

**Q: How does the Premium Maintenance Plan protect my budget and my vehicle?**

**A:** It delivers maximum protection against rising maintenance costs. The coverage is prepaid, so you never have to worry about maintaining your vehicle.

Premium Maintenance from Ford ESP is like buying a dental plan with broad coverage. It covers regular checkups, routine inspections, preventive care, and replacement of normal “wear and tear” items that require periodic attention. In addition, the coverage includes:

- Engine oil and filter changes
- Multipoint inspections
- Tire rotations
- Replacement of brake pads and linings when worn
- Shock absorber replacements
- Spark plugs (except CA)
- Clutch discs
- Engine belts
- Engine hoses
- Wiper blades
- Diesel exhaust fluid fill at the time scheduled maintenance is performed at dealership

**Premium Maintenance Gives You Genuine Peace of Mind from Ford Motor Company**

With Ford ESP, you’re covered at all Ford and Lincoln Mercury dealers in the U.S. and Canada.

Ford factory-trained technicians will use only original equipment manufacturer’s (OEM) parts to keep your vehicle running at its best.

**Mile After Mile After Mile ...**

With the Premium Maintenance Plan you get:

- Timely care and inspections that can prevent serious and expensive repairs
- Optimal vehicle performance for the long run
- Protection for your vehicle investment and budget
- May increase your resale or lease-end value, while limiting maintenance costs

**Powerful Protection for Your Ford, Lincoln, or Mercury Vehicle from Ford Extended Service Plans (ESP)**

- Failures of covered components due to normal wear and tear and mechanical breakdowns are included

This brochure is intended to provide general information about Ford ESP. Prices and plans are subject to change without notice. Plan availability, benefits, coverage, and provider may vary by state. See your dealer for details. See your dealer or your copy of the warranty for complete details on the Bumper-to-Bumper New Vehicle Limited Warranty.

F O R D E S P  
**PREMIUM MAINTENANCE PLAN**

**EXTENDED SERVICE PLANS**



**Transferable Coverage May Add Extra Resale Value**

If you sell your vehicle, the remaining maintenance coverage may be transferred to the new owner.

**Some Points to Remember ...**

- You can choose a coverage plan that meets your individual driving habits – plans are available in 5,000-, 7,500-, and 10,000-mile intervals
- Protect yourself against rising maintenance costs due to inflation
- Covers failures of covered wear items

**Financing Options**

Inquire about the Installment Payment Plan. Depending on the plan purchased, just a 10% down payment will provide you with an affordable, no-interest, no-fee monthly payment opportunity.

**Customer Advantages:**

- Interest-free payments
- No credit application
- No credit checks
- Variety of payment options



**Q: What Is a Premium Maintenance Plan?**

**A:** Maximum Coverage for Your Vehicle Maintenance Needs.

**Ford ESP ... Protection Against Future Vehicle Repair Costs**



Prepaid Maintenance Protection Plans from Ford ESP for New and Used Vehicles

## Premium Maintenance Plan

### For Ford, Lincoln, Mercury, and Competitive-Make Vehicles

This comprehensive plan covers a spectrum of manufacturer-recommended maintenance services, including normal wear items.

### The “Normal Wear” Items

Ford ESP’s Premium Maintenance Plan covers the following items if they fail due to normal wear:

- Spark plugs (except in CA)
- Shock absorbers
- Clutch disc
- Engine belts and hoses
- Brake pads and linings
- Wiper blades

### \$0 Deductible

This is a prepaid plan; you pay nothing more for covered services.

### First-Day Rental Option

You can purchase rental assistance, too. With this added coverage, you’ll be reimbursed for a rental vehicle up to two days, whenever you leave your car at the dealer for covered maintenance services.

**Ford ESP has designed different coverage options to meet your budget and specific driving needs. Each plan provides affordable maintenance for up to six years.**

- All maintenance replacements are made with original equipment manufacturer’s (OEM) parts

### Features of Premium Maintenance Plans

Scheduled Maintenance Coverage	Yes
Major Component Coverage	No
Limited Wear Item Coverage	Yes
Deductible per Repair Visit	\$0
First-Day Rental Option	Yes
Roadside Assistance	No
Transferable to Subsequent Owner	Yes
<b>FULL Synthetic Oil Option</b>	Yes

### Time and Mileage Options

The Ford ESP Premium Maintenance Plan is available up to the time and mileage intervals listed below. Coverage begins at the Bumper-to-Bumper New Vehicle Limited Warranty start date and zero miles. Choose the plan that best matches your driving habits.

FORD ESP PREMIUM MAINTENANCE PLAN* Prices based on \$0 deductible Service Intervals in Miles			Lincoln*			Ford, Lincoln, Mercury, and Competitive-Make Vehicles					
						Gas/Hybrid			Diesel		
			5,000	7,500	10,000**	5,000	7,500†	10,000**	5,000	7,500	10,000
2-Year Plan	25,000 Miles	Maximum No. of Service Visits	•	•	•	5	3	2	5	3	2
	30,000 Miles	Maximum No. of Service Visits	4	2	•	6	4	3	6	4	3
3-Year Plan	30,000 Miles	Maximum No. of Service Visits	4	2	•	6	4	3	6	4	3
	45,000 Miles	Maximum No. of Service Visits	7	4	2	9	6	4	9	6	4
4-Year Plan	60,000 Miles	Maximum No. of Service Visits	10	6	4	12	8	6	12	8	6
5-Year Plan	60,000 Miles	Maximum No. of Service Visits	10	6	4	12	8	6	12	8	6
	75,000 Miles	Maximum No. of Service Visits	13	8	5	15	10	7	15	10	7
6-Year Plan	75,000 Miles	Maximum No. of Service Visits	13	8	5	15	10	7	15	10	7
	100,000 Miles	Maximum No. of Service Visits	18	11	8	20	13	10	20	13	10

\*Maximum number of service visits for Lincoln vehicles is in addition to the two free visits already included as part of the Lincoln Commitment.

\*\*Only for 2011 Ford, Lincoln, and Mercury vehicles and all hybrids.

†Gas vehicles only.

## Premium Coverage for Scheduled Maintenance

- Change engine oil and replace oil filter
- Inspect and rotate tires
- Perform multipoint inspection
  - Check fluid levels and fill:
    - Transmission (if equipped with a dipstick)
    - Brake reservoir
    - Power steering
    - Coolant recovery reservoir
    - Window washer
    - Diesel exhaust fluid (if necessary)
  - Check following systems/components:
    - Operation of horn, interior lights, exterior lamps, turn signals, and hazard and brake lights
    - Windshield washer spray, wiper operation, and wiper blades
    - Windshield for cracks, chips, and pitting

- Radiator, heater and, air conditioning lines for leaks and damage
- Engine air filter
- Oil and fluid leaks
- Exhaust system (leaks, damage, loose parts)
- Steering and steering linkages
- Shocks/struts and other suspension components for leaks and/or damage
- Accessory drive belt(s)
- Clutch operation (if equipped)
- Tires for wear and proper air pressure

The following services are representative of recommended maintenance for your vehicle. Your actual plan will be based on your Ford, Lincoln, Mercury, or competitive-make vehicle’s maintenance needs as indicated in your Owner’s Scheduled Maintenance Guide:

- Inspect brake pads/shoes/rotors/drums, brake lines, and parking brake system
- Inspect wheel ends for end play and noise
- Inspect and lubricate steering linkage, ball joints, suspension, and if equipped, halfshafts, driveshafts and u-joints
- Change transmission fluid
- Replace fuel filter
- Replace engine air filter
- Change premium gold engine coolant
- Replace PCV valve
- Change transfer case fluid, if equipped
- If equipped, inspect and lubricate 4x4 front axle shaft u-joints
- If equipped, lubricate 4x4 front hub needle bearings
- If equipped, lubricate 4x2 front wheel bearings, replace grease seals, and adjust bearings
- If equipped, fill diesel exhaust fluid

*Certain restrictions and exclusions apply. See your dealer for details, or refer to your plan provisions.*