

## Ford Solutions Scheduled Service Plan

Dear Customer,

Congratulations! On acquiring your new Ford Vehicle and this Scheduled Service Plan.

We trust it meets with your expectations and provides you with many years of enjoyable motoring. This certificate explains the terms, conditions and limitations that apply to this plan.

We recommend that you keep this document in a safe place.

We look forward to being of service to you.

### Period of cover:

This Plan will commence, the date you sign up for the Scheduled Service Plan.

### This Plan will cease:

On the date the number of months as mentioned in the plan certificate are elapsed calculated from the date the Plan is purchased\*, or when the total distance travelled reaches the number of kilometres, specified in the plan certificate whichever occurs earlier.

In case of car being declared as "total loss" by the insurance company, Customer would be refunded an amount on pro-rata basis. 50% of the amount would be refunded to the customer for the unutilised Periodical Maintenance Service from the plan\*.

### What is covered?

#### Scheduled servicing:

Subject to the terms and conditions of this plan, commencing from the date you sign up the Scheduled Service Plan, the vehicle will be provided with scheduled servicing as specified in the Owner's Manual applicable to the vehicle under normal use and operating conditions in India.

Some examples include but are not limited to, replacement of fuel filters, oil filter, air filter and engine oil.

### What is not covered?

#### A. This Plan does not cover:

1. Any Non-scheduled maintenance:
  - a. Some examples include but are not limited to, replacement of brake pads/ shoes, brake disc, suspension lower arms, shock absorbers, belts, wiper rubber, etc.
  - b. Damage caused to glass, lights, indicators, paints, internal or external trim, panel, body, wheels, tyres and tyre tubes are not covered under Scheduled Service Plan maintenance.
  - c. Repair/Replacement of parts related to mechanical/electrical failure.
2. Additional parts replacement, adjustments and/or repairs that may be required as a result of any modification made to the vehicle.
3. Additional parts replacement, adjustments and/or repairs that may be required as a result of wear and tear, accident, damages, loss, abuse or misuse.
4. Additional parts replacement, adjustments and/or repairs that may be required as a result of:
  - i. Failure to use the vehicle in accordance with the instructions contained in the Owner's Manual.
  - ii. Failure to maintain proper levels of fluids, lubricants, coolants, fuels or contamination of fluids/fuels.

- iii. Failure to ensure that the vehicle is properly, regularly and punctually serviced in accordance with the instructions and recommendations specified by Ford in the Owner's Manual.
- iv. The vehicle having been serviced by a person other than the authorised Ford dealer.
- v. The use of non-genuine parts (i.e. parts that are not specified by Ford)
- vi. Environmental damages. Examples include (but are not limited to), bird or animal excreta, industrial fallout, airborne contaminants, tree sap and chemicals or other hazards.
- vii. Wading through water with a level exceeding centre line of the wheels.
- viii. Repairs & parts replacement resulting from the use of contaminated fuel.

5. Additional service or maintenance requirements as a result of the vehicle being used under severe/unusual conditions as defined in the Owner's Manual
6. Tyre or tyre tube replacements and repairs.
7. Vehicle registration costs, statutory and government charges, motor vehicle insurance premiums, or fuel.
8. Any repairs required as a result of continued operation of the vehicle once a defect or fault has occurred (including loss of lubricants and coolant)
9. Any consequential loss, damage or liability incurred as a result of scheduled servicing, non-scheduled maintenance or a mechanical failure (including personal liability).
10. Any claim caused by war, warlike activities, civil disturbance, riots, natural calamities, nuclear waste or any nuclear material.

#### B. This plan will cease to operate and no claims will be accepted where the vehicle:

1. Has been modified from the manufacturer's original specifications.
2. Is being or has been used or tested in preparation for or participation in any form of motor sport.
3. Is being used for a purpose for which it was not designed.
4. Has not been serviced in accordance with the service requirements detailed under 'Vehicle service requirements' in the Owner's Manual.
5. Odometer reading cannot be determined as accurate by virtue of it having been inoperative, tampered with or removed from the vehicle.
6. Is being used under harsh or severe conditions. Examples include but are not limited to, mining sites and rough off-road use.

#### Vehicle service requirements:

It is a condition of this plan that you maintain, use and operate the vehicle in a proper manner within Ford's Specified capacity and operating limits and ensure that the vehicle is properly, regularly and punctually serviced in accordance with the instructions and recommendations specified for the vehicle by Ford, as outlined in the Owner's Manual.

To obtain scheduled servicing, please visit your nearest authorised Ford dealer.

#### Transferability:

Selling your car with this Scheduled Service Plan will obviously increase the value of the car. To request a transfer of the S.S. Plan, contact your Ford dealer and furnish the details of the person to whom you will be selling your vehicle. This Plan will not be transferred if the vehicle is sold to a motor vehicle dealer or trader.

\*Conditions apply