

FORD MAINTENANCE PROTECTION PLAN

NEW FORD VEHICLES

PEACE OF MIND
PROTECTION
FOR THE ROAD AHEAD



GENUINE **PARTS.**
GENUINE **SERVICE.**
GENUINE **PEACE OF MIND.**

FORD MAINTENANCE PROTECTION PLAN

TRAVELLING WELL WITH FORD MAINTENANCE PROTECTION PLAN (FMPP)

You're buying peace of mind when you purchase or lease a quality Ford product. You want your ownership to be satisfying and pleasurable – and so do we! That's why we provide Genuine Ford Parts & Service. Your new vehicle is backed by a 3 year/60,000 kilometre (whichever occurs first) New Vehicle Basic Warranty.*

To add to your peace of mind and help protect your investment beyond your New Vehicle Basic Warranty, you'll be travelling well with a Ford Maintenance Protection Plan (FMPP) or a Ford Maintenance Protection Plan Plus! (FMPP Plus!) – prepaid maintenance for the road ahead.

CONFIDENCE FOR THE ROAD AHEAD

- FMPP and FMPP Plus! Plans cover **all** required scheduled maintenance for Ford vehicles, as outlined in your vehicle's Customer Information Guide or Owner's Guide (Owner's Guide Diesel Supplement for Ford Power Stroke® Diesel engine vehicles).†
- FMPP and FMPP Plus! Plans are available with scheduled maintenance intervals every 6 months/8,000 kilometres, 6 months/12,000 kilometres, 6 months/16,000 kilometres or 12 months/16,000 kilometres.
- All maintenance and wear item replacements are made with Ford approved parts.
- FMPP and FMPP Plus! includes coverage for 8 wear items as required, due to failure caused by normal wear or defect.

TRUST GENUINE FORD PARTS & SERVICE FOR ALL YOUR MAINTENANCE NEEDS

With Genuine Ford Parts & Service, you can be confident that your vehicle will be serviced using Ford approved parts for superior fit, finish and overall performance. What's more, our Ford factory-trained Technicians receive the latest in comprehensive Ford training to help ensure that your vehicle is always fixed right, the first time.

* Time and distance travelled limitations for Ford FMPP/ESP New Vehicle Plans are calculated from zero kilometres and the warranty start date (whichever occurs first). Ford FMPP/ESP New Vehicle Plans are effective concurrently with the New Vehicle Basic Warranty and are not extensions of the New Vehicle Basic Warranty. See your Dealer for details.

**FORD MAINTENANCE PROTECTION PLAN
FOR YOUR VEHICLE...
PEACE OF MIND FOR YOU.**

FORD MAINTENANCE PROTECTION PLAN

ENJOY THE DRIVE EVEN MORE WITH PREPAID MAINTENANCE

REGULAR MAINTENANCE OF YOUR VEHICLE WILL HELP ENSURE OPTIMUM PERFORMANCE YEAR AFTER YEAR

SCHEDULED MAINTENANCE AND WEAR ITEMS

FMPP covers all required scheduled maintenance for Ford vehicles, as recommended in your Customer Information Guide or Owner's Guide (Owner's Guide Diesel Supplement for Ford Power Stroke® Diesel engine vehicles).† It also includes coverage for 8 wear items as required, due to failure caused by normal wear or defect:

- Brake pads and linings
- Brake rotors
- Clutch disc
- Engine belts, hoses and hose clamps
- Light bulbs (excludes LED lamps and headlamps)
- Shock absorbers
- Spark plugs
- Wiper blades

NO DEDUCTIBLE

The FMPP and FMPP Plus! Plans come with a \$0 deductible.

OPTIONAL FIRST-DAY RENTAL VEHICLE REIMBURSEMENT

If purchased, includes first-day coverage up to \$35/day for up to 2 days for maintenance and repairs covered by the Basic Coverage under the New Vehicle Limited Warranty or Ford ESP. This benefit will also be available for Ford Recalls or Customer Satisfaction Programs involving an ESP-covered component. Never be without a vehicle – even when your vehicle is getting an oil change!

BACKED BY FORD

Most importantly, FMPP and FMPP Plus! are backed by Ford Motor Company of Canada, Limited and are specifically designed to meet the maintenance requirements for Ford vehicles. FMPP and FMPP Plus! are honoured at every authorized Ford and Lincoln Dealer in Canada and the United States.

TRANSFERABLE

If you sell the vehicle, remaining coverage may be transferred to a new owner. This can add to the resale value of your vehicle!

FINANCING

May be included in your finance contract in most cases.

EXTENDED SERVICE PLAN (ESP)

While FMPP can be purchased as a stand-alone plan, it can also be combined with any Ford ESP New Vehicle Plan – PremiumCARE, ExtraCARE, BaseCARE or PowertrainCARE (except for FMPP Plus! Plans). FMPP is the ultimate complement to any of the ESP New Vehicle Plans. Ask your Dealer about combining your Ford Maintenance Protection Plan with a Ford Extended Service Plan for added peace of mind coverage.



SELECT THE COVERAGE THAT IS RIGHT FOR YOU

With FMPP and FMPP Plus!, there are a variety of time and distance plans available to choose from based on your driving habits and vehicle's needs. Coverage begins at the time of plan purchase and expires upon reaching your selected time or distance travelled limitation, whichever occurs first.*

The number of service visits listed for each of the plans is the maximum number of visits covered.† Should the maximum number of service visits be reached prior to the expiration of the selected plan, the 8 wear items (and the PremiumCARE component coverage under FMPP Plus!) will still be covered during the selected plan coverage period. While maintenance services can be completed at any time during the plan coverage, Ford Motor Company of Canada, Limited recommends that the scheduled maintenance, as outlined in your vehicle's applicable guide, be followed.

Your driving habits will determine the optimum maintenance intervals for your vehicle. FMPP provides an array of plans to suit your vehicle's recommended maintenance intervals and requirements, including FMPP Plans designed for vehicles with special operating conditions. Speak to your Dealer for complete details.

SOME POINTS TO REMEMBER ABOUT YOUR FORD MAINTENANCE PROTECTION PLAN...

- You can choose a coverage plan that meets your driving needs and habits – plans are available in 6 months/8,000 kilometres, 6 months/12,000 kilometres, 6 months/16,000 kilometres or 12 months/16,000 kilometres maintenance intervals. Wear items and failures of covered components, due to normal wear or defect, are included for the time and distance you select.**
- Coverage begins at the time of plan purchase and expires upon reaching your selected time or distance travelled limitation, whichever occurs first.* You can only purchase FMPP or FMPP Plus! for your Ford vehicle before the earlier of 12 months or 20,000 kilometres from the warranty start date.
- Ford Maintenance Protection Plan and Ford Extended Service Plan prices and component coverage are subject to the pricing and component coverage in effect at the time the plan is purchased. Plans and prices are subject to change without notice. See your participating Dealer for details. FMPP and ESP are subject to GST, PST and HST where applicable.

FMPP – DIESEL VEHICLES

Ford Power Stroke® Diesel vehicle owners can also benefit from the added convenience and peace of mind of a prepaid maintenance plan! FMPP covers all required scheduled maintenance specifically for Ford diesel vehicles, as outlined in your vehicle's Owner's Guide Diesel Supplement, including the fill up or top off of diesel exhaust fluid (DEF) when it is part of an eligible maintenance scheduled service. See your Dealer for more details about an FMPP designed especially for your diesel vehicle!

† Up to the maximum number of service visits included in the selected plan.

§ Depending on the time or distance maintenance intervals followed, the number of service visits received may not necessarily reflect the maximum number of service visits listed to the right. See your Dealer for details.

** Some restrictions and limitations apply. See your participating Dealer for details.

FORD MAINTENANCE PROTECTION PLAN (FMPP) COVERAGE FOR SCHEDULED MAINTENANCE

FMPP covers all required scheduled maintenance for Ford vehicles as outlined in your Customer Information Guide or Owner's Guide.[†]

The following services are representative of recommended maintenance for your vehicle (for Ford Power Stroke® Diesel vehicles, refer to "FMPP – DIESEL VEHICLES"). Your actual plan will be based on your Ford vehicle's maintenance needs as indicated in your Customer Information Guide or Owner's Guide:

These services will be performed at every service visit with the plan you select:

- Change engine oil and filter
- Rotate tires, inspect tire wear and measure tread depth
- Inspect wheels and related components for abnormal noise, wear, looseness or drag
- Inspect front axle and U-joints; lubricate, if equipped with grease fittings (4WD vehicles)
- Perform multi-point inspection (includes, but not limited to, the inspection of):
 - Fluid levels and top-up if necessary
 - Windshield for cracks, chips, pits
 - Engine air filter
 - Tires for wear and proper pressure including spare
 - Suspension components for leaks and damage
 - Steering and linkage
 - Radiator, cooler, heater, A/C hoses
 - Washer spray and wiper operation
 - Battery performance
- Inspect automatic transmission fluid level (if equipped with a dipstick); consult Dealer for requirements
- Inspect brake pads, shoes, rotors, drums, brake linings, hoses and parking brake
- Inspect engine cooling system concentration and hoses
- Inspect exhaust system and heat shields
- Inspect half-shaft dust boots, if equipped
- Inspect steering linkage, ball joints, suspension, tie-rod ends, driveshaft and U-joints; lubricate if equipped with grease fittings
- Inspect cabin air filter (if equipped)

Additional services may be performed at specific service visits, depending upon your "Time and Distance Selections" and "Maintenance Interval Selections" (consult your Customer Information Guide or Owner's Guide for details):

- Replace cabin air filter (if equipped)
- Replace spark plugs
- Replace climate-controlled seat filter (if equipped)
- Inspect accessory drive belt(s)
- Replace engine air filter
- Change automatic or manual transmission fluid
- Change engine coolant
- Change transfer case fluid (4WD vehicles)

FMPP also includes coverage for 8 wear items as required, due to failure caused by normal wear or defect:

- Brake pads and linings
- Engine belts, hoses and hose clamps
- Spark plugs
- Brake rotors
- Light bulbs (excludes LED lamps and headlamps)
- Wiper blades
- Clutch disc
- Shock absorbers

AVAILABLE FORD MAINTENANCE PROTECTION PLANS Time and Distance Selections			CARS & TRUCKS			DIESEL ENGINE VEHICLES		
			Maintenance Interval Selections					
			6 months/ 8,000 km	6 months/ 12,000 km	12 months/ 16,000 km	6 months/ 8,000 km	6 months/ 12,000 km	6 months/ 16,000 km
2 Year Plan	40,000 km	Maximum No. of Service Visits	5	4	2	5	4	4
	50,000 km		6	4	3	6	4	4
3 Year Plan	60,000 km	Maximum No. of Service Visits	7	6	3	7	6	6
	75,000 km [‡]		9	6	4	9	6	6
4 Year Plan	80,000 km [‡]	Maximum No. of Service Visits	10	8	5	10	8	8
	100,000 km [‡]		12	8	6	12	8	8
	120,000 km		15	10	7	15	10	8
5 Year Plan	100,000 km [‡]	Maximum No. of Service Visits	12	10	6	12	10	10
6 Year Plan	120,000 km [‡]	Maximum No. of Service Visits	15	12	7	15	12	12
	200,000 km		25	16	12	25	16	12
7 Year Plan	150,000 km	Maximum No. of Service Visits	18	14	9	18	14	14

Maintenance covered by your FMPP or FMPP Plus! Plan is based on the scheduled maintenance services listed in your Customer Information Guide or Owner's Guide (Owner's Guide Diesel Supplement for Ford Power Stroke® Diesel engine vehicles). The 6 month/8,000 km maintenance interval is serviced according to Special Operating Conditions. All other maintenance intervals are serviced according to Normal Operating Conditions. Since maintenance needs vary by vehicle and driving conditions, please consult your applicable guide for the recommended maintenance intervals or see your Dealer. See your Dealer for details about maintenance interval selections that are available for your vehicle.

[‡] FMPP and FMPP Plus! Plans.

FMPP PLUS!



GO FOR THE PLUS!

FMPP Plus! with PremiumCARE Component Coverage

By selecting an FMPP Plus! Plan for your Ford vehicle, you get the coverage of FMPP with the additional benefit of PremiumCARE component coverage after the expiration of the New Vehicle Basic Warranty!*

EXTENDED COMPONENT COVERAGE

The 3 year/75,000 kilometre, 4 year/80,000 kilometre, 4 year/100,000 kilometre, 5 year/100,000 kilometre and 6 year/120,000 kilometre FMPP Plus! Plans include PremiumCARE component coverage after the expiration of the New Vehicle Basic Warranty.*

Over **500** Components Covered:

- Engine
- Transmission
- Rear-Wheel Drive
- Front-Wheel Drive
- Steering
- Brakes
- Front and Rear Suspension
- Electrical
- Air Conditioning and Heating
- High-Tech
- Emission
- Ford Audio
- Safety

Plus, many more – too many to list! For complete details of covered components, please ask your Dealer for more information.

NO DEDUCTIBLE

The FMPP Plus! Plans come with a \$0 deductible.

RENTAL VEHICLE REIMBURSEMENT

Rental vehicle reimbursement is provided if your vehicle is inoperable and must be kept overnight for a repair covered by the Basic Coverage under the New Vehicle Limited Warranty or the PremiumCARE component coverage of FMPP Plus!. You will be reimbursed up to \$35/day for up to 10 days.

TRANSFERABLE

If you sell the vehicle, remaining coverage may be transferred to a new owner. This can add to the resale value of your vehicle.

ROADSIDE ASSISTANCE

With FMPP Plus! your PremiumCARE component coverage includes Roadside Assistance.

Ford ESP Roadside Assistance covers the following services for the duration of your PremiumCARE component coverage:

- Towing
- Flat Tire
- Trip Planning
- Emergency Travel Expense Reimbursement
- Battery Boost
- Lockout
- Out-of-fuel

FINANCING

May be included in your finance contract in most cases.

For additional protection against the rising costs of maintenance services and repairs, the prepaid maintenance FMPP Plus! Plan is the way to go!



WHY FORD MAINTENANCE PROTECTION PLAN?

- You want to help ensure that your vehicle is maintained properly.
- You want to help protect yourself against the rising costs of maintenance services.
- You'd like to help maximize the resale or lease-end value of your vehicle.
- You want your vehicle to be serviced by Ford factory-trained Technicians using Ford approved parts.
- You'll spend only pennies per day!



GENUINE **PARTS.**
 GENUINE **SERVICE.**
 GENUINE **PEACE OF MIND.**

FORD CUSTOMER SERVICE

This brochure is intended to provide general information about Ford FMPP/ESP. Plan availability, benefits and coverage may vary by province. See your participating Dealer for details. Illustrations used in the brochure are for graphic representation only. Repairs needed to any engine, transmission and final drive components caused by or resulting from a non-Ford component, such as an aftermarket-installed turbocharger, are not covered. **In some cases, the use of Ford authorized remanufactured parts is required before and after the expiration of the New Vehicle Basic Warranty.** See your Dealer or your Customer Information Guide/Owner's Guide for complete details on the New Vehicle Basic Warranty and other warranty coverages contained in the New Vehicle Limited Warranty.

ford.ca/prepaid

VEHICLE MAKE	_____	MODEL	_____
YEAR	_____		
TIME/DISTANCE	_____	PRICE \$	_____
DATE OF PURCHASE	_____	ODOMETER	_____



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