

# The Ford Service Plan

## THE FORD SERVICE PLAN

### Warranty explanatory notes

You may find the following helpful when your vehicle needs attention.

It is recommended that you contact your Ford Dealers in advance to agree with the date and time for the warranty repair.

When arriving at your Ford Dealer for the start of your warranty repair, your warranty registration form which you will find at the end of owner's handbook will be required by the Dealer's Service Department. For this reason, it is advisable always to keep the Owner's handbook with you when traveling in your vehicle.

If returning to the Dealer from whom the vehicle was purchased (Selling Dealer) is difficult or impractical, you may contact other locations of Ford authorized dealer service centers in the country, who will be able to assist you. The locations of various Ford Dealers is provided in the Dealer Directory.

For tyres, the respective tyre manufacturer's own warranty for dealing with tyre defects will apply, but your Ford dealer will assist you with advice on any such claim to the tyre manufacturer. While your Ford dealer will assist, the decision on such claim lies with the tyre manufacturer.

## How to benefit from the warranty

Please read this Owner's handbook carefully and be sure to carry out the regular maintenance checks and service items detailed in this section. Correct maintenance is an essential part of the warranty requirements and your Ford Dealer will want to see whether you have completed all the required service actions and have the necessary service stamps in the service history log at the time any repair under warranty is being reviewed. Correct service actions will also help maintain your vehicle in good condition, prolong its operating life and retain its value.

# Vehicle Service Requirements

If your vehicle has broken down or you feel that it would be unwise to continue to drive it, please contact the nearest authorized Ford Dealer for assistance.

## **Transfer of Warranties**

If you sell your vehicle, the warranties are automatically transferred to a second or subsequent owner for the remaining period of Ford 24 Months New Vehicle Warranty.

Please ensure that if you are a second or subsequent owner of this vehicle details are updated with the dealership, who will forward the same to Ford.

## **VEHICLE SERVICE REQUIREMENTS**

It is a condition of this Warranty that you have the vehicle properly, regularly and punctually serviced in accordance with the recommendations given in this Owner's handbook using genuine Ford parts.

When you present the vehicle for service, please pass this booklet to the service personnel. Once the service is complete, please ensure that the 'Service History Log' in the rear of this book have been completed and stamped. This information will be needed in the event of a claim.

If you do not comply with these servicing requirements Ford reserves the right to refuse a claim or cancel this warranty.

In addition to routine driver maintenance items which are explained in your Owner's Handbook, e.g. oil and coolant and tyre pressure checks, you must also arrange regular servicing in accordance with the Service Plan.

Regular servicing of your vehicle is vital because wear and tear are very gradual processes. Preventive maintenance costs are less and it is significant for your vehicle safety and economy.

# Vehicle Service Requirements

The following section explains when your vehicle should be serviced and the work which is required at each service.

## Pre-Delivery Inspection

Before delivery your vehicle was thoroughly inspected and road tested by your authorized Ford Dealer, in accordance with the Ford pre-delivery check sheet.

## The Free Service

The First Free Service is due at 5,000 kms or 3 month whichever is earlier and the Second Free service is due at 10,000 kms or 6 months whichever is earlier from the date of purchase of your vehicle.

This service during the Warranty period is a pre-condition for the “Ford 24 Months New Vehicle Warranty”.

## Service Intervals

After the first 2 free services subsequent servicing should be carried out at the intervals detailed on the following pages.

## SPARE PARTS WARRANTY

Ford India offers parts warranty of 180 days or 10,000 kms (whichever occurs earlier from the date of invoice of the parts) on Parts purchased by customers from Ford authorized dealerships. The terms and conditions of this parts warranty are similar to the regular “Ford 24 Months New Vehicle Warranty”.

Components or assemblies, fitted as replacement parts during the new vehicle warranty period or extended warranty period are not subject to a separate parts warranty, but assume the balance of the new vehicle warranty or extended warranty remaining on the vehicle.

## Extended Period Maintenance

At the end of the Service Schedules you will find a list of items, which require attention during the life of your vehicle. These are time and mileage related items, referred to as “Extended Period Maintenance”. Your Dealer is aware of these maintenance and when your vehicle is in for the relevant service, he will discuss the actions required with you.



## CLASSIC PERIODICAL MAINTENANCE SERVICE

### Scheduled Maintenance

**I** Inspect : Inspect & clean, repair, adjust or replace & Top-up if necessary

**A** Adjust : Examination resulting in adjustment or replacement

**R** Replace

**C** Clean

**T** Tighten & Torque

**L** Lubricate

Maintenance Interval (number of months or mileage (kms) which ever occurs earlier)	Months	3	6	12	18	24	30	36	42	48	54
	X1000 km	5	10	20	30	40	50	60	70	80	90

#### Engine & Transmission

Engine oil	I	R	R	R	R	R	R	R	R	R	R
Engine oil filter		R	R	R	R	R	R	R	R	R	R
Sump plug gasket		R	R	R	R	R	R	R	R	R	R
Drive belts (Alternator & PAS pump)	I	I	I	I	I	I	I	I	I	I	I
Engine timing belt, Drive belts and Tensioner *	Replace every 1,20,000kms or 5 years whichever occurs first.										
Spark plug - only petrol					R					R	
Air filter	I	I	R	I	R	I	R	I	R	I	I
Transmission oil	I	I	I	I	I	I	I	I	I	I	I

#### Cooling system

Coolant degas bottle pressure cap	I	I	I	I	I	I	I	I	I	R	I
Engine coolant*	I	I	I	I	I	I	I	I	I	I	I

#### Fuel system

Fuel filter - Petrol	I	I	I	I	I	I	R	I	I	I	I
Fuel filter - Without heater - Diesel	I	I	I	R	I	I	R	I	I	I	R
Drain water from fuel filter housing - Diesel		C	C	C	C	C	C	C	C	C	C
Heater - Fuel - Diesel	I	I	I	I	I	I	R	I	I	I	I
Fuel lines and hoses	I	I	I	I	I	I	I	I	I	I	I
Breather hose		C	C	C	C	C	C	C	C	C	C

Valve clearance to be checked every 1,60,000kms or 8 years.

\*Engine coolant need to be replaced at every 1,00,000 kms or 5 years.

\*Engine timing belt idler need to be replaced, if found defective at the time of timing belt replacement.



## CLASSIC PERIODICAL MAINTENANCE SERVICE

### Scheduled Maintenance

**I** Inspect : Inspect & clean, repair, adjust or replace & Top-up if necessary

**A** Adjust : Examination resulting in adjustment or replacement

**R** Replace

**C** Clean

**T** Tighten & Torque

**L** Lubricate

Maintenance Interval (number of months or mileage (kms) which ever occurs earlier)	Months	3	6	12	18	24	30	36	42	48	54
	X1000 km	5	10	20	30	40	50	60	70	80	90

#### Chassis & Body

Brake & Clutch pedals	I	I	I	I	I	I	I	I	I	I	I
Brake & Fuel lines (Routing, damage & chaffing)	I	I	I	I	I	I	I	I	I	I	I
Brake & Clutch Fluid	<b>Inspect every 10,000Kms</b> <b>Replace every 2 years or 40,000Kms whichever occurs earlier.</b>										
Parking Brake	I	I	I	I	I	I	I	I	I	I	I
Power steering Fluid and lines	I	I	I	I	I	I	I	I	I	I	I
Ball joint & Gaiters, Steering & Suspension Linkages	I	I	I	I	I	I	I	I	I	I	I
Wheels & Tyres (Wear, condition & pressure)	I	I	I	I	I	I	I	I	I	I	I
Wheel nuts	T	T	T	T	T	T	T	T	T	T	T
Door stricker & check arm	L	L	L	L	L	L	L	L	L	L	L
Door hinge cavity wax application	L	L	L	L	L	L	L	L	L	L	L
Bonnet lock & safety catch	L	L	L	L	L	L	L	L	L	L	L
Exhaust system heat shields		I			I				I		
Licence plate foam pads	I	I	I	I	I	I	I	I	I	I	I
Seat belts	I	I	I	I	I	I	I	I	I	I	I
Brake pads, brake discs & rear brake linings		I	I	I	I	I	I	I	I	I	I

**NOTE: Wheel alignment / wheel balancing / tyre rotation to be carried out as and when required.**



## CLASSIC PERIODICAL MAINTENANCE SERVICE

### Scheduled Maintenance

**I** Inspect : Inspect & clean, repair, adjust or replace & Top-up if necessary

**A** Adjust : Examination resulting in adjustment or replacement

**R** Replace

**C** Clean

**T** Tighten & Torque

**L** Lubricate

Maintenance Interval (number of months or mileage (kms) which ever occurs earlier)	Months	3	6	12	18	24	30	36	42	48	54
	X1000 km	5	10	20	30	40	50	60	70	80	90

#### Electrical & A/C System

Battery electrolyte level and specific gravity	I	I	I	I	I	I	I	I	I	I	I
Cleanliness of the battery terminals	C	C	C	C	C	C	C	C	C	C	C
Exterior lights	I	I	I	I	I	I	I	I	I	I	I
Wipers & Washer	I	I	I	I	I	I	I	I	I	I	I
Instrument panel (Illumination, Gauges & Warning lamps)	I	I	I	I	I	I	I	I	I	I	I
Electrically operated rear view mirrors	I	I	I	I	I	I	I	I	I	I	I
Horn	I	I	I	I	I	I	I	I	I	I	I
Air conditioning function	I	I	I	I	I	I	I	I	I	I	I
A/C Pollen filter**		C	C	C	C	C	C	C	C	C	C
A/C Cowl filter		I	R	I	R	I	R	I	R	I	I

**\*\*A/C Pollen filter to be replaced only if found damaged.**

# Extended Period Maintenance

The following checks, replacements are required in the duration specified below for better performance of your Ford Vehicle.

## Braking System

- Every 40,000 Kms or two years whichever occurs earlier, drain the brake fluid from the system and replace with new fluid dispensed direct from a new container. Use only Super Dot 4 Ford specification ESD-M6C57-A2. At the same time, or whenever the rear brake shoes are replaced (whichever occurs first), external rubber components of the front and rear wheel brake assemblies should be inspected for general deterioration or signs of fluid leakage. This may entail removal of calipers and drums. If any deterioration is evident, your Ford Dealer will advise you on the need for the system to be overhauled. Unless the complete system is overhauled, we recommend that the inspection is subsequently performed annually.

# Ford Extended Warranty

## Extended Warranty Plan

"Ford Solutions" Extended Warranty Plan, to give you peace of mind motoring.

You, as our esteemed customer can be rest assured that in the event of something going wrong with your car after the expiry of the Ford 24 months New Vehicle Warranty, this extended warranty will give you protection against Mechanical and Electrical breakdown.

## What is covered?

If any defect confirmed by your Ford dealer as Mechanical/Electrical breakdown as defined by the terms and conditions of this warranty, is found in your vehicle, your Ford dealer will repair or replace any part found defective with a new part or an equivalent at no cost to you for the parts or labour.

## Protection & Peace of Mind

1. Peace of mind motoring you are free to enjoy your motoring without unexpected and non-budgeted expenses.
2. Vehicle resale value is increased as the extended warranty can be transferred to the new owner, whenever the vehicle is sold.

## Duration of the extended warranty

The extended warranty is available for a duration of 24 months beyond the regular Ford 24 months New Vehicle Warranty.

This extended warranty can be bought through your Ford dealer, at any time during your Ford 24 months New Vehicle Warranty.

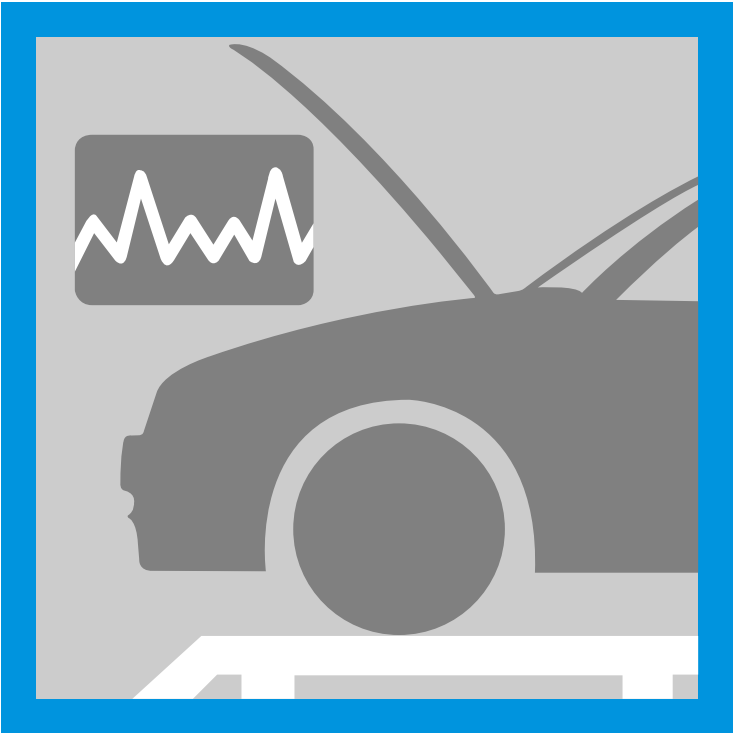
## What is not covered?

The replacement of routine service items and items subject to normal wear and tear. These items include, but are not restricted to oil filters, oils and fluids, fuel filters, air filters, spark plugs, wiper blades, clutch linings, brake discs, shock absorbers, brake pads and linings, drive belts, tie rod ends, ball joints, hoses, weather strips, bulbs, tyres, batteries\* and emission valves.

\*on pro-rata basis

- Normal maintenance service required including without limitations, oil & fluid changes, headlights, alignments, fasteners re-tightening, wheel balancing, wheel alignments, ignition timing and valve clearance.
- Any vehicle that has been neglected, misused, modified or used for any form of motor sport.
- Any vehicle which has been serviced, assembled, disassembled, adjusted or repaired other than by a Ford dealer.
- Any natural wear and tear including without limitation ageing etc.,
- Body, paint, glass, interior / exterior trim, exhaust systems, normal wear and tear, catalytic converters, suspension bushings / joints, wheel bearings / service items and other components subject to routine maintenance or periodic repair or replacement.

# Service History Log



Ford Service



# All about your vehicle

Vehicle

---

Registration number

---

Vehicle Identification Number

---

Date Registered

---

Engine Type

---

Transmission

---

Colour Code

---

Trim Code

---

Warranty Commencement Date

---

Mileage between Service

---

Government Test Date

---

Invoice Number

---

Supplied and inspected before delivery by :  
Dealer Stamp / Code

Issue date

---

Signature

---

# All about your vehicle

Owner's Name and Address / Registration Number

---

---

Daytime Telephone Number

---

Home Telephone Number

---

Mileage at Date of Purchase

---

Cell Number

---

Address Change / New Owner's Name and Address / Registration Number

---

---

Daytime Telephone Number

---

Home Telephone Number

---

Mileage at Date of Purchase

---

Date Purchased

---

Address Change / New Owner's Name and Address / Registration Number

---

---

Daytime Telephone Number

---

Home Telephone Number

---

Mileage at Date of Purchase

---

Date Purchased

---

It is important to keep the ownership details of the vehicle up to date. If you change your address, or are the second or subsequent owner of this vehicle, please complete the relevant sections above.

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# Looking after you and your Ford

## **Congratulations**

Buying a Ford means you have made a wise investment. But all investments need looking after in order to get the best return. That's why it's so important to look after your Ford. Now, together, we can make sure everything continues to go well throughout your ownership.

## **Service**

In order to keep your Ford running as efficiently and reliably as possible you should have it serviced at the frequencies mentioned in the Ford service plan.

For comprehensive details on the service content and intervals for your specific vehicle and the warranty coverage, please refer to your Warranty and Service Guide.

## **Keep a record**

This log enables you to keep a full record of your vehicle's health and you should take it to your Ford Dealer every time you take your vehicle in for any maintenance.

Please note it is a condition of your 24 month new vehicle warranty and all extended maintenance plans to have your vehicle serviced in line with the Ford schedule.

## **In between services**

Some helpful hints on how to look after your Ford in between service visits can also be found on the back cover.

## **Maintain your vehicle's value**

Appropriately stamped and kept up to date, this log not only helps you keep your vehicle running at its best but also helps keep up its resale value.

# Looking after you and your Ford

It's just another way of showing that Ford and your Ford Dealer are committed to giving you the highest standards of care and service to make every mile of your motoring as trouble free and enjoyable as possible.

## **Who better?**

Who else knows more about looking after your Ford? Who else offers you Ford-trained technicians, original Ford parts and guaranteed repairs at a reasonable cost?

Who else offers you so much, so near?

Who else but your Ford Dealer!

The dealers facilities, experience and commitment to your satisfaction make them the logical choice to maintain and repair your Ford throughout its life.

## **THE FORD DEALER AND YOU**

### **Confidence in what they do**

Ford Dealers guarantee their workmanship.

Here are just some of the benefits of Ford Dealer service.

### **The right people for the job**

Technicians trained by Ford with up to date knowledge of product technology and service developments and Receptionists trained by Ford to provide customers with the high standards of courtesy and attention.

### **The right tools for the job**

Ford Dealer workshops are equipped with an extensive range of special tools and test equipment specified by Ford, including VCM-the latest in computerized diagnostic equipment designed by Ford specially for the advanced electronic systems fitted in your vehicle.

## **The use of Ford Replacement Parts**

During the development of Ford vehicles, extensive testing is undertaken to ensure that all components meet the required durability standards and performance levels.

In carrying out any Warranty repairs your Ford Dealer is required to fill ford replacement parts and use Ford oils and lubricants specified by ford. To obtain the maximum benefit from the Ford 24 months New Vehicle Warranty, it is recommended that Ford parts are used for servicing and other repairs.

There are a number of key components on a vehicle where this is particularly important. For example when brake pads are renewed during repairs and servicing you would want them to meet stringent safety standards. To ensure this, components so fitted must be genuine Ford Parts which meet the relevant Ford engineering specifications and quality control standards.

If any doubt exists about the suitability of parts consult your Dealer.

If a non-Ford part is fitted to effect a 'get you home' repair, consult your Ford Dealer as soon as possible after your return.

## **No surprises**

Your Dealer will service and repair your vehicle precisely in line with Ford specified procedures and can provide you with a price estimate inclusive of labour, parts and taxes for all services and most mechanical repairs. On completion they will provide you with a full description of what has been done and hold any replaced parts for your inspection unless required for Warranty purposes. That way you know exactly what you are getting for your money.

## **In the event of an accident**

The benefits of Ford Dealer service extend beyond their mechanical workshops. Ford Dealers have modern, well equipped body repair facilities together with trained technicians. They have the expertise to carry out minor or major repairs to your vehicle promptly and according to the Ford procedures.

## Contacting your Dealer

When making an appointment for a service or repair apply the following simple points to ensure that the booking is made efficiently and to minimize any delay to you when you take your vehicle in.

When contacting your Ford Dealer to make a booking ask for the Service Reception. The Service Receptionist will probably ask you for the following information:

- . Your name, address and day time telephone number.
- . Vehicle model and type
- . Registration number
- . Vehicle mileage
- . Type of service required or details of repair required.

If you are booking your vehicle in for a repair which you feel is covered by the terms of the Ford 24 Months New Vehicle Warranty, please tell the Receptionist when making the booking.

If you are making an appointment for a service or repair for which you are paying, you can request the estimated cost and delivery schedule from your service advisor and establish with the Dealer their acceptable terms of payment.

It may not be necessary to leave your vehicle all day at your Dealer for service or repair. Ask the Receptionist if it is possible for you to deliver and collect it at times convenient to you. Many Dealers offer a while-you-wait facility for some services and minor repairs.

Finally, when you have made your booking make a note of the agreed date and time and the Service Advisor's name.

## On arrival at your Dealer

Please note your vehicle mileage and present this Service Guide to the Receptionist/Service Advisor.

A well trained service advisor will interact with you to understand your service needs and any other repairs that may be required to be attended. Ensure that you confirm with the Service Advisor full details of the work required and agree which items, if any, are covered by the Ford 24 months New Vehicle Warranty. Let the Receptionist/Service Advisor know where to contact you if any work is identified, which is unexpected or will exceed the cost of an estimate you may have been given. You would be required to approve the cost of repair, wherever applicable and authorize the dealer to execute the repair order.

## Collecting your Vehicle

After a repair or service, study the invoice to ensure you understand its content. Please do not hesitate to ask the Service Advisor, if something is not clear. In the case of a service, check that it has been recorded in this Warranty Service Guide section of this Owner's Handbook.

# Extended Period Maintenance

## SERVICE RECORD

Your authorized Ford Dealer will stamp the appropriate record on these pages and enter the date and distance covered (kms) in the panels provided. This is to confirm that the required work has been carried out on your vehicle.

When you come to sell your vehicle, you will be able to supply proof that it has been maintained to Ford standards.

## Service Schedule (Whichever Occurs earlier)

<b>PDI</b>	
<b>Km</b>	<b>Date</b>

# Extended Period Maintenance

<p><b>5000</b> km or 3 months from the date of purchase which ever occurs earlier</p>	
<p><b>FIRST FREE</b> (LABOUR ONLY)</p>	
Km	Date

<p><b>10,000</b> km or 6 months from the date of purchase which ever occurs earlier</p>	
<p><b>SECOND FREE</b> (LABOUR ONLY)</p>	
Km	Date

<p><b>20,000</b> km or 12 months from the date of purchase which ever occurs earlier</p>	
Km	Date

<p><b>30,000</b> km or 18 months from the date of purchase which ever occurs earlier</p>	
Km	Date

<p><b>40,000</b> km or 24 months from the date of purchase which ever occurs earlier</p>	
Km	Date

<p><b>50,000</b> km or 30 months from the date of purchase which ever occurs earlier</p>	
Km	Date

# Extended Period Maintenance

DEALER STAMP

DEALER STAMP

DEALER STAMP

DEALER STAMP

DEALER STAMP

DEALER STAMP

# Extended Period Maintenance

<b>60,000</b> km or 36 months from the date of purchase which ever occurs earlier	
Km	Date

<b>70,000</b> km or 42 months from the date of purchase which ever occurs earlier	
Km	Date

<b>80,000</b> km or 48 months from the date of purchase which ever occurs earlier	
Km	Date

<b>90,000</b> km or 54 months from the date of purchase which ever occurs earlier	
Km	Date

<b>100,000</b> km or 60 months from the date of purchase which ever occurs earlier	
Km	Date

6 6

<b>110,000</b> km or 66 months from the date of purchase which ever occurs earlier	
Km	Date

# Extended Period Maintenance

DEALER STAMP

DEALER STAMP

DEALER STAMP

DEALER STAMP

DEALER STAMP

DEALER STAMP

## Extended Period Maintenance

**Renew  
Fuel Filter - Diesel  
( Every 30,000 Km  
or 1.5 Years)**

**Km**

**Date**

**Renew  
Fuel Filter - Diesel  
( Every 30,000 Km  
or 1.5 Years)**

**Km**

**Date**

**Renew  
Fuel Filter - Diesel  
( Every 30,000 Km  
or 1.5 Years)**

**Km**

**Date**

**Renew  
Fuel Filter - Diesel  
( Every 30,000 Km  
or 1.5 Years)**

**Km**

**Date**

**Renew  
Brake Fluid  
( Every 40,000 Km  
or 2 Years)**

**Km**

**Date**

**Renew  
Brake Fluid  
( Every 40,000 Km  
or 2 Years)**

**Km**

**Date**

**Renew  
Brake Fluid  
( Every 40,000 Km  
or 2 Years)**

**Km**

**Date**

**Renew  
Spark Plugs - Petrol  
( Every 40,000 Km  
or 2 Years)**

**Km**

**Date**

## Extended Period Maintenance

**Renew  
Spark Plugs - Petrol  
(Every 40,000 Km  
or 2 years)**

**Km**

**Date**

**Renew  
Spark Plugs - Petrol  
(Every 40,000 Km  
or 2 years)**

**Km**

**Date**

**Renew  
Coolant Cap  
(Every 80,000 Km  
or 4 years)**

**Km**

**Date**

**Renew  
Coolant Cap  
(Every 80,000 Km  
or 4 years)**

**Km**

**Date**

**Renew  
Coolant Cap  
(Every 80,000 Km  
or 4 years)**

**Km**

**Date**

**Renew  
Fuel Filter - Petrol  
(Every 60,000 Km  
or 3 years)**

**Km**

**Date**

**Renew  
Fuel Filter - Petrol  
(Every 60,000 Km  
or 3 years)**

**Km**

**Date**

**Renew Engine  
Timing Belt  
(Every 120,000 Km  
or 5 years)**

**Km**

**Date**