

FORD **PROTECT**

Mechanical Breakdown Warranty

Judge it by its cover





Warranty that works

Quality and dependability are, no doubt two of the main reasons why you chose to drive a Ford in the first place. All Ford vehicles are designed and built to extremely high standards, with the aim of delivering a fun and carefree driving experience. However, over time some mechanical parts of your vehicle may wear and in some cases, could fail and need replacing, leaving you with an unexpected repair bill.

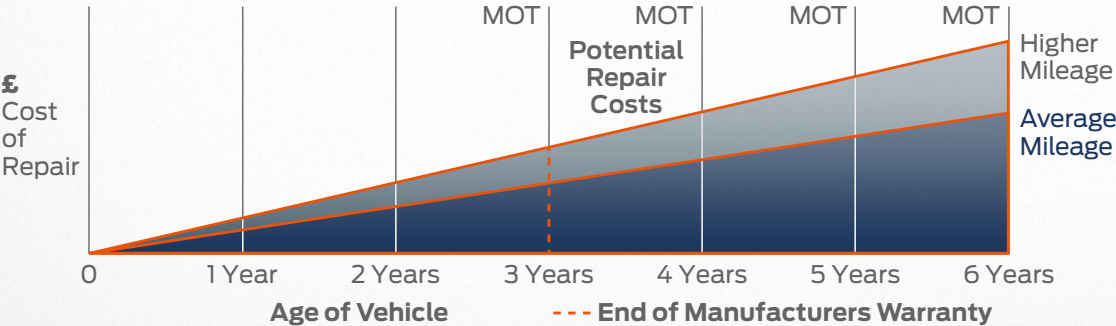
You can now have peace of mind with the **Ford Protect** Mechanical Breakdown Warranty. Put simply, it could mean no more repair bills on covered components for up to 3 years, leaving you to get on with enjoying your Ford experience.

Hidden cost of owning your commercial vehicle

Your commercial vehicle is covered by the Ford manufacturer warranty for 3 years*. When this cover ends, any repair costs need to be met by you, unless of course you have a **Ford Protect** Mechanical Breakdown Warranty. As the age and mileage of your vehicle increases, the risk of an unexpected mechanical failure also increases, whilst an electrical failure can occur at any time.

Where is your vehicle on the graph below and more importantly, where will it be in 3 years time?

Risk of Repair Graph



*Mileage limitations apply.

Protect your vehicle for the road ahead

Ford Protect takes over when your manufacturer's warranty expires, or has already expired, and covers commercial vehicles up to 5 tonnes GVW.

(Subject to your vehicle having been maintained in accordance to the manufacturer's service schedule by an authorised repairer)

Cover level

For commercial vehicles less than 10 years old and 100,000 miles at point of warranty sale.



To learn more, watch the Ford Protect video here.

Judge it by its cover

Ford Protect Mechanical Breakdown Warranty is a high value all mechanical and all electrical protection package. Covering sudden and unforeseen breakdown or failure for your vehicle, which includes the following component areas:

- Engine or Motor (Hybrid and EV vehicles)
- Gearbox Manual or Automatic
- Differential and Driveline
- Head Gasket
- Turbo
- Clutch (excluding frictional material)
- Fuel Systems incl. Injectors
- Cooling Systems
- Ignition Systems
- Electronic Control Unit (ECU)
- Wheel Bearings
- Air Conditioning
- Braking System
- Factory fitted Bluetooth System
- Standard audio, Multimedia Equipment (incl. sat nav)
- Central Locking
- Cruise Control (incl. enhanced systems)
- Instrument Cluster
- Parking Sensors and Control Unit Heating
- Sensors / Modules
- Steering
- Suspension
- Starter Motor and Alternator
- Powered Tailgate

Failures due to wear and tear on covered components up to 70,000 miles:

- DPF incl. Lifetime Sealed Variation**
- Catalytic Converter**
- Oil Seals and Gaskets (non service related)

**Terms and conditions apply

- * Individual claims limit up to the purchase price of the vehicle, as shown on the warranty certificate
- * 3 to 36 months duration of cover available
- * Whilst there is no mileage limit for mechanical or electrical failures, where the failure is due to wear and tear of a covered component, there is a limit of 70,000 miles at time of failure
- * Maximum vehicle age at warranty inception is 10 years from the date of 1st registration
- * Maximum vehicle mileage at warranty inception is 100,000 miles

The covered components listed to the left is an abbreviated list. A full detailed description of cover is shown in the warranty booklet.





Up to 3 years extended warranty on a used EV or hybrid vehicle



A new commercial vehicle has a 3 year warranty. Why shouldn't your used commercial vehicle have a 3 year warranty? Here is some information regarding the features and systems covered by **Ford Protect Mechanical Breakdown Warranty**.



Every Part Counts

(EV and Hybrid covered components listed below are in addition to examples shown on page 2)

- Electric Drive Motors
- DC Converter
- Combined Charging System
- High Power Distribution Module
- High Voltage A/C Compressor
- Battery Energy Control Module
- Battery Cooling Fan
- Motor Cooling Radiator
- Transmission Control Module
- Power Line Communication Module
- System Main Relay
- On Board Diagnostic Control Module
- Auxiliary Battery Pre Heater
- Battery Energy Control Module
- Power Control Unit Regenerative Braking System
- Cabin Heater Assembly
- Motor Cooling Fan and Motor Assembly

- Low Voltage Converter
- Power Inverter Module
- Generator
- Reduction Gear
- Power Split Device
- Accessory Power Module
- Climate Control Compressor
- On Board Auxiliary Power Supply

The covered components listed here is an abbreviated list. A full detailed description of the cover is shown in the warranty booklet.

We really have got it covered

- Cover for both parts and labour, with no excess to pay
- Available in monthly durations between 3 and 36 months to match exact vehicle ownership periods
- The maximum claim value shall not exceed the vehicle purchase price as shown in the warranty certificate
- There is no limit to the number of claims that can be made
- Replacement vehicle hire, after 24 hours, up to the value of £60, inclusive of VAT, per day for a maximum of seven days in the event of failure (subject to conditions)
- Up to 60 days continental cover
- Cover for the cost of overnight accommodation, rail fares or taxi, up to an amount of £100, inclusive of VAT
- Access to Ford's nationwide repair network

Additional Warranty Options

(will incur an additional cost)

Ford Protect AA Roadside Assistance:

(may only be purchased with a Ford Protect contract at additional cost)

The AA will provide assistance at the roadside or your home address; if your vehicle won't start or runs out of battery charge, The AA will either get you back on the road, or recover you to the nearest authorised repairer or charge point.

MOT Test Warranty:

(the vehicle must have a minimum of 90 days remaining on its current MOT certificate)

In the event of an MOT test failure, MOT Test Warranty covers specific items listed on the VT30 failure certificate, including: lighting, suspension, steering, brakes, seat belts and sensors.

Protection is available for the next 1, 2 or 3 consecutive MOT tests.

The claim limit per failed MOT test is £750 including VAT, note a £25 excess applies to each claim.





Additional information

This document provides a summary of cover only, for full details of all Your warranty benefits, terms, conditions and exclusions. You should read the **Ford Protect** Mechanical Breakdown Warranty booklet, a copy of which will be provided immediately after Your warranty is taken out or at any time on request.

On receipt of Your warranty booklet, You will have time to decide if You wish to cancel the warranty – see “Right of Cancellation” below.

The **Ford Protect** Mechanical Breakdown Warranty is administered by Ford Protect Administration.

Right of Cancellation

You have a statutory right to cancel the warranty within 14 days, starting on the later of the date You enter into the agreement, or, if different, the date You receive the warranty certificate. You are only entitled to cancel the complete warranty i.e. For example, You cannot cancel just the MOT Test Warranty.

To cancel the warranty, please contact the Ford dealer from whom You purchased the warranty or, alternatively, You can contact the Administrator at the following address:-

Ford Protect Administration,
Arterial Road, Laindon,
Essex SS15 6EE

Tel: 0370 2416726 (select option 2, option 2)

Email: protect@ford.com

On receipt of Your notice of cancellation (within 14 days), You will be entitled to the following refund in respect of the fee paid for this warranty product:-

- i. A full refund of the fee in the event that You have not received any payment under the warranty;
- ii. A refund of the difference, less an administration charge of £35 inclusive of VAT, where the fee is in excess of any payments that have been made under the warranty;
- iii. No refund where the payment(s) that have been made under the warranty exceeds the fee.

In the event that You wish to cancel at any other time (after 14 days), You will not be entitled to a return of any part of the fee paid.

Significant Exclusions or Limitations

- To qualify for the **Ford Protect** Mechanical Breakdown Warranty, Your vehicle must not:
 - a) Be more than 10 years old, with more than 100,000 miles on the odometer on the date of purchase;
 - b) Appear on the excluded vehicle list held by the selling dealer.
- To maintain cover under the warranty, You must have the vehicle serviced in accordance with the manufacturer's guidelines as set out in their handbook.
- Cover for the cost of overnight accommodation or rail fares is limited to such costs, excluding the cost for meals, drinks and services, up to an amount of £100, inclusive of VAT.
- The MOT Test Warranty can be purchased either with the **Ford Protect** Mechanical Breakdown Warranty or on its own, provided the vehicle has more than 90 days remaining to the expiry date of the current MOT Test, or must be of an age where an MOT Test has not previously been required.
- Cover does not include damage attributable to negligence, impact or road traffic accident or any other extraneous cause.

Queries and Claims Procedure (see warranty booklet for full details)

In the event that You have reason to claim, You should take the vehicle to Your supplying dealer or an authorised repairer. Full details of how to make a claim are included in the warranty booklet.

The Administrator for the warranty is:-

Ford Protect Administration,
Arterial Road, Laindon,
Essex

SS15 6EE

Tel: 0370 2416726 (select option 2, option 2)

Email: protect@ford.com

to whom You should address any queries in respect of the warranty.

Complaints procedure

Although we aim to please, things can sometimes go wrong. We would rather You told Us if You are not completely satisfied.

Therefore in the event of any complaint, You should in the first instance write to the Administrator.

Ford Protect Administration,

Arterial Road, Laindon,

Essex

SS15 6EE

In the unlikely event that You are unable to resolve the matter to Your complete satisfaction with the Administrator, You should write to Us. You will find Our contact details on the warranty certificate.

Your statutory rights as a consumer are not affected by the terms of this warranty.



Descriptions, illustrations and specifications in this leaflet is correct at the time of going to print. However, due to the continuous nature of product development, the right is reserved to change specifications of the items illustrated and described in this publication at any time.

Wording – This leaflet demonstrates the key benefits and restrictions of the Ford Protect Mechanical Breakdown Warranty and additional benefits. Please see a member of staff for up to date Ford Protect Mechanical Breakdown Warranty wording.

This Ford Protect Mechanical Breakdown Warranty is endorsed and promoted in conjunction with:

Ford Motor Company Ltd,
Arterial Road,
Laindon,
Essex
SS15 6EE

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To learn more, watch the
Ford Protect video here.

