

myFord Vehicle Warranty |

Essentials • Essentials+ • Advantage



Dear Customer,

Welcome to the security of the myFord Vehicle Warranty.

This warranty has been designed to protect you and your vehicle in the event of an unforeseen mechanical failure.

It's important that you regularly maintain your vehicle in accordance with the servicing recommendations as outlined on the inside rear cover of this booklet.

This will ensure you comply with servicing requirements of this warranty as well as extending your vehicle's lifespan and your enjoyment of it.

We trust that your vehicle ownership and customer experience with our dealership and staff will always be a pleasure, and look forward to being of service to you.

This warranty is issued by us, your Ford dealer ("we", "us" or "our").

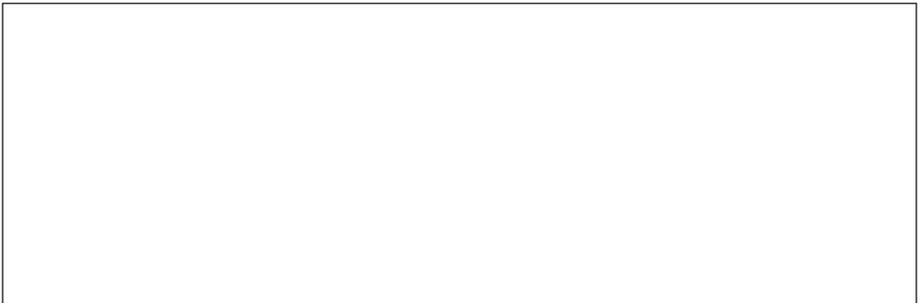


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Important information

This warranty is in addition to any rights conferred on you by federal and state laws, including the Australian Consumer Law.

This warranty applies to the person named on the warranty certificate. In this booklet this person is called “you” or “your”.

This booklet sets out the terms, conditions, benefits and exclusions that apply to your warranty.

Before completing the warranty application, please read this booklet carefully in order to gain an understanding of what is covered. We are happy to assist you in understanding this warranty booklet.

We recommend that you keep this booklet with your owner literature in a safe place. It will be required to record the service history of your vehicle and to make any claims.

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 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.

Our agreement with you

Subject to the warranty administrator receiving the warranty application and plan price within 30 days of you purchasing the vehicle, and your warranty application satisfying the acceptance criteria, we agree to repair any covered component of the vehicle that suffers a mechanical failure during the warranty period, subject to the terms and conditions of this warranty.

We may cancel this warranty where you have not fully complied with the conditions of the warranty, or where the vehicle as described on the warranty certificate falls outside the warranty administrator's stated acceptance criteria.

Your warranty is a contract between you and us and is made up of:

1. The warranty application;
2. Your warranty certificate; and
3. This warranty booklet.

Together, these documents set out the terms and conditions of your warranty.

It is your responsibility to make sure that the details contained in your warranty application and warranty certificate are complete and correct.

This is a warranty product, not an insurance product.

Warranty period

This warranty will commence the later of:

1. The vehicle purchase date as stated on the warranty certificate.
2. The date any part of the vehicle manufacturer's warranty expires.

This warranty will cease according to the type of warranty selected, as stated on your warranty certificate.

If you have selected a myFord 'time only' plan, your warranty will cease:

- at 4pm on the date that the term in months noted on your warranty certificate has elapsed from the date the warranty commenced or
- when the vehicle has travelled a total distance of 100,000 kilometres since new, whichever occurs first.

If you have chosen a myFord 'time and distance' plan, your warranty will cease:

- at 4pm on the date that the term in months noted on your warranty certificate has elapsed from the date the warranty commenced or
- when the vehicle has travelled the total kilometres as noted on your warranty certificate since new, whichever occurs first.

Your warranty may also cease if it is cancelled by us or you. See "Cancellation by you" and "Cancellation by us" on page 19 of this booklet.

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 warranty.

Please note that you also have cancellation rights. See "Cancellation by you" on page 19 of this booklet.

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.

How to make an enquiry or complaint

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 (our contact details are on the inside front cover of this booklet).

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.

Words with important meanings

These words when appearing in your warranty have the following meaning:

authorised Ford dealer – means a dealer appointed by Ford to sell for and on behalf of Ford new and/or used vehicles of the kind marketed from time to time by Ford in Australia.

covered component – means for myFord Essentials and Essentials+ coverage, the components described under “Covered components - Essentials” or “Covered Components - Essentials+” as covered components on pages 11 and 12 of this booklet, or for myFord Advantage coverage, those components originally covered by the manufacturer’s vehicle warranty other than the components listed under “Warranty exclusions” on pages 13, 14 and 15 of this booklet.

dealer statutory warranty – means the warranty required by any relevant state or territory law to be provided to you by us, for the vehicle you purchased described on the warranty certificate (if applicable).

emergency repairer – means a registered mechanical repair business employing at least one fully qualified automotive mechanic.

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

maintenance – means the regular care and upkeep required for your vehicle to operate as per the instructions and recommendations of the vehicle’s manufacturer.

manufacturer’s vehicle warranty – means the original vehicle warranty provided by the vehicle manufacturer covering the mechanical components of the vehicle (excluding additional warranties they may provide such as tyre, battery, corrosion and perforation warranties).

market value – means the pre-mechanical failure retail value of your vehicle. We will determine this amount at the time that we assess your claim, having regard to the age and condition of your vehicle and the kilometres it has travelled.

mechanical failure – means the sudden or unforeseen failure of a covered component, excluding failure due to normal wear.

normal wear – means the gradual reduction in operating performance of a component, having regard to the age of the vehicle and the total distance the vehicle has travelled. This includes corrosion and rust.

plan price – means the amount paid for this warranty (if applicable) as stated on the warranty certificate, inclusive of government charges, including, without limitation, any GST.

term in kilometres – means the total distance in kilometres the vehicle has travelled since new, for which the warranty remains valid. Term in kilometres is stated on the warranty certificate, under the heading “Type of plan”.

term in months – means the time period for which you have requested this warranty. The term in months is stated on the warranty certificate, under the heading “Type of plan”.

vehicle – means the vehicle described on the warranty certificate.

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

warranty application – means the application you have completed to take out this cover which contains details specific to you, the vehicle and your warranty.

warranty certificate – means the most recent certificate we give you describing the terms and conditions that are specific to you, the vehicle and your warranty. This includes any amendments we send you.

warranty coverage – means subject to the terms and conditions of this warranty, if the vehicle suffers a mechanical failure of a covered component during the warranty period, we will, during the warranty period, repair the vehicle or pay the cost of having the mechanical failure repaired by us.

Your coverage

Subject to the terms and conditions of this warranty, if the vehicle suffers a mechanical failure of a covered component, we will, during the warranty period, repair the vehicle or pay the cost of having the mechanical failure repaired by us.

The components covered by this warranty and the amount we will pay is subject to the level of cover you have chosen:

myFord Essentials

myFord Essentials covers only those components listed on pages 11 and 12 of this booklet, under the heading “myFord Essentials”.

The most we will pay in relation to any one mechanical failure, of those components listed is \$1,000 inclusive of GST.

The most we will pay for the total of all claims during the warranty period is limited to the purchase price of the vehicle as declared on the warranty certificate.

myFord Essentials⁺

myFord Essentials⁺ covers only those components listed on pages 11 and 12, under the headings “myFord Essentials” and “myFord Essentials⁺”.

The most we will pay in relation to any one mechanical failure, of those components listed is \$3,000 inclusive of GST.

The most we will pay for the total of all claims during the warranty period is limited to the purchase price of the vehicle as declared on the warranty certificate.

myFord Advantage

myFord Advantage offers a high level of cover and includes cover for any component of your vehicle that was originally covered by the manufacturer’s vehicle warranty, but excludes those components described under “Warranty exclusions” listed on pages 13, 14 and 15 of this booklet.

The most we will pay in relation to any one mechanical failure is limited to the market value of the vehicle as at the date of the mechanical failure.

The most we will pay for the total of all claims during the warranty period is limited to the purchase price of the vehicle as declared on the warranty certificate.

Additional benefits

All levels of cover

If the vehicle suffers a mechanical failure, during the warranty period, to a covered component, we will also 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 13, 14 and 15 of this booklet). We will, however, pay to replace such items if they are required in relation to an authorised repair.

Covered components - Essentials

myFord Vehicle Warranty - 'Essentials' covers your vehicle for the following components:



ENGINE

Pistons, Piston rings and Pins, Crankshaft and Main bearings, Connecting rods and Bearings, Balance shafts and Balance shaft bearings, Camshaft, Camshaft followers and Bearings, Timing chain/belt (breakage), Timing gears, Tensioners and Timing cover. Intake and Exhaust valves, Springs and Seats, Rocker arms, Push rods & Shafts, Hydraulic lifters, Oil pump and Drive gear, Harmonic balancer, Hydraulic engine mounts (excludes rubber), Intake and Exhaust manifolds, Water pump, Cylinder heads and Cylinder block.



TRANSMISSION AND TRANSFER CASE (Automatic and Manual)

All internal parts contained within the Transmission and Transfer case including: all Gears and Bearings, Bushings and Spacers, Clutch plates, Friction and Steel drums, Valves and Valve body. Servo units and Modulator oil pumps, Synchromesh assembly, Springs and Detents, Internal electronic solenoids and Wiring harness, Torque converter, Flywheel/flex plate (breakage), Gear shift forks and rails, Speedometer drive gear. Transmission cases if damaged as the result of the failure of a covered internal part of the Transmission.



DIFFERENTIAL AND DRIVE AXLE

All internal parts contained within the Drive axle including: Crown wheel and Pinion, Bearings (excluding Axle bearings), Spider gears, L.S.D. friction plates, Clutches, Cones and Springs, Oil pan. Swivel hubs, Locking and Free wheel hubs, Universal joints, Couplings, Yokes and U bolts, Retainers and Lock rings. Drive shafts, Axles and Constant velocity (C.V) joints (excluding torn Drive boots). The axle housing is covered only if the damage was caused by one of the above listed components.



BRAKES

Master and Wheel cylinders, Disc brake callipers, Power and Vacuum brake units, Hydro boost units, Hydraulic lines and Fittings.



STEERING

All internal parts contained within the Steering box or Rack, including Steering box housing, Rack and Pinion assembly, Hydraulic ram.



SUSPENSION (Front and Rear)

Upper and lower Control arms, Shafts and Bearings, Upper and Lower ball joints, King pins, Torsion bars, Stabiliser bar, MacPherson strut housing (does not include Hydraulic portion of Strut or Coil spring), Stub axle and Support.



COOLING SYSTEM (Minor)

Condenser, Compressor, Evaporator, Pressure hoses. (does not include any modification required as a result of CFC phase-out 'retrofit').



ELECTRICAL (Minor)

Alternator, Voltage regulator, Starter motor including Solenoid, Wiper motor, Electrical fuel pump and Engine management control module.

Covered components - Essentials+

myFord Vehicle Warranty - 'Essentials+' covers your vehicle for all the components covered by 'Essentials', and adds further coverage for the following components:



ELECTRICAL (Major)

Electronic ignition retractor and Impulse sensor, Ignition coil, all internal parts of the Distributor. Power window and Power seat motors, Power door lockmotors, Heater fan motor, Indicator flasher relay. All manually operated switches & wiring loom.



ELECTRONICS

Transmission management control unit, Temperature control programmer, Trip computer, Dashboard gauges Cruise control (if fitted by manufacturer), Anti-lock braking system control unit and Modulator. Anti-lock braking system wheel speed sensors (excluding tone wheels and rings), Supplementary restraints systems (SRS), Airbags and Airbag control unit.



FUEL SYSTEM

Fuel pumps, Fuel delivery units, pressure regulators, Fuel tank and Lines.



CLUTCH ASSEMBLY (Manual only)

Clutch pressure plate, Clutch cable, Clutch master and Slave cylinder.



TURBOCHARGER/SUPERCHARGER (If fitted by manufacturer)

Impellers, Bearings and Housing.



COOLING SYSTEM (Major)

Water pump, Engine cooling fan, Heater core, Oil cooler, Radiator.



SEALS AND GASKETS

Engine cylinder head gasket.

Warranty exclusions

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

1. Any mechanical failure or costs covered by any other warranty, entitlement or recall campaign including any manufacturer's vehicle warranty, dealer statutory warranty and/or repairer's guarantee.
2. Any mechanical failure attributable to the failure to comply with the vehicle service requirements as detailed on page 17 of this booklet under the heading "Servicing your vehicle"
3. 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).
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 normal 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; airflow 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 work authorisation number.
11. Any claims where the repair has not been performed by us, unless authorised by the warranty administrator prior to claim.
12. Any claim arising from a mechanical failure caused by unauthorised repairs.
13. Any items that require replacement as a part of normal 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 machining, batteries and globes.
14. Wheels, tyres, paintwork, panel and body/work and their components, including but not limited to, lamps and lamp units, weather-strips 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 ashtrays, components made of glass and/or decorative components.
16. Any component of the vehicle not specifically listed as a covered component on pages 11 (Essentials) or 12 (Essentials+) of this booklet.
17. 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.
18. Exhaust system components including mufflers, pipes and catalytic converters.
19. 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 warranty application and are expressly excluded from coverage.
20. Any mechanical failure caused by detonation, and/or failure caused by contaminated fuel, or the incorrect grade of fuel.
21. Any maintenance, adjustment, upgrade, modification and/or re-programming required to any covered component.
22. The cleaning of any component, including the removal of any carbon or sludge.

23. Failure caused by corrosion, electrolysis or rust.
24. Any tappings, threads and/or fixing and fastening devices.
25. Any mechanical failure caused by a fault that existed prior to the commencement of cover.
26. Diagnostic costs, unless accepted as part of an authorised claim.

When this warranty will not apply

This warranty will cease to operate and no claims will be accepted where the vehicle:

1. Has been modified from the manufacturer's original specifications, unless endorsed by the warranty administrator.
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 the vehicle manufacturer 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 service requirements detailed under "Servicing your vehicle" on page 17 of this booklet.
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 manufacturer's vehicle warranty cancelled or voided.
12. Is being used outside Australia.

Servicing your vehicle

It is a condition of this warranty that you have your vehicle properly, regularly and punctually serviced the sooner of the following:

- In accordance with the manufacturer's recommendations, or
- as outlined on the inside back cover of this booklet.

Unless otherwise agreed by the warranty administrator on our behalf, all servicing must be performed by us. Our workshop is well equipped with qualified personnel, ensuring quality service for the vehicle.

You are responsible for all costs related to the servicing and maintenance of your vehicle.

When you present the vehicle for service, please pass this booklet to one of our staff. Once the service is complete, please ensure that the "Scheduled service record" in the rear of this booklet is completed and stamped. This information will be needed in the event of a claim.

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

Transferring this warranty

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

Should you sell your vehicle privately while the warranty is still current, you may request a transfer of the warranty to the new owner.

Please complete the "Transfer of ownership request" provided on page 25 of this booklet, and return to the warranty administrator within 30 days of the vehicle sale date, accompanied by the following:

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

Transfer will not be accepted if the vehicle is sold through a motor dealer or trader.

Warranty cancellation

Cancellation by you

Provided the plan price has been paid by you (where applicable) and we have not paid a claim under this warranty, you may cancel this warranty at any time by writing to the warranty administrator to request cancellation.

We will provide a full refund of the warranty plan price if your request is received during the cooling-off period, providing we have not paid a claim under this warranty.

If your request is received after the cooling-off period, the plan price is not refundable.

Please send your cancellation request in writing to the warranty administrator, at the address on the inside front cover of this booklet accompanied by your warranty certificate.

Cancellation by us

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

We also 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 the warranty administrator determines the type of plan applied for in relation to your vehicle is not in accordance with our current approval criteria). In such a case your warranty will end 7 days from the date we mail the notice and we will provide a full refund of the warranty plan price you paid (where applicable). 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.

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

If your application is declined

We also reserve the right to decline any warranty application that falls outside our stated warranty acceptance criteria. If we do not accept your warranty application we will send you notification of our reasons for decline, along with a full refund of the warranty plan price you paid (where applicable).

If you need to make a claim

What you will be required to pay

All levels of cover

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

Diagnostic costs

There will be some instances where repairs cannot be authorised until the vehicle has been dismantled. In these cases, we will need your authority to dismantle the vehicle for proper diagnosis prior to commencing any repairs.

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

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

What you are required to do

To maintain cover under this warranty, you must:

- Properly use, maintain and care for the vehicle as outlined under the heading "Servicing your vehicle" on page 17 of this booklet;
- retain the vehicle's maintenance service and inspections records; and
- ensure that any mechanical failure which arises with any of the covered components prior to the commencement of cover is immediately rectified.

Lodging a claim

All claims must be authorised prior to the commencement of repairs. Repairs completed without prior authorisation may not be covered. It is our responsibility to repair the vehicle so you are required to return the vehicle to us.

Please deliver your vehicle to our workshop and provide details of this warranty to our service personnel. They will assist you in lodging a claim.

We may request supporting documentation such as proof of servicing and payment invoice to enable us to process your claim.

If you encounter any difficulties making a claim on this warranty, please contact the myFord vehicle warranty administrator on 1300 80 10 80.

The warranty administrator will take into account the age and condition of your vehicle when determining the type, make and/or supplier of replacement components used in repairing your vehicle.

In an emergency

If it is not possible for you to bring your vehicle to us for repair, for example, if you are travelling, have moved to another location or have other difficulties, please contact us and we will direct you to our appointed emergency repairer.

In some instances, you may be asked to complete the "Emergency claim form" located on page 27 of this booklet. The appointed emergency repairer must also complete the repair instructions.

Claim recovery

If you make a claim on this warranty for an incident where we believe costs could be recovered from another party, we reserve the right to take action to recover money paid by us. When we do this, we may need to take such action in your name, and therefore you must cooperate with us and give us any information we may require. We will pay for any legal expenses.

All displaced parts become the property of the warranty administrator.

Your personal information

We collect and use your personal information primarily for the purpose of providing services associated with this warranty to you.

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 we may not be able to process your 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 you do we collect?

We may collect and hold the following information about you:

- Name, address, telephone number(s).
- Vehicle purchase date.
- Vehicle details.
- Any additional information you provide when you apply.
- Any information you may provide to us through customer surveys.

Who will we disclose your personal information to?

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

- The advisers, consultants and contractors we ordinarily engage for the above purposes.
- The warranty administrator.
- Ford and Ford's related companies.
- Any insurer that may provide us with cover in relation to our 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 our Privacy Policy (where relevant); or
- Exercise your right to be excluded from direct mail campaigns and market surveys, write to:

myFord Vehicle Warranty, GPO Box 5432 Melbourne, Vic 3001

Your authority

By completing the warranty application, you consent and authorise us 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.

Transfer of ownership request

Warranty Certificate Number

Should you sell your vehicle privately while your warranty is still current, you may request the 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 (where applicable) of each of the following:

- A copy of the receipt of vehicle sale.
- Complete and compliant Schedule 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 _____ km

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.

Send to: myFord Vehicle Warranty, GPO Box 5432 Melbourne Vic 3001

To be completed by repairer

Warranty Certificate Number

REPAIRER

Accounts will not be accepted unless they include the authority number supplied by the warranty administrator.

REPAIRER INFORMATION

Company name _____ ABN _____

Contact name _____

Address _____

_____ Postcode _____

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) \$ _____

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

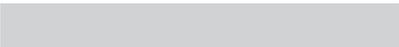
REPAIR REPRESENTATIVE'S STAMP

Authorised Repairer's ABN:

Send to: myFord Vehicle Warranty, GPO Box 5432 Melbourne, Vic 3001

Scheduled service record

Warranty Certificate Number



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

1st Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km			2nd Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km		
Servicing Dealer Name		R.O./Invoice No.	Servicing Dealer Name		R.O./Invoice No.
Service Adviser Name		Service Adviser Signature	Service Adviser Name		Service Adviser Signature
Dealer Stamp			Dealer Stamp		
<input type="text"/>			<input type="text"/>		
3rd Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km			4th Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km		
Servicing Dealer Name		R.O./Invoice No.	Servicing Dealer Name		R.O./Invoice No.
Service Adviser Name		Service Adviser Signature	Service Adviser Name		Service Adviser Signature
Dealer Stamp			Dealer Stamp		
<input type="text"/>			<input type="text"/>		
5th Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km			6th Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km		
Servicing Dealer Name		R.O./Invoice No.	Servicing Dealer Name		R.O./Invoice No.
Service Adviser Name		Service Adviser Signature	Service Adviser Name		Service Adviser Signature
Dealer Stamp			Dealer Stamp		
<input type="text"/>			<input type="text"/>		
7th Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km			8th Service Date of service km at service Vehicle Registration No. / / / <input type="text"/> km		
Servicing Dealer Name		R.O./Invoice No.	Servicing Dealer Name		R.O./Invoice No.
Service Adviser Name		Service Adviser Signature	Service Adviser Name		Service Adviser Signature
Dealer Stamp			Dealer Stamp		
<input type="text"/>			<input type="text"/>		

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

Scheduled service record

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 / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>	<p>10th Service</p> <p>Date of service km at service Vehicle / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>
<p>11th Service</p> <p>Date of service km at service Vehicle / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>	<p>12th Service</p> <p>Date of service km at service Vehicle / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>
<p>13th Service</p> <p>Date of service km at service Vehicle / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>	<p>14th Service</p> <p>Date of service km at service Vehicle / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>
<p>15th Service</p> <p>Date of service km at service Vehicle / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>	<p>16th Service</p> <p>Date of service km at service Vehicle / / / <input type="text" value=""/> km Registration No.</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: 30px; width: 100%;"></div>

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

Servicing your vehicle

It is a condition of this warranty that you have the vehicle properly, regularly and punctually serviced in accordance with the manufacturer's recommendations.

Unless otherwise agreed by the warranty administrator on our behalf, all servicing must be performed by us. Our workshop is well equipped with qualified personnel, ensuring quality service for the vehicle.

You are responsible for all costs related to the servicing of your vehicle.

When you present the vehicle for service, please pass this booklet to one of our staff. Once the service is complete, please ensure that the 'Scheduled service records' in this booklet have been completed and stamped. This information will be needed in the event of a claim.

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

Your vehicle may qualify for our fixed price servicing offer as detailed below.

Please confirm this with our service manager at the time of booking.

Produced by Ford Motor Company of Australia Ltd.
A.B.N. 30 004 116 223
1735 Sydney Road, Campbellfield, VIC, 3061



ford.com.au