

Service Portfolio

FORD ASSISTANCE 1800 44 55 66



Go Further

The information contained in this publication was correct at the time of going to print. In the interest of continuous development, we reserve the right to change specifications, design or equipment at any time without notice or obligation. No part of this publication may be reproduced, transmitted, stored in a retrieval system or translated into any language in any form by any means without our written permission. Errors and omissions excepted.

© Ford Motor Company 2018

All rights reserved.

Part Number: CG2147IRL 201702 20180205072141

Important information for buyers of new and pre-owned Ford vehicles

We operate a policy of continuous improvement in the development of our products. Occasionally, we will carry out a Field Service Action on vehicles that have already been sold to apply an improvement that we have made in our manufacturing plants.

Every time that you visit an Authorised Dealer, they will check your vehicle for the presence of any outstanding Field Service Actions. They will carry these out for you without charge regardless of whether you purchased the vehicle as new or whether the vehicle is pre-owned. If you have purchased a pre-owned Ford vehicle, we invite you to check possible outstanding Field Service Actions.

We hope that this will contribute to increase your satisfaction and at the same time, improve the security, reliability and resale value to your vehicle.

Table of Contents

Introduction

About This Manual	3
Applicable Countries	3
Contacting Ford	3

Warranty Periods

Warranty Periods	5
------------------------	---

Warranty Terms and Conditions

Base Warranty	7
Paint Surface Warranty	7
Perforation Warranty	7
Warranty on Repaired or Replaced Parts	7
Wear and Tear Items	7
Owner's Responsibility	8
What is Not Covered by the Warranties	9
Warranty Cover When Touring	10
The Warranties and Consumer Law	10

Ford Assistance

Ford Assistance	11
24 Hour Roadside Assistance	11
Ford Assistance at Home	11
Ford Assistance When Travelling Abroad	12
Ford Assistance Limitations	13
Definitions and Exclusions	14

Your Authorised Dealer

Your Authorised Dealer	15
The Use of Replacement Parts	15
Contacting Your Authorised Dealer	16
On Arrival at Your Authorised Dealer	16
Collecting Your Vehicle	16
If You Have an Accident	16

Warranty Certificate

Warranty Certificate	17
----------------------------	----

Servicing Your Vehicle

Ford BlueService	18
Digital Service Record	18
Servicing Your Vehicle	18

Service Intervals

Service Intervals	19
-------------------------	----

Body and Paint Check Intervals

Body and Paint Check Intervals	22
--------------------------------------	----

Pre-Delivery Inspection and Service Record

Pre-Delivery Inspection and Service Record	23
--	----

Scheduled Maintenance Record

Scheduled Maintenance Record	25
------------------------------------	----

Body and Paint Check Record

Body and Paint Check Record	28
-----------------------------------	----

Miscellaneous Records

Vehicle Test Record	30
Field Service Action Record	31

All About Your Vehicle

All About Your Vehicle	32
------------------------------	----

Introduction

ABOUT THIS MANUAL

Thank you for choosing Ford.

This Service Portfolio contains information about the Warranty applicable to your vehicle. It also contains the service intervals, the body and paint check intervals applicable to your vehicle and contact information to help you if you need assistance. A full service history will enhance the resale value of your vehicle, especially when accompanied by the invoices and check sheets as a record of the work done and parts used.

If your vehicle is registered in the Ford Digital Service Record system, your dealer will record the service history in a central database.

If your vehicle is not registered in the Ford Digital Service Record system, your dealer will record the service history in this Service Portfolio.

Your Authorised Dealer will be able to provide you with additional information about the Ford Digital Service Record system.

Note: *The term **Authorised Dealer** used throughout this book means Ford Authorised Dealers, Ford Authorised Premium and Authorised Repairers, Ford Authorised Accident Repair Centres and Ford Authorised Parts Suppliers.*

Note: *This Service Portfolio contains Warranty, Ford Assistance and service interval information for the range of available models. It may contain references that are not applicable to your vehicle.*

APPLICABLE COUNTRIES

The Warranty is applicable in the following countries:

Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Kosovo, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia (Europe), Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey (Europe), Ukraine and United Kingdom.

CONTACTING FORD

The Customer Relationship Centre

If you have a query or concern that your Authorised Dealer cannot handle, your dealer can rely on the full resources of Ford through the Ford Customer Relationship Centres. Ford Customer Relationship Centres are there to help your Authorised Dealer help you. If you need to speak to Ford directly, you can contact the Customer Relationship Centre yourself. When you phone the Customer Relationship Centre your call will be answered by one of the specially trained advisers who are fully committed to assist you in resolving your query from the moment they pick up the phone.

Opening Hours

Monday to Friday

08:45 to 17:00

Address

Henry Ford and Son Limited
Customer Relationship Centre
Elm Court
Boreenmanna Road
Cork

Introduction

Telephone

021 4329290

The Ford Protect Advice Centre

Telephone

1800 77 11 99

Ford Assistance

Telephone

Inside the Republic of Ireland

1800 44 55 66

Inside Northern Ireland, the UK and France

00800 44 55 55 66

Rest of Europe

+353 1 617 95 84

Website

www.ford.ie

Warranty Periods

Model	Base Vehicle Warranty		Ford Protect ¹		Paint Surface Warranty	Perforation Warranty
	Years ²	Years	Years	km		
B-MAX	2	-	-	-	2	12
C-MAX	2	-	-	-	2	12
C-MAX Energi	2 ³	-	-	-	2	12
EcoSport	2	-	-	-	2	12
Edge	2	-	-	-	2	12
Fiesta	2	-	-	-	2	12
Focus	2	-	-	-	2	12
Galaxy	2	-	-	-	2	12
KA+	2	-	-	-	2	12
Kuga	2	-	-	-	2	12
Mondeo	2	-	-	-	2	12
Mondeo Hybrid	2 ³	-	-	-	2	12
Mustang	2	-	-	-	2	12
Ranger	2	1	-	100,000 km	2	12
S-MAX	2	-	-	-	2	12
Tourneo Connect	2	-	-	-	2	12
Tourneo Courier	2	-	-	-	2	12
Tourneo Custom	2	-	-	-	2	12

Warranty Periods

Model	Base Vehicle Warranty		Ford Protect ¹		Paint Surface Warranty	Perforation Warranty
	Years ²	Years	Years	km		
Transit	2	-	-	-	2	12
Transit Connect	2	-	-	-	2	12
Transit Courier	2	-	-	-	2	12
Transit Custom	2	-	-	-	2	12

¹Your Authorised Dealer will provide you with full details of your Ford Protect plan, including terms, conditions and parts covered.

²No distance limit.

³High-voltage components are covered for five years or 100,000 km. Please ask your Authorised Dealer for details.

Warranty Terms and Conditions

BASE WARRANTY

If any part of your vehicle requires a repair or a replacement within the Warranty period as a result of a manufacturing defect, the part will be repaired or replaced free-of-charge by an Authorised Dealer.

Tyres are covered by a warranty provided by tyre manufacturer. Your Authorised Dealer will help you if you need to make a claim.

Genuine Ford accessories installed before delivery to the first owner are covered by the Warranty.

PAINT SURFACE WARRANTY

If the paint surface of your vehicle requires a repair within the Warranty period as a result of a manufacturing defect, the repair will be completed free-of-charge by an Authorised Dealer.

PERFORATION WARRANTY

If any part of the original bodywork of your vehicle is perforated by rust and requires a repair within the Warranty period as a result of a manufacturing defect, the repair will be completed free-of-charge by an Authorised Dealer. Road wheels, bright trim, mouldings, bumpers and hinges are not covered. The load platform, the tipper, the body or equipment fitted by a third party vehicle converter are also excluded.

If you do not have the body and paintwork checked in line with our recommendations, the Perforation Warranty will be invalidated.

Note: *Perforation is defined as a hole that penetrates through the bodywork from the underside.*

WARRANTY ON REPAIRED OR REPLACED PARTS

All genuine Ford branded parts fitted during warranty repairs are covered for the balance of the original warranty period.

Note: *Parts replaced under Ford warranties will not be returned to the customer.*

WEAR AND TEAR ITEMS

Parts that are subject to wear and tear are generally divided into two categories. Parts specified for replacement or adjustment during scheduled maintenance and parts that will require replacement or adjustment depending on how you use your vehicle.

The following items are covered up to the first scheduled service or for 12 months from the date of first registration, whichever occurs first:

- Accessory drive belts.
- Gaskets removed as part of associated service adjustment.
- Oil and fluids.
- Oil filter element, air cleaner element, pollen filter, DPF (diesel particulate filter) or fuel filter element.
- Remote control battery
- Spark plugs.

The following items are covered for six months (unlimited distance) from the date of first registration:

- Bulbs (except Xenon headlamp bulbs, light emitting diodes and instrument panel bulbs that are covered for the duration of the Base Warranty).
- Wiper blades.

Warranty Terms and Conditions

The following items are covered during the Base Warranty and Ford Protect extended service plan up to the first scheduled replacement:

- Timing belt.

Note: *Brake pads, brake shoes, brake discs, clutch disc and any other friction components are not covered when replacement is due to wear and tear.*

Glass is covered by the Base Warranty for up to 1,500 km. Glass replacement due to the failure of the heating element is covered for the duration of the Base Warranty and Ford Protect extended service plan.

Consumable Fluids

Replacement or topping-up of consumable fluids (oil, coolant, brake fluid, windscreen wash solution and refrigerant) is covered only when they are used as part of a Warranty repair.

OWNER'S RESPONSIBILITY

Your Owner's Manual and this Service Portfolio describe the proper care and use of your vehicle. Proper care and use minimise the risk of major repair expenses resulting from misuse, neglect or inadequate servicing. If you decide to sell your vehicle, a full service history will enhance its resale value.

You should therefore:

- present your vehicle to an Authorised Dealer for any Warranty repair as soon as possible. This will minimise the extent of any repair that may be required.
- have your vehicle serviced in line with our recommendations and have the details recorded in this Service Portfolio or in the Ford Digital Service Record system. We recommend that you use Authorised Dealers for all of your vehicle service and repair needs.
- have your vehicle serviced and repaired using genuine Ford parts, parts that conform to the specifications of genuine Ford parts or parts of matching quality and have services carried out according to checklists published in FordEtis (www.etis.ford.com/fordservice).
- retain original invoices as evidence that your vehicle has been serviced in line with our recommendations. This may help eliminate improper maintenance as the potential cause of failure if your vehicle requires a Warranty repair.
- maintain the body and paintwork of your vehicle in line with our recommendations.
- have the body and paintwork of your vehicle checked in line with our recommendations and have the details recorded in this Service Portfolio or in the Ford Digital Service Record system.

Note: *If you do not have your vehicle serviced in line with our recommendations, the Warranty on parts damaged as a result of your failure to have your vehicle serviced will be invalidated.*

Note: *If you do not have the body and paintwork checked in line with our recommendations, the Perforation Warranty will be invalidated.*

Warranty Terms and Conditions

Note: *Retaining original invoices is particularly important when you have chosen not to use an Authorised Dealer for servicing or non-Warranty repairs. You may need these invoices when exercising your rights under the Warranty to prove that our recommendations have been followed and that appropriate specification parts have been used. To avoid uncertainty, all invoices should include the name and address of the workshop which carried out the service or non-Warranty repair and also the name of the manufacturer or supplier of the parts that have been used. Invoices should also include the particulars of the vehicle (chassis or registration number) and the codes of the parts used.*

WHAT IS NOT COVERED BY THE WARRANTIES

Ford is not responsible for any repair or replacement that is required as a direct result of:

- Damage caused by neglect, flooding, accident, rallying, racing or any other improper use.
- Normal wear and tear.
- Failure to properly maintain the vehicle in accordance with Ford maintenance schedules and service instructions.
- Failure to properly maintain paint and bodywork by regular cleaning in accordance with Ford instructions.
- Unauthorised modifications of the vehicle or its components.
- Refilling or topping up with incorrect specification fuel. See **Owner's Manual**.
- Compressed natural gas and liquefied petroleum gas conversions that are not approved by Ford.

- Use of alternative fuels in concentrations that exceed 7% bio-diesel or 10% bio-ethanol (excludes Ford flexible fuel vehicles).
- Use of supplemental additives and flushing agents for fuel or engine oil (unless specified as part of a Ford service requirement).
- Failure to rectify on a timely basis any paint or corrosion damage identified during the body and paint check.
- Factors beyond Ford control, such as: airborne contamination, storm damage, stone chips, scratches and the use of unsuitable cleaning agents.
- Repairs using methods that have not been approved by Ford.
- Failure to use genuine Ford branded parts and fluids or parts and fluids that match the quality of genuine Ford branded parts and fluids.

Repairs covered by Ford Warranties can be performed only by Authorised Dealers.

Other exclusions

The base vehicle Warranty, paint surface Warranty and perforation Warranty exclude liability for any incidental or consequential damage incurred as a result of a defect covered by these Warranties including but not limited to inconvenience, cost of transportation, telephone calls, accommodation costs, loss of income and damage to property.

All Ford Warranties, will be cancelled on any vehicle declared as a total loss by an insurance company or equivalent institution.

Performance enhancements

Ford does not approve or endorse any third party modifications or enhancements to the engine management system on its vehicles.

Warranty Terms and Conditions

The engine management system contains safety related software. Unauthorised modification of this software may result in unexpected or hazardous behaviour for the engine.

Such modifications could also, under certain conditions, lead to powertrain (engine, clutch, transmission, aftertreatment system) damage. Any consequential damage as a result of such modifications or enhancements are not covered by Ford Warranty or Ford Protect Warranty plans.

In addition, unauthorised modification may result in substantially poorer emission performance and potential premature mechanical failure.

WARRANTY COVER WHEN TOURING

Any Authorised Dealer can carry out repairs under the Ford Warranties. In normal circumstances, you should not be required to pay for any Warranty work at the time it is performed by an Authorised Dealer.

If, when you are touring, your vehicle requires a repair as a result of a manufacturing defect, all Authorised Dealers can access the Digital Service Record for your vehicle to confirm its service history and Warranty status.

If your vehicle is not registered in the Ford Digital Service Record system, it is your responsibility to produce this Service Portfolio to confirm the service history of your vehicle and its Warranty status.

Under exceptional circumstances, you may be asked to pay for repairs that are covered by the Warranty. If so, you should retain the original invoice (and any replaced parts) so that your local Authorised Dealer can arrange for prompt reimbursement as appropriate on your return home.

THE WARRANTIES AND CONSUMER LAW

The Ford Base Warranty, Ford Paint Surface Warranty and Ford Perforation Warranty are Manufacturer's Warranties that supplement and do not affect your legal rights under the vehicle purchase agreement with your selling Ford Authorised Dealer or under applicable national legislation governing the sale of consumer goods.

Ford Assistance

Your new vehicle is automatically provided with Ford Assistance for 12 months from the date of first registration or until the next service is required (time or distance, whichever occurs first). Every time your vehicle is serviced in line with our recommendations by a participating Authorised Dealer, your Ford Assistance will be extended by 12 months or until the next service is required (time or distance, whichever occurs first).

24 HOUR ROADSIDE ASSISTANCE

Ford Assistance is a roadside assistance programme, designed specifically for Ford drivers to promote peace of mind. This programme provides assistance in a motoring emergency. Ford Assistance is available on all new Ford passenger cars from date of first registration and is vehicle based including anyone driving your Ford with your permission. Limitations apply to specific causes of immobilisation.

What to do when you need assistance:

Should you require assistance following vehicle breakdown, contact Ford Assistance first (please do not make your own arrangements).

Please have the following information to hand when calling Ford Assistance:

- Your exact location
- A contact telephone number
- The registration number of your vehicle
- Vehicle identification number.

Calls to Ford Assistance may be recorded in order to assist in confirming details of calls that may be incomplete or unclear. In addition, recordings may be used for training purposes.

If a roadside repair is not possible, we may at our discretion offer you and your passengers with an alternative means of reaching your destination or returning home, these include replacement vehicle, onward journey and hotel accommodation. Ford Assistance is available throughout Europe 24 hours a day, every day of the year.

To obtain Ford Assistance please call the telephone number listed in this book, regardless of where you have broken down.

FORD ASSISTANCE AT HOME

If your vehicle is immobilised, whether at home or elsewhere, Ford Assistance will attend to your vehicle. If the problem cannot be resolved we will recover your vehicle to the nearest or most appropriate Ford Authorised Repairer.

If the vehicle cannot be repaired within the same day, we may at our discretion provide one of the following:

Replacement Vehicle

If following assistance by Ford Assistance, your vehicle repair cannot be completed within a reasonable time and your vehicle remains immobilised, we may, at our discretion, organise and pay for a replacement vehicle for a period of 2 working days whilst your vehicle is being repaired. A valid driving licence and credit card deposit will be required. Please note that we cannot guarantee availability of non-standard vehicles.

Onward travel

If your vehicle repair cannot be completed the same day, we may at our discretion, organise and pay reasonable costs for you and your passengers to continue your journey. (Limitations may apply).

Ford Assistance

Hotel accommodation

If your vehicle repair cannot be completed on the same day and overnight accommodation is a more practical option, we may, at our discretion, pay reasonable accommodation costs for you and your passengers. (Limitations may apply).

Vehicle Collection

After the completion of repair, if the place of the incident is more than 80kms or 50 miles away from your home address we will, at our discretion, organise and pay for you to travel to the Ford Authorised Repairer, either by first class rail or scheduled economy air travel in cases where the train journey would last more than six hours.

FORD ASSISTANCE WHEN TRAVELLING ABROAD

European motorway restrictions

On certain motorways in some European countries, you must use the official SOS boxes at the side of the road in order to arrange initial recovery. You will be connected to the authorised motorway assistance service as these roads are privatised and are not covered by Ford Assistance and recovered to a safe location. However, you should contact Ford Assistance at the earliest opportunity so that we can arrange for the most appropriate assistance once your vehicle has been recovered from the motorway. Costs incurred for recovery from the motorway should be claimed back from Ford Assistance.

Roadside assistance and recovery

Ford Assistance is valid throughout Europe. If your vehicle is immobilised Ford Assistance will attend to your vehicle. If the problem cannot be resolved at the roadside, we may, at our discretion, organise and pay for recovery of your vehicle to the nearest Ford Authorised Repairer.

If the vehicle cannot be repaired the same day, we may, at our discretion, provide one of the following:

Replacement Vehicle

Provided that your vehicle has been recovered by Ford Assistance, we may, at our discretion, organise and pay for a replacement vehicle for a period of 2 working days, whilst your vehicle is being repaired.

The rental provider will need to see a valid driving licence and you will be required to pay a credit card deposit. Please note that we cannot guarantee availability of vehicles with accessories such as roof racks, tow bars etc.

Onward travel

If the immobilisation has occurred en-route to your planned destination, your vehicle has been taken to a Ford Authorised Repairer and repairs cannot be completed on the same day, you may wish to continue your original journey. We may, at our discretion, organise and pay reasonable travel costs for you and your passengers.

Hotel accommodation

You may wish to wait for the completion of the repairs. If overnight accommodation is therefore a more practical option, we may at our discretion, pay reasonable hotel accommodation costs for you and your passengers. (Limitations may apply)

Ford Assistance

Message service

We can pass on urgent messages to family, business or friends if your journey has been delayed due to the immobilisation of your vehicle.

Vehicle Collection

If the place of the incident is more than 80 km or 50 miles away from your home address, after the completion of the repair we may, at our discretion, organise and pay for you to travel to the Ford Authorised Repairer by first class rail or scheduled economy air travel in cases where the train journey would last more than 6 hours. (Limitations may apply)

Vehicle repatriation

If your vehicle cannot be repaired, or if the repairs cannot be completed within 5 days, we may at our discretion, arrange and pay for repatriation of your vehicle to the Ford Authorised Repairer nearest to your home address. The maximum amount payable by Ford Assistance for vehicle repatriation will not exceed the market value of your vehicle.

FORD ASSISTANCE LIMITATIONS

Replacement Vehicle

A vehicle will be sourced through one of the major vehicle rental companies. You must be able to comply with their conditions of hire and you will be responsible for any fuel costs. Insurance requirements stipulate that you must have held a full licence for 12 months. 18 - 20 years olds will have to arrange their own insurance. Certain endorsements on your licence may prejudice your eligibility to hire a vehicle.

Specialist charges

If the recovery of your vehicle requires the use of specialist equipment, any costs incurred will be your responsibility. These costs may be refundable under the terms of your motor insurance policy.

Limitations to off road recovery

We reserve the right to charge you for any costs incurred if your vehicle is disabled by floods or snow-affected roads, is embedded in sand or mud or is not easily accessible.

Release fees

Should your vehicle be involved in an incident which is attended and subsequently recovered by the police, you will be liable for any release fee payable before we can remove your vehicle. These costs may be covered by your motor insurance policy.

Adverse weather conditions

Please be aware that adverse weather conditions such as high winds, snow or floods can make some Ford Assistance operations physically impossible until the weather improves. Our immediate priority is to make sure that you and your passengers are taken to a place of safety and it may be necessary to attend to your vehicle later.

Caravan/Trailer

If your vehicle is immobilised, we may at our discretion, tow your caravan or trailer (if it can be towed) to a place of safety. Limitations may apply. Ford Assistance will not, however, be held responsible for any goods being transported. Commercial Vehicles with trailers will be able to take advantage of the load continuation support outlined previously.

Ford Assistance

Limited assistance

At our discretion, if your vehicle is immobilised as a result of glass breakage, vandalism, theft or accident, only roadside assistance and recovery will be provided.

Temporary Repairs

In the event Ford Assistance completes a Temporary Repair on the Authorised Vehicle, it is then the responsibility of the Authorised Driver to contact a Ford Authorised Repairer to arrange a permanent repair. Failure to do so could result in the Authorised Vehicle warranty being annulled.

Repatriation (abroad only)

You will be asked to provide Ford Assistance with a signed inventory of any items left in your vehicle prior to repatriation. Neither Ford Assistance nor its agents accept any liability for the subsequent loss of, or damage to, any items not declared on this inventory.

DEFINITIONS AND EXCLUSIONS

Definitions

Vehicle

The authorised vehicle for which Ford Assistance is applicable.

Immobilisation

An incident resulting in the authorised vehicle being immobilised.

Exclusions

Ford Assistance will not pay:

- Any costs that have not been prior approved by the Ford Assistance operator when the incident was reported.
- Any costs that would normally have been paid by you (e.g. fuel, congestion charges, toll charges, etc.).
- The cost of replacement parts.
- Any costs resulting from your participation in motor racing, rallies, speed or duration testing.
- Any costs resulting from you keeping your vehicle in an unroadworthy condition or not having it serviced in line with our recommendations. If a fault is due to poor maintenance, we reserve the right to limit the assistance to recovery of your vehicle to the nearest Authorised Dealer or workshop of your choice.
- Any costs resulting from you being under the influence of alcohol, drugs or solvent.
- Any costs resulting from customer induced faults (e.g. filling with incorrect fuel, running out of fuel, locking your keys in the vehicle, etc.)
- Any consequential losses arising directly or indirectly from the immobilisation, provided that nothing shall restrict our liability for fraud, death or personal injury caused by our negligence. Nothing in these terms and conditions shall affect your statutory rights.
- Any costs resulting from damage or injury caused by the authorised driver or resulting from their participation in a criminal act or offence.
- Any costs associated with the recovery of horses, livestock or pets.

Your Authorised Dealer

There are over 7000 Authorised Dealers throughout Europe. Their facilities, experience and commitment to your satisfaction make them the logical choice to service and repair your vehicle throughout its life.

It is important for you to consider that Authorised Dealers:

- compete in the market place on repair quality as well as price.
- have up-to-date facilities and equipment to provide a complete range of certified maintenance and repair services to keep your Warranty valid.
- have Ford trained technicians with up-to-date knowledge of product technology and service developments and Ford trained reception staff to provide you with the highest standards of courtesy and attention.
- are the only people authorised to undertake Warranty work.
- are trained to take care of your vehicle by reference to constantly updated technical and Warranty information.
- are supported with direct access to our resources offering you convenience and peace of mind.

We recommend that you use Authorised Dealers for all of your vehicle service and repair needs.

THE USE OF REPLACEMENT PARTS

We have built your vehicle to the highest standards using quality parts. We recommend that you demand the use of genuine Ford and Motorcraft parts whenever your vehicle requires scheduled maintenance or repair. You can clearly identify genuine Ford and Motorcraft parts by looking for the Ford, FoMoCo or Motorcraft branding on the parts or their packaging.

Scheduled Maintenance and Mechanical Repairs

One of the best ways for you to make sure that your vehicle provides years of service is to have it maintained in line with our recommendations using parts that conform to the original vehicle parts specifications. Genuine Ford and Motorcraft parts meet or exceed these specifications.

Collision Repairs

We hope that you never experience a collision, but accidents do happen. Genuine Ford replacement collision parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. During vehicle development we validate that these parts deliver the intended level of protection as a whole system. A great way to know for sure you are getting this level of protection is to use genuine Ford replacement collision parts.

Warranty Repairs

If your vehicle requires a Warranty repair, your Authorised Dealer installs new or remanufactured genuine Ford or Motorcraft parts.

Your Authorised Dealer

Warranty on Replacement Parts

Genuine Ford and Motorcraft replacement parts are the only replacement parts that benefit from a Ford Warranty. The Ford Warranty may not cover damage caused to your vehicle as a result of failed non-Ford parts.

CONTACTING YOUR AUTHORISED DEALER

Ask for Service Reception and give the Service Adviser some or all of the following information and the type of service or repair that your vehicle requires. Some of this information should be shown in this book. See **All About Your Vehicle** (page 32).

- Your name, address and daytime telephone number.
- Vehicle model.
- Engine type.
- Transmission type.
- Licence plate number.
- Vehicle identification number.
- Odometer reading.

Note: *If your vehicle requires a repair that you think is covered by a warranty, you should tell the Service Adviser when you make the booking.*

ON ARRIVAL AT YOUR AUTHORISED DEALER

Please note your vehicle mileage/kilometres and present this booklet along with any previous service invoices. In the case of an extended warranty repair the extended warranty contract should also be presented.

Make sure that you confirm with the service adviser full details of the work required and where to contact you if any work is identified which is unexpected or will exceed the cost of an estimate you may have been given.

COLLECTING YOUR VEHICLE

When collecting your vehicle, study the invoice and make sure you understand its content. If something is not clear, do not hesitate to ask the Service Adviser. Also check that the appropriate details are recorded on the Digital Service Record printout that your dealer will give you. If your vehicle is not registered in the Ford Digital Service Record system, check that the appropriate details have been recorded in this Service Portfolio. You should retain original invoices in a safe place.

IF YOU HAVE AN ACCIDENT

The benefits of using an Authorised Dealer extend beyond their mechanical workshops. Most Authorised Dealers have modern well equipped authorised body repair facilities and have the expertise to repair your vehicle promptly and according to the Ford procedures.

Warranty Certificate

This certificate is valid only when issued at the time of delivery of the new vehicle and properly signed by the selling dealer and the customer or their representative. The Warranty period applicable to the vehicle is detailed inside this book.

CUSTOMER NAME:

CUSTOMER ADDRESS:

VEHICLE TYPE:

VEHICLE IDENTIFICATION NUMBER:

DATE OF DELIVERY TO THE FIRST CUSTOMER:

The selling dealer certifies that the above details are correct, that the vehicle has been carefully prepared in accordance with Ford pre-delivery inspection standards and that this has been recorded in the Digital Service Record for the vehicle or in this Service Portfolio.

Authorised Dealer stamp:

Authorised Dealer Signature:

Date:

The Warranty terms, conditions and maintenance requirements applicable to the vehicle have been explained to me by the selling dealer.
I hereby accept that I have received this Service Portfolio and read the terms, conditions and maintenance requirements of the Warranty.
I understand that the Warranty supplements and does not affect my legal rights under the vehicle purchase agreement with the selling dealer or under applicable national legislation governing the sale of consumer goods.

Customer Signature:

Date:

Servicing Your Vehicle

FORD BLUESERVICE

With Ford BlueService, we are always by your side with a range of services to help keep you moving and your vehicle in the very best condition:

- A single telephone number puts you in touch with us for anything from requesting a sales brochure, arranging a test drive or booking a service.
- Free European Roadside Assistance lasting for up to 12 or 24 months (or until the next service is required) when you have your vehicle serviced in line with our recommendations.
- A free health check for any Ford vehicle regardless of age or mileage.
- A clear, competitive estimate of any work required before it is carried out.
- An alternative means of transport offered while your vehicle is serviced.

DIGITAL SERVICE RECORD

The service history of your vehicle is securely stored in the Ford Digital Service Record system. This is a central database that provides a secure, accurate and permanent record that cannot be lost and is protected against fraudulent entries. The Digital Service Record system provides direct access to the complete service history of your vehicle. This will help to make sure that your vehicle is serviced in the correct sequence and with the correct content. If you decide to sell your vehicle, a full service history will enhance its resale value. Make sure that you are given an updated copy of the Digital Service Record printout every time you have your vehicle serviced. You can keep this in the flap located on the inside back cover of this book.

All dealers have access to the Ford Digital Service Record system.

SERVICING YOUR VEHICLE

It is very important that you have your vehicle serviced in line with the service intervals applicable to your vehicle as detailed in this Service Portfolio.

The precise content of each service varies for different models. The content will also vary according to how you use your vehicle. Your dealer will supply you with a copy of the completed service check sheet, listing all of the service operations carried out on your vehicle, on completion of each service.

You or your dealer can download copies of the service check sheets at:

www.etis.ford.com/fordservice.

Vehicles Not Registered in the Ford Digital Service Record System

The following service history pages are only applicable to vehicles not registered in the Ford Digital Service Record system.

Service Intervals

Model	Variant	Service Interval	
		Years	km
B-MAX	All.	1	20,000 km
C-MAX	All.	1	20,000 km
EcoSport	All.	1	20,000 km
Edge	All.	2	30,000 km
Fiesta	All.	1	20,000 km
New Fiesta	All.	2	30,000 km
Focus	All.	1	20,000 km
Galaxy	1.5L.	1	20,000 km
	2.0L.	1	20,000 km
	2.0L Diesel.	2	30,000 km
KA+	All.	1	20,000 km
Kuga	1.5L.	1	20,000 km
	1.6L.	1	20,000 km
	2.0L Diesel.	2	30,000 km
Mondeo	1.0L.	1	20,000 km
	1.5L.	1	20,000 km
	2.0L Hybrid.	1	20,000 km
	2.0L.	1	20,000 km
	2.5L.	1	20,000 km
	1.5L Diesel.	2	30,000 km

Service Intervals

Model	Variant	Service Interval	
		Years	km
	1.6L.	1	20,000 km
	2.0L Diesel.	2	30,000 km
Mustang	All.	1	15,000 km
Ranger	All.	2	30,000 km
	1.5L.	1	20,000 km
S-MAX	2.0L.	1	20,000 km
	2.0L Diesel.	2	30,000 km
	Manual Transmission.	1	30,000 km
Tourneo Connect	Automatic Transmission.	1	20,000 km
Tourneo Courier	All.	1	30,000 km
	2.0L Diesel.	2	60,000 km
Tourneo Custom	2.2L Diesel.	2	50,000 km
	2.0L Diesel.	2	60,000 km
Transit	2.2L Diesel.	2	50,000 km
	Manual Transmission.	1	30,000 km
Transit Connect	Automatic Transmission.	1	20,000 km
Transit Courier	All.	1	30,000 km

Service Intervals

Model	Variant	Service Interval	
		Years	km
Transit Custom	2.0L Diesel.	2	60,000 km
	2.2L Diesel.	2	50,000 km

Note: Do not exceed the specified distance interval between services. Resulting component damage may not be covered by the vehicle Warranty.

Note: If you run your vehicle on E85, have the oil and filter changed every year or every 10,000 km, whichever occurs first.

Have your vehicle serviced earlier if the oil change reminder illuminates.

Body and Paint Check Intervals

You must have the bodywork of your vehicle checked no later than the following intervals (e.g. during a service):

Vehicle	Frequency
All.	Every 24 months or every second service until your vehicle is six years old and then at least every 12 months thereafter

Pre-Delivery Inspection and Service Record

<input type="radio"/> Pre Delivery Inspection	Authorised dealer stamp
<input type="radio"/> Date:	
<input type="radio"/> Distance:	
<input type="radio"/> Applicable service actions checked: <input type="checkbox"/>	
<input type="radio"/> Open service actions completed: <input type="checkbox"/>	<input type="radio"/> Signature:

<input type="radio"/> Date:	Dealer stamp
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next service due:	

<input type="radio"/> Date:	Dealer stamp
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next service due:	

Pre-Delivery Inspection and Service Record

<input type="radio"/> Date:	<p>Dealer stamp</p>
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next service due:	

<input type="radio"/> Date:	<p>Dealer stamp</p>
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next service due:	

<input type="radio"/> Date:	<p>Dealer stamp</p>
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next service due:	

Scheduled Maintenance Record

<input type="text" value="Brake fluid"/>	<input type="text" value="Dealer stamp"/>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
<input type="text" value="Signature:"/>	

<input type="text" value="Brake fluid"/>	<input type="text" value="Dealer stamp"/>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
<input type="text" value="Signature:"/>	

<input type="text" value="Timing belt"/>	<input type="text" value="Dealer stamp"/>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
<input type="text" value="Signature:"/>	

Scheduled Maintenance Record

<input type="text" value="Air conditioning"/>	<input type="text" value="Dealer stamp"/>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
	<input type="text" value="Signature:"/>

<input type="text" value="Air conditioning"/>	<input type="text" value="Dealer stamp"/>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
	<input type="text" value="Signature:"/>

<input type="text" value="Air conditioning"/>	<input type="text" value="Dealer stamp"/>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
	<input type="text" value="Signature:"/>

Scheduled Maintenance Record

<input type="text" value="Coolant"/>	<p>Dealer stamp</p>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
	<input "="" type="text" value="Signature:"/>

<input type="text" value="Coolant"/>	<p>Dealer stamp</p>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
	<input "="" type="text" value="Signature:"/>

<input type="text" value="Air bag"/>	<p>Dealer stamp</p>
<input type="text" value="Date:"/>	
<input type="text" value="Distance:"/>	
<input type="text" value="Invoice number:"/>	
	<input "="" type="text" value="Signature:"/>

Body and Paint Check Record

<input type="radio"/> Date:	Dealer stamp
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next body and paint check due:	

<input type="radio"/> Date:	Dealer stamp
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next body and paint check due:	

<input type="radio"/> Date:	Dealer stamp
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next body and paint check due:	

Body and Paint Check Record

<input type="radio"/> Date:	<p>Dealer stamp</p>
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next body and paint check due:	

<input type="radio"/> Date:	<p>Dealer stamp</p>
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next body and paint check due:	

<input type="radio"/> Date:	<p>Dealer stamp</p>
<input type="radio"/> Distance:	
<input type="radio"/> Invoice number:	
<input type="radio"/> Signature:	
<input type="radio"/> Next body and paint check due:	

Miscellaneous Records

VEHICLE TEST RECORD

Due date	Pass date	Certificate number

Miscellaneous Records

FIELD SERVICE ACTION RECORD

We operate a policy of continuous improvement in the development of our products. Occasionally, we will carry out a Field Service Action on vehicles that have already been sold to apply an improvement that we have made in our

manufacturing plants. Whenever a situation arises, which compromises the safety and/or reliability of your vehicle, you will be notified directly, so that you can visit an Authorised Dealer and have the necessary checks/rectification completed. After the necessary checks/corrections have been made, your Authorised Dealer will confirm the details of the work completed in the above table.

Date	Title and Reference Number

Note: *Ford is not responsible for any repair or replacement required as a result of failure to have your vehicle checked or reworked following a Field Service Action notification.*

All About Your Vehicle

Vehicle:	Licence plate number:
Vehicle identification number:	Date first registered:
Engine type:	Transmission type:
Colour code:	Trim code:
Annual service month:	Maximum mileage between services:
Ford Protect contract number:	Ford Protect expiry date:

Index

2

24 Hour Roadside Assistance.....	11
What to do when you need assistance:.....	11

A

About This Manual.....	3
All About Your Vehicle.....	32
Applicable Countries.....	3

B

Base Warranty.....	7
Body and Paint Check Intervals.....	22
Body and Paint Check Record.....	28

C

Collecting Your Vehicle.....	16
Contacting Ford.....	3
Ford Assistance.....	4
The Customer Relationship Centre.....	3
The Ford Protect Advice Centre.....	4
Website.....	4
Contacting Your Authorised Dealer.....	16

D

Definitions and Exclusions.....	14
Definitions.....	14
Exclusions.....	14
Digital Service Record.....	18

F

Field Service Action Record.....	31
Ford Assistance at Home.....	11
Hotel accommodation.....	12
Onward travel.....	11
Replacement Vehicle.....	11
Vehicle Collection.....	12
Ford Assistance.....	11
Ford Assistance Limitations.....	13
Adverse weather conditions.....	13
Caravan/Trailer.....	13
Limitations to off road recovery.....	13
Limited assistance.....	14

Release fees.....	13
Repatriation (abroad only).....	14
Replacement Vehicle.....	13
Specialist charges.....	13
Temporary Repairs.....	14

Ford Assistance When Travelling

Abroad.....	12
European motorway restrictions.....	12
Roadside assistance and recovery.....	12
Ford BlueService.....	18

I

If You Have an Accident.....	16
Introduction.....	3

M

Miscellaneous Records.....	30
----------------------------	----

O

On Arrival at Your Authorised Dealer.....	16
Owner's Responsibility.....	8

P

Paint Surface Warranty.....	7
Perforation Warranty.....	7
Pre-Delivery Inspection and Service Record.....	23

S

Scheduled Maintenance Record.....	25
Service Intervals.....	19
Servicing Your Vehicle.....	18
Vehicles Not Registered in the Ford Digital Service Record System.....	18

T

The Use of Replacement Parts.....	15
Collision Repairs.....	15
Scheduled Maintenance and Mechanical Repairs.....	15
Warranty on Replacement Parts.....	16

Index

Warranty Repairs.....	15
The Warranties and Consumer Law.....	10

V

Vehicle Test Record.....	30
--------------------------	----

W

Warranty Certificate.....	17
Warranty Cover When Touring.....	10
Warranty on Repaired or Replaced Parts.....	7
Warranty Periods.....	5
Warranty Terms and Conditions.....	7
Wear and Tear Items.....	7
Consumable Fluids.....	8
What is Not Covered by the Warranties.....	9
Other exclusions.....	9

Y

Your Authorised Dealer.....	15
-----------------------------	----

fuel with thought

When you fuel your car, you're not just filling your tank, you're feeding your engine. That's why Ford recommends high quality fuels. They help clean and protect your engine and give you better fuel economy, more power and acceleration than ordinary fuels. So the next time you fuel your Ford, fuel with thought.



Ford and BP - Working together to reduce fuel consumption and emissions.

