

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:

0% APR

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



FORD PROTECT®

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.

Instrument Cluster*
\$4,259

Battery Energy Control Module*
\$1,162



Battery Charger*
\$2,177

Inverter SYS. Controller*
\$3,500

*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

1000+ Covered Components (Partial List)

High-Tech Components Covered by Ford Protect

Relax and Drive On.

DRIVE MOTORS

- Drive Motors
- Drive Motor Mounts
- Oil Pump
- PCM Module
- Radiator
- Radiator Fan (Clutch or Motor)
- Seals and Gaskets
- Water Pump

BRAKES

- Anti-Lock Brake Module and Sensor
- Brake Booster (Power)
- Calipers
- Combination Valve
- Metal Lines and Fittings
- Master Cylinder
- Parking Brake Linkage and Cables
- Retainers and Clips
- Self-Adjusters
- Shaft (Brake Pedal)
- Springs

FRONT AND REAR SUSPENSION

- Ball Joints (Upper and Lower)
- Control Arms (Upper and Lower)
- Control Arm Shafts and Bushings
- Linkage and Bushings
- Load Leveler Suspension System
- MacPherson Struts
- Roll Stability Control
- Spindle and Spindle Support Springs
- Stabilizer Bar
- Tie Rods

REAR/FRONT-WHEEL-DRIVE AXLE

- Axle Shafts
- Bearings (Front and Rear)
- Seals and Gaskets

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)****
- Audiophile Sound System
- Battery Charger
- Battery Energy Control Module (BECM)
- Charge and Volt Gauges
- Clock (Electric)
- Control Trac® 4WD System
- Converter Assembly - Voltage
- Driver's Seat Position Sensor
- Dual-Zone Electronic Auto Temp Control
- Heated Backglass (Electrical Only – Not Glass Damage or Breakage)
- High-Intensity Discharge (HID) Headlamps Igniter/Ballast**
- Ignition Switch
- Incandescent/Halogen Bulbs – Interior and Exterior**
- 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.

AIR CONDITIONING & HEATING

- A/C Accumulator
- A/C Clutch
- A/C Clutch Bearings
- A/C Compressor
- A/C Compressor Clutch Switch
- A/C Compressor Head
- A/C Compressor Seals
- A/C Condenser
- Auto Temp Control
- Evaporator
- Field Coil
- Heater Blower Motor
- Heater Control Assembly
- Heater Core Assembly
- Instrument Panel Registers and Air Ducts
- Pulley

SAFETY

- Airbag Module Assembly
- Collision Avoidance Sys
- Diagnostic Module Assembly (Airbag)
- Door Ajar Warning Switch Assembly
- Guides, Bezels, Brackets and Supports (Safety Belts/Shoulder Straps)
- Head Restraint Retainers and Sleeves (Safety Belt)
- Key, SecuriLock® (Microchip-Encoded Key)
- Lock Cylinder (Door)
- Lock Lever 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)

High-Tech components in today's vehicles can make the repair process much more complicated. Below is just a partial list of the **High-Tech components covered by Ford Protect PremiumCARE Plus EV:**

HIGH-TECH

- Adaptive Cruise Control
- Adaptive Headlamp 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)
- Lane Depart Warning
- Message Center
- 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 Hybrid/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)

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 plan is so comprehensive, it's easier to refer you to what isn't covered – here are some examples:

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

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.

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.