

myFord Extended New Vehicle Warranty

Product Disclosure Statement
and Warranty Booklet



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About this myFord Extended New Vehicle Warranty Product Disclosure Statement and Warranty Booklet

Preparation date: 19 August 2014.

About this booklet

This myFord Extended New Vehicle Warranty Product Disclosure Statement & Warranty Booklet has been prepared to assist you in understanding the myFord Extended New Vehicle Warranty and make an informed choice in relation to it and your extended warranty requirements.

It contains important information about the extended warranty, such as its significant benefits and risks, your rights to cancel the extended 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 Extended New Vehicle 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 extended 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 extended warranty document, issues and is responsible to you for this extended 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 Extended New Vehicle Warranty Product Disclosure Statement and Warranty Booklet is an authorised representative of Allianz.

Holder: Throughout this document, the holder of the product (the person named in the extended 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 extended 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 extended warranty on Ford's behalf.

The purpose of this extended warranty

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

A summary of the extended warranty and its significant benefits and risks

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

Certain words used in this extended warranty have special meanings (refer to section "Definitions" from page 13 of this extended warranty document).

- We will at our option during the myFord Extended New Vehicle Warranty period repair or replace a covered component of the vehicle that suffers a mechanical failure during the myFord Extended New Vehicle Warranty period, subject to the other terms and conditions of your extended 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 extended warranty. We set out what is not covered in questions 6 to 15 of the "Warranty explanation" on pages 16 to 26 of this extended warranty document.
- We only provide extended warranty cover during the myFord Extended New Vehicle Warranty period (refer to section "Our agreement with you and when your extended warranty starts and ends" on page 7 of this extended warranty document).
- Extended warranty cover only applies to the person and vehicle specified on the myFord Extended New Vehicle Warranty certificate.

- A transfer process is available when the vehicle this extended warranty applies to is sold privately. See “Extended warranty transfer request form” section on page 31 of this extended warranty document.
- Conditions apply to this extended 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 extended 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 will the myFord Extended New Vehicle Warranty not apply?” on page 19 of this extended 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 claim” on page 26 of this extended warranty).
- This is an extended warranty product, not an insurance product.
- This extended 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;
- writing to myFord Extended New Vehicle Warranty, GPO 5432 Melbourne VIC 3001.

How to apply

To apply, please complete the application form. For details relevant to the cost of the extended warranty please refer to “Costs” section on page 8 of this extended warranty.

Our agreement with you and when your extended warranty starts and ends

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

- starts on the later of:
 - the day you signed the extended warranty application; or
 - the date your Ford vehicle warranty expires; and
- terminates on the expiry of the myFord Extended New Vehicle Warranty period (refer to “Definitions” section from page 13 of this extended warranty), unless cancelled earlier by you or us (refer to question 19 of the “Warranty Explanation” section on page 25 of this extended warranty document).

Your cooling off period

If you decide after buying this extended 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 Extended New Vehicle Warranty.

Please note that you also have cancellation rights refer to question 19 of the “Warranty explanation” section on page 25 of this extended warranty document.

Costs

How is the myFord Extended New Vehicle 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' extension plan base price is cheaper than the myFord 'time and distance' extension 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 Extended New Vehicle 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 extended 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 extended 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.

If you have an enquiry or complaint

If you have an enquiry or you are unhappy with the extended warranty or any services provided by those involved in this product, please contact us (refer to section "How to contact us" on page 6 of this extended 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.

myFord Extended New Vehicle Warranty – What is covered

Where we have accepted your extended warranty application, we warrant to you that we will, during the myFord Extended New Vehicle Warranty period, at our option, repair, replace or adjust free of charge at the premises of the servicing dealer, any part of the vehicle (except batteries)¹ which are found to be defective in factory materials or workmanship under normal use and operation within Australia provided that:

- a) The part has not become defective as a result or consequence of the owner's failure:
 - To properly maintain, use or operate the vehicle in accordance with the recommendations and instructions, and the capacity and operating limitations specified for the vehicle by Ford.
 - To have the vehicle properly, regularly and punctually serviced in accordance with the instructions and recommendations specified for the vehicle by Ford.
- b) The vehicle is, under normal circumstances, delivered at your expense² to the servicing dealer for the carrying out of the required myFord Extended New Vehicle Warranty service as soon as possible after the need for such service becomes apparent.

Unless Ford expressly agrees, the myFord Extended New Vehicle Warranty will not apply to any defect in, or which is attributable to, or to the use of, any modification made to the vehicle unless such modification has been made by, or at the direction of, Ford.

The myFord Extended New Vehicle Warranty will cease to apply to any vehicle which Ford believes, on reasonable grounds, has been written off³.

Ford may cancel the myFord Extended New Vehicle Warranty where you have not fully complied with its conditions, or in accordance with the cancellation rights (refer to Warranty explanation, Question 19 on page 25) or where the vehicle as described on your myFord Extended New Vehicle Warranty certificate falls outside Ford's stated extended warranty acceptance criteria.

The above cover is provided subject to the terms and conditions of the myFord Extended New Vehicle Warranty as set out in this document and your myFord Extended New Vehicle Warranty certificate.

Note:

1. Batteries are not covered by the myFord Extended New Vehicle Warranty.
2. Please refer to Question 4 and Question 6 of the "Warranty explanation" section on pages 17 and 18.
3. Please refer to Question 17 of the "Warranty Explanation" on page 25.

The myFord Extended New Vehicle Warranty does not deprive you of any of those rights and remedies which are conferred upon consumers by the Competition and Consumer Act 2010 and/or by any other applicable Commonwealth, state or territorial statutory enactment.

Additional benefits

If the vehicle suffers a mechanical failure, during the myFord Extended New Vehicle 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 explanation, Question 9 on page 20). We will, however, pay to replace such items if they are required in relation to an authorised repair.

The meaning of the words in this document are set out under heading "Definitions" from page 13.

Definitions

These words when used in this document and the extended 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 and to perform extended warranty services on such vehicles for Ford.

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

Ford battery warranty – means the express battery warranty set out in the owner literature.

Ford vehicle warranty – means the Ford express new vehicle warranty set out in the owner literature supplied with the vehicle.

genuine Ford accessories – means the automotive accessories marketed by Ford under the 'Ford' or 'Motorcraft' trademark.

genuine Ford accessory warranty – means the express warranty given by an authorised Ford dealer in connection with the sale of genuine Ford accessories.

genuine Ford parts – means the automotive parts marketed by Ford under the 'Ford' or 'Motorcraft' trademark.

genuine Ford parts warranty – means the express warranty given by an authorised Ford dealer in connection with the sale of genuine Ford parts.

GST – means the Goods and Services Tax (GST) as detailed in A New Tax System (Goods and Services) Tax Act 1999.

modification – means any addition, deletion or alteration made to or from the vehicle.

myFord Extended New Vehicle Warranty – means the extended warranty provided in accordance with the terms of this extended warranty document and the myFord Extended New Vehicle Warranty certificate.

myFord Extended New Vehicle Warranty period – means the period commencing on the later of the day you signed the myFord Extended New Vehicle Warranty application and the date the Ford vehicle warranty expired and expiring as follows:

- Where the myFord ‘time only’ extension plan is specified as applicable on your myFord Extended New Vehicle Warranty certificate, it will expire:
 - on the expiry of the term in months; or
 - when your vehicle has travelled the term in kilometres since new, whichever occurs first.
- Where the myFord ‘time and distance’ extension plan is specified as applicable on your myFord Extended Warranty certificate, it will expire:
 - on the expiry of the term in months calculated from the commencement date as noted on your myFord Extended New Vehicle Warranty certificate; or
 - when the vehicle has travelled a total distance of 200,000kms since new, whichever occurs first.

myFord Extended New Vehicle Warranty service – means any repair, replacement or adjustment which is to be, or which has been, performed by the servicing dealer under the myFord Extended New Vehicle Warranty. This does not include vehicle scheduled servicing and maintenance.

myFord Extended New Vehicle Warranty certificate – means the extended warranty certificate issued by us or our representative at the time of your myFord Extended New Vehicle Warranty purchase which describes the vehicle, and any conditions specific to the myFord Extended New Vehicle Warranty.

owner, you or your – means the owner of the vehicle for the time being during the myFord Extended New Vehicle Warranty period listed on the myFord Extended New Vehicle certificate.

owner literature – means the owner’s manual or operator’s handbook for the vehicle, or any other literature which is approved by Ford and provided by Ford or an authorised Ford dealer to the owner in relation to the vehicle.

part – means any part, component or assembly of the vehicle (other than batteries).

performance/compliance – means the performance, durability, stability, reliability and/ or safety of the vehicle and the compliance of the vehicle with all relevant statutory enactments (including all relevant Australian Design Rules).

plan price – means the amount paid to purchase the myFord Extended New Vehicle Warranty including GST. This amount is stated in the myFord Extended Warranty certificate.

scheduled service and maintenance – means your servicing and maintenance costs during the myFord Extended New Vehicle Warranty period.

selling dealer – means the authorised Ford dealer from whom the vehicle was purchased by the owner.

servicing dealer – means the authorised Ford dealer who has performed, or who has been requested by the owner to perform, a myFord Extended New Vehicle Warranty service.

statutory enactment – means the Competition and Consumer Act 2010 and any other statutory enactment of the Commonwealth of Australia or of any Australian state or territory and includes any law, by-law, rule, regulation, or ordinance made pursuant to any such statutory enactment.

statutory rights – means any warranty required by law to be provided to you by us or the authorised Ford dealer from whom you purchased the vehicle and any rights you have in relation to a consumer guarantee under the Australian Consumer law in relation to the vehicle.

term in kilometres – means the term expressed in kilometres “km’s” as stated in the myFord Extended New Vehicle Warranty certificate calculated from the commencement date as noted on your certificate.

term in months – means the term expressed in months stated in the myFord Extended New Vehicle Warranty certificate.

vehicle – means the Ford vehicle as identified in the myFord Extended New Vehicle Warranty certificate.

written off – means without limitation, that the owner, insurer or financier of the vehicle has decided that the vehicle has been so severely damaged that it is no longer economical to repair.

Warranty explanation

The following questions and answers are intended to assist you in understanding the myFord Extended New Vehicle Warranty. They constitute terms and conditions of the myFord Extended New Vehicle Warranty. The meaning of words used are set out under the heading 'Definitions' from page 13.

1. Who can obtain myFord Extended New Vehicle Warranty service?

If you are the owner of the vehicle (unless you are a motor trader or dealer) or if you have exclusive possession of the vehicle pursuant to a lease, credit, hire purchase or finance agreement, you may obtain the services provided under this myFord Extended New Vehicle Warranty during the myFord Extended New Vehicle Warranty period.

2. Where should I go and what should I do to obtain myFord Extended New Vehicle Warranty service?

It is the responsibility of the selling dealer to provide myFord Extended New Vehicle Warranty service and you should take the vehicle to that dealer whenever myFord Extended New Vehicle Warranty service is required. However, if it is not practicable or convenient for you to take the vehicle to the selling dealer (for example, if you are travelling, have moved to another location or have other difficulties), you may take the vehicle to any other authorised Ford dealer which will provide the myFord Extended New Vehicle Warranty service instead of the selling dealer.

The details recorded in the myFord Extended New Vehicle Warranty certificate are required by the servicing dealer in connection with the provision of myFord Extended New Vehicle Warranty service. Accordingly, it is important that you present the myFord Extended New Vehicle Warranty certificate to the servicing dealer whenever you request myFord Extended New Vehicle Warranty service.

3. What should I do if the vehicle becomes inoperative or unsafe as a result of a defect which is covered by the myFord Extended New Vehicle Warranty?

If, as a result of a defect which is covered by the myFord Extended New Vehicle Warranty, the vehicle cannot be driven, or cannot be driven safely, you should contact the nearest authorised Ford dealer as soon as possible and arrange for that dealer to carry out the required myFord Extended New Vehicle Warranty service.

4. What should I do if, in an emergency, myFord Extended New Vehicle Warranty service is required and an authorised Ford dealer is not available at that time to provide such service?

If, in an emergency, a repair, replacement or adjustment of a kind covered by the myFord Extended New Vehicle Warranty is required to enable the vehicle to be operated safely and it is not practicable for you to have that service performed by the selling dealer or another authorised Ford dealer, the service, but only to the extent that is necessary to enable the vehicle to be operated safely, may be performed by any other available qualified servicer or repairer. A claim for the reasonable cost of such service may be made on Ford through the selling dealer or the authorised Ford dealer who would normally carry out the myFord Extended New Vehicle Warranty service. You will be responsible for any costs incurred that are not reasonable.

When such emergency service has been performed by someone other than the selling dealer or an authorised Ford dealer, you should take the vehicle to the selling dealer or an authorised Ford dealer for inspection of the service and/or the completion of any required myFord Extended New Vehicle Warranty service as soon as possible.

5. What should I do if I have difficulties in obtaining myFord Extended New Vehicle Warranty service?

If you encounter any difficulties in obtaining myFord Extended New Vehicle Warranty service, you should first discuss your difficulties with the service manager or the authorised Ford dealer principal, or owner of the servicing dealer. If you cannot resolve your difficulties with the servicing dealer, you should contact the Ford customer relationship centre on 1800 13 FORD (1800 13 36 73).

6. Do I have to bear any costs or expenses in connection with the provision of myFord Extended New Vehicle Warranty service?

Except as stated below, parts and labour used and supplied in carrying out myFord Extended New Vehicle Warranty service at the premises of the servicing dealer are free of charge. Whenever myFord Extended New Vehicle Warranty service is to be carried out by the servicing dealer, it is your responsibility to deliver the vehicle to the servicing dealer's premises and to collect it from those premises when the myFord Extended New Vehicle Warranty service has been completed. Subject as hereinafter provided and to the specific requirements of any statutory enactment, unless you and the servicing dealer otherwise agree, you will be required to bear all costs and expenses incurred in taking the vehicle to, and collecting it from, the servicing dealer's premises.

Whenever myFord Extended New Vehicle Warranty service is carried out at your request at a location away from the servicing dealer's premises, subject as hereinafter provided, and to the specific requirement of any relevant statutory enactment, unless you and the servicing dealer otherwise agree, you will be required to bear such additional costs and expenses (including but not limited to, travelling time and distance charges) as are reasonably incurred by the servicing dealer in carrying out such myFord Extended New Vehicle Warranty service away from the servicing dealer's premises.

If, as a result of a defect which is covered by the myFord Extended New Vehicle Warranty, the vehicle cannot be driven, or cannot be driven safely and you arrange for the nearest authorised Ford dealer to carry out the required myFord Extended New Vehicle Warranty service, such reasonable costs and expenses as are incurred in moving the vehicle to that authorised Ford dealer's premises or, if that dealer so elects, in performing the required myFord Extended New Vehicle Warranty service at the place where the vehicle is located (or at some other location), will be covered by the myFord Extended New Vehicle Warranty.

7. Are loss of time, inconvenience, commercial or other direct or indirect loss, damage or injury covered by the myFord Extended New Vehicle Warranty?

No. The myFord Extended New Vehicle Warranty covers only the repair, replacement or adjustment at the servicing dealer's premises of those parts of the vehicle which are found by Ford to be defective in factory materials or workmanship during the myFord Extended New Vehicle Warranty period.

No other type of claim for compensation of whatever nature, notwithstanding that the same may have resulted from, or have arisen as a consequence of, a defect in factory materials or workmanship in the vehicle or, in any part of the vehicle, will be recognised under the myFord Extended New Vehicle Warranty. The rights and remedies which are available to you under any relevant statutory enactment or otherwise at law in connection with any such claim for compensation must be pursued outside the ambit of the myFord Extended New Vehicle Warranty.

8. When will the myFord Extended New Vehicle Warranty not apply?

The myFord Extended New Vehicle Warranty will not apply unless the part which is alleged to be defective is found by Ford to be defective in factory materials or workmanship under normal and proper use and operation within Australia. Accordingly, the myFord Extended New Vehicle Warranty will not apply if the failure of the part in the vehicle to which your claim relates is caused by or is attributable to:

- Misuse of such part or of the vehicle.
- Failure to properly maintain and care for the vehicle.
- Failure to have the vehicle properly, regularly and punctually serviced in accordance with the instructions and recommendations specified for the vehicle by Ford.
- Exceeding the operating or capacity limitations specified for the vehicle by Ford in the use and operation of the vehicle.

In this regard, overloading the vehicle, and using it on obviously unsuitable terrain or surfaces, are instances, but not the only instances, of abnormal or improper use or operation which could cause or result in the failure of a part and lead to a rejection of a claim in connection with such part under the myFord Extended New Vehicle Warranty.

A claim under the myFord Extended New Vehicle Warranty will also be rejected if a modification (other than a modification made by, or at the direction of, Ford) is made to the vehicle by, or for you and such modification adversely affects the performance/compliance of the part in respect of which such claim is made.

In this regard, the use of a part, component, assembly, equipment or accessory not supplied or approved by Ford will be regarded as a modification and may lead to the rejection of a claim under the myFord Extended New Vehicle Warranty if the use of such a part, component, assembly, equipment or accessory adversely affects the performance/compliance of a part in respect of which a claim is made under the myFord Extended New Vehicle Warranty.

9. What other items are not covered by the myFord Extended New vehicle Warranty?

Maintenance costs and wear and tear items, since they do not arise from defects in factory materials or workmanship, are not covered by the myFord Extended New vehicle Warranty.

While the minimum maintenance requirements are listed in the maintenance schedules provided with the vehicle, climatic and operating conditions or driving habits may require the performance of additional or more frequent maintenance services. Please refer to the owner literature. Your servicing dealer can advise you on these matters.

The maintenance items for which you will be required to pay include:

- Normal vehicle scheduled servicing and maintenance.
- Engine tune-up.
- Maintenance servicing of emission control systems devices.
- Cleaning of the fuel system.
- Wheel balance and alignment.
- Adjustment of clutch or brakes.
- Removal of body rattles and squeaks and the general tightening up of components.
- Keypad batteries.
- Replacement of items such as oil/fuel/air filters, emission control valves, spark plugs,

wiper blades, engine and other belts, hoses and brake and clutch linings.

- The addition of lubricants.
- Repair/replacement of trim and appearance items.
- Repair/rectification of paint damage, dents, scratches, chips and marks.
- Repair or replacement of tyres caused by:
 - Normal wear.
 - Damage such as cuts, snags, bruises, bulges and impact breaks.
 - Damage caused by a puncture or tyre repair.
 - Damage caused by improper inflation or alignment, tyre chains, racing, driver abuse, spinning (such as when stuck in mud or snow), improper mounting or dismounting.

10. Will the myFord Extended New Vehicle Warranty be excluded if I have the vehicle modified and the modification does not adversely affect any part of the vehicle?

No. However, Ford does not warrant the workmanship of, nor any material, part, component, assembly, equipment or accessory (unless such material, part, component, assembly, equipment, or accessory has been supplied or approved by Ford for the purpose) used in, nor any defect caused by, or attributable to, or to the use of, any modification not carried out by, or at the direction of, Ford. For example, if the vehicle has been converted for the use of Liquid Petroleum Gas, Ford does not warrant the conversion nor the workmanship of the conversion nor any material, part, component, assembly, equipment or accessory used in the conversion (unless such material, part, component, assembly, equipment or accessory has been supplied and approved by Ford for use in the conversion) nor any defect in any part of the vehicle which results from or is attributable to, or to the use of, the conversion, but otherwise the myFord Extended New Vehicle Warranty will continue to apply with respect to the vehicle during the myFord Extended New Vehicle Warranty period.

11. Will the myFord Extended New Vehicle Warranty be excluded if I use the vehicle to tow a caravan, trailer or other similar equipment?

While the vehicle has not been specifically designed for towing, it may be used for that purpose without limiting your rights under the myFord Extended New vehicle Warranty, if:

- The vehicle is properly and regularly serviced and maintained and is adequately and properly equipped for towing.
- You comply in all respects with the instructions of the manufacturer or supplier of the towing equipment fitted to the vehicle with respect to the fitment, use and operation of that equipment and the fitment and/or use of any recommended additional equipment.
- The vehicle is not overloaded and is driven and operated in a proper and careful manner over suitable roads and terrain.
- You comply in all respects with Ford's recommendations with respect to towing equipment, maximum loads and the use of the vehicle for towing.
- The caravan, trailer or equipment which is towed is of a reasonable size, shape and weight having regard to the size and operating capacity of the vehicle and the driving and other conditions which will be encountered during towing.

It should be understood that towing can have an adverse effect on the vehicle's performance, durability, reliability, stability, safety and operating economy. However, by complying with Ford's recommendations with respect to towing equipment, maximum loads, vehicle operation and other relevant matters, the adverse effects of towing a caravan, trailer or other similar equipment of suitable size, shape and weight can to a large extent, be offset.

The actual towing capability and performance of the vehicle will depend upon a number of factors, including the vehicle's specifications (including engine capacity, transmission type, axle ratio and tyre type and size, etc.), the condition of the vehicle, the size, shape and weight of the caravan, trailer or equipment being towed, the total weight of the load (including the vehicle's load and the load being towed), the conditions and gradient of the roads or other terrain being traversed, and the weather and other prevailing conditions.

If you wish to use your vehicle for towing, you should be careful to ensure that it is properly fitted and equipped for towing with a towing pack suitable for the equipment and the load being towed (being either a towing pack of a kind recommended by Ford or a towing pack having similar specifications to the pack recommended by Ford) and that the equipment recommended for use with such towing pack is properly fitted and used.

If any part of the vehicle is damaged or fails as a result of your not complying with Ford's recommendations in connection with towing, any claim with respect to such part under the myFord Extended New Vehicle Warranty will be rejected.

12. Are tyres covered by the myFord Extended New Vehicle Warranty?

The original tyres fitted to the vehicle are covered by the myFord Extended New Vehicle Warranty. If you replace any original tyre with a tyre which is approved for the vehicle by Ford during the myFord Extended New Vehicle Warranty period, the replacement tyre will be covered for the remainder of the myFord Extended New Vehicle Warranty period.

The application of the myFord Extended New Vehicle Warranty to tyres (as stated above), does not deprive you of any of those rights and remedies which are conferred upon you by any statutory enactment or by the terms of any express warranty provided by the tyre manufacturer.

13. Are genuine Ford parts and genuine Ford accessories covered by express warranties?

A Ford part or a genuine Ford accessory purchased from an authorised Ford dealer will be expressly warranted by that dealer under the genuine Ford parts warranty or the genuine Ford accessories warranty, as the case may be, against defects in factory materials or workmanship for a period of 12 months from the date on which it is purchased or until it has been used in service for an aggregate distance of 20,000 kilometres, whichever first occurs, with the exception of a battery which is covered by the Ford battery warranty for a period of 12 months (Taxi, 6 months) regardless of distance.

Please note, that tyres are not covered by the terms of the genuine Ford parts warranty or the genuine Ford accessories warranty. Refer to Question 12 above for details of warranty coverage for tyres.

If a genuine Ford part or genuine Ford accessory is fitted by an authorised Ford dealer to a vehicle prior to or during the myFord Extended New Vehicle Warranty period, that genuine Ford part or genuine Ford accessory will be warranted by Ford through the selling dealer against defects in factory materials and workmanship during the myFord Extended New Vehicle Warranty period. If that genuine Ford part or genuine Ford accessory is found to be defective in factory materials or workmanship and is replaced with another genuine Ford part or genuine Ford accessory, the genuine Ford part or genuine Ford accessory supplied as the replacement will be covered for the genuine Ford accessories warranty period or the genuine Ford parts warranty period (as the case may be), or the remainder of the myFord Extended New Vehicle Warranty period, whichever is the longer. The express warranties which apply to genuine Ford parts and genuine Ford accessories do not deprive you of any of those rights and remedies which are conferred upon you by statutory enactment.

14. Can the myFord Extended New Vehicle Warranty be transferred with the vehicle to subsequent owners?

Only you are entitled to make a claim or receive a benefit from this extended warranty. In the event that you sell your vehicle privately, Ford may permit transfer to a new owner. To request transfer, please complete the transfer of ownership application form contained in this extended warranty document and send to myFord Extended New Vehicle Warranty GPO Box 5432 Melbourne Vic 3001, accompanied by a copy of the vehicle service records, which must confirm that the vehicle has been serviced in accordance with Ford's recommendations.

You will also need to provide a copy of the receipt of vehicle sale or registration transfer documentation.

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

15. Is the myFord Extended New Vehicle Warranty valid in another country?

No. The myFord Extended New Vehicle Warranty is applicable to the vehicle only if the vehicle was sold for use and is used in Australia.

16. What is my responsibility with respect to the vehicle?

It is your responsibility to maintain, use and operate the vehicle in a proper manner within Ford's specified capacity and operating limitations and to ensure that during the myFord Extended New Vehicle Warranty period the vehicle is serviced regularly and promptly in accordance with the instructions and recommendations stipulated for the vehicle by Ford in the owner literature.

In particular, it is your responsibility to arrange for myFord Extended New Vehicle Warranty service to be carried out as soon as possible after you become aware of the need for such service and to arrange for the scheduled inspection services and the maintenance servicing of the emission control systems and devices referred to in the owner literature to be carried out as near as possible to specified times, or at the specified or recommended intervals for such services.

17. What if the vehicle has been written off?

If Ford believes, on reasonable grounds, that the vehicle has been written off, the myFord Extended New Vehicle Warranty will cease to apply to that vehicle. Despite the fact that the vehicle has been written off, the owner may have statutory rights in relation to a part from that vehicle.

18. How can I obtain further information in relation to the myFord Extended New Vehicle Warranty?

If you require any further information with respect to the myFord Extended New Vehicle Warranty or if you experience difficulties in obtaining genuine Ford parts, genuine Ford accessories, myFord Extended New Vehicle Warranty Service or general service, please contact the Ford Customer Relationship Centre on 1800 13 36 73.

19. Can the myFord Extended New Vehicle Warranty be cancelled?

Provided the plan price has been paid by you and Ford has not paid a claim under this extended warranty, you may cancel this extended warranty at any time by writing to Ford to request cancellation. Ford will provide a refund of the plan price based on the following terms:

- If you request cancellation within 21 days of receiving the myFord Extended Warranty certificate, Ford will issue a full refund of the plan price.
- If you request cancellation after 21 days but before the expiry of the Ford vehicle warranty, Ford will issue a full refund of the plan price less any unrecoverable Government charges and a fee that represents our reasonable administration costs associated with the cancellation.
- In all other cases, Ford will not refund any of the plan price.

Again, no refund will be provided if Ford has paid a claim under this myFord New Vehicle Extended Warranty.

You must send your cancellation request in writing to Ford (at the address on the inside front cover of this booklet), accompanied by the myFord Extended New Vehicle Warranty certificate.

Ford may cancel this extended warranty where you have not fully complied with the conditions of the myFord New Vehicle Extended Warranty.

Ford also has the right to terminate the myFord Extended New Vehicle Warranty by mailing a notice to you at the address specified in your myFord Extended Warranty certificate within 45 days of the date you were issued your myFord Extended Warranty certificate (For example if we determine the type of plan applied for in relation to your vehicle is not in accordance with our approval criteria). Your myFord Extended New Vehicle 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 myFord Extended New Vehicle Warranty after that at our discretion by giving you written notice.

If you need to claim

Immediately notify your authorised Ford dealer.

If it becomes necessary to make a claim under this myFord Extended New Vehicle Warranty, you will need to provide details of your myFord Extended New Vehicle 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 refer to questions 2 and 4 of the “Warranty explanation” on pages 16 and 17 of this extended warranty document.

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 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, market research, and product development purposes. If you have consented or if otherwise permitted by law, Ford may also contact you with marketing material that may interest you. At any time you may opt out of receiving marketing communications.

You can choose not to provide your personal information, but Ford may not be able to process your extended warranty application without it.

What personal information about owners and drivers does Ford collect?

Ford may hold the following information about you:

- Name, address, telephone number(s), email
- Vehicle purchase date,
- Vehicle details,
- Name of selling dealer,
- Any additional information you provide, such as when you contact our Customer Relationship Centre, log into 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,

- Autoclubs or providers of Roadside Assistance,
- One or more of our dealers for use only in connection with the Ford franchise,
- Any insurer that provides Ford with cover in relation to its obligations under the extended warranty, including to overseas locations such as the USA, India, China and Singapore.

Accessing and updating your personal information

The full Ford Privacy Policy is available on our website, www.ford.com.au, and states how you can:

- Seek changes and corrections to your personal information,
- Request access to the personal information we hold about you,
- Complain about a privacy breach by Ford and how Ford will deal with a complaint,

If you have a privacy query, you can contact Ford at 13 FORD (13 3673), via the Contact Us page at www.ford.com.au, at Foacust1@ford.com, or write to:

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

Your authority

By signing the extended 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 Extended New Vehicle 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 extended 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 product are specified under "Costs" (refer to section "Costs" on page 8 and 9 of this extended warranty).

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 extended 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 myFord Extended New Vehicle Warranty as this is one of the costs to Ford of issuing the extended 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 on 1300 80 10 80 within a reasonable time after being given this extended warranty and before any financial service is provided to you by us or our representatives.



Extended warranty transfer request form

**myFord Extended New Vehicle
Warranty certificate number:**

By signing this warranty transfer application, you consent and authorise Ford to collect, maintain, use and disclose your personal information in the manner as described in the myFord Extended New Vehicle Warranty Product Disclosure Statement & Warranty Booklet under 'Your privacy'.

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.

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 Extended New Vehicle Warranty, GPO Box 5432, Melbourne, VIC, 3001



Emergency claim form

myFord Extended New Vehicle Warranty certificate number:



By signing this warranty application, I consent and authorise Ford to collect, maintain, use and disclose your personal information in the manner as described in the myFord Extended New Vehicle Warranty Product Disclosure Statement & Warranty Booklet under 'Your privacy'.

Further, 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 Ford 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.

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 Ford 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 Extended New Vehicle
Warranty certificate number:**

REPAIRER

Accounts will not be accepted unless they include the repair authorisation number supplied by the 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 Extended New Vehicle Warranty, GPO Box 5432, Melbourne, VIC, 3001.

**Scheduled service record
myFord Extended new vehicle
warranty certificate number:**



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

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

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

**Scheduled service record
myFord Extended new vehicle
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"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>	<p>10th Service</p> <p>Date of service km at service Vehicle / / <input type="text"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>
<p>11th Service</p> <p>Date of service km at service Vehicle / / <input type="text"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>	<p>12th Service</p> <p>Date of service km at service Vehicle / / <input type="text"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>
<p>13th Service</p> <p>Date of service km at service Vehicle / / <input type="text"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>	<p>14th Service</p> <p>Date of service km at service Vehicle / / <input type="text"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>
<p>15th Service</p> <p>Date of service km at service Vehicle / / <input type="text"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>	<p>16th Service</p> <p>Date of service km at service Vehicle / / <input type="text"/> kms Registration No.</p> <p>Service Dealer Name R.O./Invoice No.</p> <p>Service Adviser Name Service Adviser Signature</p> <p>Dealer Stamp</p> <input type="text"/>

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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