicle within a reasonable time, it will be taken to the nearest Ford Authorised Repairer or, alternatively, to a destination of the authorised driver's choice.

##### Recovery

What is included: Recovery is available following a breakdown involving a relevant vehicle if we cannot arrange a local repair within a reasonable time. Ford Assistance provides the recovery of an immobilised relevant vehicle (including trailer/caravan on tow at the time, provided it is within the size limits) together with authorised driver and the passengers (up to the maximum number of persons the relevant vehicle is designed to carry and for whom there are fixed seats and restraints) to the nearest Ford Authorised Repairer or to any other single destination in the UK. If there are more people than the maximum allowed, we will seek to arrange, but will not pay for, their onward transportation. A caravan or trailer which is capable of being towed safely will be towed to a place of safety, provided it does not exceed a maximum length of 8m (26ft). We will seek to arrange, but will not pay for, recovery of any relevant vehicle, caravan or trailer that exceeds any of these limits.

#### Temporary loan vehicle, overnight accommodation, public transport

This service may be provided as an extension to the recovery service, following an immobilisation breakdown of a relevant vehicle. We may, at our absolute discretion, choose one of the following options:

- A) Temporary loan vehicle or
- B) Overnight accommodation or
- C) Public transport costs

#### European cover

Ford Assistance is available in Europe (participating countries only). In the event of a breakdown outside of the UK should repairs not be completed in time for the authorised driver's planned return home, at our absolute discretion, we agree to provide vehicle recovery to the UK. (full details on request).

#### 5. EXCLUSIONS (not covered by this warranty)

- 5.1 Failures caused by accidental damage, misuse or neglect.
- 5.2 Any vehicle that is modified and/or used for racing or rallying.
- 5.3 Vehicles used for short-term rental (although vehicles on more than six months lease are eligible), emergency service vehicles, vehicles used for daily hire or taxi services, couriers and driving schools.
- 5.4 In respect of failures repaired by any person other than a Ford Authorised Repairer.
- 5.5 In respect of any consequential loss arising in connection with any failure covered by this warranty.
- 5.6 In respect of any additional damage to the Vehicle caused by a failure to comply with the condition set out in clause 6.1 below.
- 5.7 Claims during any period in which the Vehicle is in the possession of any person operating the business of vehicle trader for the purposes of resale.
- 5.8 Any loss, damage or failure which occurs when the Vehicle is not in a Relevant Country.
- 5.9 Any vehicle where, in our view, the odometer fitted to the vehicle appears to have been tampered with in any way.
- 5.10 Any vehicle not regularly serviced in accordance with the Company's Standard Service Schedule for that vehicle in force from time to time.

#### 6. CONDITIONS

- 6.1 The Vehicle must be submitted to a Ford Authorised Repairer within seven days of any failure becoming apparent.
- 6.2 Before any work can be carried out under your warranty, you must produce your Ford Service History Log duly stamped and showing scheduled servicing. Invoices and/or receipts in respect of any services may be requested and all parts replaced will become the property of the Company.
- 6.3 The benefits of this warranty are Vehicle based and there is no facility for the cover to be transferred to another vehicle.

#### 7. YOUR OBLIGATIONS

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 changes 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 plus/minus 1,000 miles or one month of a scheduled service as recommended by us in your Ford Service Portfolio, making appropriate advance arrangements for an appointment and keeping accurate records of servicing in the 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

#### 8. GENERAL

- 8.1 The Ford Direct Warranty is an addition to, and does not detract from, the Ford 3-year/60,000 mile Ford Base Warranty or the rights you have under statute or at common law.
- 8.2 If you cancel your warranty, Ford shall not be obliged to make any refund.
- 8.3 The Ford Direct Warranty is attached to the vehicle and will remain applicable if the vehicle is transferred to a new owner who must advise their details to Ford Protect Customer Services at the address shown below.
- 8.4 Notices relating to this warranty and required hereunder shall be in writing and shall be sent by letter post: In the case of notices to the Company, to Ford Protect Customer Services, Ford Customer Service Division (1/672), Ford Motor Company Arterial Road, Laindon, Essex, SS15 6EE. 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 48 hours after the time of posting.
- 8.5 No relaxation or indulgence we may extend to you will affect our rights under these Terms and Conditions.

### Ford Commercial Vehicles

Your vehicle benefits from a Ford Base Warranty that is operated through Authorised Dealers - The balance of the manufacturer's warranty applies.

If any part of the vehicle requires repair or replacement as a result of a manufacturing defect, the part will be repaired or replaced completely free of charge by any Authorised Dealer, regardless of any change of vehicle ownership during the warranty period.

Please Refer to the Service Portfolio in the vehicle for coverage and exclusions.

