

Nobody knows your Ford like we do

Quality and value.
Two things you can be
certain about with myFord
Capped Price Servicing.



What is myFord Capped Price Servicing?

Ford now has Capped Price Servicing, which means it makes even more sense to have your Ford looked after by the people who know your Ford back to front, inside and out. With myFord Capped Price Servicing, Ford will publish the maximum price you will pay for a logbook service at participating Authorised Ford Dealers for all new vehicles as well as those built from 2007. myFord Capped Price Servicing is available up to 6 years or 105,000 kilometres, whichever comes first.

In addition to knowing your servicing cost in advance, the specialist knowledge and expertise of the team at your Ford Service Centre help you to protect the long term performance, safety and resale value of your Ford.

Includes 12 months myFord Standard Roadside Assistance.

What's more, we'll look after you and your Ford once you've left the Service Centre. That's because when you take advantage of myFord Capped Price Servicing, Retail and Small Business Customers will also enjoy 12 months myFord Standard Roadside Assistance. So, whether you are picking up the weekly groceries, or happen to be heading for a weekend away, you have the added peace of mind in knowing that should anything go wrong, Ford will be there for you.

There are lots of reasons why Ford is the best team to look after your Ford.

Nobody knows your Ford like we do, so when it comes to making sure your new Ford is looked after and well maintained, you simply can't beat a Ford Service Centre. Every one of our Service Centres is staffed by Ford Factory Trained Technicians who use specialist

diagnostic equipment that is designed by Ford for Ford vehicles and is available to them exclusively. In addition only your Ford Dealer can complete any outstanding service campaigns at no charge to you.

What's more, only genuine Ford parts are fitted to your vehicle in all logbook servicing. Not only does every genuine Ford part meet Australian Design Standards, but each part also carries a 12 month warranty. Then there's the advantage of having all of your logbook services recorded on the Ford computer system, so in the event your logbooks are lost, your service history records are protected. For you, this all adds up to complete peace of mind.

How much will it cost to service my Ford?

To find out the exact myFord Capped Price for servicing eligible Ford vehicles visit ford.com.au/myfordcps or talk to your Ford Dealer.



Like more information?

For full details on how myFord Capped Price Servicing delivers quality, value and peace of mind, visit your nearest participating Ford Dealership or go to ford.com.au/myfordcps



Feel the difference

ford.com.au



FRD01266

myFord Capped Price Service Terms and Conditions

These terms and conditions (Terms and Conditions) are effective from 1 June, 2011 and, while they remain in force, govern the operation of myFord Capped Price Servicing available at participating Ford dealers.

1. In these Terms and Conditions:

Authorised Ford Dealer means a dealer appointed by Ford to sell new and/or demonstrator vehicles of the kind marketed from time to time by Ford in Australia and to perform Ford warranty service on such vehicles.

Customer Assistance, Warranty and Service Guide means the official Ford Customer Assistance Warranty and Service guide (also referred to as the "logbook") supplied with the vehicle at the time of purchase, which includes warranty and maintenance records.

Eligibility Period means the period commencing at the Ford Express New Vehicle Warranty Start Date and expiring at the earlier of:

- (a) six years from the Ford Express New Vehicle Warranty Start Date,
- (b) when the aggregate distance travelled by the vehicle reaches 105,000km

Eligible Vehicles means all Ford Vehicles built from 2007 as defined in these Terms and Conditions and specifically excludes:

- (a) privately imported vehicles;
- (b) 'grey import' vehicles, i.e. vehicles imported other than through authorised Ford channels for the purpose of resale

Ford means Ford Motor Company of Australia Limited, ABN 30 004 116 223.

Ford Express New Vehicle Warranty Start Date means:

- (a) in the case of a vehicle which is a company, dealership or demonstrator vehicle, the date on which the vehicle is first registered by Ford or an Authorised Ford Dealer; or
- (b) in all other cases the date on which the vehicle is delivered to its first owner by the selling Ford dealer.

Ford Vehicle(s) means a Ford branded vehicle produced in Australia or imported by Ford and distributed in Australia.

myFord Capped Price means the maximum price for a specified Scheduled Service as published at www.ford.com.au/myfordcps and as amended from time to time for the stated effective period.

myFord Standard Roadside Assistance: means the roadside assistance program as detailed in the myFord Roadside Assistance product information published at www.ford.com.au/myfordcps

Retail Customer and Small Business Customer: means customers who own an Eligible Vehicle that was not subject to National Fleet and/or Government pricing at time of purchase. Customers who purchased the Eligible Vehicle as a second hand vehicle are not excluded from this definition.

Scheduled Services means for all Ford Vehicles other than (PK and PJ Ranger) and Escape, each of the first seven standard scheduled service intervals which are scheduled to occur at each 15,000km interval and for (PK and PJ Ranger) and Escape each of the first ten standard scheduled service intervals which are to occur at 10,000km intervals, as set out in the Customer Assistance, Warranty and Service Guide.

Pursuant and subject to these Terms and Conditions, myFord Capped Prices are available for Eligible Vehicles during the Eligibility Period at participating Authorised Ford Dealers.

2. What is covered under myFord Capped Price Servicing?

The applicable myFord Capped Price will cover the standard items in each Scheduled Service where the Eligible Vehicle has been used under 'Normal' driving conditions (as set out in the Customer Assistance, Warranty and Service Guide for A and B services). Vehicles that have been used in 'Severe' driving conditions, as set out in the Customer Assistance, Warranty and Service Guide as C Services, may require additional labour, additional items, or servicing at more frequent intervals. Any additional labour, items and servicing will not be covered in the myFord Capped Price.

The standard items in each Scheduled Service are

- (a) labour;
- (b) parts (subject to condition 3 below)
- (c) lubricants; and
- (d) sundries which includes items such as oil and waste recycling and / or removal, workshop supplies etc.

Additional items notated in Service Schedules that are time based such as brake fluid replacement and coolant change will be provided as separate items to the myFord Capped Price Service quote obtained from the Ford website www.ford.com.au/myfordcps.

It is your responsibility to ensure that you present your vehicle for servicing at each Scheduled Service interval or within 12 months of the previous Scheduled Service (or six months for PK and PJ Ranger and Escape), whichever occurs first. If you miss any Schedule Service additional work may be identified which is not included in the myFord Capped Price.

3. myFord Capped Price Servicing does not include the following items:

- Directional tyre rotation where required;
- Repair of accident damage to any body, driveline or chassis components;
- Additional maintenance due to modification from original specification;
- Normal wear and tear consumable items requiring additional maintenance (including but not limited to brake pads replacement, fuses, wiper blades, batteries, tyres, wheel alignment adjustment);
- Items that are identified as requiring more frequent attention depending on operating conditions (as described in the Ford Customer Assistance, Warranty and Service Guide C Service Conditions);
- Additional fluids and additives not specified in the A and B Scheduled Servicing tables in the Customer Assistance and Warranty Service Guide;
- Air conditioner filter replacement;
- Adjustments not specified in the A and B Schedule Servicing tables in the Customer Assistance and Warranty Service Guide;
- Additional maintenance and repairs that may be recommended by your Authorised Ford Dealer to suit your individual driving characteristics;
- Service or maintenance of non genuine Ford parts;
- Service, fitment or maintenance of any accessories, including Ford accessories;
- Replacement of items that are purely based upon time such as brake fluid or coolant changes.

These items will be identified as a separate charge to the published myFord Capped Price Servicing Customer Service Cost.

Please note: Participating Authorised Ford Dealers are required to advise you if any additional service or maintenance work is required. You should be informed prior to that work being undertaken and your consent should be requested and obtained before the Authorised Ford Dealer undertakes the additional service or maintenance work.

4. Who is eligible to receive myFord Standard Roadside Assistance?

Where a Retail Customer or Small Business Customer has a myFord Capped Price Service completed at a participating Authorised Ford Dealer, their vehicle will be eligible to receive a 12 month myFord Standard Roadside Assistance membership as part of the service.

In the event a customer contacts roadside assistance the customer may be required to show evidence of membership which will be supported by either the confirmation stamp in the logbook or the myFord Standard Roadside Assistance membership card. Where a customer does not have either of these forms of confirmation they should contact their participating Authorised Ford Dealer to receive the required documentation prior to the Roadside Assistance to be undertaken.

5. How often will the prices be changed?

Ford will update the Ford website (www.ford.com.au/myfordcps) with any myFord Capped Price changes at times when it is appropriate to do so. Customers however have the peace of mind in knowing that for every quote on the website there will be a "valid till" date up to which Authorised Participating Ford Dealers will honour the relevant myFord Capped Price.



Feel the difference