

**MAINTENANCE PLAN APPLICATION,
TERMS & CONDITIONS**
NEW AND USED VEHICLES



SECTION A - INDIVIDUAL VEHICLE REGISTRATION SCHEDULE

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Vehicle Identification Number ("VIN") (17 Digits)

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Signature Date

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Warranty Start Date

- Gas
- Diesel
- Hybrid

Internet Sale Yes No

SECTION B - TYPES OF MAINTENANCE PLANS

CORE COVERAGES: Premium (\$0 Deductible) Limited Premium (FULL Synthetic Oil) Engine Premium (CPO) Basic

SERVICE INTERVALS: 3,000 (Not available on Premium) 5,000 7,500 10,000

OPTION: First Day Rental (Premium Only)

SECTION C - COVERAGE TERM AND COST

For Premium Maintenance Coverage Plans, coverage **BEGINS** at the New Vehicle Limited Warranty Start Date and Zero Miles. Coverage **ENDS** at **THE EARLIER OF** the Number of Years Purchased, the Number of Miles Purchased or upon completion of the Maximum Number of Service Intervals Purchased from the New Vehicle Limited Warranty Start Date or Zero Miles.

For all other Maintenance Coverage Plans, coverage **BEGINS** at the Signature Date and Current Mileage. Coverage **ENDS** at **THE EARLIER OF** the Number of Years Purchased, the Number of Miles Purchased or upon completion of the Maximum Number of Service Intervals Purchased from the Signature Date or Current Mileage.

Maintenance Plans	Yearly Duration and Expiration Date	Mileage Duration (no tenths) and Expiration Distance	Purchase Price	Sales Tax	Total Purchase Price and Sales Tax
			\$	\$	\$
Current Mileage:	Service Visits:	Totals	\$	\$	\$

SECTION D - DISCLOSURE INFORMATION

NOTE: THE PURCHASE OF THIS MAINTENANCE AGREEMENT IS NOT REQUIRED IN ORDER TO PURCHASE, OR OBTAIN FINANCING FOR A MOTOR VEHICLE.

I acknowledge receipt of a complete copy of this Maintenance Agreement (the Application, Terms and Conditions constitute the entire Maintenance Agreement) at the time of signing and agree to all the terms and conditions. I agree to maintain the vehicle in accordance with the manufacturer's stated periodic maintenance recommendations as a condition of receiving coverage under this Maintenance Agreement, except as otherwise provided by applicable law.

Maintenance Agreement Purchaser Signature (not valid without signature) _____ Signature Date _____

Maintenance Agreement Purchaser Holder Name and Address _____

Maintenance Agreement Lienholder Name _____

SECTION E - DEALERSHIP INFORMATION

Dealership Name and Address _____ () _____ Phone Number _____

Dealership Signature _____ EMPLOYEE STARS ID _____ P&A Code _____

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TERMS AND CONDITIONS

This is either a Premium Maintenance Plan (PMP), Premium Maintenance Plan - Full Synthetic Oil (PMP FSO), Premium Maintenance Plan - Certified Pre-Owned (PMP CPO), Limited Maintenance Plan (LMP), Engine Maintenance Plan (EMP) or a Basic Maintenance Plan (BMP) (hereinafter known as "PMP", "PMP FSO", "PMP CPO", "LMP", "EMP", or "BMP" or collectively known as "Maintenance Agreement(s)" unless specified otherwise) between the Maintenance Agreement Purchaser ("You" or "Your") and Ford Motor Company, the Provider ("We" or "Us").

WHAT THIS AGREEMENT COVERS: If You elected PMP, PMP FSO, or PMP CPO Coverage, You have scheduled maintenance services for the earlier of the selected time, mileage or maximum number of service visits purchased and coverage for Wear Items (brake pads and linings, clutch disc, spark plugs (excluding spark plugs in CA) engine belts and hoses, wiper blades, shock absorbers). PMP, PMP FSO, or PMP CPO also cover the fill up or top off of diesel exhaust fluid (DEF) only at the time of the scheduled maintenance service interval purchased under this Agreement. Repairs needed to a non-covered part caused by the failure of a covered PMP, PMP FSO or PMP CPO Wear Item. If You elected LMP or BMP coverage, You have scheduled maintenance services for engine oil and filter changes, a multi-point inspection, and rotation of tires for the selected time, mileage or maximum number of service visits purchased. If You elected EMP, You have scheduled maintenance services for engine oil and filter changes only for the selected time, mileage or maximum number of service visits purchased. You are not entitled to a refund if You do not use all the services provided.

FIRST DAY RENTAL OPTION: If You purchased First Day Rental Option with PMP, PMP FSO, or PMP CPO coverage, We will reimburse You up to \$30 on Ford, Mercury and competitive vehicles and up to \$36 on Lincoln vehicles for up to 2 days of rental coverage. We will not reimburse You for any vehicle rental charges incurred before the Signature Date of this Maintenance Agreement.

WHAT IS NOT COVERED: Unless stated otherwise, this Maintenance Agreement does not cover:

- a) Repairs or services covered by the Original Equipment Manufacturer a manufacturer recall or any insurance or warranty;
- b) Repairs or services by lack of required or recommended Scheduled Maintenance;
- c) Repairs or services to the vehicle if the odometer is altered, broken, repaired or replaced so that We cannot determine the actual mileage on the vehicle;
- d) A vehicle is excluded from coverage if, (1) the New Vehicle Limited Warranty for the vehicle or specified component parts is voided, in whole or in part, (2) the vehicle is branded, totaled, or salvaged, or (3) We cannot determine the VIN;
- e) Vehicles manufactured for sale outside the United States, District of Columbia or Canada;
- f) On all Maintenance Agreements, the following are excluded from coverage: all emergency vehicles (police, fire & ambulance), taxis, limousines, livery vehicles, electric vehicles, rental vehicles, shuttles, tow trucks, vehicles used for competitive driving, racing, off-road use, performance modified vehicles, 4X2 equipped vehicles modified for 4X4/AWD capabilities, vehicles equipped with snow plows, incomplete vehicles (e.g. chassis cabs, cutaways, stripped chassis) and vehicles using full synthetic oil (except for PMP Full Synthetic Oil Plans).
- g) On PMP, PMP FSO and PMP CPO, any Ford E and F-450 vehicle series and higher (except F-450 Complete), equivalent competitive make vehicles are also excluded from coverage.
- h) On BMP, LMP and EMP Agreements, any Ford F-650 vehicle series and higher or equivalent competitive make vehicles are also excluded from coverage.
- i) Service adjustments and cleaning, batteries of all types and cables, brakes (front hub, drums, shoes and disc rotors), coolant, exhaust system (includes catalytic converter), filter fluids, lubricants, lights (bulbs, sealed beam, lenses), spark plug wires, squeaks and rattles, tires, tune-ups, Compressed Natural Gas or Liquid Propane Gas Conversion components, LED lights, shock absorbers, wheel balancing, and wheel alignment;
- j) Service adjustments (glass and body parts), bright metal bumpers, door handles, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, sideview mirrors (glass and housing), water leaks, wind noise, weatherstrips, wheels, wheel studs, wheel covers and ornaments, wiper blades, convertible top, fabric, liners, zippers, fasteners, buttons, carpets, dash pad, door and window handles, knobs, rearview mirror (glass and housing), trim and upholstery; and
- k) Costs or expenses for the teardown, inspection or diagnosis of Failure not covered by this Agreement.
- l) Repairs needed to a covered part caused by the failure of a non-covered part.
- m) The addition of diesel exhaust fluid (DEF), if needed, between the maintenance interval frequency purchased under this Agreement.

WHERE TO GO FOR SERVICE AND REPAIRS: For the performance of covered services and repairs under PMP, PMP FSO, PMP CPO and LMP. You may go to any other Ford or Lincoln Mercury franchised dealership in the United States or Canada for covered services.

If You require assistance for covered services or locating the nearest Ford or Lincoln Mercury dealership on a Ford or Mercury vehicle, please contact Ford Customer Relations Center at 1-800-392-FORD. If the vehicle is a Lincoln, please call 1-800-521-4140. For competitive make vehicles, a Ford or Lincoln Mercury dealership must be used for covered services unless the servicing dealership authorizes Your referral to another dealership or facility. For the performance of covered services under BMP or EMP, You must return to the Selling Dealer.

REPAIRS AND MAINTENANCE SERVICE ARE MADE WITH AUTHORIZED NEW OR REMANUFACTURED PARTS All repairs and covered maintenance services will be made with authorized new or remanufactured parts or other products We authorize.

LOSS LIMITS We will pay up to the Retail Value of the vehicle for all covered services or repairs.

CONTRACT MODIFICATIONS AND CHANGES You may change Your coverage at any time while this Agreement is in force.

TRANSFERABILITY: PMP, PMP FSO, or PMP CPO may be transferred if You pay Us a \$75 transfer fee and You or the transferee of this Maintenance Agreement initiates the transfer process and provides the following items to Us or Your Selling Dealer at P.O. Box 6045, Dearborn, Michigan 48121:

- (i) a letter, signed by You, transferring this Maintenance Agreement to the transferee;
- (ii) a statement of the mileage on the vehicle at the time of transfer; and
- (iii) the name and address of the transferee.

BMP, LMP, and EMP covers only the original Maintenance Agreement Holder and may not be transferred or assigned.

CANCELLATION - YOUR RIGHT TO CANCEL THIS PLAN & RELATED REFUNDS: IF A CANCELLATION REQUEST IS RECEIVED WITHIN THIRTY (30) DAYS FROM THE SIGNATURE DATE, AND NO SERVICES HAVE BEEN PERFORMED UNDER THE MAINTENANCE AGREEMENT, We will terminate the Maintenance Agreement and refund the full purchase price of the Maintenance Agreement less a \$75 processing fee.

IF A CANCELLATION REQUEST IS RECEIVED AFTER THE 30TH DAY FROM THE SIGNATURE DATE, OR IF ANY SERVICE OR REPAIR HAS BEEN PERFORMED AT ANY TIME DURING THE TERM OF THE MAINTENANCE AGREEMENT We will terminate the Maintenance Agreement and make a refund on a Pro Rata basis refund, less a \$75 processing fee. This means that the cost of the Maintenance Agreement will be divided equally by the number of months in the term of the Maintenance Agreement, or the number of miles scheduled in the Maintenance Agreement, depending on which actual usage, months or miles, is greater. Your refund will then be prorated on the remaining unused portion of the months or miles, whichever is less.

All cancellation requests must be submitted in writing by You.

If the Selling Dealer is no longer in business, You may submit a written request to Ford Motor Company, Extended Service Plan Headquarters, P.O. Box 6045, Dearborn, Michigan 48121. A copy of the Registration Form and an odometer reading statement (that is, a true statement of the Vehicle's current mileage) must be included with Your request for cancellation. Your refund will be based on the purchase price You paid for the Maintenance Agreement.

DISPUTE RESOLUTION AND ARBITRATION: Either You or We may choose to have any dispute related to this Maintenance Agreement, the solicitation or sale of the Maintenance Agreement and related coverages under this Maintenance Agreement decided by binding arbitration. You agree not to consolidate or group Your dispute with other arbitrations or disputes concerning this Maintenance Agreement. You agree that You will not participate in any class arbitration concerning this Maintenance Agreement. You or We may contact the National Arbitration Forum at 1-800-474-2371 or www.arb-forum.com to begin arbitration. You may obtain the National Arbitration rules (the "Rules") from the National Arbitration Forum. If there is a conflict between the Rules and this Maintenance Agreement, this Maintenance Agreement shall govern.

We will pay Your reasonable arbitration fees and expenses that are in excess of \$125. You may employ an attorney to represent You in the Arbitration, but an attorney is not required. We will not pay Your attorney fees if You use an attorney. If we request arbitration, We will pay the filing fee.

This Maintenance Agreement is subject to the Federal Arbitration Act (9 U.S.C. section 1 et. seq.) and the arbitration decision shall be in writing with a supporting opinion.