



FORD SCHEDULED MAINTENANCE



Service

- FORD TRAINED TECHNICIANS
- ONLY FORD PARTS ARE TESTED IN REAL DRIVING CONDITIONS ON FORD VEHICLES



Keep the Feeling Alive

Buying a new vehicle is an exciting time. It's a sensory experience – the purr of your engine, the new car smell, the feeling you get as you take to the open road. It's a thrilling time! But, purchasing your vehicle is only the first step in this exciting journey – you still have many years of vehicle ownership and enjoyment to look forward to.

As your chosen Dealer and manufacturer, we want to make sure that your ownership experience is a positive and satisfying one – that's why we offer Ford Service.

You're in Great Hands

Our goal with Ford Service is to work with you to help you keep that new vehicle thrill alive. You can expect:

Expertise:

We know your Ford best! Not only did we engineer your vehicle, but our Technicians are trained on Ford vehicles and receive ongoing education to keep up with the latest technology and parts improvements.

Quality Parts:

All parts are not created equal – only Ford and Motorcraft® parts are tested on Ford vehicles in real driving conditions to meet the same safety standards as the original parts on your vehicle. Plus, they are backed by Ford and have competitive warranties, so you can enjoy worry-free driving.

Consultative Approach:

At every visit, your vehicle will receive a thorough inspection using our Vehicle Report Card, so you can easily see how your vehicle is performing. For each inspected item, you'll receive a check mark in a red, yellow, or green circle, identifying how your vehicle is operating, what critical maintenance is required and what can wait for the future.

DATE _____ CUSTOMER NAME _____ SERVICE ADVISOR _____
DEALER CODE _____ R.O.# _____ VIN (FIRST 2/LAST 8 DIGITS) _____ ODOMETER _____

your vehicle report card

☐ CHECKED OK ☐ REQUIRES FUTURE ATTENTION ☐ REQUIRES IMMEDIATE ATTENTION ☐ VALIDATION RECORD CHECKED AND UPDATED ☐ CHECKED AND COMPLETED OPEN FIELD SERVICE ACTIONS (RECALLS)

1 visual 360° perimeter inspection

Windshield (WIND) Headlight (DRL) RF Brake light
Cracked (X) Fog lamp (X) Signal light (X) Signal light (X)
Chipped (X) Sandblasted (X) Hazard light (X) Back-up light (X)
Washer system (WASH) Dome light (X) Washer system (WASH)
Wiper/arm (WIP) Wiper/arm (WIP) High mounted stop lamp (X)
Licence light (X) Trunk light (X)

Windshield (WIND) Headlight (DRL) LF Brake light
Cracked (X) Fog lamp (X) Signal light (X) Signal light (X)
Chipped (X) Sandblasted (X) Hazard light (X) Back-up light (X)
Washer system (WASH) Dome light (X) Washer system (WASH)
Wiper/arm (WIP) Wiper/arm (WIP) High mounted stop lamp (X)
Licence light (X) Trunk light (X)

2 visual under hood inspection

Drive belt(s) (X) Air filter and minder (plus battery AC for on-board vehicle) (X)
Radiator, hoses/clamps and coolant condition to: _____ °C (X)
Horn (X) Interior hood light (X)
Block heater (X) Heater hoses/clamps (X)
Air conditioning hoses (X) Cabin/pollen air filter (if equipped) (X)
Battery/cables/clamps (X) Battery performance 1 (BATT) COLD CRANKING AMPS: FACTORY SPECS. _____ ACTUAL _____
Battery performance 2 (BATT) COLD CRANKING AMPS: FACTORY SPECS. _____ ACTUAL _____

3 visual under vehicle inspection

Steering components (X) Suspension components (X)
Shocks (X) Struts (X) Exhaust system (X)
CV drive axle boots (if equipped) (X) Engine oil (X)
Transmission (X) Power steering (X)
Coolant (X) Fuel (X)
Fuel filter (except diesel) (X)

4 visual brake inspection ☐ BRAKE INSPECTION NOT PERFORMED WITH THIS SERVICE SEE OVER FOR OP CODES

RF _____ mm (in/grad) RR _____ mm (in/grad)
Rotor (X) Rotor/drum (X)
Caliper (X) Caliper/wheel cylinder (X)
Lines/hoses (X) Lines/hoses (X)

LF _____ mm (in/grad) LR _____ mm (in/grad)
Rotor (X) Rotor/drum (X)
Caliper (X) Caliper/wheel cylinder (X)
Lines/hoses (X) Lines/hoses (X)

5 visual tire inspection PRESSURE SET TO FACTORY PSI FRONT _____ PSI REAR _____ PSI SPARE _____ PSI

The pressure on one or more of your tires was below the manufacturer's recommended guidelines. This can lead to premature tire wear and poor fuel economy.

RF Tread Depth 32nds _____ RR Tread Depth 32nds _____
Inner _____ Outer _____ Inner _____ Outer _____
LF Tread Depth 32nds _____ LR Tread Depth 32nds _____
Inner _____ Outer _____ Inner _____ Outer _____

RECOMMEND: ☐ Rotation ☐ Replacement ☐ Alignment ☐ Balance

6 visual fluid level check and fill

CHANGE OIL MESSAGE ☐ ON ☐ RESET ☐ N/A

Engine oil (X) Window washer fluid (X)
Transmission fluid level and colour (X) Brake fluid level and colour (X)
Power steering fluid (X) Coolant recovery reservoir fluid level (X)
4x4 transfer case, front drive, clutch reservoir fluid (X)

7 visual diesel inspection

Air filter restriction gauge and housing (X)
Water in fuel dash light (X)
Charge air cooling piping and air intake system (X)
Turbocharger (X)

COMMENTS: _____

TECHNICIAN: _____
CUSTOMER SIGNATURE: _____

☐ CUSTOMER DECLINED FORD-RECOMMENDED MAINTENANCE

your next maintenance appointment

NEXT MAINTENANCE SERVICE – DESCRIPTION _____
PRICE* _____
NEXT APPOINTMENT DATE (MM/DD/YY) _____ TIME _____

WRITE – CUSTOMER COPY – YELLOW – SERVICE FILE COPY – PINK – FOLLOW UP COPY
*SUBJECT TO CHANGE BEFORE YOUR NEXT VISIT. PLEASE CALL TO CONFIRM. 04/09 GC-030
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Zero Guesswork

To help take the guesswork out of your vehicle's scheduled maintenance, your Service Advisor will utilize tools, which are only available at your Ford Store, that contain the recommended maintenance schedule designed specifically for your vehicle.

Maintenance Pricing System

Scheduled Maintenance: 2010 Ford Mustang
Driving Condition: Special Conditions
Transmission: Automatic
Fuel: Gas
Engine: 4.6L 3V V8
Drive Line: RWD

Ford Recommended Maintenance - Full schedule
Selected Mileage: 0 kms

Maximum Mileage (thousands km):	8	16	24	32	40	48	56	64	72	80
Value Package Price:	\$55.99	\$55.99	\$181.00	\$55.99	\$55.99	\$416.51	\$55.99	\$55.99	\$181.00	\$55.99
Change Engine Oil	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace Oil Filter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multi-Point Inspection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Rotate tires, inspect tire wear and measure tread depth. Vehicles equipped with dual rear wheels should only rotate if unusual wear is observed.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Inspect Brake Pads, Shoes, Rotors, Drums, Brake Lines and Hoses, and Parking Brake System	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lubricate Hinges, Latches and Locks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lubricate Weather Stripping	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clean Battery Terminals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace Engine Air Filter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace Fuel Filter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace Automatic Fluid	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace PCV Valve	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace Platinum Plugs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace Rear Axle Lubricant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace "Yellow" Engine Coolant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace Accessory Drive Belt	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Maintenance Tools
These tools allow your Service Advisor to tailor your service requirements, taking into account your driving habits and the specific operating conditions of your vehicle. Your Service Advisor will also be able to use these tools to provide you with your future maintenance requirements, so you know what to expect at your next service visit.

Owner's Guide
Ford Motor Company of Canada, Limited developed these tools – they mirror the information in your Owner's Guide and they are only available at your Ford Store.

2011 fiesta
owner's guide

Your Service Advisor can also provide you with information regarding Ford Extended Service Plans and Ford Prepaid Maintenance Plans. Ford Extended Service Plans allow you to drive with confidence knowing that your vehicle is protected and Ford Prepaid Maintenance Plans are an excellent way to keep your vehicle running at its best.



Give Your Vehicle What It Deserves

By following your vehicle's maintenance schedule, you can help ensure your vehicle's safety and performance, maintain your warranty, and enjoy optimal fuel efficiency. Below are some common scheduled maintenance services for your vehicle:

Service	Benefits	
Oil and Filter Change	<ul style="list-style-type: none">Oil filters help protect your engine by screening out harmful abrasives that can damage engine parts and reduce performanceOil lubricates the engine to keep it functioning properlyRegular changes help maximize fuel efficiencyTo take the guesswork out of knowing when to change your vehicle's oil, most Ford vehicles are equipped with an Intelligent Oil Life Monitor (IOLM), which uses actual engine operating conditions to precisely calculate oil change intervals based on your driving habitsWhen it's time to change your oil, the following IOLM messages will appear in your message centre: ENGINE OIL CHANGE SOON – at 5% of oil life OIL CHANGE REQUIRED – at 0% of oil life	
	When to expect the OIL CHANGE REQUIRED message	
	Kilometres	Vehicle Use and Examples
	4,000 – 7,999 km	Extreme <ul style="list-style-type: none">Maximum load/towingExtreme hot or cold operation
	8,000 – 11,999 km	Special <ul style="list-style-type: none">Extended idlingExtended hot or cold operationModerate to heavy load/towingMountainous or off-road conditions
	12,000 – 16,000 km	Normal <ul style="list-style-type: none">Normal commuting with highway drivingNo, or moderate, load/towingFlat to moderately hilly roadsNo extended idling
	If your vehicle is not equipped with an IOLM, consult your Owner's Guide or speak with your Service Advisor to determine the optimal oil change interval for your vehicle.	
Replace Engine Air Filter	<ul style="list-style-type: none">Air filters help keep the proper mix of clean air and fuel in the engine and protect against dust and dirtClean engine filters help maintain fuel efficiency and prevent increased vehicle emissions	
Replace Cabin Air Filter	<ul style="list-style-type: none">A clean cabin air filter (if equipped) helps ensure the heating and cooling systems work to their maximum benefit and remove over 90% of pollen and road dust larger than 3 microns from the cabin air stream	
Tire Inspection and Rotation	<ul style="list-style-type: none">Tire inspections help to identify tire damage that could compromise the safety of your vehicle and alignment issues causing unusual wearRotation helps reduce premature tire wear to prolong the life of your tiresProper inflation maximizes fuel efficiency	
Brake Inspection	<ul style="list-style-type: none">Brakes are an important safety system of your vehicle – regular brake inspections can help ensure that your brake parts function at optimum performance for your added peace of mind and safetyMay help identify the need for service, allowing the correction of minor problems that could cause damage and unusual wear if neglected, resulting in major repairs down the road	

Engine Cooling System	<ul style="list-style-type: none"> Maintained properly, the engine coolant/antifreeze specified for your vehicle provides antboil, antifreeze, and corrosion protection Consult the vehicle's Owner's Guide for important engine coolant maintenance and specification information
Automatic Transmission	<ul style="list-style-type: none"> Automatic transmission fluid contains rust preventatives, anti-foam additives, detergents, anti-wear additives, anti-oxidation compounds, cold-flow improvers, seal conditioners, and friction modifiers – over time and use, it can deteriorate

See your Owner's Guide or Dealer for details.

Owners' Checks & Services – Protect Your Investment

There are certain basic maintenance checks and inspections that should be performed on your vehicle at certain intervals. You can perform these checks yourself, or have one of our Ford trained Technicians inspect these maintenance items at your next regular service appointment.

Check Every Month

- Engine oil level
- Function of all interior and exterior lights
- Tires for wear and proper pressure, including spare
- Windshield washer fluid

Check Every Six Months

- Battery connections; clean if required
- Body and door drain holes for obstruction; clean if required
- Cooling system fluid level and coolant strength
- Door weatherstrips for wear; lubricate if necessary
- Hinges/latches/outside locks for proper operation; lubricate if necessary

See your Owner's Guide or Dealer for details.

No Charge Towing

We stand behind our parts and service! Should your vehicle break down as a result of a Dealer-installed part covered under a valid Ford warranty, Ford will reimburse you for towing to the nearest Ford dealership, except on repairs/replacements under the Ford Protection Plan[†] beyond 12 months or 20,000 kilometres.*

Peace-of-mind Warranty Protection

Ford and Ford Lincoln dealerships feature Ford Original Equipment and Motorcraft® parts. Each part is the result of the latest research, development, engineering and testing. Most Motorcraft® parts are warranted by the Ford Motor Company of Canada, Limited, for a minimum 12 months or 20,000 kilometres (whichever occurs first).*

Also, ask your Service Advisor about our Ford Protection Plan[†] that offers a Lifetime Warranty on brakes, sheet metal, and other parts.

*Some restrictions, limitations, and exclusions apply. See your Service Advisor for details.

[†]Ford Protection Plan is only available for non-commercial cars and light trucks. If an eligible Ford, Motorcraft®, or Ford-approved part fails due to a defect in material or workmanship, wear out or rust through, it will be replaced at no charge as long as the original purchaser of the part owns the vehicle on which the part was installed. Labour is covered for the first 12 months or 20,000 kilometres (whichever occurs first) after the date of installation. Parking brake pads are not eligible under this plan. See Service Advisor for complete details and limitations.