

Ford unbundles its service plans from the price of its vehicles

Ford South Africa has announced that its inclusive Ford Protect Service Plans, which were previously included as standard on new Fords sold in South Africa, has been unbundled from the purchase price of its vehicles.



Source: [QuickFix](#)

Accordingly, in line with the new Automotive Aftermarket Guidelines, customers that purchase a new Ford vehicle from 1 November are able to purchase a Ford Protect Service Plan separately, should they wish to do so, as has been the case with the optional Ford Protect maintenance plans and extended warranties.

Furthermore, Ford customers that choose not to purchase a Ford Protect service or maintenance plan have the option of servicing at a Ford franchised dealer.

“Customers have the option of selecting where to service their vehicle, but it’s important that they familiarise themselves with the guidelines,” says Neale Hill, President, Ford Motor Company Africa.

“For example, if you choose to service your vehicle outside of the Ford dealer network while you have a Ford Protect Service Plan in place, Ford is not obliged to pay the Independent Service Providers (ISP) for any services rendered. The ISP cost will be for your own account - and although the Ford warranty remains in place, should there be a failure as a result of the parts used or the workmanship of the ISP, that portion of the repair may not be covered by the Ford warranty,” Neale explains

Customers should note that only Ford dealers are authorised to conduct recall repairs on Ford vehicles, which are performed at no cost to the owner. Similarly, factory warranty repairs may only be performed by Ford dealer.

While the service plan is now an added-cost option, the vehicle’s standard original equipment manufacturer (OEM) warranty remains in place. The Ford Protect package on all new Ford vehicles comprises a four-year/120,000km comprehensive warranty, three-year/unlimited distance roadside assistance and five-year/unlimited km corrosion warranty.

Should a customer choose to use an ISP for the service and maintenance of their vehicle, the standard

warranty will not be affected. However, if there is a failure as a result of a part of the workmanship, that portion of the repairs will not be covered by the manufacturer's warranty. Services also need to be done according to the manufacturer's applicable service intervals.

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