Service Portfolio

Ford**One Call** 020 3564 4444 / +44 20 3564 4444



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Important information for buyers of new and pre-owned Ford vehicles

We operate a policy of continuous improvement in the development of our products. Occasionally, we will carry out a Field Service Action on vehicles that have already been sold to apply an improvement that we have made in our manufacturing plants.

Every time that you visit an Authorised Dealer, they will check your vehicle for the presence of any outstanding Field Service Actions. They will carry these out for you without charge regardless of whether you purchased the vehicle as new or whether the vehicle is pre-owned. If you have purchased a pre-owned Ford vehicle, we invite you to check possible outstanding Field Service Actions.

We hope that this will contribute to increase your satisfaction and at the same time, improve the security, reliability and resale value to your vehicle.

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ABOUT THIS MANUAL

Thank you for choosing Ford.

This book contains information about the Warranty applicable to your vehicle. It also contains the service intervals, the body and paint check intervals applicable to your vehicle and contact information to help you if you need assistance.

The service history of your vehicle is securely stored in the Ford Digital Service Record system. Details of all services, body and paint checks and test records are securely stored in a central database. See **Digital Service Record** (page 20). A full service history will enhance the resale value of your vehicle, especially when accompanied by the invoices and check sheets as a record of the work done and parts used.

Note: *The term 'Authorised Dealer' used throughout this book means Ford Authorised Dealers, Ford Authorised Premium and Authorised Repairers, Ford Authorised Accident Repair Centres and Ford Authorised Parts Suppliers.*

APPLICABLE COUNTRIES

The Warranty is applicable in the following countries:

Albania, Andorra, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kosovo, Latvia, Liechtenstein, Lithuania, Luxemburg, Macedonia, Malta, Moldova, Montenegro, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia (Europe), Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey (Europe), Ukraine and United Kingdom.

CONTACTING FORD

The Customer Relationship Centre

If you have a query or concern that your Authorised Dealer cannot handle, your dealer can rely on the full resources of Ford through the Ford Customer Relationship Centres. Ford Customer Relationship Centres are there to help your Authorised Dealer help you. If you need to speak to Ford directly, you can contact the Customer Relationship Centre yourself. When you phone the Customer Relationship Centre your call will be answered by one of the specially trained advisers who are fully committed to assist you in resolving your query from the moment they pick up the phone.

Address

Ford Customer Relationship Centre
Royal Oak Way South
Daventry
Northamptonshire
NN11 8NT

Telephone

Within the UK

020 3564 4444

Outside the UK

+44 20 3564 4444

Email

Passenger Vehicles: UKCRC1@ford.com

Commercial Vehicles: UKCVSC1@ford.com

Ford Assistance

Telephone

Within the UK

020 3564 4444

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Outside the UK

+44 20 3564 4444

Website

www.ford.co.uk

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Base Vehicle Warranty

Passenger Cars

Model	Years	Miles
Capri	3[3]	60,000[3]
Explorer	3[3]	60,000[3]
Explorer PHEV	3[1]	60,000[1]
Fiesta	3	60,000
Focus	3	60,000
Kuga	3	60,000
Kuga Hybrid	3[1]	60,000[1]
Kuga PHEV	3[1]	60,000[1]
Mustang	3	60,000
Mustang Mach-E	3[2]	60,000[2]
Puma	3	60,000
Puma BEV	3[2]	60,000[2]

[1] The high-voltage battery is covered for eight years or 160,000 km (100,000 mi) (whichever occurs first). Other high-voltage components are covered for five years or 100,000 km (60,000 mi) (whichever occurs first).

[2] High-voltage battery and components are covered for eight years or 160,000 km (100,000 mi) (whichever occurs first).

[3] High-voltage battery and components are covered for eight years or 160,000 km (100,000 mi) (whichever occurs first). Total mileage is the calculated mileage of the actual driven mileage plus the virtual mileage.

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Commercial Vehicles

Model	Years	Miles
Ranger	3	60,000
Ranger PHEV	3[1]	60,000[1]
Tourneo Connect	3	100,000
Tourneo Connect PHEV	3[1]	100,000[1]
Tourneo Courier	3	100,000
E-Tourneo Courier	3[1]	100,000[1]
Tourneo Custom	3	100,000
Tourneo Custom PHEV	3[1]	100,000[1]
E-Tourneo Custom	3[1]	100,000[1]
Transit	3	100,000
E-Transit	3[1]	100,000[1]
Transit Connect	3	100,000
Transit Connect PHEV	3[1]	100,000[1]
Transit Courier	3	100,000
E-Transit Courier	3[1]	100,000[1]
Transit Custom	3	100,000
Transit Custom PHEV	3[1]	100,000[1]
E-Transit Custom	3[1]	100,000[1]
Transit City	3[1]	100,000[1]

[1] High-voltage battery and components are covered for eight years or 160,000 km (100,000 mi) (whichever occurs first).

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Ford Protect

For information, please contact your dealer.

Paint Surface Warranty

Passenger Cars

Model	Years	Miles[1]
All.	3	60,000

[1] Distance limit applies after the first year.

Commercial Vehicles

Model	Years	Miles[1]
Ranger	3	60,000
Ranger PHEV	3	60,000
Tourneo Connect	3	100,000
Tourneo Connect PHEV	3	100,000
Tourneo Courier	3	100,000
E-Tourneo Courier	3	100,000
Tourneo Custom	3	100,000
Tourneo Custom PHEV	3	100,000
E-Tourneo Custom	3	100,000
Transit	3	100,000
E-Transit	3	100,000
Transit Connect	3	100,000
Transit Connect PHEV	3	100,000
Transit Courier	3	100,000
E-Transit Courier	3	100,000
Transit Custom	3	100,000
Transit Custom PHEV	3	100,000

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Model	Years	Miles[1]
E-Transit Custom	3	100,000
Transit City	3	100,000

[1] Distance limit applies after the first year.

Perforation Warranty

Passenger Cars

Model	Years[1]
All.	12

[1] No distance limit.

Commercial Vehicles

Model	Years[1]
All except Transit City.	12
Transit City	10

[1] No distance limit.

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BASE WARRANTY

If any part of your vehicle requires a repair or a replacement within the Warranty period as a result of a manufacturing defect, the part will be repaired or replaced free-of-charge by an Authorised Dealer.

Tyres are covered by a warranty provided by tyre manufacturer.

Note: *Your Authorised Dealer will help you if you need to make a claim against the tyre manufacturer.*

If your vehicle equipped with a tachograph, the tachograph is covered by a warranty provided by its manufacturer. Tachograph calibration is not covered by any Ford warranties.

Note: *Your Authorised Dealer will help you if you need to make a claim against the tachograph manufacturer.*

Genuine Ford accessories installed before delivery to the first owner are covered by the Warranty.

PAINT SURFACE WARRANTY

If the paint surface of your vehicle requires a repair within the Warranty period as a result of a manufacturing defect, the repair will be completed free-of-charge by an Authorised Dealer.

PERFORATION WARRANTY

If any part of the original bodywork of your vehicle is perforated by rust and requires a repair within the Warranty period as a result of a manufacturing defect, the repair will be completed free-of-charge by an Authorised Dealer. Road wheels, bright trim, mouldings, bumpers and hinges are not covered. The load platform, the tipper, the body or equipment fitted by a third party vehicle converter are also excluded.

If you do not have the body and paintwork checked in line with our recommendations, the Perforation Warranty will be invalidated.

Note: *Perforation is defined as a hole that penetrates from the inside to the outside of the bodywork.*

WARRANTY ON REPAIRED OR REPLACED PARTS

All genuine Ford branded parts fitted during warranty repairs are covered for the balance of the original warranty period.

Note: *Parts replaced under Ford warranties will not be returned to the customer and become the property of Ford.*

WEAR AND TEAR ITEMS

The following items are covered up to the first scheduled service or for 12 months from the date of first registration or the date of delivery by the Ford dealer, whichever occurs first:

- Accessory drive belts.
- Gaskets removed as part of associated service adjustment.
- Oil filter element, air cleaner element, pollen filter or fuel filter element.
- Remote control battery.
- Spark plugs.

The following items are covered for six months (unlimited distance) from the date of first registration or the date of delivery by the Ford dealer, whichever is earlier:

- Bulbs (except Xenon headlamp bulbs, light emitting diodes and instrument panel bulbs that are covered for the duration of the Base Warranty).

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The timing belt and tensioner are covered during the Base Warranty and Optional Extended Warranty (OEW) up to the first scheduled replacement. The timing belt and tensioner must be listed as covered components in the Optional Extended Warranty (OEW) contract. The timing belt and tensioner scheduled replacement should be carried out by the vehicle owner at the scheduled service intervals as determined by the Ford Service schedule. From the scheduled replacement the components purchased by the customer will have a parts warranty coverage, please contact your dealer for more information.

Note: *Wiper blades, brake pads, brake shoes, brake discs, clutch disc and any other friction components are not covered when replacement is due to wear and tear.*

Glass is covered by the Base Warranty for up to 1,500 km (1,000 mi). Glass replacement due to the failure of the heating element is covered for the duration of the Base Warranty.

Adjustment or alignment of the following items is covered only once up to one month or 1,500 km (1,000 mi) from the date of first registration, whichever occurs first:

- Headlamps.
- Hinged panels (doors, hood, liftgate, tailgate, moonroof, convertible top).
- Suspension.
- Steering.
- Parking brake cable.
- Wheels (balancing).
- Exhaust.

Note: *Alignment of the suspension and steering system is covered up to first scheduled service.*

Consumable Fluids

Replacement or topping-up of consumable fluids (oil, coolant, brake fluid, windscreen wash solution and refrigerant) is covered only when they are used as part of a Warranty repair.

HIGH VOLTAGE LITHIUM-ION BATTERY CAPACITY COVERAGE

As is the case with all batteries, the High Voltage lithium-ion battery capacity will decrease over time and with use. While gradual capacity loss with time and use is considered normal wear and tear, Ford warrants the High Voltage battery against excessive capacity loss for a period of eight years or 100,000 miles, whichever of those occurs first, from the date of first vehicle registration.

If a Ford Certified Electric Vehicle Dealer determines that the useable battery energy capacity is less than stated below, then this level of capacity loss is considered excessive.

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Excessive high voltage battery capacity loss is defined as follows:

Model		High Voltage Battery Capacity	Within	
			Years[1]	Miles[1]
Capri		below 70%	8	100,000[2]
Explorer		below 70%	8	100,000[2]
Mustang Mach-E		below 70%	8	100,000
Puma BEV		below 70%	8	100,000
E-Transit Courier		below 70%	8	100,000
E-Tourneo Courier		below 70%	8	100,000
E-Transit Custom		below 70%	8	100,000
E-Tourneo Custom		below 70%	8	100,000
Transit City	Chassis Cab	[3]	[3]	[3]
	Van	below 70%	8	100,000
E-Transit	Chassis Cab	below 65%	8	100,000
	Chassis Cab	below 70%	5	100,000
	All except Chassis Cab	below 70%	8	100,000

[1] Whichever occurs first.

[2] Total mileage is the calculated mileage of the actual driven mileage plus the virtual mileage.

[3] For information, please contact your dealer.

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OWNER'S RESPONSIBILITY

Your Owner's Manual and this Service Portfolio describe the proper care and use of your vehicle. Proper care and use minimise the risk of major repair expenses resulting from misuse, neglect or inadequate servicing. If you decide to sell your vehicle, a full service history will enhance its resale value.

You should therefore:

- Present your vehicle to an Authorised Dealer for any Warranty repair as soon as possible. This will minimise the extent of any repair that may be required.
- Have your vehicle serviced in line with our recommendations and have the details recorded in the Ford Digital Service Record system. See **Service, Body and Paint Check Intervals** (page 21). We recommend that you use Authorised Dealers for all of your vehicle service and repair needs.
- Have your vehicle serviced and repaired using genuine Ford parts, parts that conform to the specifications of genuine Ford parts or parts of matching quality.
- Have your vehicle serviced in line with the schedules. See **Service, Body and Paint Check Intervals** (page 21).
- Have the engine oil changed when the change engine oil indicator displays in the instrument cluster. See **Owner's Manual**.
- Retain original invoices as evidence that your vehicle has been serviced in line with our recommendations. This may help eliminate improper maintenance as the potential cause of failure if your vehicle requires a Warranty repair.
- Maintain the body and paintwork of your vehicle in line with our recommendations. See **Owner's Manual**.
- Have the body and paintwork of your vehicle checked by an Authorised Dealer in line with our recommendations and have the details recorded in the Ford Digital Service Record system. See **Service, Body and Paint Check Intervals** (page 21).

Do not use any third-party bi-directional charging equipment, such as AC or DC bi-directional EV home charger or vehicle 2-load adapters, to export energy. This applies to the following vehicles: Mustang Mach-E, Puma BEV, E-Tourneo Courier and E-Transit Courier. Failure to follow this instruction may invalidate your vehicle warranty, damage your high voltage battery, or result in personal injury.

Note: *It is not a requirement to have service and non-Warranty repairs completed by an Authorised Dealer to retain the benefits of the Warranty.*

Note: *If you do not have your vehicle serviced in line with our recommendations, the Warranty on parts damaged as a result of your failure to have your vehicle serviced will be invalidated.*

Note: *If you do not have the engine oil changed within one month or 1,500 km (1,000 mi) (whichever occurs first) of the engine oil change indicator displaying, the warranty on component damage will be invalidated.*

Note: *If you do not have the body and paintwork checked in line with our recommendations, the Perforation Warranty will be invalidated.*

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Note: *Retaining original invoices is particularly important when you have chosen not to use an Authorised Dealer for servicing or non-Warranty repairs. You may need these invoices when exercising your rights under the Warranty to prove that our recommendations have been followed and that appropriate specification parts that have been used. To avoid uncertainty, all invoices should include the name and address of the dealer and also the name of the manufacturer or supplier of the parts that have been used. Invoices should also include the particulars of the vehicle (chassis or registration number) and the codes of the parts used.*

WHAT IS NOT COVERED BY THE WARRANTIES

Ford is not responsible for any repair or replacement that is required as a direct result of:

- Damage caused by neglect, flooding, accident, rallying, racing or any other improper use.
- Normal wear and tear.
- Failure to properly maintain the vehicle in accordance with Ford maintenance schedules and service instructions.
- Failure to properly maintain paint and bodywork by regular cleaning in accordance with Ford instructions.
- Unauthorised modifications of the vehicle or its components.
- Refilling or topping up with incorrect specification fuel. See **Owner's Manual**.
- Compressed natural gas and liquefied petroleum gas conversions that are not approved by Ford.
- Failure to have the engine oil changed when the engine oil change indicator displays.
- Use of alternative fuels in concentrations that exceed 7% bio-diesel or 10% bio-ethanol (excludes Ford flexible fuel vehicles).
- Use of supplemental additives and flushing agents for fuel or engine oil (unless specified as part of a Ford service requirement).
- Failure to rectify on a timely basis any paint or corrosion damage identified during the body and paint check.
- Factors beyond Ford control, such as: airborne contamination, storm damage, stone chips, scratches and the use of unsuitable cleaning agents.
- Repairs using methods that have not been approved by Ford.
- Failure to use genuine Ford branded parts and fluids or parts and fluids that match the quality of genuine Ford branded parts and fluids.

Repairs covered by Ford Warranties can be performed only by Authorised Dealers.

Other exclusions

The base vehicle Warranty, paint surface Warranty and perforation Warranty exclude liability for any incidental or consequential damage incurred as a result of a defect covered by these Warranties including but not limited to inconvenience, cost of transportation, telephone calls, accommodation costs, loss of income and damage to property.

All Ford Warranties, will be cancelled on any vehicle declared as a total loss by an insurance company or equivalent institution.

Performance enhancements

Ford does not approve or endorse any third party modifications or enhancements to the engine management system on its vehicles.

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The engine management system contains safety related software. Unauthorised modification of this software may result in unexpected or hazardous behaviour for the engine.

Such modifications could also, under certain conditions, lead to powertrain (engine, clutch, transmission, aftertreatment system) damage. Any consequential damage as a result of such modifications or enhancements are not covered by Ford Warranty or Ford Protect Warranty plans.

In addition, unauthorised modification may result in substantially poorer emission performance and potential premature mechanical failure.

Transmission Characteristics

Normal transmission operation can include variations in shift-feel, such as smoothness or firmness, sometimes due to driving style, conditions, and design tolerances.

The warranties do not cover characteristics such as noises, vibrations, clunks or thuds, gear engagement sensations, temporary hesitation during shifts, or intermittent variations in shift-feel that are within design parameters and are not due to a defect in factory-supplied materials or factory workmanship.

WARRANTY COVER WHEN TOURING

Any Authorised Dealer can carry out repairs under the Ford Warranties. In normal circumstances, you should not be required to pay for any Warranty work at the time it is performed by an Authorised Dealer.

If, when you are touring, your vehicle requires a repair as a result of a manufacturing defect, all Authorised Dealers can access the Digital Service Record for your vehicle to confirm its service history and Warranty status.

Under exceptional circumstances, you may be asked to pay for repairs that are covered by the Warranty. If so, you should retain the original invoice (and any replaced parts) so that your local Authorised Dealer can arrange for prompt reimbursement as appropriate on your return home.

THE WARRANTIES AND CONSUMER LAW

The Ford Base Warranty, Ford Paint Surface Warranty and Ford Perforation Warranty are Manufacturer's Warranties that supplement and do not affect your legal rights under the vehicle purchase agreement with your selling Ford Authorised Dealer or under applicable national legislation governing the sale of consumer goods.

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At Ford we understand how important it is to have your commercial vehicle on the road delivering productivity for your business and serving your customers.

That is why on all new Ford Commercial Vehicles, subject to warranty repair by a Ford Dealer, and off the road overnight, we commit to keep you and your business moving by providing a capable replacement vehicle until your vehicle is available.

Terms and Conditions

- Applies to Commercial Vehicles registered as new in the United Kingdom on or after 1st September 2022. For the purpose of this policy, “Commercial Vehicles” are defined as Ford Transit, Ford Transit Custom, Ford Transit Connect, Ford Transit Courier, Ford Tourneo Custom, Ford Tourneo Connect, Ford Tourneo Courier, Ford Transit City and Ranger. This list of applicable vehicles may change over time subject to Fords product offering in the market.
- The Commercial Vehicle must be immobilised overnight and off the road requiring a warranty repair at a Ford Dealership or remains immobile after attendance by a Mobile Service Van.
- Customers will be offered a capable alternative vehicle as a first option and if no appropriate solution is available, a financial support alternative will be offered (the amount of financial support will be determined by Ford).
- The repair must be covered by the Ford base or extended warranties defined as follows:
  - Commercial Vehicles (excluding Ranger) - 3 Years or 100,000 miles whichever occurs first.
  - Ranger - 3 Years or 60,000 miles whichever occurs first.
  - High voltage battery / high voltage components - 8 years or 100,000 miles whichever occurs first.
  - The following extended warranties beyond the base warranty period: Ford Protect New, Ford Protect New Commercial (QBE), and Ford Protect Gold (QBE).

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- This policy applies to UK registered vehicles while touring in applicable countries. However, under exceptional circumstances you may be asked to pay for a hire vehicle while your vehicle is undergoing warranty repairs. If so, you should retain the original invoices so that your Authorised Dealer can arrange for prompt reimbursement as appropriate on your return home. Applicable countries are:
  - Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Kosovo, Latvia, Lithuania, Luxemburg, Macedonia, Malta, Moldova, Montenegro, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia (Europe), Serbia, Slovakia, Slovenia, Spain, Sweden Switzerland, Turkey (Europe), Ukraine and United Kingdom.
- This policy is provided by Ford Motor Company Limited (“Ford”) and is additional to, but not part of an applicable Ford warranty. Ford reserves the right to update or cancel this policy with one months’ notice.

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Ford Assistance

Every new Ford passenger car and commercial vehicle comes with Ford Assistance.

Ford Assistance is a roadside rescue, repair and recovery service that helps you at home or anywhere in Europe, seven days a week, 365 days a year.

For full details, refer to the local website. See **Contacting Ford** (page 3).

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There are over 7000 Authorised Dealers throughout Europe. Their facilities, experience and commitment to your satisfaction make them the logical choice to service and repair your vehicle throughout its life.

It is important for you to consider that Authorised Dealers:

- compete in the market place on repair quality as well as price.
- have up-to-date facilities and equipment to provide a complete range of certified maintenance and repair services.
- have Ford trained technicians with up-to-date knowledge of product technology and service developments and Ford trained reception staff to provide you with the highest standards of courtesy and attention.
- are the only people authorised to undertake Warranty work.
- are trained to take care of your vehicle by reference to constantly updated technical and Warranty information.
- have access to our resources and offer you all the conveniences of using quality parts and work.

We recommend that you use Authorised Dealers for all of your vehicle service and repair needs.

THE USE OF REPLACEMENT PARTS

We have built your vehicle to the highest standards using quality parts. We recommend that you demand the use of genuine Ford and Motorcraft parts whenever your vehicle requires scheduled maintenance or repair. You can clearly identify genuine Ford and Motorcraft parts by looking for the Ford, FoMoCo or Motorcraft branding on the parts or their packaging.

Scheduled Maintenance and Mechanical Repairs

One of the best ways for you to make sure that your vehicle provides years of service is to have it maintained in line with our recommendations and instructions using parts that conform to the original vehicle parts specifications. Genuine Ford and Motorcraft parts meet or exceed these specifications.

Collision Repairs

We hope that you never experience a collision, but accidents do happen. Genuine Ford replacement collision parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. During vehicle development we validate that these parts deliver the intended level of protection as a whole system. A great way to know for sure you are getting this level of protection is to use genuine Ford replacement collision parts.

Warranty Repairs

If your vehicle requires a Warranty repair, your Authorised Dealer installs new or remanufactured genuine Ford or Motorcraft parts.

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CONTACTING YOUR AUTHORISED DEALER

Ask for Service Reception and give the Service Adviser some or all of the following information and the type of service or repair that your vehicle requires.

- Vehicle model.
- Engine type.
- Transmission type.
- Vehicle identification number.
- Odometer reading.

Note: *If your vehicle requires a repair that you think is covered by a warranty, you should tell the Service Adviser when you make the booking.*

RETURNING END OF LIFE VEHICLES

In line with End-of-Life Vehicle legislation we will take back, free of charge, all Ford cars and light commercial vehicles up to 3.5 tonnes in weight unladen irrespective of the date of registration, for the purposes of recycling and disposal.

To qualify for free take back, vehicles must be free from waste and delivered to the Ford appointed Authorised Treatment Facility by the last registered owner/holder of the vehicle.

For details on your nearest Ford appointed Authorized Treatment Facility contact Ford Customer Assistance.

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DIGITAL SERVICE RECORD

The service history of your vehicle is securely stored in the Ford Digital Service Record system. This is a central database that provides a secure, accurate and permanent record that cannot be lost and is protected against fraudulent entries. The Digital Service Record system is accessible by every Ford Authorised Dealer who will have direct access to the complete service history of your vehicle. This will help to make sure that your vehicle is serviced in the correct sequence and with the correct content. If you decide to sell your vehicle, a full service history will enhance its resale value. Make sure that you are given an updated copy of the Digital Service Record printout every time you have your vehicle serviced.

SERVICING YOUR VEHICLE

It is very important that you have your vehicle serviced in line with the service intervals applicable to your vehicle as detailed in this book.

It is also important that you carry out an interim oil change if the change engine oil indicator displays in between the main mandatory service intervals.

The precise content of each service varies for different models. The content will also vary according to how you use your vehicle. Your dealer will supply you with a copy of the completed service check sheet, listing all of the service operations carried out on your vehicle, on completion of each service.

You can download copies of the service check sheets at: *www.fordserviceinfo.com/FreeResources/Free*.

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Passenger Cars

Model	Derivative	Main Service Interval		Body and Paint Check Interval
		Years[1]	Miles[1]	Years
Capri	All	2	-[2]	[3]
Explorer	All	2	-[2]	[3]
Explorer PHEV	All	1	12,500[5]	2[4]
Fiesta	1.0L EcoBoost - Petrol	2	18,000[5]	2[4]
	1.0L EcoBoost - E85	1	12,500[5]	2[4]
	1.5L EcoBoost	1	12,500[5]	2[4]
Focus	1.0L EcoBoost - Petrol	2	18,000[5]	2[4]
	1.0L EcoBoost - E85	1	12,500[5]	2[4]
	1.5L TiVCT	2	18,000[5]	2[4]
	2.3L EcoBoost	1	12,500[5]	2[4]
	Diesel	2	18,000[5]	2[4]
Kuga	1.5L EcoBoost	2	18,000[5]	2[4]
	Diesel	2	18,000[5]	2[4]
	2.5L Hybrid	2	18,000[5]	2[4]
Kuga PHEV	All	2	18,000[5]	2[4]
Mustang	Petrol	1	10,000[5]	2[4]
Mustang Mach-E	All	2	-[2]	2[4]
Puma	1.0L EcoBoost - Petrol	2	18,000[5]	2[4]

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Model	Derivative	Main Service Interval		Body and Paint Check Interval
		Years[1]	Miles[1]	Years
	1.0L EcoBoost - E85	1	12,500[5]	2[4]
	1.5L EcoBoost	1	12,500[5]	2[4]
	Diesel	2	18,000[5]	2[4]
Puma BEV	All	2	-[2]	2[4]

[1] Whichever occurs first.

[2] No distance limit.

[3] Please ask your dealer for details.

[4] Until your vehicle is six years old and then at least every year thereafter.

[5] Depending on vehicle use, the engine oil change indicator could display in the instrument cluster between interim and main service intervals. For Diesel and PHEV/FHEV vehicles, see the engine oil life in the applicable table below.

Note: *You might need to have the engine oil changed before a service or annual inspection is due. For additional information, see the Owner's Manual or contact your dealer.*

Note: *The distance covered at which the engine oil change indicator on a hybrid electric vehicle illuminates depends on the extent of electric only usage. This means that your vehicle might travel a distance greater than the service interval distance shown in the table before an oil change is required. However, you should not exceed the specified interval between services for all other maintenance items.*

Note: *Do not ignore engine oil change indicators and information messages or exceed the specified interval between services or between a service and an annual inspection. Resulting component damage is not covered by the Warranty.*

Note: *Do not exceed the specified interval between body and paint checks. If you do not have the body and paintwork checked in line with our recommendations, the Perforation Warranty will be invalidated.*

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Commercial Vehicles

Model	Derivative	Main Service Interval		Body and Paint Check Interval
		Years[1]	Miles[1]	Years
Ranger	2.0L EcoBlue	2	12,500[4]	2[3]
	3.0L EcoBlue	1	12,500[4]	2[3]
	3.0L EcoBoost	1	12,500[4]	2[3]
Ranger PHEV	All	2	12,500[4]	2[3]
Tourneo Connect	All	2	20,000[4]	2[3]
Tourneo Connect PHEV	All	2	20,000[4]	2[3]
Tourneo Courier	All	2	18,000[4]	2[3]
E-Tourneo Courier	All	2	-[2]	2[3]
Tourneo Custom	2.0L EcoBlue	2	25,000[4]	2[3]
Tourneo Custom PHEV	All	2	25,000[4]	2[3]
E-Tourneo Custom	All	2	-[2]	2[3]
Transit	2.0L EcoBlue	2	25,000[4]	2[3]
E-Transit	All	2	-[2]	2[3]
Transit Connect	All	2	20,000[4]	2[3]
Transit Connect PHEV	All	2	20,000[4]	2[3]
Transit Courier	All	2	18,000[4]	2[3]
E-Transit Courier	All	2	-[2]	2[3]
Transit Custom	2.0L EcoBlue	2	25,000[4]	2[3]

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Model	Derivative	Main Service Interval		Body and Paint Check Interval
		Years[1]	Miles[1]	Years
Transit Custom PHEV	All	2	25,000[4]	2[3]
E-Transit Custom	All	2	-[2]	2[3]
Transit City	All	2	-[2]	2[3]

[1] Whichever occurs first.

[2] No distance limit.

[3] Until your vehicle is six years old and then at least every year thereafter.

[4] Depending on vehicle use, the engine oil change indicator could display in the instrument cluster between interim and main service intervals. For Diesel and PHEV/FHEV vehicles, see the engine oil life in the applicable table below.

[5] Annual inspection is required.

Note: *You might need to have the engine oil changed before a service or annual inspection is due. For additional information, see the Owner's Manual or contact your dealer.*

Note: *The distance covered at which the engine oil change indicator on a hybrid electric vehicle illuminates depends on the extent of electric only usage. This means that your vehicle might travel a distance greater than the service interval distance shown in the table before an oil change is required. However, you should not exceed the specified interval between services for all other maintenance items.*

Note: *Do not ignore engine oil change indicators and information messages or exceed the specified interval between services or between a service and an annual inspection. Resulting component damage is not covered by the Warranty.*

Note: *Do not exceed the specified interval between body and paint checks. If you do not have the body and paintwork checked in line with our recommendations, the Perforation Warranty will be invalidated.*

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Engine Oil Life - Diesel Engines Only

Vehicle Use	Service Interval Distance			
	Up to 10,000 mi	**Up to 12,000 mi**	**Up to 18,000 mi**	**Up to 25,000 mi**
	Typical Engine Oil Life Dependant On Use			
Normal	8,000-10,000 mi	11,000-12,000 mi	15,000-18,000 mi	22,000-25,000 mi
Severe	5,000-8,000 mi	6,000-11,000 mi	10,000-15,000 mi	11,000-22,000 mi
Extreme	Up to 5,000 mi	Up to 6,000 mi	Up to 10,000 mi	Up to 11,000 mi

Normal Vehicle Use

· Normal commuting with motorway driving.

· Unladen to moderate loads.

· Flat to moderately hilly roads.

Severe Vehicle Use

· City stop/start driving.

· Short journeys.

· Moderate to maximum loads and towing.

· Mountainous or off-road conditions.

· Extended idling.

· A high proportion of short journeys less than 10 km (6 mi) or less than 15 minutes duration, particularly starting from a cold engine.

Extreme Vehicle Use

· Multi drop city stop/start driving.

· Continuous use at low speed, for example at airports.

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Engine Oil Life - PHEV/FHEV Vehicles Only

Vehicle Use	Hybrid Powertrain Type			
	Kuga PHEV	Kuga FHEV	Ranger PHEV	Tourneo/ Transit Custom PHEV
	Typical Engine Oil Life Dependant On Use			
Optimal (PHEV only)	Up to 18,000 mi	N/A	Up to 12,500 mi	Up to 25,000 mi
Normal	Up to 18,000 mi	Up to 18,000 mi	Up to 12,500 mi	Up to 25,000 mi
Severe	Up to 9,000 mi	Up to 9,000 mi	Up to 6,250 mi	Up to 12,500 mi

Optimal Vehicle Use (PHEV only)

· Majority EV use.

· Moderate loads and towing with engine on.

· Frequent short journeys.

Normal Vehicle Use

· City stop/start driving.

· Short journeys.

· Moderate loads and towing.

· Frequent Plug-in charging (PHEV only).

Severe Vehicle Use

· Frequent long journeys.

· Moderate to high loads and towing.

· Occasional Plug-in charging (PHEV only).

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