

PREMIUM
EXTRA
BASE **CARE**
POWERTRAIN

NEW & PRE-OWNED VEHICLES

PEACE OF MIND
PROTECTION
FOR THE ROAD AHEAD



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

PREMIUM EXTRA BASE POWERTRAIN CARE

THERE'S A FORD EXTENDED SERVICE PLAN (ESP) THAT'S RIGHT FOR YOU!

TRAVELLING WELL WITH FORD ESP

You're buying peace of mind when you purchase or lease a quality Ford product. You want your ownership experience to be satisfying and pleasurable – and so do we! That's why we provide Genuine Ford Parts & Service for the road ahead.

There is a way you can help protect your investment and add to your peace of mind – purchase a Ford Extended Service Plan.

Travel well with the ultimate coverage of PremiumCARE or the basic protection of PowertrainCARE... there's a Ford ESP that's right for you.

PremiumCARE – 500+ covered components

ExtraCARE – 113 covered components

BaseCARE – 84 covered components

PowertrainCARE – 29 covered components

CONFIDENCE FOR THE ROAD AHEAD

Ford ESP protects you against the cost of unexpected repair bills after your New Vehicle Basic Warranty[‡] expires by covering many vehicle components.

ROADSIDE ASSISTANCE

Ford ESP Roadside Assistance covers the following services for the duration of your selected ESP Plan coverage:

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

OPTIONAL RENTAL PLUS! VEHICLE REIMBURSEMENT (New Plans Only)

Offers immediate first-day rental coverage up to \$75/day up to 10 days for a repair covered by the Basic Coverage under the New Vehicle Limited Warranty or your Ford ESP.

[‡] Warranty begins on the original retail delivery date or on the date of first use (whichever occurs first). See your Dealer for details of this limited warranty.

FORD ESP

FOR NEW AND PRE-OWNED VEHICLES

Ford ESP covers a wide range of components throughout the vehicle so you can drive with confidence knowing your car or light truck is protected. You choose the time and distance coverage period that's best for you.

COMPONENT PROTECTION

Ford ESP Plans cover many components throughout the vehicle so you can drive with confidence knowing that your vehicle is protected. You choose the Extended Service Plan that's best for you.

DEDUCTIBLE OPTIONS

A \$100 deductible is standard. \$0*, \$50, \$200 and "Disappearing"*** deductible options are available.

RENTAL VEHICLE REIMBURSEMENT

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 your Ford ESP, you will be reimbursed up to \$35/day for up to 10 days. This benefit will also be offered for Recalls or Customer Satisfaction Programs involving an ESP covered component for Ford, Lincoln and Mercury vehicles only. A first-day rental option is available on Ford ESP New Vehicle Plans (optional Rental Plus! Vehicle Reimbursement is also available).

BACKED BY FORD

Most importantly, Ford ESP is backed by Ford Motor Company of Canada, Limited and honoured at every authorized Ford and Lincoln Dealer in Canada and the United States.

TRANSFERABLE

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

FINANCING

May be included in your finance contract in most cases.

SELECT THE COVERAGE THAT IS RIGHT FOR YOU*

NEW VEHICLE PLANS

km	3 years	4 years	5 years	6 years	7 years
60,000	n/a	n/a	■	■	■
80,000	■	■	■	■	■
100,000	■	■	■	■	■
120,000	■	■	■	■	■
150,000	■	■	■	■	■

Please Note:

Time and distance travelled limitations for Ford ESP New Vehicle Plans are calculated from zero (whichever occurs first). Coverage expires upon reaching your selected time or distance travelled. Some eligibility limitations may apply. Ask your Dealer for details.

* Ford ESP New Vehicle Plans only.

** The disappearing deductible option only applies when the repair service is provided by the se

POWERTRAIN CARE

Includes **ROADSIDE ASSISTANCE**

29

COVERED COMPONENTS†



ENGINE

- All internal lubricated parts
- Cylinder block
- Cylinder heads
- Flywheel
- Manifold (exhaust and intake)
- Manifold and bolts
- Oil pan
- Oil pump
- Seals and gaskets
- Thermostat
- Thermostat housing
- Timing chain cover
- Timing chain (gears or belt)
- Turbocharger/supercharger unit (factory installed)
- Valve covers
- Water pump

TRANSMISSION

- All internal parts
- Seals and gaskets
- Torque converter
- Transfer case (including all internal parts)
- Transmission case

REAR-WHEEL DRIVE

- Axle shafts
- Bearings (rear)
- Drive axle housing/front axle housing for 4x4 (including all internal parts)
- Driveshaft
- Seals and gaskets
- Universal and constant velocity joints

FRONT-WHEEL DRIVE

- Axles, seals and gaskets
- Bearings (front)
- Final drive housing/rear axle housing for AWD (including all internal parts)
- Hubs, automatic front locking (four-wheel drive)
- Locking rings (four-wheel drive)
- Seals and gaskets
- Universal and constant velocity joints

USED VEHICLE PLANS

Help ensure your peace of mind by purchasing an ESP for your pre-owned vehicle. See your Dealer for available plans, coverage times/distances and starting mileages.

to kilometres and the warranty start date (whichever occurs first).

ing dealership of the ESP contract.

BASE CARE

Includes **ROADSIDE ASSISTANCE**

84

COVERED COMPONENTS†

ENGINE

All components listed under PowertrainCARE, plus:

- Diesel injector pump
- Harmonic balancer and bolt

TRANSMISSION

All components listed under PowertrainCARE

REAR-WHEEL DRIVE

All components listed under PowertrainCARE

FRONT-WHEEL DRIVE


All components listed under PowertrainCARE

STEERING

- Column lock (tilt wheel)
- Control valve
- Cooler and metal lines
- Idler arm
- Power steering pump
- Pulley assembly
- Seals and gaskets
- Steering gear housing, manual and power (including all internal parts)
- Underbody steering linkages and couplings

BRAKES

- Backing plates
- Brake booster (power)
- Calipers
- Combination valve
- Metal lines and fittings
- Master cylinder
- Parking brake linkage and cables
- Retainers and clips
- Self-adjusters
- Shaft (brake pedal)
- Springs
- Wheel cylinders



Includes
all components
listed under

POWERTRAIN CARE

FRONT SUSPENSION

- Ball joints (upper and lower)
- Control arms (upper and lower)
- Control arm shafts and bushings
- Kingpins and bushings
- Linkage and bushings
- MacPherson struts (front and rear)
- Spindle and spindle supports
- Stabilizer bar
- Tie rods

ELECTRICAL

- Alternator
- Electronic ignition module
- Fuel pump
- Heated backglass (electrical only – not glass damage or breakage)
- Ignition switch
- Radiator fan relay
- Speedometer/Odometer (electrical and mechanical)
- Starter motor
- Starter motor solenoid
- Switches (manually operated, electrical)
- Voltage regulator
- Wiper motors
- Wiring harnesses (excluding spark plug wires)

AIR CONDITIONING AND HEATING

- A/C clutch
- A/C clutch bearings
- A/C compressor
- A/C compressor/clutch switch
- A/C compressor head
- A/C compressor seals
- A/C condenser
- Evaporator
- Field coil
- Pulley

EXTRA CARE

Includes **ROADSIDE ASSISTANCE**

113

COVERED COMPONENTS†



Includes
all components
listed under

**BASE
POWERTRAIN CARE**

ENGINE

All components listed under BaseCARE, plus:

- Diesel injectors and fuel lines
- Diesel lift pump
- Engine mounts
- Flywheel ring gear
- Fuel tank and metal lines
- Gas fuel injectors and metal fuel lines
- Radiator
- Radiator fan (clutch or motor)

TRANSMISSION

All components listed under BaseCARE, plus:

- Transmission module, external
- Transmission mounts

REAR-WHEEL DRIVE

All components listed under BaseCARE

FRONT-WHEEL DRIVE

All components listed under BaseCARE

STEERING

All components listed under BaseCARE

BRAKES

All components listed under BaseCARE, plus:

- Anti-lock brake module and sensors

FRONT SUSPENSION

All components listed under BaseCARE

ELECTRICAL

All components listed under BaseCARE

AIR CONDITIONING AND HEATING

All components listed under BaseCARE, plus:

- A/C accumulator
- Automatic temperature control
- Heater blower motor
- Heater core assembly

HIGH-TECH

- Adaptive cruise control
- Air suspension, electronic (selected components)
- Compass and thermometer readout displays
- Instrument cluster, electronic (excluding dash pad, clock, audio and visual equipment, message centre)
- Keyless entry system (excluding door handles)
- Power antenna
- Power door locks and retainer clips (excluding door handles)
- Power seat motors
- Power window motors/regulators
- Speed control

These Are The Only Components Not Covered By Ford ESP PremiumCARE:

MECHANICAL – Service adjustments and cleaning, batteries of all types and cables, engine belts, engine hoses and hose clamps, brakes (front hub, drums, shoes, linings, disc rotors, pads), manual transmission clutch disc, coolant, exhaust system (includes catalytic converter), filters, fluids, lubricants, lights (bulbs, sealed beam, lenses, LED lamps), shock absorbers, spark plugs and wires, squeaks and rattles, tires, tune-ups, wheel balancing, wheel alignment, wiper blades, wheel studs and compressed natural gas/liquid propane fuel system conversion components.

EXTERIOR – Service adjustments, glass and fixed (non-moving) body parts, bumpers, door handles, glass, mouldings, ornamentation, paint, rust, sheet metal, structural underbody framework, sideview mirrors (glass and housing), water leaks, wind noise, weatherstrips, wheels, wheel studs, wheel covers and ornaments, convertible top, fabric, zippers and fasteners.

INTERIOR – Buttons, carpets, dash pad, door and window handles, headliner, knobs, rearview mirror (glass and housing), trim and upholstery.

PREMIUM CARE

Includes **ROADSIDE ASSISTANCE**

500+

COVERED COMPONENTS†

Includes
all components
listed under

EXTRA BASE POWERTRAIN CARE

ENGINE

All components listed under ExtraCARE, plus:

- PCM module

TRANSMISSION

All components listed under ExtraCARE, plus:

- Kickdown linkage
- Transmission linkage

REAR-WHEEL DRIVE

All components listed under ExtraCARE

FRONT-WHEEL DRIVE

All components listed under ExtraCARE

STEERING

All components listed under ExtraCARE, plus:

- Electric power steering actuator
- Steering column
- Steering shaft

BRAKES

All components listed under ExtraCARE

FRONT AND REAR SUSPENSION

All components listed under ExtraCARE, plus:

- Load leveler suspension system
- Roll stability control
- Springs (front and rear)

ELECTRICAL

All components listed under ExtraCARE, plus:

- Charge and volt gauges
- Control Trac 4WD system/Intelligent 4WD system
- Distributor housing and shaft
- Driver's seat position sensor
- Dual zone electronic automatic temperature control
- DVD family entertainment system
- Ignition coil, lock and electric module
- Mirrors (electrical only – not glass damage or breakage)
- Power running boards
- Rear window power sunshade
- Temperature gauge
- Wiper-activated headlamps

AIR CONDITIONING AND HEATING

All components listed under ExtraCARE, plus:

- Heater control cables
- Instrument panel registers and air ducts

HIGH-TECH

All components listed under ExtraCARE, plus:

- Anti-theft alarm (factory installed)
- Automatic park assistant
- BLIS® (Blind Spot Information System)
- Cross traffic alert
- Ford Link™ system
- Ford Work Solutions™³
- Forward sensing system
- Fuel mixer (alternative)
- In-dash navigation system (factory installed)
- Message centre
- MyFord Touch™ and MyLincoln Touch™

HIGH-TECH (continued)

- Rain-sensing wipers
- Rear console refrigeration
- Reverse camera system
- Reverse sensing system
- Safety canopy
- Securicodes keyless entry
- Securilock™ passive anti-theft ignition system
- Sensor (alcohol)
- SOS post-crash alert system
- SYNC
- Trailer brake module (factory installed)
- Unique Hybrid vehicle components (excluding high-voltage battery and cables)

EMISSIONS

- Air control valve, air idle vacuum valve, air supply valve (hose and tube) and air check valve assembly
- Barometric pressure sensor
- ECC relay assembly
- EGR control valve, pressure sensor, regulator assembly and valve adapter
- EVAP vapour storage canister
- Idler air control valve
- Knock sensor
- PCV hose assembly, valve and vapour filter
- Temperature sensor (engine coolant)
- Vacuum restrictor
- VAF sensor

AUDIO

- Antenna, radio (base assembly)
- Audiophile sound system
- Brackets, cables and wiring
- Cellular phone, receiver, handset, speaker assembly and antenna (factory installed)
- Controls (rear seat)
- Radio (AM/FM), speakers, digital CD player, graphic equalizer, premium sound amplifier (factory installed)
- Rear entertainment system (factory installed)

SAFETY

- Air bag module assembly
- Diagnostic module assembly (air bag)
- Door ajar warning switch assembly
- Guides, bezels, brackets and supports (safety belts/shoulder straps)
- Head restraint retainers and sleeves (safety belt)
- Key, Securilock™ (microchip encoded key)
- Lock cylinder (door)
- Lock lever assembly (door and tailgate)
- Lock lever retainers, clips and brackets
- Module (passive restraint)
- Safety belt buckle (front and rear), motor drive assembly, restraint carrier, retractors, track assembly, warning chime assembly
- Sensors (air bag)
- Shoulder strap track assembly
- Wiring assembly (air bag)

PREMIUM EXTRA BASE CARE POWERTRAIN

PREPAID MAINTENANCE PLANS —

FORD'S PERFECT COMPLEMENT TO ESP

WHETHER YOU DRIVE A FORD OR LINCOLN VEHICLE,
PREPAID MAINTENANCE HELPS MAINTAIN MORE
THAN JUST YOUR VEHICLE...

trust



peace of
mind



lifestyle



A Ford Maintenance Protection Plan (FMPP)^{§§} or a Lincoln Maintenance Protection Plan (LMPP)^{§§} is Ford's perfect complement to PremiumCARE, ExtraCARE, BaseCARE or PowertrainCARE.

Backed by Ford, FMPP and LMPP cover all scheduled maintenance as listed in the Customer Information Guide or Owner's Guide, up to the maximum number of service visits included in the selected plan, plus 8 wear items.

**GENUINE SERVICE MAINTENANCE FOR YOUR VEHICLE...
PEACE OF MIND FOR YOU.**

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

^{§§} Ford vehicles are eligible for FMPP only; Lincoln vehicles are eligible for LMPP only. FMPP service can be obtained at every authorized Ford and Lincoln Dealer in Canada and the United States. LMPP service can be obtained at every authorized Lincoln Dealer in Canada and the United States.



SOME POINTS TO REMEMBER ABOUT YOUR FORD ESP PLAN FOR NEW OR PRE-OWNED VEHICLES...

- Coverage includes repair or replacement of covered components for the time and distance travelled period you select. Includes parts and labour.[§]
- Wear-and-tear failures of covered components are included, in addition to mechanical breakdowns.[§]
- Time and distance travelled limitations for Ford ESP New Vehicle Plans are calculated from zero kilometres and the warranty start date (whichever occurs first). Ford ESP New Vehicle Plans are effective concurrent with the New Vehicle Basic Warranty and are not extensions of the New Vehicle Basic Warranty.
- Time and distance limitations for Ford ESP Used Vehicle Plans are calculated from the date and distance travelled on the vehicle at the time of plan purchase. However, for Ford, Lincoln or Mercury vehicles with remaining New Vehicle Basic Warranty, coverage begins at the expiration of the New Vehicle Basic Warranty.
- Ford ESP 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. ESP Plans are subject to GST, PST and HST where applicable.

[§] Some restrictions and limitations apply. See your participating Dealer for details.



WHY FORD ESP?

- You plan to keep your vehicle beyond the New Vehicle Basic Warranty period.
- You can't be without a replacement vehicle while your vehicle is in for repairs.
- You want your vehicle to be serviced by Ford factory-trained Technicians using Ford approved parts.
- You value the benefits and security of Roadside Assistance.
- You'd like to help maximize the resale or lease-end value of your vehicle.
- You want peace of mind protection.
- 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 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/esp

VEHICLE MAKE _____	MODEL _____
YEAR _____	<input type="checkbox"/> NEW <input type="checkbox"/> PRE-OWNED
PLAN TYPE <input type="checkbox"/> PREMIUMCARE <input type="checkbox"/> EXTRACARE <input type="checkbox"/> BASECARE	
<input type="checkbox"/> POWERTRAIN <input type="checkbox"/> FMPP <input type="checkbox"/> LMPP	
TIME/DISTANCE _____	PRICE \$ _____
DATE OF PURCHASE _____	ODOMETER _____



Printed in CANADA on recycled paper
 FEBRUARY 2011 | CS0-811E