### **Drive On with First-Class Service.**



## Ford Protect coverage is 100% backed by Ford Motor Company.

- Service provided at Ford and Lincoln dealerships in the U.S., Canada and Mexico
- Ford-authorized parts used for covered repairs
- Factory-trained and certified technicians

## Drive On with Valuable Benefits.



## Ford Protect coverage is there when you need it with 24-hour Roadside Assistance.

- Includes tire change, lockout, out-of-fuel and battery jump-start assistance
- Towing Assistance (up to \$100 per occurrence)
- Emergency Travel Expense (up to \$1,000 within the first 5 days per occurrence)
- Destination Assistance (up to \$75)
- Call 1-800-241-3673

#### Rental vehicle benefits.

Standard coverage includes \$60 a day for up to 10 days for covered repairs

## Drive On with Optional Key Services.



Key Services is an optional benefit within your Ford Protect PremiumCARE Plus EV coverage. The technology in today's keys/key fobs makes it expensive to replace.

- Your optional Ford Protect Key Services benefit will replace your key(s) and/or fob(s) if they are:
- Misplaced
- Damaged and will not work

## Drive On with Personal Service.



## Ford Protect Pickup and Delivery Option.

This option provides convenient personalized service, which allows you more free time rather than spending your valuable time in a dealership. Service includes:

- Pickup & delivery
- For loaner benefits, First-Day Rental Option must be included
- Mobile service option

## **For New Ford Protect Plans:**

 Coverage begins with the original in-service date (New Vehicle Limited Warranty start date) and zero miles or hours. Your selected coverage expires upon reaching the earliest of time or mileage

#### 0% APR interest-free Installment Payment Plan:



Flexible payment options are available when the extended service plan is not included in the vehicle financing; everyone qualifies, making it the





This brochure is intended to provide general information about a PremiumCARE Plus EV extended service plan offered by Ford Protect. Prices and plan details may have changed after the brochure was printed. Plan availability, benefits, coverage and provider may vary by state. Please refer to your plan's service contract for the actual terms and conditions, including a list of covered repairs.

In Florida, Ford Protect is a Service Contract from Ford Motor Service Company (License #42722).

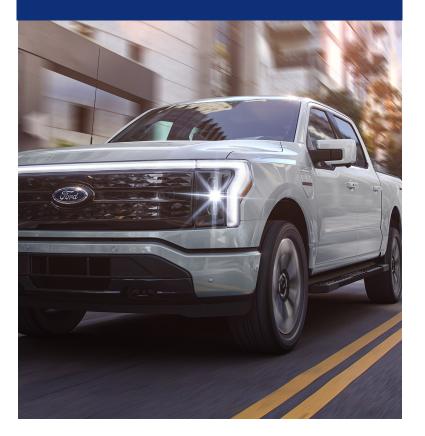
In Texas, Ford Protect is a Service Contract from Ford Motor Service Company (License #SCP-165).

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FORD **PROTECT®** 

# PremiumCARE Plus EV EXTENDED SERVICE PLAN FOR ELECTRIC VEHICLES



# **1000+ COVERED COMPONENTS**BUNDLED WITH PREMIUM MAINTENANCE

## **Drive On with Confidence.**

# With a Ford Protect PremiumCARE Plus EV extended service plan, you are protected from unforeseen covered repairs on your vehicle for up to the earlier of 10 years or 150.000 miles.

That's well beyond the New Vehicle Limited Warranty that comes with your vehicle. Now is the time to protect your investment with a Ford Protect extended service plan.

## Why Ford Protect is such a great value.

The price for parts and labor to repair many major components can be significant. One repair bill can easily exceed the price of your Ford Protect coverage. It's clear that this coverage can quickly pay for itself!

### Plus, scheduled maintenance required by the manufacturer and select wear items are covered.

The high-voltage battery assembly in your electric vehicle comes with an 8-year/100,000-mile warranty and is not eligible for coverage under any extended warranty.



<sup>\*</sup>These examples are based on an average estimated U.S. retail repair cost for a Ford Mustang Mach-E. Actual repair costs will vary by vehicle and dealer location.

**NOTE:** BEV and Hybrid vehicle batteries come with an 8-year/100,000-mile warranty and are not eligible for coverage under any Ford Protect Plan.

## Plus Premium Maintenance EV

## Comprehensive maintenance for Ford and competitive-make electric vehicles.

Keep your vehicle running great for years to come with a Ford Protect PremiumCARE Plus EV extended service plan.

#### Plan overview.

Covers routine inspections and all scheduled maintenance, including:

- Multi-point inspections
- Tire rotations
- All required OEM scheduled maintenance for the specified interval(s)

PLUS replacement of selected wear items, including:

- Shock absorbers/struts
- Coolant hoses and clamps
- Brake pads and linings
- Wiper blades

## Enjoy premium protection for miles and miles.

With this plan, you'll be able to protect your vehicle and budget with timely care and inspections that may:

- Prevent serious and expensive repairs
- Help you maintain optimal performance
- Possibly increase your vehicle's resale value



## PremiumCARE Plus EV

## Covered Components (Partial List)

## High-Tech Components Covered by Ford Protect



#### **DRIVE MOTORS**

- Drive Motors
- · Oil Pump
- PCM Module
- Drive Motor Mounts
- · Seals and Gaskets
  - Water Pump

· Radiator

· Radiator Fan

(Clutch or Motor)



#### BRAKES

- Anti-Lock Brake Module and Sensor
- Brake Booster (Power)
- Calipers
- Combination Valve
- · Parking Brake Linkage and Cables
- Retainers and Clips

· Load Leveler

Suspension System

· MacPherson Struts

· Roll Stability Control

· Spindle and Spindle

Support Springs

· Seals and Gaskets

· Stabilizer Bar

Tie Rods

- Self-Adjusters
- · Shaft (Brake Pedal)

FRONT AND REAR SUSPENSION

REAR/FRONT-WHEEL-DRIVE AXLE

- · Metal Lines and Fittings · Springs
- Master Cylinder

Ball Joints

Control Arms

and Bushings

Axle Shafts

(Upper and Lower)

(Upper and Lower)

Control Arm Shafts

Linkage and Bushings

Bearings (Front and

- Audiophile Sound
- Battery Charger
- · Battery Energy Control Module (BECM)
- Charge and Volt Gauges
- · Control Trac® 4WD
- Converter Assembly -Voltage
- · Driver's Seat Position Sensor
- · Dual-Zone Electronic Auto Temp Control
- (Electrical Only -Not Glass Damage or Breakage)
- Bulbs Interior and Exterior\*

## **STEERING**

- · Column Lock (Tilt Wheel)
- Electronic Power-Assisted Steering
- · Idler Arm Electric Power Steering
- Actuator · Seals and Gaskets
- · Steering Column
- · Steering Gear Housing, Manual and Power (Including All Internal Parts)
- · Steering Shaft
- Underbody Linkages and Couplings

## **ELECTRICAL**

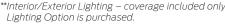
- LED Lighting or Lamp Assemblies - Interior and Exterior (Factory-Installed)\*

- · Clock (Electric)
- System

- Heated Backglass
- High-Intensity Discharge (HID) Headlamps Igniter/ Ballast\*\*
- · Ignition Switch
- Incandescent/Halogen

- - · Intelligent 4WD Systems
  - Instrument Cluster Inverter System
  - Controller Front & Rear Module On Board Battery
  - Charging Cord Primary Electric Drive
  - · Power Mirrors (Electrical Only - Not Mirror or Glass
  - Damage or Bulbs) Power Running Boards
  - · Radiator Fan Relay
  - · Rear Window Power Sunshade
  - Speedometer/ Odometer (Electrical and Mechanical)
  - · Switches (Manually Operated, Electrical)
  - · Temperature Gauge
  - · Wiper-Activated Headlamps
  - Wiper Motors
  - · Wiring Harnesses

#### \*\*Interior/Exterior Lighting – coverage included only if Lighting Option is purchased.



## plan is so comprehensive, it's easier to refer you to what

Generally Covered by Your Auto Insurance weather strips, wheels, wheel studs, wheel covers, convertible top and bow.



 A/C Compressor Seals A/C Condenser · Auto Temp Control

· A/C Accumulator

A/C Clutch Bearings

· A/C Clutch

**AIR CONDITIONING & HEATING** 

Evaporator

· Heater Control

· Instrument Panel

Assembly

Pullev

· Heater Blower Motor

· Heater Core Assembly

Registers and Air Ducts

· Field Coil

- · Airbag Module Assembly Collision Avoidance Sys
- · Diagnostic Module Assembly (Airbag) Door Ajar Warning

**SAFETY** 

- Switch Assembly Guides, Bezels, Brackets and Supports (Safety
- Belts/Shoulder Straps) · Head Restraint Retainers and Sleeves (Safety
- Belt) Kev. SecuriLock® (Microchip-Encoded
- Key) Lock Cylinder (Door)
- Lock Lever Asy (Door)
- · Lock Lever Assembly (Tailgate)

- Lock Lever Retainers. Clips and Brackets
- · Module (Passive Restraint)
- · Safety Belt Buckle (Front and Rear) Safety Belt Motor
- Drive Assembly · Safety Belt
- Restraint Carrier Safety Belt Retractors
- · Safety Belt Track Asy · Safety Belt Warning
- Chime Assembly · Safety Canopy
- · Sensors (Airbag) · Shoulder Strap
- Track Assembly · Wiring Asy (Airbag)





## **EMISSIONS**

· Electronic Throttle Control

 Temperature Sensor (Engine Coolant)

## a partial list of the **High-Tech components covered by** Ford Protect PremiumCARE Plus EV: **HIGH-TECH**

- Adaptive Cruise Control · Lane Depart Warning Adaptive Headlamp Message Center

**High-Tech components** in today's vehicles can make

the repair process much more complicated. Below is just

- System (Excluding Lamp Housing, Bulbs)
- Air Suspension (Selected Electronic Components) Anti-Theft Alarm
- (Factory-Installed) Auto Lock and Auto Unlock
- System Automatic Park Assistant
- Blind Spot Info System (Electrical Only – Not Mirror or Glass Damage or Bulbs)
- Cross-Traffic System
- Enhanced Active Park Assist System
- FordLink™ System
- Ford Work Solutions Asset Security (if equipped)
- Forward Sensing System Instrument Cluster
- (Excluding Dash Pad) Keyless Entry System (Excluding Door Handles)

- Power Antenna
- Power Door Locks and
- Retainer Clips (Excludes Door Handles) Power Seat Motors
- Power Window Motors/

Regulators

- Rain-Sensing Wipers
- Reverse Camera System Reverse Sensing System
- SecuriCode™ Keyless Entry SecuriLock® Passive Anti-
- Theft Ignition System · SOS Post-Crash
- Alert System
- Speed Control · SYNC® MyFord Touch®
- (Excludes Software Upgrades)
- Trailer Brake Module Unique Hvbrid/Electric Vehicle Components (Excluding High-Voltage Battery and Cables)

## AUDIO

- Antenna, Radio (Base Assembly)
- Brackets Cables and Wiring
- Cellular Phone, Receiver, Handset, Speaker Assembly and Antenna (Factory-Installed)
- Compass and Therm Readout Displays

- · Controls (Rear Seat)
- · Radio (AM, AM/FM). Speakers, Digital CD Player, Graphic Equalizer, Premium Sound Amplifier (Factory-Installed)
- Rear Entertainment System (Factory-Installed)

Other Components and Repairs — Fabric, liners, fasteners, carpets, dash pad, wiper blades, knobs, trim, upholstery, physical damage or cosmetic issues, repairs covered by manufacturer recalls, any insurance or if the vehicle is within the time and mileage limits of any warranty, repairs caused by improper unreasonable use, unauthorized alterations or modifications of the vehicle, and repairs caused by lack of required or recommended maintenance. Costs or expenses for the teardown, rental expense, inspection or diagnosis of failures not covered by this Agreement. Refer to contract for details.

## Relax and Drive On.

Based on your driving needs. you can customize a Ford Protect PremiumCARE Plus EV extended service plan that's right for you.

## Ford Protect PremiumCARE Plus EV Options (Ford and Competitive-make Electric Vehicles)

Plan Length or Miles Covered (Coverage ends at the earlier of years or mileage)	Available Coverage
	Normal
	Estimated Maintenance Frequency
	10,000 Miles
	Total Number of Service Visits
3 Years	
48,000 Miles	4
60,000 Miles	6
75,000 Miles	7
85,000 Miles	9
100,000 Miles	10
125,000 Miles	13
150,000 Miles	15
4, 5, 6, 7, 8, 9 and 10 Years	
36,000 Miles	3
48,000 Miles	4
60,000 Miles	6
75,000 Miles	7
85,000 Miles	9
100,000 Miles	10
125,000 Miles	13
150,000 Miles	15

The Ford Protect PremiumCARE Plus EV extended service isn't covered - here are some examples:

Examples include: fixed (non-moving) body parts, bumpers, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, side and rearview mirrors (glass and housing), water leaks, wind noise,

Repairs Related to Your Maintenance Requirements – Items listed in your vehicle's owner guide. Examples include: batteries of all types and cables, belts, hoses, hose clamps, brakes (front hub, drums, shoes, linings, disc rotors, pads), manual transmission clutch disc, exhaust system (includes catalytic converter), spark plugs, squeaks, rattles, tires, wheel balancing, wheel alignment, all lamps and lights (LED and HID lights, bulbs, sealed beam and lenses) except when purchased with New or Incomplete PremiumCARE Interior/Exterior Lighting Option, fogging of lamp assemblies, shock absorbers, service adjustments and cleaning, and scheduled maintenance services.