

A. Value Maintenance, from Pye Motors. Terms & Conditions

1. Eligibility

1.1 Eligible vehicles: Ford passenger cars and commercial vehicles with up to and including 2.5L engines are eligible. All RS models and LPG derivatives are excluded.

2. Pricing

2.1 All published prices are recommended retail prices and include parts, labour and VAT (at 20%).

2.2 All Value Maintenance servicing, MOT, tyres and repairs qualify for a local price match guarantee as follows:

(i) If the price of any like-for-like job is lower than that of the Dealer's listed prices or the recommended retail prices within a 5 mile radius of the Pye Motors Branch, the price will be matched.

(ii) An alternative quotation must be provided by the customer either before the work has been undertaken by Pye Motors.

(iii) The lower price will be matched, providing the customer can produce a written quotation for an identical job, including genuine Ford-supplied parts, from a repairer who is subscribed to the Motor Industry Code of Practice, within a 5-mile radius of a Pye Motors dealership.

(iv) In all cases, Pye Motors reserves the right to check and validate the qualifying quotation and to refuse any claims under these conditions which they reasonably believe do not meet the eligibility conditions.

3. Ford Warranty

3.1 Before booking a service, Ford recommends that you confirm what the Warranty Period is for your vehicle. This will help you determine the most suitable servicing option for your vehicle.

What is the Warranty Period?

The Warranty Period is the maximum length of time that your Ford Warranty can remain valid for on your vehicle. The Warranty Period will differ depending on a number of factors, including (i) the type of vehicle and (ii) whether your vehicle benefits from a Ford Base Warranty only or also a Ford Protect New Extended Warranty.

Where do I find the Warranty Period for my vehicle?

(i) If your vehicle benefits from a Ford Base Warranty only: the Warranty Period is set out in your vehicle's Service Portfolio or Ford Digital Service Record (DSR).

(ii) If your vehicle also benefits from a Ford Protect New Extended Warranty: the Warranty Period is set out in the paperwork for your vehicle's Ford Protect New Extended Warranty.

3.2. Please note that your Ford Warranty may become invalid if you fail to service and maintain the vehicle in accordance with Ford's maintenance scheduled and service instructions (the "**Service Criteria**"). The Service Criteria is set out in your vehicle's Service Portfolio or Ford Digital Service Record (DSR).

3.3 Please note that a Value Maintenance Service is designed for vehicles that are outside of their Warranty Period. This is because a Value Maintenance Servicing does not fulfil the Service Criteria for Warranty purposes.

3.4 If your vehicle is within its Warranty Period and you would like the Ford Warranty to remain effective, the vehicle must be serviced in line with Ford's Service Criteria. A Value Maintenance Service would not be suitable in these circumstances. If you have any questions about this, you can either speak to your local Pye Motors dealership or contact the Ford Warranty Helpdesk (see their contact details in paragraph 3.6 below).

3.5 Ford recommendations for servicing are based on Ford Scheduled Servicing intervals applicable to individual vehicles' time in service and mileage as detailed in the Ford Service Portfolio. The precise content of each service varies dependant on model and vehicle specification.

3.6 If you have any questions about the Ford Warranty, please contact the Warranty Helpdesk on 01277 251 525 or email warranty@ford.com

B. Value Maintenance Repair exclusions

Full air con service, recharge and refresh:

Excludes refrigerant R1234YF which may affect certain models. Speak to your local Pye Motors service department for more information.

General Exclusions:

- ALL RS vehicles

- ALL engines over 2.5ltr

Replace Front/Rear Brake Pads*

- Transit 2006 > All RWD(+)/R/DISC/DUAL R.W Variants

Replace Front/Rear Brake Discs and Pads*

- Transit 2006 > All RWD(+)/R/DISC/DUAL R.W Variants

Replace Front Shock Absorbers:

- Mondeo 2007-2014> With self-levelling suspension or electronic type dampening
- S-MAX 2006> With self-levelling suspension or electronic type dampening
- Galaxy 2006 > With self-levelling suspension or electronic type dampening
- B-MAX 2012> All Variants
- Fiesta 2012> 1.0 DURATEC(+)/A.C.-5 DOOR

All 1.0 ECOBOOST

1.6 DURATORQ(+)/SPORTS TUNED SUSP.

1.5/1.6 D/Q (+)/SPORTS TUNED SUSP.

- EcoSport 2013> 1.5 DURATORQ TDCi(STAGE VI)

Replace Clutch**

- Transit 2000–2006 (FWD)> All 36 teeth variants

Replace Starter Motor:

- Galaxy 2000-2006> 1.9 Turbo Diesel
- Fiesta 2008-2012> 1.6 DURATORQ(+) Stop Start engine
- Transit 2006-2014> 2.2 DURATORQ with Stop Start engine
- B-MAX 2012> 1.5 DURATORQ(+)/STOP/START(STAGE VI)
- Fiesta 2012> 1.6 DURATORQ(+)/STOP/START SYS
- Transit Tourneo Custom 2012> All Variants
- Transit Tourneo Connect 2013> 1.5 DURATORQ(+)/MPS6/STOP/START

1.5 DURATORQ(+)/B6/STOP/START

Replace Alternator:

- Galaxy 2000-2006> 1.9 Turbo Diesel 2000-2006
- B-MAX 2012> 1.0 ECOBOOST-150AMP
- Fiesta 2012> 1.0 DURATEC(+)/B5/IB5-150AMP

1.0 ECOBOOST(+)/B5/IB5-150AMP

- EcoSport 2013> 1.0 ECOBOOST 150AMP(+)/AUX HEATER
- Transit Tourneo Connect 2013> 1.6 ECOBOOST SCTi(OE)

Replace Timing Belt:

- Focus 2011-2015> 1.0 ECOBOOST
- C-MAX 2010-2015> 1.0 ECOBOOST
- B-MAX 2012> 1.0 ECOBOOST
- Fiesta 2012> 1.0 DURATEC
- ALL> 1.8L Duratorq- TDCI – Lynx engines

Replace Timing Belt and Water Pump:

- Focus 2011-2015> 1.0 ECOBOOST
- C-MAX 2010-2015> 1.0 ECOBOOST
- B-MAX 2012> 1.0 ECOBOOST
- Fiesta 2012> 1.0 DURATEC
- ALL> 1.8L Duratorq- TDCI – Lynx engines

*All Ford and Motorcraft brake parts fitted within the Value Maintenance programme are developed and tested in compliance with the strictest of Ford specifications and are specifically designed for Ford models.

They also have proven longevity owing to high temperature resistance, offering optimum comfort, even with high loads

**Recommended Retail Price does not include dual mass flywheel if required.

C. Motorcraft promotions and voucher codes

1. Ford Motorcraft terms and conditions apply. Voucher codes are eligible for retail customers booking a service or repair. These offers can be used in conjunction with Value Maintenance servicing. However, due to the additional content included with Value Maintenance servicing (i.e European roadside and recovery) the offer will be deducted from the published RRP of the Value Maintenance service rather than the Motorcraft RRP.

2. Voucher code discounts applied to a Service or Repair item will be reflected on customer's booking confirmation as well as the selected Dealer's invoice document. This discount is not redeemable for cash. The discount will be deducted from the VAT inclusive recommended retail price of the Service or Repair.

3. Please note that each voucher code discount cannot be applied multiple times on the same Service or Repair, or used in conjunction with any other voucher codes. Voucher Codes are only eligible when used as per the guidelines outlined on relevant marketing materials.

Ford reserves the right to withdraw these promotions at any time.