

FORD SERVICE ROAD SIDE ASSISTANCE CERTIFICATE



Ford Service Roadside Assistance - Peace of Mind Motoring 24hrs / 7days

Ford Service Roadside Assistance program is designed to enhance your overall Ford ownership experience, by providing you with 24hrs/ 7days emergency support related to the use of your Ford motor vehicle. Peace of mind motoring - guaranteed.

While it is our sincere hope that your travels are always trouble-free, breakdowns and road traffic accidents do happen - our goal is to ensure that even if your Ford motor Vehicle is immobilized, whether at home or while travelling, any inconvenience to you and your family is minimized.

Should you ever require assistance, all you need to do is dial our 24-hour assistance hotline: 1800-209-7400 or 1800-103-7400, and Ford Service Roadside Assistance will be there to help.

This certificate contains information on the scope of benefits provided by Ford Service Roadside Assistance program. It also details the correct procedures to follow, and lists out relevant terms & conditions, if you want to avail Ford Service Roadside Assistance program. Please read it carefully and keep it in an accessible place within your car. Should you have any questions regarding your coverage, you are welcome to contact an Authorized Ford Dealer or call the 24-hour assistance hotline.

Getting Help - What to do when you need Assistance

In the event of a breakdown or accident, simply call Ford Service Roadside Assistance on 1800-209-7400 or 1800-103-7400 (toll-free from anywhere in India).

Please have the following information in hand for the operator when you call:

- Your name and exact location - License plate number and colour of your vehicle
- Vehicle Identification Number (VIN) - Vehicle model
- Contact phone number - Description of the problem

The Ford Service Roadside Assistance can only be availed by calling at the toll free number 1800-209-7400 or 1800-103-7400 and shall be limited for providing services stated in the Covered events only stated below and meant only for Ford vehicle which are registered with Ford Service Roadside Assistance program. Kindly note that your Ford vehicle is automatically covered and eligible for Ford Service Roadside Assistance program only for a period of 2 (Two) years from the date of purchase of Ford Vehicle and thereafter can be extended by you by payment of applicable charges to Ford India Authorized Dealers.

If you are out of Ford Service Roadside Assistance program but your vehicle requires Roadside Assistance, as a Ford, you can still take advantage of the services offered under this Scheme by dialing the above stated toll free numbers. However such road assistance shall be provided by third party service providers on chargeable basis with whom Ford may or may not have any tie-ups or control. Such vehicle assistance/ Recovery management services shall be provided, but at your cost & risk and Ford shall not be responsible in whatsoever manner for any deficiency of any services provided by such third party service providers.

Covered Events

- Mechanical or electrical breakdown leading to stoppage/immobility of the vehicle
- Human error
 - Battery problems: flat battery
 - Fuel problems: out of fuel, incorrect fuel, or contaminated fuel
 - Key problems: locked keys, lost keys, or broken vehicle keys
 - Tyre problems: Puncture bolts or valve related issues

Road traffic accident where the vehicle is immobilized Assistance will be provided no matter where you are (i.e. at home, on the roadside, on the highway, in a parking lot, etc.), as long as your vehicle is not already at an Authorized Ford Dealer.

Summary of Customer Benefits

Roadside Assistance at home or on the road

If your Ford vehicle is immobilized whether at home or on the road, Ford Service Roadside Assistance will attend to your Ford vehicle. For minor repairs where we decide the vehicle can be repaired at the roadside, a technician will be sent to try and mobilize your Ford vehicle at the roadside.

Vehicle Recovery

If your Ford vehicle is unable to be mobilized following a mechanical or electrical breakdown, a recovery vehicle will be sent to recover your vehicle to the nearest authorized Ford dealer. The Cost of parts, labor & incidental expenses etc relating to the repair of the Ford Vehicle has to borne by you.

Taxi

If your Ford vehicle is recovered to a dealer by Ford Service Roadside Assistance, the driver and passengers will be provided with one free taxi ride, up to 50km from the breakdown location, in order to continue your journey. Any travel beyond 50 Km shall be chargeable and immediately payable by you to the taxi service provider.

Vehicle Recovery following an Accident

If your vehicle is unable to be mobilized following a road traffic accident, Ford Service Roadside Assistance will organize to send a recovery vehicle to recover your vehicle to the nearest authorized Ford dealer.

General Assistance

Any General Assistance shall be provided however the cost & expenses of such Services shall be borne by you.

Terms and Conditions

Remain with your Vehicle

Once you have called Ford Service Roadside Assistance, it is vital that you stay with your vehicle. Should the Ford Service Roadside Assistance representative arrive at your vehicle while it is unattended, the necessary work cannot be carried out.

Program Overview – Definitions

Covered Customers - The owner (or driver) and all the passengers travelling in the vehicle at the moment the roadside assistance was required, up to the legal passenger limit of the vehicle. The customer may be asked to produce car/other

identity documents to verify the eligibility under this Program. Vehicles sold by unauthorized dealerships, and any vehicles originally sold (as a new car) in any other country besides India, are not eligible for the assistance services and benefits.

Covered Area – Customers are entitled to service under this program PAN India (Except Andaman and Nicobar)

Non-covered Events

Ford Service Roadside Assistance is designed to help in "covered events" that lead to stoppage/immobilization of your vehicle. As a result, this program will not cover following events, including but not limited to:

- Faulty fuel gauge
- Speedometer not working
- Air-conditioning is not working
- Passenger door(s) cannot be opened when there are no passengers in the vehicle
- Boot cannot be opened
- Front and/or rear demisters are not functioning
- Horn is not functioning
- Damaged door mirrors
- Rear view mirror is damaged but it does not obstruct the driver's vision
- Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest Authorized Ford Dealer
- Sunroof cannot be opened
- Sunroof cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- Windows cannot be opened
- Windows cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- Seat adjuster is faulty but the vehicle can be safely driven
- Passenger seat belts are faulty but there are no passengers in the vehicle
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously
- Transmission stuck in sports/winter mode
- ABS lights are illuminated
- Air bag warning lights are illuminated
- Traction control lights are illuminated
- Other non-safety related lights/service warnings are illuminated
- Vehicle runs out of windscreen wiper fluid
- Front windscreen wipers faulty but weather conditions are fair
- Rear windscreen wiper faulty

General Exclusions

The following scenarios are general exclusions under the Ford Service Roadside Assistance and therefore we will not be responsible for any assistance costs as a result of any of the following:

- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs, or operated outside official roads
- Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles
- Breakdown is caused by deliberate damage, or participation or abetment in a criminal act or offence
- The immobilization is resulting from damage caused by intervention of the police or other authorities
- Any damage resulting from the use of the vehicle against the recommendations of the owner manual
- Any consequential costs and/or damage to property as a result of a breakdown
- Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations

Adverse Weather

On occasion, adverse weather conditions such as floods, heavy rain, thunder/lightning, other natural calamities or other external factors may affect our ability to provide services and it may become physically impossible to assist you until the weather improves. During such times, our main priority will be to ensure that you and your passengers are taken to a place of safety; the recovery of your vehicle may not be possible until weather conditions permit.

External Factors

Ford will take every effort to reach you once you make the call however external conditions (including traffic, strike etc.), could delay such an effort.

Locked Keys

Whilst we will always endeavor to provide assistance by the most efficient method, modern security systems sometimes make it extremely difficult for us to gain entry to your vehicle at the roadside should the spare keys not be available. If a forced emergency entry is required, you will be asked to sign a declaration stating that you have granted permission for this to take place and confirming that all costs relating to any resulting damages to your vehicle will be your sole responsibility.

Right of Refusal

Ford Service Roadside Assistance shall have the right to refuse any or all benefits under the program, if it is found that you had furnished false information relating to your eligibility or entitlements to the benefits provided under this program.

Disputes

Courts situated within the jurisdiction of Chennai alone shall have the exclusive jurisdiction to decide all disputes that may arise under this service