



Welcome to the Expressway Ford family!

Choosing a Ford or Lincoln is a wise decision, so is choosing to have it maintained by Ford/Lincoln trained technicians at Expressway Ford. This **Passport to Service Guide** serves as an introduction to our expert service department. Our team is trained on Ford and Lincoln vehicles and receive on going training to keep up with the latest Ford/Lincoln technology. We use precise diagnostic equipment and use only Genuine Ford/Lincoln and Motorcraft parts to keep your vehicle running the way it should. All of our parts are backed by Ford Motor company with an engineering expertise of over 100 years. We take the time to make sure you understand the services performed and what you can expect on the next visit.

This guide will take the guesswork out of service, and if followed precisely will assist you in determining when your next service is due while keeping track of when the last services were performed. This permanent record will ensure both your vehicle and the warranty are protected.

When you are on the road, to meet your needs around the clock you can call our **Ford Roadside Assistance program at 1-800-665-2006** or our **Lincoln Roadside Assistance at 1-800-387-9333** and they will assist you with 24-hour emergency towing service if necessary.

For service appointments, please relax in comfort knowing you have the experts, at competitive rates, working on your vehicle. Our shuttle service and loaner program is also available to get you where you need to be.

We will continue to earn your business, and look forward to having you in our Expressway Ford family for years to come!



Required Scheduled Maintenance Services

- ✓ This service schedule acknowledges that there are differences in vehicle maintenance needs for low kilometre drivers. In order to maintain safety and reliability it becomes important to inspect various vehicle subsystems regularly. This guide is driven by inspections with the resulting information determining when a service should be performed. Expressway Ford recognizes some services may not be required as frequently based on use. An example includes servicing the engine oil. If a vehicle sits for extended periods then the oil may not need to be changed by kilometres but by time. We recognize that the oil should be changed annually even if it isn't driven because short trips and storage may accumulate moisture that if left too long could cause internal wear. The services suggested in this program are designed to maximize the life of each component and provide the best long-term value for your Ford purchase. The services in this program are derived from the general recommendations of the Ford Motor Company and years of automotive experience in our local area. Brake service and tire rotations are other examples of services that may need to be adjusted based on vehicle use.
- ✓ Your Scheduled maintenance Validation Record should be date stamped by dealership service personnel to validate each maintenance service as it is completed.
- ✓ It is the vehicle owners responsibility to ensure that all scheduled maintenance is performed and that all materials used meet the Ford/Lincoln engineering specifications. Failure to perform scheduled maintenance as specified by the Ford Motor Company will invalidate warranty coverage on parts affected by the lack of maintenance.
- ✓ We recommend that you also perform the "Owner Maintenance Checks and Services" listed in the Scheduled Maintenance Validation Record. These services are matters of day-to-day care that are also important to the proper operation of your vehicle.
- ✓ Recall check with every maintenance appointment visit.
- ✓ Occasionally with unique powertrains on some models, the required maintenance listed within our guide may not apply. Consult your service consultant.

Prepaid Maintenance Protection

Convenience of Prepaid Maintenance

The Ford (FMPP) or Lincoln (LMPP) prepaid maintenance plans make it easy to keep your vehicle running at its best by ensuring it gets the recommended scheduled maintenance, as outlined in your vehicle's Owner's Guide. Each plan has a maximum number of intervals covered.

Top reasons to purchase a prepaid maintenance plan:

- 100% backed by Ford Motor Company of Canada, Limited
- Honoured at every authorized Ford and Lincoln Dealer across Canada and the United States
- Scheduled maintenance serviced by Ford-Trained Technicians using Ford approved parts
- Helps to ensure that your vehicle is maintained properly by keeping up with your vehicle's regular maintenance needs
- Coverage is transferable if the vehicle is sold and may increase your resale value
- Zero deductible
- May be included in your finance contract in most cases
- Expressway Ford recommends the **6 month/12,000 km** interval for maximum value

PLUS: FMPP and LMPP includes coverage of 8 wear items as required, due to normal wear or defect: brake pads and linings, brake rotors, wiper blades, shock-absorbers, spark plugs, manual transmission clutch disc, engine belts, coolant hoses & clamps and light bulbs (excludes LED and HID lamps and headlamps)

Remember, you can only purchase The Ford Maintenance Protection Plan before your vehicle reaches

1 year / 20,000kms whichever comes first.



Now is the time to decide

Remember, if you purchase the ESP before your vehicle reaches 1 year / 20,000 km whichever comes first, you save money on additional charges.



Extended Service Plans

Can you afford to be without it?

If you want to have the peace of mind that your purchase is protected for the road ahead or if your New Vehicle Basic Warranty is nearing expiration, purchasing a Ford or Lincoln ESP helps to protect you against unexpected repair bills, thanks to the additional coverage of many vehicle components.

Benefits:

- 100% backed by Ford Motor Company of Canada, Limited
- Honoured at every authorized Ford and Lincoln Dealer across Canada and the United States*
- Provides non-stop coverage
- Time, distance and deductible options
- Other than the applicable deductible, no out-of-pocket expenses for covered repairs
- Vehicle service by Ford/Lincoln-Trained Technicians using Ford/Lincoln approved parts
- Helps to protect your vehicle and budget from unexpected and expensive repairs after your New Vehicle Basic Warranty expires by covering many vehicle components
- Includes Ford/Lincoln ESP Roadside Assistance for the duration of your selected ESP coverage
- Provides rental vehicle reimbursement (conditions apply)
- Fully transferable between vehicle owners

* Maintenance Protection Plan is honoured at every authorized Dealer in Canada and the United States.

We appreciate and need you!

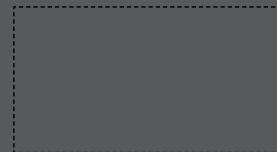
Customer Referral Program

We appreciate the business you have given us and now we are calling on you to tell your friends, family, neighbours or even co-workers that are in the market for a new or used vehicle to come to Expressway Ford. **PLEASE BE OUR ADVOCATE AND SPREAD THE WORD.** When your referral joins the Expressway family we will send you a special gift showing our appreciation.

We would really love for you to become an advocate of Expressway Ford, and furthermore we plan to treat whoever you send to Expressway with just as much respect as we did with you. The special gifts don't stop at one, each and every time you refer someone you know to Expressway Ford you get a special gift. We are so pleased and excited to have you as an Expressway advocate!

Please make sure to forward their contact information to your sales person and when your referral joins the Expressway family we will reward you!





Service Tips

Important details about Expressway Ford

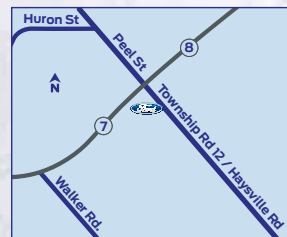
New Hamburg

Service and Parts Department Hours

Mon - Wed 8:00 am to 5:30 pm
Thu 8:00 am to **9:00 pm**
Fri 8:00 am to 5:00 pm

(519) 662-3900

1554 Haysville Rd
New Hamburg, ON N3A 1A3



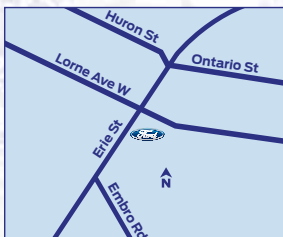
Stratford

Service and Parts Department Hours

Mon - Thu 8:00 am to 5:30 pm
Fri 8:00 am to 5:00 pm

(519) 271-3900

751 Erie Street
Stratford, ON N4Z 1A1



Early Bird/After Hours: If you are unable to drop your vehicle off during normal working hours take advantage of our secure drop box. You can quickly drop off your vehicle for service, and drop the keys inside. It's that easy. Our drop box is located beside the Service Door entrance.

On site Amenities: Relax and enjoy our complimentary coffee or tea, free wifi and business stations.

Shuttle Service is available. We would be happy to shuttle you within the area. Please ask your service advisor for the shuttle boundaries. If you are outside our shuttle boundaries, no worries we are happy to accommodate you - just call ahead!

We also have a Loaner vehicle program, your Service Advisor can review this Customer convenience option with you.

Our Story

Establishing its first location in New Hamburg in 1982, Ray Brenneman along with his wife Nelda and their sons Douglas, Dwight and Michael have worked hard at earning their valued customers' trust and business. Expressway Ford has seen its business grow, along with a great team of dedicated employees and in the spring of 2001 Expressway Ford opened a second brand new modern location in Stratford, Ontario. We at Expressway Ford invite you to become part of the Expressway Ford family. With this Passport to Service Guide you can see and experience what so many of our customers already know; family atmosphere, family values and family service equals the best ownership experience.

Whether your vehicle be new, or used we welcome you to the Expressway Ford Family.

Expressway Ford's Vision

To provide owners of Expressway Ford vehicles an ownership experience that is so good, they will buy again and tell others how great it was to own an Expressway Ford vehicle!

Table of Contents

Welcome.....	1
Required Maintenance.....	2
Prepaid Maintenance.....	3
Extended Service Plans.....	4
Customer Referrals.....	5
Service Tips.....	6
Our Story.....	7
Multi-Point Inspection.....	8
Maintenance Schedule.....	9 – 47
Ford Service Parts Warranties.....	22
Five Benefits of Preventative Maintenance.....	12 & 24
\$200 Bonus Trade-in Coupon.....	25
BG Protection Summary.....	26
10% off Lifeline.....	30
\$400 Bonus Trade-in Coupon.....	31
\$600 Bonus Trade-in Coupon.....	37
\$800 Bonus Trade-in Coupon.....	45



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD



6 Month Multi-Point Inspection

Our Ford/Lincoln Multi-Point Inspection consists of the following:

- ✓ Check and top up fluid levels: Brake, clutch reservoir, coolant recovery reservoir, manual and automatic transmission, power steering, window washer, 4x4 transfer case and front drive axle
- ✓ Check tire air pressure and tread depth in all tires
- ✓ Check exhaust system for leaks, damage, loose parts and forging material
- ✓ Check operation of horn, exterior lamps, turn signals and hazard
- ✓ Check radiator and coolant condition, coolers, heater and air conditioning hoses
- ✓ Check windshield washer spray and wiper operation and condition
- ✓ Inspect accessory drive belts for proper tension, cracking and chunking
- ✓ Inspect air cleaner filter
- ✓ Inspect half shaft dust boots (if equipped)
- ✓ Inspect and lubricate steering, suspension, ball joints, drive shaft, u-joints and slip yoke (if serviceable)
- ✓ Inspect and lubricate door hinges and latches

Your Vehicle Report Card

With every service visit it is vitally important to monitor and communicate actual vehicle system conditions to you. We accomplish this using a comprehensive multi-point inspection and vehicle report card. These tools are designed to look at overall vehicle condition and help update any changes to you before safety and reliability is compromised. Knowing ahead will help you budget needed repair and maintenance and help you to understand the importance of exceeding minimum requirements.

BG Limited Lifetime Protection

The BG Premium Oil Change Service covers gasoline engines. Lifetime coverage includes internally lubricated parts in the engine (including turbo bearings)

- **Service interval:** Within 12,000 km of the previous service
- **Maximum reimbursement:** Plan 1: \$4,000 US; Plan 2: \$2,000 US



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Every 6 Months

(6 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.
www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Maintenance

Oil Life Monitor

Taking the guesswork out of when you need an oil change is an advantage your Ford may have if equipped with an oil life monitoring system. This system calculates the service interval based on vehicle use and operating conditions. When the “engine oil change due” or “oil change required” appears in the message centre display, then it’s time to schedule an oil service to maintain the “minimum” factory requirements.

However, the extremes of our Canadian climate demand more than “minimum” maintenance to maintain overall safety and reliability. Expressway Ford recognizes some services may be required more frequently based on use. Examples include servicing brakes and transmission more often if trailer towing. The services suggested in this program are designed to maximize the life of each component and provide the best long-term value for your Ford purchase.

Engine Oil And Filter Service

Includes recommended Motorcraft oil and filter (includes up to 5L of oil).

Inspect Tires For Wear And Rotate

Inspect tires regularly for wear, tread depths and rotate every 10,000 km. Includes pressure check and re-torque wheels to specifications. Regular tire maintenance increases tire life and can correct irregular wear. (City delivery vehicles and other unique applications may require more frequent tire rotations.)



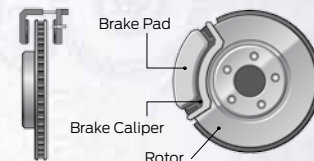
Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Maintenance

This service schedule acknowledges that there are differences in vehicle maintenance needs for low kilometre drivers. In order to maintain safety and reliability it becomes important to inspect various vehicle subsystems regularly. This guide is driven by inspections with the resulting information determining when a service should be performed. Expressway Ford recognizes some services may not be required as frequently based on use. An example includes servicing the engine oil. If a vehicle sits for extended periods then the oil may not need to be changed by kilometres but by time. We recognize that the oil should be changed annually even if it isn’t driven because short trips and storage may accumulate moisture that if left too long could cause internal wear. The services suggested in this program are designed to maximize the life of each component and provide the best long-term value for your Ford purchase. The services in this program are derived from the general recommendations of the Ford Motor Company and years of automotive experience in our local area. Brake service and tire rotations are other examples of services that may need to be adjusted based on vehicle use.

Brake Inspection & Brake Service

Check break operation, inspect lining condition, caliper/wheel cylinder operation, and self-adjusters. Clean and lubricate pad, caliper slide rails and backing plates. Check parking brake operation, measure, report lining thickness and service rear drum brakes.



Safety Triangle

Vehicle safety is dependent upon the interaction of the elements of a vehicle’s “safety triangle”. Steering and braking ability depend on contact between the tire and the road. Shock absorbers help ensure that contact remains secure. Without shocks, a vehicle would continually bounce, making control difficult. Worn shocks can also be the cause

of premature tire wear and alignment problems. If these problems are uncovered during the vehicle inspection, check the shocks for signs of wear.



6 Month Interval
2,000 - 12,000 km
DATE

5 Benefits of a Preventative Maintenance Schedule

Protects Your Investment

- Promotes higher resale value.

Optimizes Safety, Reliability and Performance

- Prevents unexpected breakdowns and repair surprises.
- Reduces driveability problems.
- Assures prompt stop-and-go power.

Promotes Better Fuel Efficiency

- Reduces gas expenses by maintaining factory fuel economy.

Ensures a Cleaner Environment

- Reduces harmful exhaust emissions.

Ensures Warranty Validation

- It is the obligation of the owner to ensure that the maintenance schedule is adhered to at the recommended intervals.

Note: Fuel injected vehicles and computers require cleaner engines; moreover, the demand placed on today's smaller and hotter engines will constantly increase. Therefore, following this maintenance schedule will provide you with "peak performance". This program has also been designed to meet the needs of your vehicle, due to the rigors of the Canadian environment and normal stop-and-go city driving. As a result, certain services may differ from your owner's manual.

Every 6 Months

(12 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Brake inspection
- ☐ Brake service
- ☐ Physically check steering suspension for abnormal wear

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Brake inspection
- ☐ Brake service
- ☐ Physically check steering suspension for abnormal wear

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Maintenance

Fuel System

Fuel system service requirements also change with vehicles that are driven infrequently. All fuel naturally degrades over time, which results in performance robbing deposit build up. This is accelerated when ethanol is added to the fuel, and fuel sits for extended periods because of infrequent use. Our minor fuel service addresses this by stabilizing the fuel and cleaning up the deposits.

In addition, our engine performance service cleans the lubrication system as well as restoring engine performance to "like new". Where appropriate, we also clean the intake and throttle body to keep engines running at peak efficiency.

Battery

Batteries are also affected by extended periods of inactivity and short drive cycles. When the vehicle isn't recharging the battery during constant use, the vehicle will drain and shorten the life expectancy of the battery. We will perform a load test to monitor the health of the battery and charging system. As well, we service the terminals to maintain a good connection to the electrical system.

See Clearly Is It Time For A Change?

Properly functioning wiper blades are essential in the rain and snow, but forgotten in fair weather. If it's clear and sunny when you bring your vehicle in for service, you may have forgotten that you had a streaky windshield the last time it rained!



Every 6 Months

(18 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.
www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km
DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes

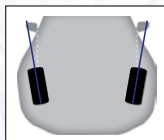


Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

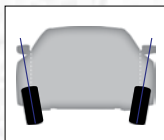
Maintenance

Wheel Alignment

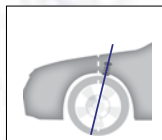
Proper wheel alignment helps with fuel efficiency, minimizes tire wear, and ensures handling, cornering and vehicle stability. Wheel alignments should be checked regularly for abnormal tire wear, and after most suspension repairs.



Toe In



Positive Camber



Positive Caster

Tire storage

We provide on-site tire storage services.

Alignment Check

Using specialized equipment we will accurately diagnose critical alignment angles. This service will verify proper road handling and extend life of all suspension components including tires.

*Extra charge for adjustments.



Re-torquing Lug Nuts

Every 100-150 kms after removal and installation of wheels, loosening of wheel nuts may occur. By checking and re-torquing wheels 100 -150 kms after removal we greatly reduce the possibility of loose wheels affecting safe operation of your vehicle.



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Every 6 Months

(24 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Electronic battery test and service
- ☐ Alignment check, additional charge if adjustments required

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.
www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Electronic battery test and service
- ☐ Alignment check, additional charge if adjustments required

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

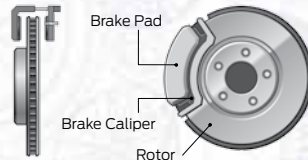


Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Maintenance

Brake Inspection & Brake Service

Check brake operation, inspect lining condition, caliper/wheel cylinder operation, and self-adjusters. Clean and lubricate pad, caliper slide rails and backing plates. Check parking brake operation, measure, report lining thickness and service rear drum brakes.



Air Filters & Fuel Filters

The benefits of changing these on a regular basis:

Increased fuel efficiency. One of the biggest reasons to change your air filter regularly. Changing a clogged air filter can potentially increase acceleration by 6 -11 % fuel-injected cars. A clean air filter improves air flow to the engine and increases engine performance and gas mileage.

Reduced emissions. Increased air flow to the engine allows it operate properly reducing fuel consumption and reducing emissions.

Prolongs engine life. Changing the air filter regularly helps prolong engine life because it is designed to trap damaging dirt and debris that can damage internal engine parts such as the cylinders and pistons.

Cabin Filters

Cabin filters protect a vehicle's interior from dust, dirt, pollen, mold spores and other unwanted airborne particles. The filters work through the heating, ventilation and air conditioning systems. Periodic replacement of a cabin filter is a quick and inexpensive way to protect the inside from these airborne particles and ensures the heating and A/C systems work to their maximum benefit.

Every 6 Months

(30 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Physically check steering suspension for abnormal wear
- ☐ Brake inspection
- ☐ Brake service
- ☐ Filter service (replace air, fuel, cabin and seat filter if equipped)

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.
www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Physically check steering suspension for abnormal wear
- ☐ Brake inspection
- ☐ Brake service
- ☐ Filter service (replace air, fuel, cabin and seat filter if equipped)

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Maintenance

Automatic Transmission Fluid Service

Over 600 moving parts under stress of heat cause transmission fluid to fail over time. Worn fluid means worn and broken parts. Sludge and contaminated fluid in both the transmission and torque converter must be removed and replaced with new ATF and special fluid conditioners.

Process

- Professional-use cleaner dissolves and suspends varnish and gums in the valve body, torque converter, pan, filter element, transmission lines and transmission cooler.
- Install ATF by circulating old fluid out using specialized equipment, until old fluid has been replaced by new fluid. Seal conditioners, oxidation inhibitors and shift improvers then added to new fluid

Benefits

- Smoother, quieter shifting
- Reduction of chatter or noise from sluggish operation
- Longer component life

BG Limited Lifetime Protection

The BG automatic transmission fluid service covers automatic transmissions. Coverage includes internally lubricated parts and case if damaged by covered component.

- **Service interval:** Service interval: Within 50,000 km of the previous service
- **Maximum reimbursement:** Plan 1: \$2,000 US; Plan 2: \$1,000 US



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Every 6 Months

(36 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service
- ☐ Automatic transmission service†

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.
www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km
DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service
- ☐ Automatic transmission service†

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Ford Service Parts Warranties

Built Better, Built to Last Longer and provide peace of mind.

Coverage Provided

Ford will repair or replace any part of any new Ford or Motorcraft part or accessory that is sold by Expressway that is found to be defective in material or workmanship.

The service part warranty on Genuine Ford and Motorcraft car and light truck parts is **24 Months and unlimited distance.**

The new and remanufactured gas engine and transmission warranty is **36 Months and unlimited distance.**

The warranty on the majority of Ford Genuine Accessories is **24 Months and unlimited distance.**

NOTE: Except for engine assemblies, labour for removal and reinstallation of a part or accessory sold "over-the-counter" is not covered by this warranty. Towing is not covered.

Ford Protection Plan Coverage (FPPC)

Consumers who have purchased Ford or Motorcraft selected parts which may include brake pads/linings, shocks/struts, spark plug wire sets and sheet metal have **lifetime replacement protection** for those parts (not including labour). This applies to retail purchases for non-commercial car and light trucks. This is not a warranty but a protection plan.

Battery (Motorcraft Aftermarket)

To original purchasers' ownership of private passenger car or light truck only. (Check with Expressway for coverage when used in other than private passenger car or light truck)

"BXT" Type

- warranty coverage pro-rated 100 months
- free replacement period 36 months
- unlimited Mileage
- labour and towing covered on service installed batteries.



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Every 6 Months

(42 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†

☐ _____

☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date _____

Odometer _____

Customer R.O. No. _____

SERVICE DECLINED

Signature _____



6 Month Interval
2,000 - 12,000 km
DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†

☐ _____

☐ _____

Additional Required Repair Budget

Total _____
Plus Applicable Taxes

Next Budgeted Service Interval

Total _____
Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

5 Benefits of a Preventative Maintenance Schedule

Protects Your Investment

- Promotes higher resale value.

Optimizes Safety, Reliability and Performance

- Prevents unexpected breakdowns and repair surprises.
- Reduces driveability problems.
- Assures prompt stop-and-go power.

Promotes Better Fuel Efficiency

- Reduces gas expenses by maintaining factory fuel economy.

Ensures a Cleaner Environment

- Reduces harmful exhaust emissions.

Ensures Warranty Validation

- It is the obligation of the owner to ensure that the maintenance schedule is adhered to at the recommended intervals.

Note: Fuel injected vehicles and computers require cleaner engines; moreover, the demand placed on today's smaller and hotter engines will constantly increase. Therefore, following this maintenance schedule will provide you with "peak performance". This program has also been designed to meet the needs of your vehicle, due to the rigors of the Canadian environment and normal stop-and-go city driving. As a result, certain services may differ from your owner's manual.



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

\$200 Trade-in bonus

Congratulations!

Thank you for using the Passport to Service Guide and completing all of the services to date. As an added bonus, for allowing Expressway to service your vehicle in accordance to our Passport to Service Guide, you are entitled to a \$200.00 trade-in bonus whenever you trade-in your vehicle at Expressway Ford.

Thank You for choosing Expressway!



I hereby certify that all maintenance services have been completed.

Service Manager Authorization: _____

Date: _____

\$200 BONUS

Trade-in Bonus Certificate

Present this \$200 certificate and your **validated, up-to-date Passport to Service Guide** to your Sales Consultant at the time of purchase.

Customer

Date

Service Manager

***\$200 Bonus
Certificate Dealer
Copy**



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Maintenance

BG Limited Protection Plan Summary

The BG Lifetime Limited Protection Plan supports the six major systems serviced in the Passport to Service Guide:

- 1 Engine with Premium Oil Service** For gas engines that have been serviced by the use of BG 110 when engine oil and oil filter are changed.
Covered components: Includes internally lubricated parts in the engine (including turbo bearings)
- 2 Transmission Service** - For automatic transmissions serviced by the BG Transmission Service and BG 106 and BG 310, or for smaller capacity auto transmissions by BG 106 and BG 3106.
Covered Components: Includes internally lubricated parts and case if damaged by covered components.
- 3 Drive line Service** - For front or rear differentials serviced by the BG Drive Line Service and BG 750 or 752 or for manual transmissions/transaxles or transfer cases serviced by the BG Drive Line Service and BG 750 or BG 792.
Components Covered: Includes internally lubricated parts and case if damaged by covered components.
- 4 Coolant Service**- For cooling systems serviced by the BG Cooling System Service and BG 540 and BG 546
Components Covered: Includes heater core, water pump, radiator, freezer plugs.
- 5 Power Steering Service** - For power steering systems that have been service by the BG Power Steering Service and BG 108 and BG 332 or BG 108 and BG 334
Components Covered: Includes steering box, pump, rack and pinion.

- 6 Brake Fluid service** - For brake systems that been serviced by the BG Brake Service and BG Brake Fluid
Components Covered: Includes master cylinder, calipers, hydraulic portion of ABS pump.

Plan 1: Initial service performed within 0-60,000 km

Plan 2: Initial service performed within 60,001-120,000 km

If you have a potential claim, please contact Expressway Ford Lincoln. We will be able to determine if the repair is covered. Repairs must be pre-authorized and cannot be completed or reimbursed until a claim has being processed.

Every 6 Months

(48 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Brake inspection
- ☐ Brake service
- ☐ Physically check steering suspension for abnormal wear

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.
www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Brake inspection
- ☐ Brake service
- ☐ Physically check steering suspension for abnormal wear

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Maintenance

Brake Fluid Service

Brake fluid is extremely hygroscopic (attracts moisture) which results in contamination and fluid breakdown. This shortens the life of expensive master cylinders, pneumatic parts, brake lines and fittings. For ultimate protection, all the old fluid must be removed and replenished.

Process

- Remove contaminated fluid from the entire hydraulic system
- Replace the old fluid with Ultra-Dry high-temp formula DOT 4 Brake Fluid, which is proven to prevent corrosion
- Brake system inspected for leaks, master cylinder corrosion, worn pneumatic parts, harmful varnish buildup, broken or rusted bleeder valves, worn rotors and drums and air in the brake lines

Results

- Safer brake operation
- Longer component life
- Protects against rust and corrosion

BG Limited Lifetime Protection

Brake lifetime coverage includes master cylinder, calipers, wheel cylinders, hydraulic portion of ABS pump

- **Service interval:** Within 50,000 km of the previous service
- **Maximum reimbursement:** Plan 1: \$4,000 US; Plan 2: \$2,000 US



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Every 6 Months

(54 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service
- ☐ Brake fluid service†

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.
www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km
DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service
- ☐ Brake fluid service†

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

10% OFF

Use Anytime Lifeline

Emergencies happen.
We're here for you when you need us.

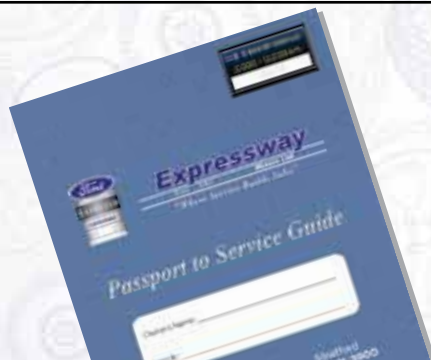
Use this coupon for **10% off** any
one service interval or repair in this
guide, at the time of your choosing.

RO # _____

Date _____

Service Advisor _____

Authorized
Signature _____



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

\$400 Trade-in bonus

Congratulations!

Thank you for using the Passport to Service
Guide and completing all of the services to date.
As an added bonus, for allowing Expressway
to service your vehicle in accordance to our
Passport to Service Guide, you are entitled to a
\$400.00 trade-in bonus whenever you trade-in
your vehicle at Expressway Ford.

Thank You for choosing Expressway!



**I hereby certify that all maintenance services
have been completed.**

**Service Manager
Authorization:** _____

Date: _____

\$400 BONUS

Trade-in Bonus Certificate

Present this \$400
certificate and your
**validated, up-to-date
Passport to Service
Guide** to your Sales
Consultant at the time
of purchase.

Customer

Date

Service Manager

***\$400 Bonus
Certificate Dealer
Copy**



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Maintenance

Tuneup & Filters

Spark Plugs:

Well, without a spark, your car won't start – or go anywhere. And because spark plug health is directly linked to engine performance, it stands to reason weak or bad spark plugs lead to problems, be it issues with cold-starting or misfires during acceleration. Misfiring spark plugs can reduce fuel efficiency by 30%. New plugs, when replaced at specified intervals, maximize fuel economy and save some money.

Regular engine tune-ups – especially in regard to spark plugs – not only save gas but also reduce air pollution (less harmful emissions).

Power Steering Fluid Service

The hydraulics used to power your vehicle's steering system relies on fresh fluid. When power steering fluid breaks down over time and distance, it causes early wear to soft metals and hardens rubber seals. The result is noise when you turn the wheel, leading to premature component failure.

Process

- A safe and effective cleaner dissolves and suspends varnish and deposits that form in your car's power steering system
- Drain entire system of all old fluid and contaminants and install new high performance fluid to protect against noise, wear and leakage in the power steering system

BG Limited Lifetime Protection

Power Steering Limited Lifetime Protection
Includes: steering box, pump, rack and pinion.

- **Service interval:** Within 50,000 km of the previous service
- **Maximum reimbursement:** Plan 1: \$4,000 US; Plan 2: \$2,000 US



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Every 6 Months

(60 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Tune-up: replace spark plugs, air filter (PCV valve, fuel, cabin and seat filters if equipped)
- ☐ Fuel induction service/minor fuel service
- ☐ Engine oil performance service (eco-boost)
- ☐ Ethanol stabilizer service
- ☐ Power steering fluid service†
(Excludes electric assist)

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km
DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Tune-up: replace spark plugs, air filter (PCV valve, fuel, cabin and seat filters if equipped)
- ☐ Fuel induction service /minor fuel service
- ☐ Engine oil performance service (eco-boost)
- ☐ Ethanol stabilizer service
- ☐ Power steering fluid service†
(Excludes electric assist)

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

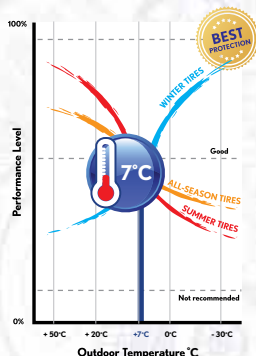
Seasonal Tire Change

WHY Winter Tires?

Canadian winters are long and driving conditions can deteriorate quickly. All-season tires are designed to work best in moderate weather – not in our harsh winters.

BETTER Grip

Winter tires offer better traction in snow and cold weather than all-season tires. Winter tires are designed to stay flexible when temperatures dip below 7°C and performance even improves as it gets colder.



BETTER Braking

Winter tires also enhance your vehicle's brake response time in snow, ice and cold conditions. Deeper treads on winter tires offer better grip so you can brake with more confidence.

BETTER Wear & Tear

By having two sets of tires and changing your tires seasonally you'll prolong the life span of both sets of tires.

Tire Sales and Storage

We sell all name brand tires, represent all manufacturers and have tire experts on site. We also provide on-site tire storage services.

We will not be undersold!

Every 6 Months

(66 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Physically check steering suspension for abnormal wear
- ☐ Brake inspection
- ☐ Brake service

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection.

‡ Complete every 50,000 kms to maintain BG Limited Lifetime Protection Coverage

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Physically check steering suspension for abnormal wear
- ☐ Brake inspection
- ☐ Brake service

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Maintenance

Tips For Long Tire Life

Underinflation is a tire's #1 enemy

Underinflation leads to unnecessary tire stress, uneven wear, increased fuel mileage, loss of control and collisions. A tire can lose up to half its air pressure and still not appear to be flat. Overinflation is also a problem, leading to harsh ride, handling problems, increased wear on tires and suspension components.

Is your vehicle pulling to one side, or shaking?

A bad jolt from hitting a curb or pothole can throw your front end out of alignment and damage your tires. Have a certified professional check the alignment periodically. (Recommended every 12 months). Poor alignment will also increase your fuel consumption.

Promotes uniform tire wear

Regularly rotating your tires will help you achieve more uniform wear. Rotate your tires according to the vehicle manufacturer's recommendations found in the owner's manual or let us contact you for your rotation. In general, common practice is to rotate tires approximately every 10,000 km.

Measure it and inspect it

Advanced and unusual wear can reduce the ability of the tread to grip the road in adverse conditions. Visually check your tires for uneven wear, looking for high and low areas or unusually smooth areas. Also check for signs of damage. To prevent skidding and hydroplaning, tires must be replaced when the tread is worn.



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

\$600 Trade-in bonus

Congratulations!

Thank you for using the Passport to Service Guide and completing all of the services to date. As an added bonus, for allowing Expressway to service your vehicle in accordance to our Passport to Service Guide, you are entitled to a \$600.00 trade-in bonus whenever you trade-in your vehicle at Expressway Ford.

Thank You for choosing Expressway!



I hereby certify that all maintenance services have been completed.

**Service Manager
Authorization:** _____

Date: _____

\$600 BONUS

Trade-in Bonus Certificate

Present this \$600 certificate and your **validated, up-to-date Passport to Service Guide** to your Sales Consultant at the time of purchase.

Customer

Date

Service Manager

***\$600 Bonus
Certificate Dealer
Copy**



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Maintenance

Automatic Transmission Fluid Service

Process

- Professional-use cleaner dissolves and suspends varnish and gums in the valve body, torque converter, pan, filter element, transmission lines and transmission cooler.
- Install ATF by circulating old fluid out using specialized equipment, until old fluid has been replaced by new fluid. Seal conditioners, oxidation inhibitors and shift improvers then added to new fluid

Benefits

- Smoother, quieter shifting
- Reduction of chatter or noise from sluggish operation
- Longer component life

Driveline/Manual Transmission Service

Benefits of a drive line service include:

- Thermal stability and long life of lubricants.
- Optimum drive line efficiency.
- Improved seal performance.
- Protection against wear, pitting and corrosion.
- Extended component life.

BG Limited Lifetime Protection

The BG Drive Line Service covers front or rear differentials, manual transmissions, transaxles or transfer cases.

- **Service interval:** Within 50,000 km of the previous service
- **Maximum reimbursement:** Plan 1: \$4,000 US; Plan 2: \$2,000 US



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Every 6 Months

(72 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service
- ☐ Driveline/manual transmission fluid service†
- ☐ Automatic transmission fluid service† (if applicable)

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service
- ☐ Driveline/manual transmission fluid service†
- ☐ Automatic transmission fluid service† (if applicable)

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Maintenance

Engine Coolant Service

Over time, coolant breaks down and loses its ability to protect the engine from heat, corrosion and scale.

Process

There are four steps to restore and replenish the complete cooling system:

- Power-clean the entire cooling system, including radiator, engine passages and cooler lines
- Remove rust, scale, sludge and all used coolant
- Install new premium coolant and special corrosion inhibitors to condition and provide ongoing protection
- Check cooling system for leaks and proper fluid level

Benefits

- Cooler running engine
- Clears cooling passages within the engine resulting in long life
- Longer life for water pump, radiator and hoses

Coolant Flush

Install flush to loosen harmful deposits which reduce heat transfers. Refill with new conventional antifreeze, install cooling system corrosion inhibitor kit and water pump lubricant. Conventional Green 60K, Longlife Yellow 100K, Orange 250K Longlife Gets Serviced Every 60,000Km After Initial.

BG Limited Lifetime Protection

The BG Cooling System Service covers cooling systems. Engine coolant lifetime coverage includes heater core, water pump, radiator, freeze plugs.

- **Service interval:** Within 50,000 km of the previous service
- **Maximum reimbursement:** Plan 1: \$4,000 US; Plan 2: \$2,000 US

Every 6 Months

(78 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Engine coolant service†

Conditional Schedule Variance

- ☐ Premium engine oil & filter change‡
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection
‡ Complete every 50,000 kms to maintain BG Limited Lifetime Protection Coverage

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Engine coolant service†

Conditional Schedule Variance

- ☐ Premium engine oil & filter change‡
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Maintenance

Shocks/Struts

Covered under the Ford Protection Plan Coverage (Lifetime Part Protection)

The warning signs of weak shocks or struts are difficult to detect because of the gradual reduction of functionality.

Excessive wear warning signs are:

- excessive tire bounce
- premature and/or uneven tire wear
- reduced handling and/or braking performance
- excessive "body roll" during cornering
- noise and suspension vibration
- poor "tire-to-road" contact
- excessive "nose dive" during braking

Replacing worn components will restore the ride control and handling of the vehicle along with assisting in longer tire life. New shocks and struts also help to reduce wear of other steering and suspension components on your car, truck or SUV.

We recommend only Motorcraft shocks absorbers and strut assemblies for replacement of worn shocks and struts. For quality, performance, design specific to Ford and Lincoln Vehicles, value and warranty that is covered by the Ford Protection Plan for as long as the purchaser owns the vehicle.



Safety Triangle

Vehicle safety is dependent upon the interaction of the elements of a vehicle's "safety triangle".

Steering and braking ability depend on contact between the tire and the road. Shock absorbers help ensure that contact remains secure. Without shocks, a vehicle would continually bounce, making control difficult.

Worn shocks can also be the cause of premature tire wear and alignment problems. If these problems are uncovered during the vehicle inspection, check the shocks for signs of wear.

Every 6 Months

(84 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Brake inspection
- ☐ Brake service
- ☐ Physically check steering suspension for abnormal wear

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection
‡ Complete every 50,000 kms to maintain BG Limited Lifetime Protection Coverage

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date

Odometer

Customer
R.O.No.

SERVICE DECLINED

Signature



6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Premium engine oil & filter change†
- ☐ Brake inspection
- ☐ Brake service
- ☐ Physically check steering suspension for abnormal wear

Conditional Schedule Variance

- ☐ _____
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD

Auto Detailing - All Makes

Ultimate Detail Package

- Exterior Hand Wash, Wax Rinse and Hand Dry
- Polish and Wax Paint
- Interior Vac and Shampoo
- Leather Cleaned and Treated
- Windows Cleaned Inside and Out
- Tires and Rims Cleaned and Dressed
- Engine Clean and Dress
- Deodorize
- Complete Detail and Dress Interior
- Dust and Wipe Interior

Wash and Interior Shampoo

- Exterior Hand Wash and Wax Rinse
- Dust and Wipe Interior
- Interior Vac and Shampoo
- Door Jams Wiped Dry
- Windows Cleaned Inside and Out
- Tires and Rims Cleaned and Dressed

Hand Wash & Vacuum Plus

- Exterior Hand Wash and Wax Rinse
- Dust and Wipe Interior
- Interior Vacuum
- Door Jams Wiped Dry
- Windows Cleaned Inside
- Tires and Rims Cleaned and Dressed

Hand Wash & Vacuum Basic

- Exterior Hand Wash and Wax Rinse
- Windows Cleaned Inside
- Interior Vac, passenger area
- Door Jams Wiped Dry

Hand Wash Basic

- Exterior Hand Wash and Wax Rinse
- Door Jams Wiped Dry

Addition Services

- Ozone Deodorization (recommend after Shampoo, overnight)
- Complete Exterior Polish, Buff Scratches and Wax vehicle
- Tar and/or Tree Sap Removal, Scratch Removal, Dent Removal, Special High-Speed Polishing

Open Monday to Friday from 8am - 5pm



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

\$800 Trade-in bonus

Congratulations!

Thank you for using the Passport to Service Guide and completing all of the services to date. As an added bonus, for allowing Expressway to service your vehicle in accordance to our Passport to Service Guide, you are entitled to a \$800.00 trade-in bonus whenever you trade-in your vehicle at Expressway Ford.

Thank You for choosing Expressway!



I hereby certify that all maintenance services have been completed.

Service Manager

Authorization: _____

Date: _____

\$800

BONUS

Trade-in Bonus Certificate

Present this \$800 certificate and your **validated, up-to-date Passport to Service Guide** to your Sales Consultant at the time of purchase.

Customer

Date

Service Manager

***\$800 Bonus Certificate Dealer Copy**



Expressway
Since 1983 Motors Ltd.
NEWHAMBURG STRATFORD



Expressway
Since 1983 Motors Ltd.
"Where Service Builds Sales"

Ford Service Parts Warranties

Built Better, Built to Last Longer and provide peace of mind.

Coverage Provided

Ford will repair or replace any part of any new Ford or Motorcraft part or accessory that is sold by Expressway that is found to be defective in material or workmanship.

The service part warranty on Genuine Ford and Motorcraft car and light truck parts is **24 Months and unlimited distance.**

The new and remanufactured gas engine and transmission warranty is **36 Months and unlimited distance.**

The warranty on the majority of Ford Genuine Accessories is **24 Months and unlimited distance.**

NOTE: Except for engine assemblies, labour for removal and reinstallation of a part or accessory sold "over-the-counter" is not covered by this warranty. Towing is not covered.

Ford Protection Plan Coverage (FPPC)

Consumers who have purchased Ford or Motorcraft selected parts which may include brake pads/linings, shocks/struts, spark plug wire sets and sheet metal have **lifetime replacement protection** for those parts (not including labour). This applies to retail purchases for non-commercial car and light trucks. This is not a warranty but a protection plan.

Battery (Motorcraft Aftermarket)

To original purchasers' ownership of private passenger car or light truck only. (Check with Expressway for coverage when used in other than private passenger car or light truck)

"BXT" Type

- warranty coverage pro-rated 100 months
- free replacement period 36 months
- unlimited Mileage
- labour and towing covered on service installed batteries.

Every 6 Months

(90 month visit)

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____



Retorquing Lug Nuts – Required every 100-150kms after tire rotations/changes

† Includes BG Limited Lifetime Protection
‡ Complete every 50,000 kms to maintain BG Limited Lifetime Protection Coverage

Premium service includes premium oil conditioner to improve oil function and service life.

www.bgprotectionplan.com

Date

Odometer

Customer
R.O. No.

SERVICE DECLINED

Signature

6 Month Interval
2,000 - 12,000 km

DATE

Maintenance Services

- ☐ Multi-point inspection
- ☐ Vehicle report card
- ☐ Inspect tires for wear and condition
- ☐ Rotate tires if required
- ☐ Replace wiper blades
- ☐ Minor fuel service
- ☐ Ethanol fuel service

Conditional Schedule Variance

- ☐ Premium engine oil & filter change†
- ☐ _____
- ☐ _____

Additional Required Repair Budget

Total

Plus Applicable Taxes

Next Budgeted Service Interval

Total

Plus Applicable Taxes



Expressway

Since 1983

Motors Ltd.

NEWHAMBURG STRATFORD

Thinking about trading in your vehicle?

**We would like to have
this vehicle as a trade-in.**

**Talk with your service advisor to
arrange a test drive while your
vehicle is being serviced!**

**Present this authorization, along
with this completed Passport to
Service Guide to receive maximum
trade-in value for your loyalty as an
Expressway Ford customer.**

**If you would like to continue your
services please consult your service
advisor to follow an ongoing
preventative maintenance schedule.**