

myFord Factory Approved Warranty

Product Disclosure Statement
and Warranty Booklet



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About this myFord Factory Approved Warranty Product Disclosure Statement & Warranty Booklet

Preparation Date: 12th August 2011

About this booklet

This myFord Factory Approved Warranty Product Disclosure Statement & Warranty Booklet “warranty document” has been prepared to assist you in understanding this myFord Factory Approved Warranty and make an informed choice in relation to it and your warranty requirements.

It contains important information about the warranty, such as its significant benefits and risks, your rights to cancel the warranty and our dispute resolution processes.

Please read this document carefully in order to gain an understanding of what is covered and not covered. Please keep this document in a safe place for future reference.

Information about your rights under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Any benefits that you may have under this warranty are in addition to other rights and remedies you have under any relevant law in relation to the goods and services to which this warranty relates.

If you choose to buy this warranty, you will be purchasing protection in accordance with the terms and conditions outlined in this booklet during the myFord Factory Approved Warranty period. In some cases this protection may overlap with rights and remedies available to you under the Australian Consumer Law. Any rights or remedies you may have under the Australian Consumer Law will not be affected by purchasing this warranty.

Although you are not required to pay for any rights or remedies you have under the Australian Consumer Law or equivalent rights and remedies, the amount you pay for the benefits under this warranty will not change to the extent that your rights under the Australian Consumer Law may overlap with such benefits.

The roles of those involved in this warranty

Issuer: Ford Motor Company of Australia Ltd. ("Ford" or "Ford Australia") ABN 30 004 116 223, of 1735 Sydney Road, Campbellfield Victoria 3061, referred to as "us", "we" and "our" in this warranty document, issues and is responsible to you for this warranty.

Ford does not hold an Australian Financial Services Licence (AFSL) for the purposes of issuing warranties and is not required to by reason of exemptions that apply to it under the Corporations Act 2001 (Cth).

Ford only issues extended warranties where they have been arranged by Allianz Australia Insurance Limited. ABN 15 000 122 850, AFSL 234 708, or by Allianz's representatives. The Ford dealer who provided you this myFord Factory Approved Warranty Product Disclosure Statement and Warranty Booklet is an authorised representative of Allianz.

Holder: Throughout this warranty document, the holder of the product (the person named in the warranty application) is referred to as "you" or "your".

Others: Allianz Australia Insurance Limited. ABN 15 000 122 850, AFSL 234708, acts as the administrator of this warranty for Ford.

Allianz also plays a role in the distribution of this product. Allianz and Ford dealers are authorised by Ford to issue, vary and dispose of the warranty on Ford's behalf.

The purpose of this warranty

This warranty is designed to commence from the time your Ford vehicle warranty expires, which is the earlier of a specified time period and when certain kilometres "km's" have been travelled, unless otherwise agreed by us.

Plan choices

You can choose:

- The myFord 'time only' plan – which provides this warranty protection for an agreed period of time only; or
- The myFord 'time and distance' plan – which provides this warranty protection for an agreed period of time and km's.

A summary of the warranty and its significant benefits and risks

The following is a summary only and relates only to your myFord Factory Approved Warranty. You need to read this warranty document along with your myFord Factory Approved Warranty certificate to properly understand the full terms and conditions of the warranty that apply.

Certain words used in this warranty document have special meanings (refer to section "Words with important meanings" from page 10 of this warranty document).

- We will at our option during the myFord Factory Approved Warranty period, repair or replace a covered component of the vehicle that suffers a mechanical failure during the myFord Factory Approved Warranty period, subject to the terms and conditions of your warranty.
- Costs, such as those incurred by you in transporting your vehicle to the relevant repairer or losses associated with the use of your vehicle are not covered by this warranty.

We set out what is not covered in the sections, "Warranty exclusions" and "When this warranty will not apply" sections on pages 14 to 17 of this warranty document.

- We only provide warranty cover during the myFord Factory Approved Warranty period (refer to section "Our agreement with you and when your warranty starts and ends" on page 7 of this warranty document).
- Warranty cover only applies to the person and vehicle specified on the myFord Factory Approved Warranty certificate.
- A transfer process is available when the vehicle this warranty applies to is sold privately. See "Transferring this warranty" section on page 17 of this warranty document.

- Conditions apply to this warranty, and if you do not comply with these conditions you may not be entitled to cover under it. For example, in order for the warranty to remain valid, it is a requirement that your Ford is serviced in accordance with the instructions specified for the vehicle by us (see “When this warranty will not apply” on page 16 of this warranty document). It is recommended that all servicing is carried out by an authorised Ford dealer.
- In making a claim you must comply with certain claims conditions (refer to section “If you need to make a claim” on page 19 of this warranty document).
- Limits on what we pay apply. The most we will pay in relation to any one claim is limited to the market value of the vehicle as determined by us, at the time of the claim.
- An excess may apply if noted on your myFord Factory Approved Warranty certificate. The excess is an amount you will be required to pay towards each claim, made under this warranty.
- This is a warranty product, not an insurance product.
- This warranty does not affect any rights and remedies which are conferred upon consumers by the Competition and Consumer Act 2010 and/or by any other applicable Australian Commonwealth, state or territorial statutory enactment. See “Information about your rights under the Australian Consumer Law” section above.

How to contact us

You may contact us by:

- telephone on 1300 80 10 80, or
- writing to myFord Factory Approved Warranty, GPO Box 5432 Melbourne Vic 3001.

How to apply

To apply, please complete the warranty application form. For details relevant to the cost of the warranty please see “Costs” section on page 7 of this warranty document.

Our agreement with you and when your warranty starts and ends

If after submitting the application form, you are provided with a myFord Factory Approved Warranty certificate, then subject to the terms and conditions set out in this warranty document and the warranty certificate (together, these make up the terms and conditions of your warranty and should be read together and kept in a safe place for future reference), cover under your warranty:

- starts the later of;
 - the day you signed the warranty application; or
 - the date your Ford new vehicle warranty expires; and
- terminates on the expiry of the myFord Factory Approved Warranty period (refer to “Words with important meanings” section from page 10 of this warranty document), unless cancelled earlier by you or us (refer to section “Your cancellation rights” section on page 18 of this warranty document).

Your cooling off period

If you decide after buying this warranty that you do not want it, you can return it within 21 days of the purchase date by advising us in writing and we will provide you with a full refund of the plan price where it was paid separately by you and not being part of the purchase price of the vehicle, provided that you have not made a claim under the myFord Factory Approved Warranty.

Please note that you also have cancellation rights refer to section “Your cancellation rights” section on page 18 of this warranty document).

Costs

How is the myFord Factory Approved Warranty purchase price calculated?

The plan price you pay will vary depending on a number of factors.

We determine a base price which varies according to the plan you choose and the category of vehicle you own.

We take into consideration a number of factors when setting our base price. These include:

- the frequency with which claims are expected to occur and the expected cost of each claim;
- the level of protection you have selected (the myFord 'time only' plan base price is cheaper than the myFord 'time and distance' plan because it provides a more limited cover);
- the make, model and type of your vehicle;
- the type of modifications fitted or made to fit your vehicle;
- how much you use your vehicle; and
- our costs and expenses associated with issuing this product.

The authorised Ford dealer then adds a retail margin to the base price to take into account their distribution costs, role and a profit component. This may vary for each authorised Ford dealer.

The base price, retail margin and any relevant Government taxes and charges make up the total plan price you must pay us. The plan price you pay is inclusive of Goods and Services Tax (GST).

You will be told the plan price for the cover you select when you apply and it will be specified on your myFord Factory Approved Warranty certificate.

Other authorised Ford dealer benefits

Ford may provide your authorised Ford dealer or its employees with other monetary or non-monetary benefits to reward performance. Performance may be assessed by taking into account the volume of warranties and other products sold or distributed by the authorised Ford dealer or by the particular employee. Monetary benefits may include the payment of cash bonuses. Non-monetary benefits may include travel and accommodation, restaurant meals, tickets to films and other events, entertainment, gift vouchers, merchandise and other goods. The details of the performance criteria and the benefits available vary from time to time at the discretion of Ford.

Taxation information

Your plan price includes Goods and Services Tax (GST).

Generally the plan price payable for your warranty is not tax deductible, nor are the benefits assessable for income tax purposes. Any tax enquiries should be referred to your tax adviser who can take into consideration your personal circumstances.

Dispute resolution

If you have an enquiry or you are unhappy with the warranty or any services provided by those involved in this product, please contact us (refer to section "How to contact us" on page 5 of this warranty document).

When you advise us of the query or complaint, the staff member you speak to will try to solve it for you. If the staff member is unable to resolve the query or complaint, they will refer you to a manager.

The manager will review and respond to you. A response will usually be provided within 15 days from when you made the query or complaint.

If this process doesn't resolve your enquiry or complaint, we will give you information about how to access our dispute resolution process.

If you need to claim

Immediately notify your authorised Ford dealer. If it becomes necessary to make a claim under this warranty, you will need to provide details of your warranty to an authorised Ford dealer and ask their service personnel to lodge a claim for you. You may be required to provide other documentation such as proof of servicing, invoices etc.

For more information on making a claim, please see "If you need to make a claim" section on page 19 of this warranty document.

Words with important meanings

These words when appearing in this document have the following meaning:

authorised Ford dealer – means a dealer appointed by Ford to sell new and/or used vehicles of a kind marketed from time to time by Ford in Australia, and/or to perform services on such vehicles.

covered component – means a component of the vehicle that was covered by the Ford vehicle warranty, but excludes any component described in section “Warranty exclusions” on pages 14 to 17 of this warranty document.

dealer statutory warranty – means the warranty required by any relevant state or territory law to be provided to you by the authorised Ford dealer from whom you purchased the vehicle (if applicable).

Ford – means Ford Motor Company of Australia Limited ABN 30 004 116 223 of 1735 Sydney Road, Campbellfield, Victoria.

Ford vehicle warranty – means a Ford express new vehicle warranty issued to you by Ford for your vehicle.

Ford warranty administrator – means any entity that we authorise to administer this warranty on our behalf, from time to time.

maintenance – means the regular care and up-keep required for your vehicle to operate as per the instructions specified for the vehicle by Ford.

market value – means the pre-mechanical failure retail value of your vehicle. The market value is determined by us, based on the age and condition of the vehicle and the km’s it has travelled.

mechanical failure – means a failure in material or workmanship of a covered component. This does not include normal wear.

normal wear – means the gradual reduction in operating performance of a covered component, having regard to the age of the vehicle, the way in which the vehicle is being used and the total distance the vehicle has travelled. This includes, but is not limited to, corrosion and rust.

owner – means the owner of the vehicle for the time being during the myFord Factory Approved Warranty period.

owner literature – means the customer information and maintenance book applicable to the vehicle, or any other literature which is approved, and is provided by Ford or an authorised Ford dealer to you, in relation to the vehicle.

plan price – means the amount payable for this warranty as stated on the myFord Factory Approved Warranty certificate, inclusive of government charges, including without limitation any GST.

selling Dealer – means the authorised Ford dealer from whom you purchased the vehicle.

term in kilometres – means the term expressed in kilometres (km's) as calculated from the commencement date and noted on your myFord Factory Approved Warranty certificate.

term in months – means the term expressed in months as applicable to you and noted on your myFord Factory Approved Warranty certificate.

vehicle – means the vehicle described in your myFord Factory Approved Warranty certificate.

myFord Factory Approved warranty application – means the application made by you to apply for this warranty.

myFord Factory Approved warranty certificate – means the most recent certificate we, or our representative, gives you describing the terms and conditions that are specific to your warranty. This includes any amendments we send you.

myFord Factory Approved Warranty period – means the period commencing on the later of the day you signed the myFord Factory Approved warranty application and the date the Ford vehicle warranty expired and expiring:

Where a myFord 'time only' plan is specified and noted on your myFord Factory Approved Warranty certificate:

- on the expiry of the term in months calculated from the commencement date as noted on your myFord Factory Approved Warranty certificate; or
- when your vehicle has travelled the term in kilometres since new, whichever occurs first.

Where a myFord 'time and distance' plan is specified and noted on your myFord Factory Approved Warranty certificate:

- on the expiry of the term in months calculated from the commencement date as noted on your myFord Factory Approved Warranty certificate; or
- when the vehicle has travelled a total distance of 200,000kms since new, whichever occurs first.

Your warranty protection

Subject to the terms and conditions of this warranty, we warrant to the owner that if the vehicle suffers a mechanical failure during the myFord Factory Approved Warranty period we will at our discretion, repair the vehicle or pay the cost of having the mechanical failure repaired by us, where the repairs are necessary as a result of the mechanical failure.

The most we will pay in relation to any one claim is limited to the market value of the vehicle as determined by us, at the time of the claim.

For example, if at the time of claim, the market value of the vehicle is \$18,000 the most we will pay for the claim under this warranty is \$18,000.

Any repair work undertaken (including parts and labour) will be carried out at no cost to you, subject to the terms and conditions of this warranty. Vehicle maintenance and servicing is your responsibility and is not covered by this warranty.

Additional benefits

If the vehicle suffers a mechanical failure, during the warranty period, to a covered component, we will provide the following benefits that arise from that failure:

Rental reimbursement

If your vehicle is immobilised for more than 2 consecutive days during repair of the failure we will contribute a total of \$70 per day including GST for a maximum of five days towards the cost of hiring a rental vehicle.

The most we will pay for this benefit during the warranty period is \$350 including GST.

Any hire car must be arranged through a genuine rental vehicle company operating under an Australian Business Number, and prior approval must be obtained from the warranty administrator. You will be responsible for all rental vehicle running costs, tolls, fines, excesses and costs associated with any damage occurring to the vehicle during your rental period, as well as any other costs you are liable for under the rental agreement you signed and agreed too.

Vehicle towing

If your vehicle is immobilised and cannot be driven, because of the failure, we will pay the cost of towing your vehicle to us or the nearest place of safety. The most we will pay for vehicle towing is \$150 including GST for any one claim.

Accommodation and travel expenses

If your vehicle is subject to an authorised repair, where the mechanical failure has occurred more than 150 kilometres from your usual place of residence and the repair cannot be completed on the same day of diagnosis and authorisation, we will pay for emergency accommodation up to \$100 including GST per day up to a maximum of 5 days for any one claim.

You will require authorisation from the warranty administrator to claim this benefit if we have not authorised the repair or replacement of parts of your vehicle.

Locksmith services

If your vehicle locks require repair or replacement, or you have locked your keys in your vehicle, we will pay the cost of the services of a professional locksmith required to make the repair or replacement, or assist you in gaining access to your vehicle.

The most we will pay for lock repair or replacement is \$100 including GST for any one claim.

The most we will pay for locksmith assistance and key replacement is \$100 including GST for any one claim.

You will require authorisation from the warranty administrator to claim this benefit if we have not authorised the repair or replacement of parts of your vehicle.

Quality guarantee

All repairs to covered components authorised by us prior to the commencement of repairs will be covered by this warranty for the remaining warranty period.

Consumable items

Any items that require periodic replacement as part of normal maintenance are not covered by this warranty (refer to “Warranty exclusions” on pages 14 to 17 of this booklet). We will, however, pay to replace such items if they are required in relation to an authorised repair.

Warranty exclusions

Not everything is covered by this warranty. The exclusions are:

1. Any mechanical failure or costs which are covered by any other warranty, entitlement or recall campaign including any Ford vehicle warranty, dealer statutory warranty and/or repairer’s guarantee.
2. Any mechanical failure attributable to a failure to comply with the section “Servicing your vehicle” on page 17 of this warranty document.
3. Any repairs required as a result of continued operation of the vehicle once a failure or fault has occurred (including loss of lubricants and coolant).
4. Damage attributable to impact or road traffic accident.
5. Any consequential loss, damage or liability incurred as a result of a mechanical failure (including personal liability).
6. Any claim where the damage to a covered component was caused by a non-covered component.
7. Any mechanical failure caused by misuse, neglect, abuse, negligence and/or lack of maintenance, improper servicing and/or any failure caused by the incorrect grade, the contamination of and/or the failure to maintain proper levels of any fluids or lubricants.
8. Any claim attributable to failure to follow the vehicle manufacturer’s operating guidelines or mechanical failure attributable to exceeding the manufacturer’s operating limitations.

9. Any mechanical failure that can be attributed to the vehicle being fitted with an LPG unit other than a unit supplied, fitted or endorsed by the vehicle manufacturer. Parts expressly excluded for engines running on LPG include: (but are not limited to) air flow meters, fuel pumps, injectors, inlet and exhaust valves and/or seats, exhaust systems, and all inlet tract components.
10. Any claims where we have not been contacted prior to the commencement of repair or repairs where we have not issued a repair authorisation number.
11. Any claims where the repair has not been performed by an authorised Ford dealer, unless authorised by us prior to the repair.
12. Any claim arising from a mechanical failure caused by unauthorised repairs.
13. Any items that require replacement as a part of vehicle maintenance. These items include (but are not limited to) spark plugs and leads, glow plugs, belts, filters, hoses, brake and clutch linings, brake pads, disc rotors and/or disc and drum and machining, batteries and globes.
14. Wheels, tyres, paintwork, panel and body work and their components, including but not limited to lamps and lamp units, weatherstrips and seals, components made of glass and or trim or decorative components.
15. Interior trim components including (but not limited to), seats and seat mechanisms, cup holders and ash trays, components made of glass and / or decorative components.
16. Any claim relating to the excessive use and or burning of oil where no mechanical failure has occurred and the condition relates to normal wear.
17. Exhaust system components including mufflers, pipes and catalytic converters.
18. Any mechanical failure attributed to a modification made to your vehicle, unless such modification has been endorsed by the vehicle manufacturer. Modified components must be disclosed on your myFord Factory Approved Warranty application and are expressly excluded from coverage.
19. Any mechanical failure caused by detonation, and/or failure caused by contaminated fuel, or the incorrect grade of fuel.

20. Any maintenance, adjustment, upgrade, modification and/or re-programming required to any covered component.
21. The cleaning of any component, including the removal of any carbon or sludge.
22. Failure caused by corrosion, electrolysis or rust.
23. Any tappings, threads and/or fixing and fastening devices.
24. Any mechanical failure caused by a fault that existed prior to the commencement of cover.
25. Diagnostic costs, unless accepted as part of a valid claim.

When this warranty will not apply

This warranty will not apply and no claims will be accepted where the vehicle:

1. Has been modified from the manufacturer's original specifications, unless agreed otherwise and noted on the myFord Factory Approved Warranty certificate.
2. Is being or has been used or tested in preparation for or participation in any form of motorsport.
3. Is being used for hire, driver instruction or conveyance of passengers, for fare or reward (this includes car rental). This exclusion does not apply to private car pooling arrangements.
4. Is being used as a police or other emergency vehicle.
5. Was not imported into Australia by Ford or their authorised Australian distributor (grey import).
6. Is being used for a purpose for which it was not designed.
7. Has not been serviced in accordance with the section "Servicing your vehicle" on page 17 of this warranty document.
8. Odometer reading cannot be determined as accurate by virtue of it having been inoperative, tampered with or removed from the vehicle

9. Is being used for courier purposes.
10. Is unroadworthy or unregistered.
11. Has had the Ford vehicle warranty cancelled or voided.

Servicing your vehicle

In order for this warranty to remain valid, it is a requirement that your Ford is serviced in accordance to the instructions specified for the vehicle by us. It is recommended that all servicing is carried out by an authorised Ford dealer.

If you do not comply with these servicing and operating requirements, we may refuse a claim or cancel this warranty.

When you present your vehicle for service, please pass the appropriate owner literature, along with your myFord Factory Approved Warranty certificate to the dealer service personnel. Once the service is complete, please ensure that the dealer stamps (validates) each completed service in the Schedule service record (refer to “Schedule service record” section on pages 29 of this warranty document).

Transferring this warranty

Only you are entitled to make a claim or receive a benefit from this warranty.

At our sole discretion, we may permit transfer to a new owner if you sell the vehicle privately.

To request transfer, please complete the “Warranty transfer request form” on page 25 of this warranty document and return it to us within 30 days of the vehicle sale date, accompanied by the following:

- A copy of a current roadworthy certificate or vehicle inspection report.
- A copy of the vehicle service records contained in this warranty document.

We will advise the person who requests the warranty transfer, whether it has been accepted and approved by us by responding in writing.

Your cancellation rights

Cancellation by you

You may cancel this warranty at any time by notifying us in writing.

If you request cancellation after your cooling off period, but before the expiry of the Ford vehicle warranty we will refund you the plan price less any reasonable administrative costs related to the acquisition and termination of your warranty and any government taxes and duties we cannot recover.

In all other cases we will not provide any refund of the plan price.

Cancellation by us

We have the right to cancel the warranty by mailing a notice to you at the address specified in your warranty certificate within 45 days of the date our representative issued your warranty certificate to you (For example if we determine the type of plan applied for in relation to your vehicle is not in accordance with our approval criteria). In such a case your warranty will end 7 days from the date we mail the notice. However, if in our absolute discretion, we are satisfied by you that through no fault of your own the notice was not received at your address, we will continue to provide you with protection but may terminate your warranty after that at our discretion by giving you written notice.

We may also cancel this warranty if you have not fully complied with the conditions of this warranty.

If we cancel your warranty we will send you notification explaining our reasons for cancellation. We will retain an amount from the plan price to cover the term that the warranty has been in force and a \$75 (inc. GST) cancellation fee. We will refund the balance to you.

A financier may seek cancellation and refund of a portion of the plan price financed by them in the event the vehicle is repossessed.

If you need to make a claim

What you will be required to pay

You may be required to pay an excess of \$100 towards each mechanical failure you make a claim for. This will apply if, at the time of warranty purchase, you elected to pay an excess in return for a reduced plan price. The excess is payable at the time of claim on each individual claim.

There may be other costs and expenses associated with the diagnosis and repair of your vehicle. (refer to "Important information when making a claim" section on page 20 of this warranty document).

What you are required to do

To maintain cover under your warranty, you must:

1. properly use, maintain and care for the vehicle as outlined under the section "Servicing your vehicle" on page 17 of this warranty document; and
2. retain the vehicle's maintenance service and inspection records; and
3. ensure that any failure or fault which arises with any of the covered components prior to the commencement of cover is immediately rectified.

Lodging a claim

To make a claim under your warranty, you must:

1. return the vehicle to an authorised Ford dealer;
2. provide details of your warranty when delivering the vehicle to the authorised Ford dealer and ask the service personnel to lodge a claim for you; and
3. provide other documentation such as proof of servicing, invoices, etc. if required.

We will ask for this documentation if needed.

If the vehicle cannot be driven, or cannot be driven safely, you should contact us as soon as possible to arrange any necessary repairs.

In an emergency

If, in an emergency, a repair is required of a kind covered by this warranty to enable the vehicle to be operated safely, and we are not available, you may have the repair performed by any authorised Ford dealer or qualified repairer but only to the extent that it is necessary to enable the vehicle to be operated safely.

Whether or not the repairs are completed at this time, you, or the repairer, must contact us on 1800 80 10 80 on the next working day to discuss the mechanical failure and obtain our authorisation.

Important information when making a claim

In some instances, you may be asked to complete the 'Emergency Claim Form' located on page 25 of this warranty document. The appointed emergency repairer must also complete the repair instructions.

We will not compensate you for any loss of time, inconvenience, commercial or other direct or indirect consequence as a result of the vehicle failure covered and repaired or replaced under your warranty.

There will be some instances where repairs cannot be authorised until the vehicle has been dismantled.

In this case, we will need your authority to dismantle the vehicle for proper diagnosis prior to commencing any repairs.

Provided that the problem is covered by your warranty, repairs will be authorised.

In instances where the problem is not covered by your warranty, you will be responsible for all costs associated with dismantling the vehicle.

Your personal information

Ford collects and uses your personal information primarily for the purpose of providing services associated with your Ford vehicle (including warranty, recall and Ford Roadside Assistance) to you as the owner/driver of a vehicle that we have distributed.

We may also use your personal information for customer service requirements, direct mail, market research, and product development purposes.

You can choose not to provide your personal information, but Ford may not be able to process your myFord Factory Approved Warranty application without it.

At any time you may opt out of receiving any communications from us (other than as required for our primary purpose or by law).

What personal information about owners and drivers does Ford collect?

Ford may hold the following information about you:

- Name, address, telephone number(s).
- vehicle purchase date.
- vehicle details.
- Name of selling Dealer.
- Any additional information you provide, such as when you contact our Customer Relationship Centre, log in to our web site or call us for Roadside Assistance.
- Any information you may provide to us through customer surveys.

Who will Ford disclose your personal information to?

Ford may disclose your personal information on a confidential basis to:

- The advisers, consultants and contractors it ordinarily engages for the above purposes.
- The administrators of the warranty.
- Ford's related companies.
- One or more of our dealers for use only in connection with the Ford franchise.
- Any insurer that may provides Ford with cover in relation to its obligations under the warranty.

Accessing and updating your personal information

If you wish to:

- Submit changes and corrections to your personal information.
- Request access to the personal information we hold about you.
- Request a copy of the Ford Privacy Policy, or
- Exercise your right to be excluded from direct mail campaigns and market surveys, write to:

Privacy Officer
Ford Motor Company of Australia Limited
Private Mail Bag 6
Campbellfield VIC 3061

You may also contact the Privacy Officer by phone on 13 FORD (13 3673) during normal business hours to discuss any concern you may have in relation to your personal information, or the Ford Privacy Policy.

The full Ford Privacy Policy is available on our website, www.ford.com.au

Your authority

By signing the myFord Factory Approved Warranty application, you consent and authorise Ford to collect, maintain, use and disclose your personal information in the manner set out above in this privacy statement.

If at any time you provide the personal information of another person to us, then you must first ensure that the person (or their parent or guardian if they are under 18) has read and understood this statement and separately consented to that personal information being used and disclosed for the above purposes.

Information on financial services provided by Allianz and its representatives

Where Allianz provides any general advice and dealing financial services in relation to this myFord Factory Approved Warranty, it does so under an authority to do so pursuant to its Australian Financial Services Licence (AFSL). Allianz has a binding authority from Ford, which means it can issue, vary and dispose of the warranty as if it were Ford (subject to the Ford guidelines). Allianz's employees provide these services for us under its AFSL.

Where any authorised Ford dealer provides any general advice and dealing financial services in relation to this product, it does so as an authorised representative of Allianz under Allianz's AFSL. They will tell you when they are acting in this capacity. Allianz has authorised these dealers to act in accordance with Allianz's authority from Ford.

Details of what the authorised Ford dealers receive by way of remuneration in relation to this myFord Factory Approved Warranty are specified under "Costs" (refer to "Costs" section on page 7 of this warranty document).

Allianz's remuneration for its role is derived from the premium it receives on insurance it issues to Ford to cover Ford for certain of its liabilities arising under these warranties where within Allianz's eligibility criteria. Ford takes the premium it pays for this insurance into account when calculating the base price it will charge for this product as this is one of the costs to Ford of issuing the warranty. Allianz's employees are paid an annual salary that may include bonuses based on performance criteria (including sales performance) and achievement of company goals. They are not otherwise remunerated for any advice or dealing service that they provide to you.

If you require more information on our remuneration or that of our representatives please contact us within a reasonable time after being given this document and before any financial service is provided to you by us or our representatives.

Warranty transfer request form

myFord Factory Approved

Warranty certificate number:

Should you sell your vehicle privately while your warranty is still current, you may request the Ford warranty administrator to transfer the warranty to the new owner subject to the warranty conditions and approval.

Please complete the details below and return this form accompanied by copies of each of the following:

- Complete and compliant Scheduled service records.
- Roadworthy certificate or vehicle inspection report.

(Do not send cash).

(PLEASE USE BLOCK LETTERS)

CURRENT OWNER'S DETAILS

Name of current owner _____

(include ABN if company) _____

Address _____

_____ Postcode _____ Phone _____

Vehicle registration no. _____ Odometer reading at date of transfer _____ kms

Date sold / /

NEW OWNER'S DETAILS

Name of new owner _____

(include ABN if company) _____

Address _____

_____ Postcode _____ Phone _____

Signature of current owner Date

Signature of new owner Date

Transfer of ownership is only available where the plan price has been paid in full by you and the vehicle is not sold to or through a motor dealer or motor trader.

Important Notice:

Signing and sending this document to us does not effect the transfer. Transfer is only effective when it has been accepted and approved by us by responding to the person requesting this transfer in writing.

Send to; myFord Factory Approved Warranty, GPO Box 5432, Melbourne, VIC, 3001.

Emergency claim form

myFord Factory Approved

Warranty certificate number:

WARRANTY DETAILS

Name of owner (include ABN if Company) _____

Address _____

Postcode _____ Business telephone No. _____ A.H. _____

Are you registered for GST purposes?

No Yes What is your ABN?

:	:	:	:	:	:	:	:	:	:	:	:
---	---	---	---	---	---	---	---	---	---	---	---

Have you claimed an input tax credit on the GST amount applicable to this warranty?

No Yes Is the amount claimed less than 100% of the GST applicable to the plan price? No Yes Specify the % amount claimable

%

Are you entitled to claim an input tax credit for repairs or replacement of your vehicle?

No Yes Is the amount claimable less than 100%? No Yes Specify the % amount claimable

%

VEHICLE DETAILS

Registration No. _____ Date of purchase _____ / _____ / _____

Selling dealer's name _____

Vehicle Make & Model _____ Year of manufacture _____

Has the vehicle been modified from the manufacturer's specification? No Yes provide details

Details: _____

CLAIM DETAILS

Date of loss _____ / _____ / _____ Odometer reading at loss _____ kms

Description of problem _____

Did you have any warning or indications of a problem occurring prior to the loss?

No Yes please give details _____

Has the account been paid? No Yes

Was the vehicle towed? No Yes please enclose a copy of the towing invoice

DECLARATION

I hereby declare that the information above is true and correct to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

I consent to the Ford warranty administrator using my personal information I have provided on this form for the purpose of processing my claim. I understand that if I choose not to provide the required details, this is my choice; however, the Ford warranty administrator may not be able to process my claim.

I consent to the Warranty administrator disclosing my personal information to or collecting additional information about me from investigators, legal advisors and third parties as permitted or required by law.

Your signature _____ Date _____

(The issue or completion by you of this form does not constitute any admission of liability by the dealer or the Ford warranty administrator)

IMPORTANT: Repairer information to be completed on next page

To be completed by repairer
myFord Factory Approved
Warranty certificate number:

REPAIRER

Accounts will not be accepted unless they include the repair authorisation number supplied by the Ford warranty administrator.

REPAIRER INFORMATION

Company name _____

Contact name _____

Address _____

_____ Post code _____

Business telephone No. _____ Hourly labour rate \$ _____

VEHICLE INFORMATION

Make _____ Model _____ Year of manufacture _____

Registration no. _____ Current odometer reading _____ kms

NATURE OF REPAIR

Description of repair _____

DESCRIPTION OF RECTIFICATION

1. _____ \$ _____

2. _____ \$ _____

3. _____ \$ _____

4. _____ \$ _____

5. _____ \$ _____

Total labour hours _____

Total cost of repair (including parts, labour & GST) \$ _____

Repair authorisation number. _____

(If insufficient space, please attach any additional pages)

I/we hereby declare that the above information given is true and correct.

Signature Date

REPAIR REPRESENTATIVE'S STAMP

Authorised Repairer's No:

Send to; myFord Factory Approved Warranty, GPO Box 5432, Melbourne, VIC, 3001.

Scheduled service record
myFord Factory Approved
Warranty certificate number:

These records will be required in the event of a claim.

<p>1st Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>2nd Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>3rd Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>4th Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>5th Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>6th Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>7th Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>8th Service</p> <p>Date of service km at service Vehicle Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Servicing Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>

IMPORTANT: For your own protection ensure that your servicing dealer enters details and stamps each service.

Scheduled service record
myFord Factory Approved
Warranty certificate number:

These records will be required in the event of a claim.

<p>9th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>10th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>11th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>12th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>13th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>14th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>15th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>16th Service</p> <p>Date of service km at service Vehicle / / Registration No. / / <input style="width: 80px;" type="text"/> kms</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>

IMPORTANT: For your own protection ensure that your servicing dealer enters details and stamps each service.

Produced by Ford Motor Company of Australia Ltd.
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ford.com.au