











2009 ESP Program

New, Used and Competitive-Make Plans





Plan Features	PremiumCARE	ExtraCARE	BaseCARE	PowertrainCARE	Incomplete Vehicles	Diesel EngineCARE Plus	Diesel EngineCARE
Major Component Coverage	500+	113	84	29	Yes	21	13
High-Tech Coverage	Yes	Yes	No	No	Yes	No	No
Standard Deductible	\$100	\$100	\$100	\$100	\$100	\$0	\$0
Rental Car Reimbursement*  per Day	\$30/day for up to 10 days (\$36/Lincoln)	\$30/day for up to 10 days (\$36/Lincoln)	\$30/day for up to 10 days (\$36/Lincoln)	\$30/day for up to 10 days (\$36/Lincoln)	\$30/day for up to 10 days	\$30/day for up to 10 days	\$30/day for up to 10 days
Enhanced Rental Option 	\$75/day for up to 10 days	\$75/day for up to 10 days	\$75/day for up to 10 days	\$75/day for up to 10 days	\$75/day for up to 10 days	\$75/day for up to 10 days	\$75/day for up to 10 days
Towing Reimbursement	Up to \$100	Up to \$100	Up to \$100	Up to \$100	Up to \$100	Up to \$100	Up to \$100
Roadside Assistance	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Transfer Fee to Subsequent Owner**	\$75	\$75	\$75	\$75	\$75	\$75	\$75
Installment Payment Plan (IPP)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Commercial Vehicle	Yes ***	Yes ***	Yes ***	Yes ***	Yes ***	Yes	Yes
Ambulance/Tow Truck/Shuttle 	No	No	No	No	Yes ***	Yes ***	Yes ***





Plan Features	TireCare 	DentCare 	Low Cab Forward (LCF)	Cab & Chassis	Police Vehicles
Standard Deductible	\$0	\$0	\$100	\$100	\$100
Rental Car Reimbursement*  per Day	No	No	\$30/day for up to 10 days	\$30/day for up to 10 days	\$30/day for up to 10 days
Enhanced Rental Option 	No	No	No	No	No
Roadside Assistance	Yes	No	Yes	Yes	Yes
Transfer Fee to Subsequent Owner**	\$75	\$75	\$75	\$75	\$75
Installment Payment Plan (IPP)	Yes	Yes	Yes	Yes	Yes
Commercial Vehicle	Yes	Yes	Yes	Yes	Yes
Ambulance/Tow Truck/Shuttle 	Yes	Yes	No	No	No

*Rental coverage applies only if the vehicle is inoperable and must be kept overnight for a covered repair, unless the First-Day Rental Option has been purchased. Base rental charge and taxes only – does not include insurance, gas or any other normal per diem rental fees.
 **Transfer fee in Florida is \$40.
 ***A surcharge applies.

Features and Benefits of New, Used and Competitive-Make Plans

- **Deductible** – Plans have a \$100 standard deductible. \$0, \$50, \$200 and disappearing deductible options are available
- **Roadside Assistance** – Flat tire change, fuel delivery, battery jump starts, lockout assistance, towing assistance up to \$100
- **Travel Expense Reimbursement** – Up to \$500, up to three days for lodging, meals and rental vehicle for travel expenses incurred when the breakdown occurs more than 100 miles from home
- **Destination Assistance** – Covers taxi, shuttle or rental car expense up to \$75 for emergency transportation to the immediate destination
- **Service Locations** – United States and Canada
- **Financing** – May be included in the finance contract in most cases
- **Payment Plan** – Convenient interest-free installment payment plans are available
- **Cancellable** – Yes

	<i>PremiumCARE</i>	<i>ExtraCARE</i>	<i>BaseCARE</i>	<i>PowertrainCARE</i>
<p><i>What It Is</i></p> 	<p>ESP PremiumCARE provides the ultimate coverage. This plan is so complete that we generally only discuss what's not covered!</p>	<p>ESP ExtraCARE provides additional component protection to the BaseCARE plan and includes many new high-tech options.</p>	<p>ESP BaseCARE is the next step up in coverage from ESP PowertrainCARE, offering a broader range of major component protection.</p>	<p>ESP PowertrainCARE is the foundation for all new vehicle component plans.</p>
<p><i>Who It's For</i></p> 	<p>PremiumCARE is for the customer who wants the advantages of an ESP plan with maximum component and high-tech protection.</p>	<p>ExtraCARE is for the customer who wants the advantages of ESP and the security of comprehensive protection.</p>	<p>BaseCARE is for the customer who wants basic yet thorough extended warranty coverage.</p>	<p>PowertrainCARE is recommended for the customer who wants the advantages of an ESP plan, but only wants critical component protection.</p>
<p><i>Why Buy</i></p> 	<ul style="list-style-type: none"> • Maintains vehicle protection for key components after the Bumper-to-Bumper New Vehicle Limited Warranty has expired • Vehicles are too complex for do-it-yourself owners • Reduces the financial risk of vehicle ownership • “Peace of mind” protection from covered repair bills while making vehicle payments • Provides transportation when vehicle is in for a covered repair • May add resale value 			
<p><i>Target Audience</i></p> 	<ul style="list-style-type: none"> • Buyers of most vehicles equipped with extensive high-tech components • High-mileage drivers • Customers who keep their vehicles beyond the Bumper-to-Bumper New Vehicle Limited Warranty • Customers who can't afford or don't want to deal with unexpected repair bills 	<ul style="list-style-type: none"> • Buyers of moderately equipped vehicles with some high-tech options • High-mileage drivers • Light truck customers • Customers who keep their vehicles beyond the Bumper-to-Bumper New Vehicle Limited Warranty • Customers who can't afford unexpected repair bills 	<ul style="list-style-type: none"> • Buyers of base model vehicles • Customers with budget limitations • High-mileage drivers • Customers who plan to keep their vehicles beyond the Bumper-to-Bumper New Vehicle Limited Warranty 	<ul style="list-style-type: none"> • Buyers of base model vehicles • High-mileage drivers • Customers who plan to keep their vehicles beyond the Bumper-to-Bumper New Vehicle Limited Warranty • Customers with budget constraints

	<i>TireCARE</i>	<i>DentCARE</i>	<i>Low Cab Forward (LCF)</i>	<i>Cab & Chassis</i>	<i>Police Vehicles</i>
<p><i>What It Is</i></p> 	TireCARE provides unlimited road hazard protection for the vehicle's tires on Ford, Lincoln, Mercury and competitive-make vehicles.	DentCARE is a painless dent repair product for Ford, Lincoln, Mercury and competitive-make vehicles.	Major component protection (BaseCARE and PowertrainCARE) for Low Cab Forward vehicles. Extends component protection out to 200,000 miles.	Major component protection (BaseCARE) for F-650 and F-750 vehicles. Plans do not cover the engine and transmission.	A variety of plans to minimize future repair expenses.
<p><i>Who It's For</i></p> 	<ul style="list-style-type: none"> • Customers looking for complete vehicle service coverage • Lease customers 	<ul style="list-style-type: none"> • Any new or used vehicle buyer • Lease customers 	<ul style="list-style-type: none"> • Commercial customers • High-mileage users • Businesses that must minimize downtime • Fleets 	<ul style="list-style-type: none"> • Commercial customers • High-mileage users • Businesses that must minimize downtime • Fleets 	Municipal, state and federal government agencies.
<p><i>Why Buy</i></p> 	<ul style="list-style-type: none"> • Establishes gas-and-go ownership experience • Covers components not covered by the manufacturer's Bumper-to-Bumper New Vehicle Limited Warranty 	<ul style="list-style-type: none"> • Keeps the vehicle looking new throughout the ownership experience • Eliminates the need for potentially high-cost body repairs 	<ul style="list-style-type: none"> • Minimizes downtime • High-mileage drivers • Minimizes cost of ownership 	Provides major system component coverage to complement the vehicle's powertrain warranty.	<ul style="list-style-type: none"> • Minimizes downtime • High-mileage drivers • Minimizes cost of ownership
<p><i>Target Audience</i></p> 	All new and used vehicle buyers.	All new and used vehicle buyers.	Commercial buyers, business owners and fleets.	Commercial buyers, business owners and fleets.	Municipal, state and federal government agencies.

**Diesel EngineCARE:
13 Covered Components**



engine

**Diesel EngineCARE Plus:
21 Covered Components**

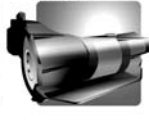


engine

PowertrainCARE: 29 Covered Components



engine



transmission



rear-wheel
drive axle



front-wheel
drive axle

BaseCARE: 84 Covered Components



engine



transmission



rear-wheel
drive axle



front-wheel
drive axle



steering



brakes



front
suspension



electrical

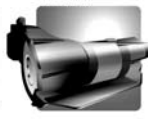


air conditioning
and heating

ExtraCARE: 113 Covered Components



engine



transmission



rear-wheel
drive axle



front-wheel
drive axle



steering



brakes



front
suspension



electrical



air conditioning
and heating

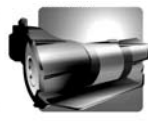


high-tech

PremiumCARE: 500+ Covered Components



engine



transmission



rear-wheel
drive axle



front-wheel
drive axle



steering



brakes



front
suspension



electrical



air conditioning
and heating



high-tech



emissions





audio



safety

RentalCARE for New Vehicles

	<i>RentalCARE* for Ford and Mercury Vehicles</i>
<i>Standard Deductible per Repair Visit</i>	\$0
<i>Rental Car Reimbursement</i>	Immediate first-day coverage, at up to \$30 per day for Ford, Mercury and non-Ford vehicles for up to three consecutive days per eligible repair visit
<i>Enhanced Rental Option</i> 	Up to \$75 per day for up to three days
<i>Installment Payment Plan</i>	Yes
<i>Transfer Fee to Subsequent Owners†</i>	\$75





	<i>RentalCARE* for Competitive-Make (Non-Ford, Lincoln, Mercury) Vehicles</i>
<i>Standard Deductible per Repair Visit</i>	\$0
<i>Rental Car Reimbursement</i>	Immediate first-day coverage, at up to \$30 per day for Ford, Mercury and non-Ford vehicles for up to three consecutive days per eligible repair visit
<i>Enhanced Rental Option</i> 	Up to \$75 per day for up to three days
<i>Installment Payment Plan</i>	Yes
<i>Transfer Fee to Subsequent Owners†</i>	\$75

* RentalCARE cannot be purchased for a vehicle covered with an ESP core component coverage plan.

† Transfer fees may vary according to state. Refer to the ESP Operating Guide for complete details.

Features and Benefits of RentalCARE

- **Time and Mileage Choices** – RentalCARE is available with a 24-, 26- or 30-month option up to 50,000 miles. For Ford and Mercury vehicles, coverage up to 45,000 miles includes an additional 9,000 miles of PremiumCARE coverage and coverage up to 50,000 miles includes an additional 14,000 miles of PremiumCARE coverage
- Coverage begins at the warranty start date and zero miles. Coverage expires upon reaching your selected time or mileage, whichever occurs first
- Can be purchased as a stand-alone plan or purchased with any maintenance plan
- When RentalCARE and a maintenance plan are purchased together, RentalCARE provides rental for repairs covered by the Bumper-to-Bumper New Vehicle Limited Warranty only. It does not provide a rental vehicle for scheduled maintenance services
- Lincoln vehicles are not eligible
- **Cancellable** – Yes
- **Service Locations** – United States and Canada
- **Financing** – May be included in the finance contract in most cases
- **Payment Plan** – Convenient, interest-free installment payment plans are available

<i>RentalCARE</i>	
<p><i>What It Is</i></p> 	<p>ESP RentalCARE provides first-day rental coverage on Ford, Mercury and competitive-make vehicles. It also provides comprehensive extended component protection (PremiumCARE) from the expiration of the Bumper-to-Bumper New Vehicle Limited Warranty (3 years/36,000 miles) to the expiration of the contract. For 45,000-mile and 50,000-mile plans only: customers can upgrade benefit to \$75 per day for 3 days.</p>
<p><i>Who It's For</i></p> 	<p>RentalCARE is for the customer who needs or prefers the convenience of alternative transportation for repairs covered by the vehicle's Bumper-to-Bumper New Vehicle Limited Warranty. It is also for customers who purchase a lease that terminates after the Bumper-to-Bumper New Vehicle Limited Warranty expires.</p>
<p><i>Why Buy</i></p> 	<ul style="list-style-type: none"> • Assurance of immediate transportation, especially if out of town • Transportation when repairs are covered by the Bumper-to-Bumper New Vehicle Limited Warranty • Extends component protection (PremiumCARE) beyond the expiration of the Bumper-to-Bumper New Vehicle Limited Warranty
<p><i>Target Audience</i></p> 	<ul style="list-style-type: none"> • New lease customers • Customer who require alternate transportation • Buyers who like the convenience of first-day rental • Customers who use the vehicle for business • Customers who live long distances from the dealership

Limitations and Restrictions of RentalCARE

Eligibility Requirements

New RentalCARE contracts must be purchased before the earlier of 12 months or 12,000 miles from the warranty start date. Coverage begins at the warranty start date and zero miles.

Unique Plan Exclusions

- Not available on Lincoln vehicles
- RentalCARE cannot be combined with any other plan that provides rental benefits

Ford, Lincoln, Mercury and Competitive-Make Maintenance Plans

Plan Features	Premium Maintenance	Limited Maintenance	Engine Maintenance	Basic Maintenance
Standard Deductible	\$0	\$0	\$0	\$0
Rental Car Reimbursement per Day	No	No	No	No
Enhanced Rental Option	No	No	No	No
Roadside Assistance	No	No	No	No
Transfer Fee to Subsequent Owner**	\$75	No	No	No
Installment Payment Plan (IPP)	Yes	Yes	Yes	Yes
Commercial Vehicle	Yes	Yes	Yes	Yes
Ambulance/Tow Truck/Shuttle 	No	Yes	Yes	Yes

*Rental coverage applies only if the vehicle is inoperable and must be kept overnight for a covered repair, unless the First-Day Rental Option has been purchased. Base rental charge and taxes only – does not include insurance, gas or any other normal per diem rental fees.

**Transfer fee in Florida is \$40.

Premium Maintenance Plan (PMP)

- Covers normal or optional scheduled maintenance and select wear items
 - Covers six wear items – spark plugs (except California), shock absorbers, clutch disc, engine belts and hoses, brake pads and linings, and wiper blades
- Premium Maintenance can **only** be purchased before 12 months/12,000 miles of the warranty start date and zero miles, whichever occurs first
- Premium Maintenance may be purchased as a stand-alone plan or purchased with any new ESP plan from Ford
- When Premium Maintenance and RentalCARE are purchased together, RentalCARE provides rental for repairs covered by the Bumper-to-Bumper New Vehicle Limited Warranty only, not for Premium Maintenance Plan services or repairs. Premium Maintenance customers who want rental coverage for maintenance services and repairs should purchase the First-Day Rental Option
 - First-day rental option – Up to \$30 per day for up to two days for Ford and Mercury; up to \$36 per day for Lincoln
 - Enhanced rental option – Up to \$75 per day for up to two days

Essential Maintenance Plans

Limited Maintenance Plan (LMP)





- This plan can be purchased as a stand-alone plan or with any used ESP plan
- Anytime, anywhere
- Covers engine oil and oil filter changes
- Covers tire rotation on each visit

Basic and Engine Maintenance Plans

- Anytime, anywhere
- Covers engine oil and oil filter changes
- Provides capped reimbursement for covered services
- Provides cost-effective maintenance for one to five years from the date of purchase
- Dealer benefit – Offering an Engine Maintenance Plan virtually ensures that customers will bring their vehicles back to your dealership at least every three to six months, offering multiple opportunities for additional business. As your technician completes the oil and filter change, chances are good they will discover the need for additional maintenance or repair work

Features and Benefits of All Essential Maintenance Plans

- Coverage begins at the signature date and current mileage
- Coverage expires upon reaching the selected time or mileage or completion of all maintenance services, whichever comes first
- All maintenance replacements are made with Genuine Ford or Original Equipment Manufacturer (OEM) parts
- **Service Locations** – United States and Canada
- **Financing** – May be included in the finance contract in most cases
- **Payment Plan** – Convenient interest-free installment payment plans are available

	<i>Premium Maintenance</i>	<i>Essential Maintenance Plans</i>		
		<i>Limited Maintenance</i>	<i>Basic Maintenance</i>	<i>Engine Maintenance</i>
<p><i>What It Is</i></p> 	Provides for scheduled maintenance as outlined in the vehicle service schedule.	Provides customers with a cost-effective basic maintenance program for the service bundle selected.	Provides for maintenance service with pricing designed to promote traffic in the service department.	Provides for maintenance service with pricing designed to promote traffic in the service department.
<p><i>Who It's For</i></p> 	<ul style="list-style-type: none"> • Customers who like to maintain their vehicles and protect their investments • Any used vehicle buyer • Lease customers 			
<p><i>Why Buy</i></p> 	<ul style="list-style-type: none"> • Maintain vehicle for better performance and resale • Prepayment of known maintenance expense 			
<p><i>Target Audience</i></p> 	<ul style="list-style-type: none"> • Buyers who enjoy having their vehicles well-maintained • Lease customers who want to help protect resale or lease-end value • Businesses with maintenance budgets • Customers who want gas-and-go driving 	<ul style="list-style-type: none"> • Buyers who recognize the importance of vehicle maintenance • Buyers who have purchased a late model pre-owned vehicle • Buyers who like the convenience of a prepaid maintenance plan 		

Royal Shield Used Vehicle Limited Warranty Plan



Royal Shield Used Vehicle Limited Warranty is a plan that enables dealers to offer customers a “Limited Warranty” on used vehicles versus the vehicle being sold “As Is” with no warranty.

What It Covers



engine



transmission



rear-wheel
drive axle



front-wheel
drive axle



brakes



electrical

Plan Availability

Royal Shield has three plan options for coverage:

- 30 days/1,000 miles, whichever occurs first
- 60 days/3,000 miles, whichever occurs first
- 90 days/4,000 miles, whichever occurs first

Plan Specifics

- This contract is included as part of the vehicle purchase in a sales transaction
- This contract is **NOT** a separately identified or negotiated extra cost to the purchaser
- For Ford, Mercury or Lincoln vehicles, this limited warranty will add on to the end of the Bumper-to-Bumper New Vehicle Limited Warranty
- For competitive-make vehicles, coverage begins on the date and mileage of vehicle purchase
- An ESP core contract may be sold, registered and coexist with a Royal Shield Used Vehicle Limited Warranty plan
- Royal Shield cannot be cancelled
- Royal Shield cannot be transferred
- Royal Shield can be used as a tool for “selling up” to a service contract

Royal Shield Inspection Forms

- The Used Vehicle Inspection Checklist (FCS-9754-09) must be completed and provided to the customer for each vehicle sold under the program
- The inspection checklist is a two-part form that needs to be signed by the dealership and customer:
 - First copy goes to the customer
 - Second copy goes to the dealership

ESG EXTENDED SERVICE CONTRACT	ROYAL SHIELD	Used Vehicle Inspection Checklist
Perform the following inspections within 60 days prior to the registration of a Used Vehicle Contract.		
Check the boxes below:		
I. INITIAL INSPECTION		
<input type="checkbox"/> CONFIRM ALL MAJOR SCHEDULED MAINTENANCE ITEMS HAVE BEEN PERFORMED if the vehicle is within 30 days or 1,000 miles of a maintenance interval as defined by the OEM Scheduled Maintenance Guide. <input type="checkbox"/> ODOMETER HOUR READING supported by the general condition of the vehicle. <input type="checkbox"/> OIL FILTER – change oil and filter. <input type="checkbox"/> ANY MODIFICATIONS ON THIS VEHICLE* (e.g., performance modifications, PCM chip, wheel or suspension modifications, etc.) <input type="checkbox"/> Yes ... document the modification(s) on the repair order. <input type="checkbox"/> No		
II. UNDER HOOD		
<input type="checkbox"/> ENGINE** block, cylinder heads, intake and exhaust manifolds, valve cover, coils, belts, vacuum lines, filters – check for cracks or leaks and correct. Examine engine for sludge – repair as needed. <input type="checkbox"/> ONBOARD DIAGNOSTICS (OBD) has been checked and all trouble codes corrected. <input type="checkbox"/> CYLINDER BALANCE TEST must be performed on vehicles with 50,000 or more miles on the odometer prior to sale. If required, repairs are to be made prior to sale. <input type="checkbox"/> OIL LEAKS – check for and correct. <input type="checkbox"/> FUEL INJECTORS/ARB CLEANER are clean. <input type="checkbox"/> EMISSION SYSTEM – all components intact. <input type="checkbox"/> COOLANT is at the prescribed level and is not contaminated. <input type="checkbox"/> PRESSURE TEST COOLING SYSTEM to check/correct operation. <input type="checkbox"/> RADIATOR and cap, water pump, and hoses checked for cracks or leaks, clamps, fan operational. <input type="checkbox"/> AUTOMATIC TRANSMISSION FLUID** is at the prescribed level and free of contamination or discoloration. <input type="checkbox"/> POWER STEERING pump reservoir and gear box are at the prescribed fluid level and system shows no visual evidence of leaks (including hoses). <input type="checkbox"/> ELECTRICAL battery charge is at prescribed level. Cables are secure and properly secured. Starter and alternator operational. <input type="checkbox"/> AIR CONDITIONING – check and repair/replace compressor, clutch, evaporator, dryer and hoses, if required. <input type="checkbox"/> BRAKE MASTER CYLINDER at prescribed fluid level and shows no visual evidence of leaks.		
III. UNDER VEHICLE		
<input type="checkbox"/> TRANSMISSION CASE checked for cracks and leaks. <input type="checkbox"/> TRANSMISSION FLUID** at prescribed level (also transfer case 4x4s and 4x2s). Transmission hydraulic pressures are within required standards.		
<input type="checkbox"/> GEAR LUBE at prescribed level for manual transmission and/or rear differential. <input type="checkbox"/> CV BOOT s are free from cracks or deterioration. <input type="checkbox"/> BRAKES AND CALPERS have been checked. Pads and linings have been replaced if worn below factory specifications. <input type="checkbox"/> WHEEL CYLINDER checked for leaks. <input type="checkbox"/> WHEEL BEARINGS – check for excessive play. <input type="checkbox"/> AXLE SEALS checked for leaks. <input type="checkbox"/> STRUTS not leaking or weak. <input type="checkbox"/> SUSPENSION SYSTEM (i.e., ball joints, tie rods, shock absorbers) checked for wear, looseness. Replace any worn or loose parts. <input type="checkbox"/> REAR AXLE FLUID** at prescribed level (also front axle on 4x4s) and housing is not leaking. <input type="checkbox"/> MUFFLER/TAILPIPE secure, airtight and operational. <input type="checkbox"/> FRAME/UNDERCARRIAGE checked for damage and/or corrected to standard. <input type="checkbox"/> TIRES/WHEELS checked and repaired/changed, if required.		
IV. ROAD TEST		
<input type="checkbox"/> ENGINE** shows no obvious signs of problems (i.e., excessive smoking, poor performance, etc.). <input type="checkbox"/> ENGINE OIL PRESSURE AND OPERATING TEMPERATURES are within normal range levels. <input type="checkbox"/> AUTOMATIC TRANSMISSION** is shifting smoothly and quietly. <input type="checkbox"/> STANDARD TRANSMISSION is shifting smoothly and quietly (also transfer case 4x4s). <input type="checkbox"/> VIBRATION in the driveline, if any, has been corrected. <input type="checkbox"/> UNUSUAL NOISES – conditions causing unusual noises in the engine, transmission, drivetrain, universal joints or rear axle have been corrected. <input type="checkbox"/> STEERING AND STEERING LINKAGE does not have excessive play, or noise. <input type="checkbox"/> AIR CONDITIONING cools appropriately. <input type="checkbox"/> INTERIOR EQUIPMENT controls and equipment operational. <input type="checkbox"/> WIPER/WASHER <input type="checkbox"/> clock/radio <input type="checkbox"/> air conditioning <input type="checkbox"/> horn <input type="checkbox"/> window/detector <input type="checkbox"/> lights <input type="checkbox"/> switches <input type="checkbox"/> video system <input type="checkbox"/> ELECTRICAL – all grids on the heated backglass (if equipped) are operational. <input type="checkbox"/> PARKING BRAKE – check operation and warning indicator light, if equipped.		
<small>*Future failures related to a modification are subject to denial. **Engine, transmission and drive axle must be the same original equipment specified for the vehicle to be eligible for ESP coverage provided by Ford Motor Company. † Attach a copy of the interim repair order, indicating repairs performed on the vehicle prior to the sale.</small>		
Vehicle Identification Number (VIN) _____ PSA Code _____ Dealership Name _____ Address _____ City _____ State _____ ZIP Code _____ Current Mileage/Hours (Hour Conversion: 1 Hour = 25 Miles) _____		
This is to certify that the above vehicle has been inspected and any necessary repairs have been made to qualify this vehicle for the used Extended Service Plan. To the best of my knowledge, this vehicle qualifies for the used Extended Service Plan coverage. Pre-existing conditions or repairs made on or before the enrollment date are not eligible for reimbursement. Failure to supply this completed form could result in a repair being denied. A copy of the interim repair order is attached, indicating repairs performed on the vehicle prior to the sale.		
Dealer Signature _____ Date _____ Customer Signature _____ Date _____		
Note: This form may be reproduced locally. Additional copies are available via www.fmcdealer.dealerconnection.com . Must be retained in dealership service file.		
FCS-9754-09 6117_09 Printed in U.S.A. November 2008		

Prior Year Plan Summaries

See www.fmcdealer.dealerconnection.com. Select the ESP tab, then click on Contract Registration and Administration.

The screenshot shows the FMC Dealer portal interface. At the top, there's a navigation bar with tabs for Sales, Finance, and Parts & Service. The 'Parts & Service' tab is active. Below this, there's a sidebar with various menu items, including 'ESP'. The main content area displays 'Recent Communications' and 'More ESP Related Communications'. A red arrow points from the text above to the 'Contract Registration & Administration' link in the 'More ESP Related Communications' section.

Ineligible Vehicles and Usage

The following vehicle uses are ineligible for all makes and models:

Taxis, limousine/livery, rentals, vehicles used for competitive driving/racing/off-road use, all performance modified vehicles (e.g., Roush Stage2/Stage3/427R, and Saleen modified vehicles), 4x2-equipped vehicles modified with 4x4/AWD capabilities, electric vehicles, all compressed natural gas or liquid propane gas vehicles, vehicles manufactured for sale outside the United States and Canada, vehicles in which the odometer has been altered/broken/repaired/replaced so that the actual mileage cannot be determined, vehicles in which the Original Factory Limited Warranty has been voided, in whole or in part; the vehicle has a branded title, totaled or salvage, the VIN cannot be identified, any other vehicles not specifically referenced on the Vehicle Index except new released models found on the ESP website.

Additional competitive-make (non-Ford, Lincoln, Mercury) ineligible vehicle uses:

Police, fire, ambulance, tow truck, shuttle, incomplete vehicles (e.g., chassis cabs, cutaways, stripped chassis), all vehicles equipped with snowplows.

Make	Model
Acura	NSX
Audi	R8 R9 Any model with 8 or more cylinders
BMW	6 Series M Series 7 Series Z8
Cadillac	V Series XLR Any model with 4.1L engine
Chevrolet	Corvette Z06 Corvette ZR1
Chrysler	SRT
Dodge	SRT Stealth Viper
Ford	Foose F-150 GT Mustang Cobra R Shelby GT 500 KR and Supersnake

Make	Model
Jaguar	XJ Series XK Series
Jeep	SRT
Land Rover	Range Rover Supercharged Range Rover Sport Supercharged
Lexus	LF-A
Mercedes-Benz	AMG S Class CL Class SL Class G Class SLK Kompressor
Mitsubishi	3000 Series
Volkswagen	Phaeton Any model with W12 engine



Note: Check www.fmcdealer.dealerconnection.com for updates on vehicles not listed.



Note: See the Unique Plan Exclusions on the individual plan pages of the ESP Price Book.