

Ford Family Promise



The Ford Family Promise offers a streamlined ownership experience that keeps things easy and hassle-free. Exclusively for Ford owners, it includes a suite of upgraded services and options that simplify your ownership experience, providing peace-of-mind and ease wherever you are. We take care of your Ford, so you can take care of life.



Ford Protect

Ford Protect offers a holistic suite of service, maintenance, extended warranty and roadside assistance products aimed at keeping your Ford in top running condition.



All Ford derivatives recommended Retail Price includes a 6year/90 000km Ford Optional Service Plan. In addition, various extended service and maintenance plans can be purchased directly from the Finance and Insurance Manager at any Ford Authorised dealership. The service plan will cover the scheduled services on your selected plan based on the time, intervals and kilometres. For complete peace-of-mind motoring the Premium Maintenance Plan covers scheduled services, preventative care and replacement of “wear and tear” components as well as mechanical and electrical failure. Terms and Conditions apply.

- Extended Warranty options:** Covering your vehicle for up to 7 years or 200 000kms from the original warranty start date.
- Extended Service Plans options:** Available for up to 8 years or 165 000kms from original warranty start date. (Available from 1 July 2024)
- Extended Maintenance Plans options:** Ford Protect has a variety of maintenance options for up to 7 years or 150 000kms from the original warranty start date.
- Roadside Assistance:** Opt for an additional 1 or 2 years Roadside Assistance.

Please contact your nearest Ford Dealer for more information regarding Ford Protect plans and products options or visit www.ford.co.za/owner/ford-protect/

Errors and omissions excepted (E&OE). **New Vehicle Limited Warranty.

Ford Credit¹

Ford Comprehensive

Optional Service Plan¹

Ford 3-in-1 Premium Maintenance Plan³

Ford Protect Plans³

Genuine Ford Accessories

Online Service Booking⁴

Express Service⁴

Mobile Servicing⁴

Vehicle Pickup & Delivery⁴

Vehicle Loan Programme

24/7 Roadside Assistance

Service Price Calculator⁶

Genuine Ford and Motorcraft® Parts

Two Year Parts Warranty

Affordable Tyre Repair and Replacement

Ford Certified Collision Network

The Ford App⁷

Free 4x4 Training⁸

Ford Experts⁹



National Dealer Network

Printed September 2025

Disclaimers:
1. Ford Credit: Subject to credit vetting and approval. FFS Finance South Africa (Pty) Ltd, trading as Ford Credit, is an Authorised Financial Services Provider (FSP 31946) and Registered Credit Provider (NCRCP 72). Offers subject to change without prior notice. Visit ford.co.za for further details. 2. Optional Service Plan included as standard on the Ranger, Everest, Territory, Tourneo, Transit, Mustang and excludes Puma and specific Transit derivatives. Jurisdiction and Currency: Your plan is only valid within the territorial limits of South Africa, Botswana, Namibia, and Swaziland. All payments will be made in the currency of South Africa. Your plan will be governed by the laws of the Republic of South Africa whose courts will have jurisdiction in any dispute arising under your plan. Where to go for your Scheduled Services under your Optional Service plan, you must go to a Ford Authorised Dealer. 3. Ford Protect: Ford Motor Company of Southern Africa (Manufacturing) (Pty)Ltd is a registered financial service provider, FSP No. 48173. Repairs and Maintenance Service are made with Authorised New or Remanufactured Parts: All repairs and covered maintenance services will be made with authorised new or remanufactured parts or other products authorised by Ford Motor Company. *Repairs and Maintenance are done with Authorised New or Remanufactured Parts: All repairs and covered maintenance will be done with authorised new or remanufactured parts or other products authorised by Ford Motor Company. **Depending on your selected Ford Protect Plan, you can enjoy coverage for scheduled services, maintenance, or mechanical and electrical components – or choose the comprehensive 3-in-1 cover for all round protection. 4. Online Service Booking, Express Service, Vehicle Loan Programme, Mobile Service - Available at selected Ford dealerships only. 5. Service Price Calculator is currently applicable to only Ranger, Everest, EcoSport, Fiesta and Figo models. 6. Ford Vehicle Pickup & Delivery is offered by participating dealers and may be limited based on availability, distance, or other dealer-specific criteria. A non-operational vehicle is not eligible and will require roadside assistance. 7. FordPass: FordPass Connect enables connected services and is available on selected vehicles. FordPass Connect will be enabled at time of vehicle delivery. The FordPass App and the FordPass Connect modem can only work when both are connected to the telecommunications network. Ford cannot guarantee FordPass will always be fully operational, and the app may be unavailable, or services interrupted. Ford is not responsible for any limitations of the telecommunications network or your mobile device. Use FordPass is subject to the FordPass Terms and Privacy Policy available on <https://www.ford.co.za/fordpass/> and requires a compatible mobile device, internet access and software (including software updates from time to time). 8. Free 4x4 Training: The 4x4 training is only available to 4x4 Ranger, Raptor and Everest owners, and is valid for a year from the date of purchase. 9. Experts are available between 08:00 to 17:00, Monday to Friday (excluding public holidays).