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Introduction

Thank you for buying a Ford Vehicle. We trust it meets with your expectations and will provide you with many years of enjoyable motoring.

We believe very strongly that buying a Ford marks the beginning of an enjoyable experience rather than the end of a transaction.

Throughout the world Ford is recognised as being synonymous with the manufacture of quality vehicles, but with your new Ford you get more than just the benefit of over 80 years of technological achievement and experience; you also have at your disposal the Service expertise of over 250 Authorised Ford Dealers throughout Australia, all fully committed to ensuring you enjoy your Ford from the day you buy it.

The Owner's Guide tells you all you need to know about the operation of your vehicle together with useful guidance on economic motoring and general care.

This manual explains in simple and easy to understand terms the Customer Warranty and Customer Assistance that is available. It also contains the servicing information for your vehicle. While it may take you a few minutes to read, it will certainly help you derive the maximum satisfaction from your new Ford Vehicle.

Customer Assistance & Service

Customer Assistance

As a proud new Ford Owner, you deserve to be pleased with your purchase, and completely satisfied with the level of ongoing service you receive.

Because we at Ford Australia understand this, we have introduced our Customer Assistance Action Process. It is designed to help us and our dealership network assist you if you need our help.

The happiness of our customers is a top priority, so if you have a question, need assistance or aren't completely satisfied, we want to know about it!

The Action Process gives you direct access to managers at the dealership. They are responsible for enquiries, requests for assistance and resolving any concerns you may have.

If you need help from Ford, our Customer Relationship Centre is at your service. It's only a free phone call away, and is staffed by highly trained representatives who have your satisfaction as their only goal.

Your Customer Assistance Action Process

(Use this whenever you need help)

- 1 Talk to the people at your dealership. Explain what you would like. If you have any queries, in most cases they will be resolved on the spot. If not...
- 2 Ask to speak with the appropriate manager (Service, Sales or Parts). Relate your request to them, and why it wasn't resolved. If you need further help...
- 3 Speak or meet with the Dealer Principal. He or she either owns the business, or is totally responsible for its overall operation.

If you need help from Ford...

Customer Assistance & Service



The Ford Customer Relationship Centre is always at your service. Although we can help at any stage with enquiries or provide other advice or assistance, concerns relating to dealership service are easier to solve if you've followed the Customer Assistance Action Process.

Our number is **13 36 73 (13 FORD)** (free call) We're always happy to hear from you.

Dealer Service Centres

While all Authorised Ford Dealers are available to provide you with advice and assistance in the maintenance and service of your vehicle, it is the Authorised Ford Dealer from whom you purchased your vehicle who is primarily responsible for providing you with such advice and assistance. Accordingly, you are encouraged to call upon that dealer whenever you need any service for, or advice in relation to, your vehicle. If however, you are travelling or become resident in a new location you may need the services of another Authorised Ford Dealer.

To assist you, the location of Authorised Ford Dealers outside the metropolitan and suburban areas are set out on the following pages. The locations of the metropolitan and suburban Authorised Ford Dealers can be found by looking up the "Motor" classification in the Classified Telephone Directory.

Ford Solutions



Ford Solutions offers you peace-of-mind protection through a range of quality products to satisfy all your motoring requirements.

A variety of plans are available to suit your individual circumstances, including:

- Extended Manufacturer Warranties
- Maintenance Plans
- Roadside Assistance Plans
- Ford Insure™ – Comprehensive Motor Vehicle Insurance

You can be assured of:

- Flexibility of terms
- Top-level coverage
- Quality service

The Ford Solutions plans are designed to enhance your vehicle ownership experience. Major benefits for you include optimising vehicle performance and providing peace-of-mind against the cost of repairs.

Terms, conditions and eligibility criteria apply.

See your participating Ford Dealer for further information on the plans that best suit your needs.

Ford Insure™ is a trademark of Ford Motor Company and is used under licence by SGIO Insurance Ltd ABN 30 058 277 866, 170 St George's Terrace, Perth WA 6000. Ford Credit Australia Ltd ABN 77 004 915 100 is also an authorised user of the Ford Insure trademark. Ford Insure™ is underwritten by SGIO Insurance Ltd.

Ford Roadside Assistance

FORD Prestige Roadside Assistance

One of the many rewards of owning a Prestige Vehicle like an Explorer is entitlement to the Ford Prestige Roadside Assistance Plan.

The Ford Prestige Roadside Assistance Plan is a part of Ford's commitment to you as the owner of a Ford Prestige Vehicle. It commences from the date you purchase your new vehicle and provides assistance and peace of mind for three years.

Among the many benefits offered in the event of a mechanical breakdown are:

- 24hr Emergency Roadside Assistance
- Towing and vehicle recovery service (conditions apply)
- Emergency Accommodation (conditions apply)
- Urgent Message Relay anywhere in Australia, including assistance with cancellation or re-booking of any pre-arranged travel and accommodation
- Direction Assistance for ease in getting to desired destinations
- Taxi to value of \$50+GST in case of breakdown and vehicle being immobilised.
- Medical advice
- Trip tracking
- Offroad recovery

Ford Dealer Locations

Some Additional benefits include: Centralised booking service

To assist you in arranging routine servicing of your vehicle, the Ford Prestige Roadside Assistance Plan provides a Central Booking Facility allowing access to any Ford dealership you choose. And to ensure we're doing our job properly, you will receive a follow-up call after your service to make certain you are fully satisfied with the work.

Home Services/Security

Should any unforeseen household emergency arise due to fire, flood, storm or burglary, we will arrange for the appropriate provider to attend your home and minimise further loss or damage and ensure personal safety. Home maintenance services are also available including access to plumbers, carpenters, electricians and gardeners. We will arrange the assistance, however, all costs, supervision and authorisation of repairs are your responsibility.

Rental Vehicle

If your vehicle has to spend more than 24 hours at the servicing dealership in order to complete repairs, a rental vehicle will be provided for a period of up to five days. Ford Prestige Roadside Assistance will arrange and pay or delivery, relocation, stamp duty and excess kilometers.
(conditions apply)

These services can be accessed from anywhere in Australia, 24 hours a day, 365 days a year via a toll-free hotline. The number is **1800 133 673 (1800 13 FORD)** and is clearly shown on your personal owner identification card. The card carries individual details about your vehicle and gives you access to all of the services provided by the Ford Prestige Roadside Assistance Plan. Your card is located in the glovebox with your vehicle information booklets.

* The Ford Prestige Roadside Assistance Plan is not available for Taxis or vehicles subject to major body modifications.

Ford Dealer Locations

There are, at the time of printing, approximately 250 Authorised Ford Dealers from whom Service and replacement parts are available. Apart from those in the Metropolitan areas Authorised Ford Dealers are located at:-

QUEENSLAND RURAL DEALERS

Atherton	Currimundi	Kingaroy	Proserpine
Ayr	Dalby	Kunda Park	Rockhampton
Beaudesert	Emerald	Mackay	Southport
Biloela	Gatton	Mareeba	Stanthorpe
Bowen	Gladstone	Maryborough	Toowoomba
Bundaberg	Goondiwindi	Miami	Townsville
Cairns	Gympie	Mount Isa	Tully
Charleville	Ingham	Murgon	Warwick
Charters Towers	Innisfail	Nambour	
Chinchilla	Jandowae	Nanango	
Clermont	Kawana	Noosaville	

NEW SOUTH WALES RURAL DEALERS

Albury	Dorrigo	Kempsey	Singleton
Armidale	Dubbo	Kyogle	Tamworth
Ballina	Dungog	Lake Cargelligo	Taree
Batemans Bay	Eden	Leeton	Temora
Bathurst	Finley	Lithgow	Tenterfield
Bega	Forbes	Moree	Tumut
Bomballa	Forster	Mudgee	Tweed Heads
Bowral	Gateshead	Murwillumbah	Wagga Wagga
Broken Hill	Gloucester	Muswellbrook	Walgett
Cessnock	Gosford	Nambucca Heads	Warialda
Coffs Harbour	Goulburn	Narromine	West Wyalong
Condobolin	Grafton	Narrandera	Wingham
Cooma	Griffith	Newcastle	Wollongong
Coonabarabran	Gunnedah	Nowra	Wollongong Sth
Cootamundra	Hamilton	Orange	Wyong
Corowa	Harden	Parkes	Yallah
Cowra	Hay	Port Macquarie	Young
Culcairn	Inverell	Raymond Tce	
Deniliquin	Junece	Rutherford	

AUSTRALIAN CAPITAL TERRITORY DEALERS

Belconnen	Braddon	Mitchell	Phillip
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Ford Dealer Locations

Authorised Ford Dealers are also located in capital cities and their suburbs. Please refer to the "MOTOR" classification of the Classified Telephone Directory for their locations.

VICTORIA RURAL DEALERS

Ararat	Echuca	Maffra	Traralgon
Bairnsdale	Epsom	Mildura	Wangaratta
Ballarat	Geelong	Moe	Warracknabeal
Benalla	Hamilton	Morwell	Warragul
Bendigo	Heathcote	Ouyen	Warmambool
Camperdown	Hopetoun	Portland	Wodonga
Castlemaine	Horsham	Robinvale	Wonthaggi
Cobram	Kerang	Sale	Yarram
Cohuna	Kilmore	Shepparton	Yarrawonga
Colac	Koo-wee-rup	St. Arnaud	
Dimboola	Kyabram	Stawell	
Donald	Leongatha	Swan Hill	

TASMANIA DEALERS

Burnie	Coee	Devonport	Hobart	Launceston	Ulverstone
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SOUTH AUSTRALIA RURAL DEALERS

Ardrossan	Jamestown	Millicent	Port Lincoln
Balaklava	Kadina	Minlaton	Port Pirie
Berri	Keith	Mount Barker	Strathalbyn
Clare	Kingscote	Mount Gambier	Tanunda
Crystal Brook	Lobethal	Naracoorte	Waikerie
Gawler	Loxton	Nuriootpa	Whyalla
Hamley Bridge	Maitland	Port Augusta	Yorketown

NORTHERN TERRITORY DEALERS

Alice Springs	Darwin	Katherine	Tennant Creek
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WESTERN AUSTRALIA RURAL DEALERS

Albany	Esperance	Kununurra	Northam
Bunbury	Geraldton	Lake Grace	Port Hedland
Busselton	Goomalling	Mandurah	Rockingham
Carnarvon	Kalgoorlie	Manjimup	Three Springs
Collie	Karratha	Merredin	Wagin
Cunderdin	Katanning	Moora	Wickepin
Dalwallinu	Kojonup	Narrogin	Wongan Hills

The Ford Warranty



3 Year/100,000 km
'BUMPER to BUMPER'

W A R R A N T Y



The Ford Warranty

THE EXPRESS FORD WARRANTY FOR FORD PASSENGER AND LIGHT COMMERCIAL VEHICLES

FORD warrants to the OWNER that it will during the FORD VEHICLE WARRANTY PERIOD, at its option, repair, replace or adjust free of charge at the premises of the SERVICING DEALER any PART of the VEHICLE (except batteries)¹ which it finds to be defective in factory materials or workmanship under normal use and operation within Australia provided that:

- (a) the PART has not become defective as a result or consequence of the OWNER'S failure:
 - (i) to properly maintain, use or operate the VEHICLE in accordance with the recommendations and instructions, and the capacity and operating limitations, specified for the VEHICLE by FORD;
 - (ii) to have the VEHICLE properly, regularly and punctually serviced in accordance with the instructions and recommendations specified for the VEHICLE by FORD.
- (b) the VEHICLE is under normal circumstances delivered at the OWNER'S expense² to the SERVICING DEALER for the carrying out of the required FORD WARRANTY SERVICE as soon as possible after the need for such service becomes apparent.

Unless FORD expressly agrees, the FORD VEHICLE WARRANTY will not apply to any defect in, or which is attributable to, or to the use of, any MODIFICATION made to the VEHICLE unless such MODIFICATION has been made by, or at the direction of, FORD.

The Ford Warranty

The FORD VEHICLE WARRANTY will cease to apply to any VEHICLE which FORD believes, on reasonable grounds, has been WRITTEN OFF ³.

Note:

1. Batteries are not covered by the FORD VEHICLE WARRANTY but are covered by the FORD BATTERY WARRANTY for a period of 12 months (Taxi, 6 months) from the date the Vehicle was first registered or used regardless of distance travelled.
2. Please refer to Question 4 and Question 6 of the Warranty Explanation on the following pages.
3. Please refer to Question 17 of the Warranty Explanation on the following pages.

The FORD VEHICLE WARRANTY does not deprive the OWNER of any of those rights and remedies which are conferred upon consumers by the Trade Practices Act 1974 and/or by any other applicable Commonwealth, State or Territorial STATUTORY ENACTMENT.

The meaning of words printed in capitals is set out under the heading ***“Definitions”*** later in this section of the manual.

Warranty Facts

Warranty Explanation

The following questions and answers are intended to assist you in understanding the Ford Vehicle Warranty provided with the Vehicle. The meaning of words printed in *italics*/capitals is set out under the heading “Definitions” later in this section of the manual.

1. Who can obtain Ford Warranty Service?

If you are the Owner of the Vehicle or if you have exclusive possession of the Vehicle pursuant to a lease, credit, hire purchase or finance agreement you may obtain Ford Warranty Service during the Ford Vehicle Warranty Period.

2. Where should I go and what should I do to obtain Ford Warranty Service?

It is the responsibility of the Selling Dealer to provide Ford Warranty Service and you should take the Vehicle to that Dealer whenever Ford Warranty Service is required. However, if it is not practicable or convenient for you to take the Vehicle to the Selling Dealer (for example if you are travelling, have moved to another location or have other difficulties) you may take the Vehicle to any other Authorised Ford Dealer.

The “Owner/Vehicle Identification” details recorded in the back of this Manual are required by the Servicing Dealer in connection with the provision of Ford Warranty Service. Accordingly it is important that you present this Manual to the Servicing Dealer whenever you request Ford Warranty Service.

3. What should I do if the Vehicle becomes inoperative or unsafe as a result of a defect which is covered by the Ford Vehicle Warranty?

If, as a result of a defect which is covered by the Ford Vehicle Warranty the Vehicle cannot be driven, or cannot be driven safely, you should contact the nearest Authorised Ford Dealer as soon as possible and arrange for that Dealer to carry out the required Ford Warranty Service.

4. What should I do if in an emergency Ford Warranty Service is required and an Authorised Ford Dealer is not available at that time to provide such service?

If, in an emergency, a repair, replacement or adjustment of a kind covered by the Ford Vehicle Warranty is required to enable the Vehicle to be operated safely and it is not practicable for you to have that service performed by the Selling Dealer or another Authorised Ford Dealer, the service, but only to the extent that it is necessary to enable the Vehicle to be operated safely,

Warranty Facts

may be performed by any other available qualified servicer or repairer. A claim for the reasonable cost of such service may be made on Ford through the Selling Dealer or the Authorised Ford Dealer who would normally, carry out the Ford Warranty Service.

When such emergency service has been performed by other than the Selling Dealer or an Authorised Ford Dealer you should take the Vehicle to the Selling Dealer or an Authorised Ford Dealer for inspection of the service and/or the completion of any required Ford Warranty Service as soon as possible.

5. What should I do if I have any difficulties in obtaining Ford Warranty Service?

If you encounter any difficulties in obtaining Ford Warranty Service, you should first discuss your difficulties with the Service Manager or the Dealer Principal, or Owner of the Servicing Dealer. If you cannot resolve your difficulties with the Servicing Dealer you should contact the Ford Customer Relationship Centre. The telephone number and address of the Ford Customer Relationship Centre is set out on the Customer Assistance and Service page earlier in this Manual.

6. Do I have to bear any costs or expenses in connection with the provision of Ford Warranty Service?

Except as stated below, parts and labour used and supplied in carrying out Ford Warranty Service at the premises of the Servicing Dealer are free of charge.

Whenever Ford Warranty Service is to be carried out by the Servicing Dealer it is your responsibility to deliver the Vehicle to the Servicing Dealer's premises and to collect it from those premises when the Ford Warranty Service has been completed. Subject as hereinafter provided and to the specific requirements of any relevant Statutory Enactment, unless you and the Servicing Dealer otherwise agree, you will be required to bear all costs and expenses incurred in taking the Vehicle to, and in collecting it from, the Servicing Dealer's premises.

Whenever Ford Warranty Service is carried out at your request at a location away from the Servicing Dealer's premises, subject as hereinafter provided, and to the specific requirement of any relevant Statutory Enactment, unless you and the Servicing Dealer otherwise agree, you will be required to bear such additional costs and expenses (including, but not limited to, travelling time and distance charges) as are reasonably incurred by the Servicing Dealer in carrying out such Ford Warranty Service away from the Servicing Dealer's premises.

Warranty Facts

If as a result of a defect which is covered by the Ford Vehicle Warranty the Vehicle cannot be driven or cannot be driven safely and you arrange for the **nearest** Authorised Ford Dealer to carry out the required Ford Warranty Service, such reasonable costs and expenses as are incurred in moving the Vehicle to that Authorised Ford Dealer's premises or, if that Dealer so elects, in performing the required Ford Warranty Service at the place where the Vehicle is located (or at some other location), will be covered by the Ford Vehicle Warranty.

7. Are loss of time, inconvenience, commercial or other direct or indirect loss, damage or injury covered by the Ford Vehicle Warranty?

No. The Ford Vehicle Warranty covers only the repair, replacement or adjustment at the Servicing Dealer's premises, of those Parts of the Vehicle which are found by Ford to be defective in factory materials or workmanship during the Ford Vehicle Warranty Period. No other type of claim for compensation of whatever nature, notwithstanding that the same may have resulted from, or have arisen as a consequence of, a defect in factory materials or workmanship in the Vehicle, or in any Part of the Vehicle, will be recognised under the Ford Vehicle Warranty. The rights and remedies which are available to you under any relevant Statutory Enactment or otherwise at law in connection with any such claim for compensation must be pursued outside the ambit of the Ford Vehicle Warranty.

8. When will the Ford Vehicle Warranty not apply?

The Ford Vehicle Warranty will not apply unless the Part which is alleged to be defective is found by Ford to be defective in factory materials or workmanship under normal and proper use and operation within Australia. Accordingly, the Ford Vehicle Warranty will not apply if the failure of the Part in the Vehicle to which your claim relates is caused by or is attributable to:

- misuse of such Part or of the Vehicle;
- failure to properly maintain and care for the Vehicle;
- failure to have the Vehicle properly, regularly and punctually serviced in accordance with the instructions and recommendations specified for the Vehicle by Ford; or
- exceeding the operating or capacity limitations specified for the Vehicle by Ford in the use and operation of the Vehicle.

In this regard, overloading the Vehicle, using it on obviously unsuitable terrain or surfaces are instances, but not the only instances, of abnormal or improper use or operation which could cause or result in the failure of a Part and lead to a rejection of a claim in connection with such Part under

Warranty Facts

the Ford Vehicle Warranty. A claim under the Ford Vehicle Warranty will also be rejected if a Modification (other than a Modification made by, or at the direction of, Ford) is made to the Vehicle by, or for you and such Modification adversely affects the performance/compliance of the Part in respect of which such claim is made. In this regard the use of a part, component, assembly, equipment or accessory not supplied or approved by Ford will be regarded as a Modification and may lead to the rejection of a claim under the Ford Vehicle Warranty if the use of such part, component, assembly, equipment or accessory adversely affects the Performance/Compliance of a Part in respect of which a claim is made under the Ford Vehicle Warranty.

9. What other items are not covered by the Ford Vehicle Warranty?

Maintenance costs and wear and tear items, since they do not arise from defects in factory materials or workmanship, are not covered by the Ford Vehicle Warranty.

While the minimum maintenance requirements are listed in this Guide, climatic and operating conditions or driving habits may require the performance of additional or more frequent maintenance services. Please refer to 'severe/unusual conditions' in this Guide. Your Servicing Dealer can advise you on these matters.

The maintenance items, except where they are required as a result of defects in factory materials or workmanship, for which you may be required to pay include:

- engine tune-up,
- maintenance servicing of emission control systems devices,
- cleaning of the fuel system,
- wheel balance and alignment,
- adjustment of clutch or brakes,
- removal of body rattles and squeaks and the general tightening up of components,
- keypad batteries (where fitted),
- replacement of items such as oil/fuel/air filters, emission control valves, spark plugs, wiper blades, engine and other belts, hoses and brake and clutch linings,
- the addition of lubricants,
- repair/replacement of trim and appearance items,
- repair/rectification of paint damage, dents, scratches, chips and marks.

Warranty Facts

- repair or replacement of tyres caused by:
 - normal wear,
 - damage such as cuts, snags, bruises, bulges and impact breaks (from kerbs or potholes),
 - damage caused by a puncture or tyre repair, or
 - damage caused by improper inflation or alignment, tyre chains, racing, driver abuse, spinning (such as when stuck in mud or snow), improper mounting or dismounting.

10. Will the Ford Vehicle Warranty be excluded if I have the Vehicle modified and the Modification does not adversely affect any Part of the Vehicle?

No. However, Ford does not warrant the workmanship of, nor any material, part, component, assembly, equipment or accessory (unless such material, part, component, assembly, equipment or accessory has been supplied or approved by Ford for the purpose) used in, nor any defect caused by, or attributable to, or to the use of, any Modification not carried out by, or at the direction of, Ford. For example, if the Vehicle has been converted for the use of Liquid Petroleum Gas Ford does not warrant the conversion nor the workmanship of the conversion nor any material, part, component, assembly, equipment or accessory used in the conversion (unless such material, part, component, assembly, equipment or accessory has been supplied and approved by Ford for use in the conversion) nor any defect in any Part of the Vehicle which results from or is attributable to, or to the use of, the conversion, but otherwise the Ford Vehicle Warranty will continue to apply with respect to the Vehicle during the Ford Vehicle Warranty Period.

11. Will the Ford Vehicle Warranty be excluded if I use the Vehicle to tow a caravan, trailer or other similar equipment?

While the Vehicle has not been specifically designed for towing, it may be used for that purpose without limiting your rights under Ford Vehicle Warranty if:

- the Vehicle is properly and regularly serviced and maintained and is adequately and properly equipped for towing;
- you comply in all respects with the instructions of the manufacturer or supplier of the towing equipment fitted to the Vehicle with respect to the fitment, use and operation of that equipment and the fitment and/or use of any recommended additional equipment;
- the Vehicle is not overloaded and is driven and operated in a proper and careful manner over suitable roads and terrain;
- you comply in all respects with Ford's recommendations with respect to towing equipment, maximum loads and the use of the Vehicle for towing;

Warranty Facts

- and if the caravan, trailer or equipment which is towed is of a reasonable size, shape and weight having regard to the size and operating capacity of the Vehicle and the driving and other conditions which will be encountered during towing.

It should be understood that towing can have an adverse effect on the Vehicle's performance, durability, reliability, stability, safety and operating economy. However, by complying with Ford's recommendations with respect to towing equipment, maximum loads, Vehicle operation and other relevant matters, the adverse effects of towing a caravan, trailer and other similar equipment of suitable size, shape and weight can, to a large extent, be offset. The actual towing capability and performance of the Vehicle will depend upon a number of factors, including the Vehicle's specifications (including engine capacity, transmission type, axle ratio and tyre type and size, etc.), the condition of the Vehicle, the size, shape and weight of the caravan, trailer or equipment being towed, the total weight of the load (including the Vehicle's load and the load being towed), the conditions and gradient of the roads or other terrain being traversed, and the weather and other prevailing conditions.

If you wish to use your Vehicle for towing you should be careful to ensure that it is properly fitted and equipped for towing with a towing pack suitable for the equipment and the load being towed (being either a towing pack of a kind recommended by Ford or a towing pack having similar specifications to the pack recommended by Ford) and that the equipment recommended for use with such towing pack is properly fitted and used.

If any Part of the Vehicle is damaged or fails as a result of your not complying with Ford's recommendations in connection with towing any claim with respect to such Part under the Ford Vehicle Warranty will be rejected.

12. Are tyres covered by the Ford Vehicle Warranty?

The original tyres fitted to the Vehicle are covered by the Ford Vehicle Warranty. If you replace any original tyre with a tyre which is approved for the Vehicle by Ford during the Ford Vehicle Warranty Period, the replacement tyre will be covered for the remainder of the Ford Vehicle Warranty Period.

The application of the Ford Vehicle Warranty to tyres (as stated above) does not deprive you of any of those rights and remedies which are conferred upon you by any Statutory Enactment or by the terms of any express warranty provided by the tyre manufacturer.

Warranty Facts

13. Are Ford Parts and Ford Accessories covered by express warranties?

A Ford Part or a Ford Accessory purchased from an Authorised Ford Dealer will be expressly warranted by that Dealer under the Ford Parts Warranty or the Ford Accessories Warranty, as the case may be, against defects in factory materials or workmanship for a period of 12 months from the date on which it is purchased or until it has been used in service for an aggregate distance of 20,000 kilometres, whichever first occurs, with the exception of a battery which is covered by the Ford Battery Warranty for a period of 12 months (Taxi, 6 months) regardless of distance. Please note that tyres are not covered by the terms of the Ford Parts Warranty or the Ford Accessories Warranty. Refer to Question 12 for details of warranty coverage for tyres.

If a Ford Part or Ford Accessory is fitted by an Authorised Ford Dealer to a Vehicle prior to or during the Ford Vehicle Warranty Period that Ford Part or Ford Accessory will be warranted by Ford through the Selling Dealer against defects in factory materials and workmanship during the Ford Vehicle Warranty Period. If that Ford Part or Ford Accessory is found to be defective in factory materials or workmanship and is replaced with another Ford Part or Ford Accessory the Ford Part or Ford Accessory supplied as the replacement will be covered for the Accessories Warranty Period, Parts Warranty Period, or the remainder of the Ford Vehicle Warranty Period, whichever is the longer.

The express warranties which apply to Ford Parts and Ford Accessories do not deprive you of any of those rights and remedies which are conferred upon you by Statutory Enactment.

14. Can the Ford Vehicle Warranty be transferred with the Vehicle to subsequent Owners?

Yes. If the Vehicle is sold during the Ford Vehicle Warranty Period the Ford Vehicle Warranty is transferable with the Vehicle and the new Owner will have the benefit of the Ford Vehicle Warranty during the balance of the Ford Vehicle Warranty Period.

15. Is the Ford Vehicle Warranty provided with the Vehicle valid in another country?

The Ford Vehicle Warranty is applicable to the Vehicle only if the Vehicle was sold for use and is used in Australia.

In the event that you are contemplating taking your Vehicle to another country, please refer the matter of Warranty coverage to the Ford Customer Relationship Centre at Ford Motor Company of Australia who will provide you with written documentation in respect to the Warranty coverage of your Vehicle.

Warranty Facts

16. What is my responsibility with respect to the Vehicle?

It is your responsibility to maintain, use and operate the Vehicle in a proper manner within Ford's specified capacity and operating limitations and to ensure that during the Ford Vehicle Warranty Period the Vehicle is serviced regularly and promptly in accordance with the instructions and recommendations stipulated for the Vehicle by Ford in this Guide.

In particular, it is your responsibility to arrange for Ford Warranty Service to be carried out as soon as possible after you become aware of the need for such Service and to arrange for the scheduled inspection services and the maintenance servicing of the emission control systems and devices referred to in this Manual to be carried out as near as possible to the specified times, or at the specified or recommended intervals for such services.

17. What if the Vehicle has been Written Off?

If Ford believes, on reasonable grounds, that a Vehicle has been Written Off, the Ford Vehicle Warranty will cease to apply to that Vehicle. If, despite the fact that a Vehicle has been Written Off, the Owner can establish that a Part from that Vehicle is defective in factory materials or workmanship, the Owner may have rights under the Warranties implied by the Trade Practices Act 1974.

If you require any further information with respect to the Ford Vehicle Warranty or if you experience difficulties in obtaining Ford Parts, Ford Accessories, Ford Warranty Service or General Service please contact the Ford Customer Relationship Centre. The telephone number and address of the Ford Customer Relationship Centre is set out on the Customer Assistance and Service page earlier in this Manual.

Warranty Facts

Definitions

In the preceeding FORD VEHICLE WARRANTY and the Explanatory Questions and Answers:

“FORD” means Ford Motor Company of Australia Limited A.B.N. 30 004 116 223 of 1735 Sydney Road, Campbellfield, Victoria.

“FORD VEHICLE WARRANTY” means the express Vehicle warranty set out at the commencement of this section of the Manual.

“OWNER” means the owner of the VEHICLE for the time being during the FORD VEHICLE WARRANTY PERIOD.

“VEHICLE” means the Vehicle identified at the back of this Manual under the heading “Owner/Vehicle Identification”.

“PART” means any part, component or assembly of the VEHICLE (other than those parts listed in Note 1 of the EXPRESS FORD WARRANTY statement).

“FORD WARRANTY COMMENCEMENT DATE” means the date on which the VEHICLE is:

- first registered; or
- first put into service

whichever occurs first.

“FORD VEHICLE WARRANTY PERIOD” means the period expiring three years after the FORD WARRANTY COMMENCEMENT DATE, or when the aggregate distance travelled by the VEHICLE reaches 100,000 kilometres, whichever first occurs.

“FORD WARRANTY SERVICE” means any repair, replacement or adjustment which is to be, or which has been, performed by the SERVICING DEALER under the FORD VEHICLE WARRANTY.

“AUTHORISED FORD DEALER” means a Dealer appointed by FORD to sell for and on behalf of FORD new and/or unused Vehicles of the kind marketed from time to time by FORD in Australia and to perform FORD WARRANTY SERVICE on such Vehicles.

“SERVICING DEALER” means the AUTHORISED FORD DEALER who has performed, or who has been requested by the OWNER to perform, FORD WARRANTY SERVICE.

Warranty Facts

“SELLING DEALER” means the AUTHORISED FORD DEALER from whom the VEHICLE was first purchased by the original OWNER.

“MODIFICATION” includes any addition, deletion or alteration made to or from the VEHICLE.

“STATUTORY ENACTMENT” means the Trade Practices Act 1974 and any other statutory enactment of the Commonwealth of Australia or of any State or Territory thereof and includes any law, by-law, rule, regulation, or ordinance made pursuant to any such statutory enactment.

“PERFORMANCE/COMPLIANCE” means the performance, durability, stability, reliability and/or safety of the VEHICLE and the compliance of the VEHICLE with all relevant STATUTORY ENACTMENTS (including all relevant Australian Design Rules).

“FORD PARTS” and “FORD ACCESSORIES” shall mean respectively the automotive parts and the automotive accessories marketed by FORD under the FORD or ‘Motorcraft’ trade mark and do not include tyres.

“FORD PARTS WARRANTY” means the express warranty given by an AUTHORISED FORD DEALER in connection with the sale of FORD PARTS.

“FORD ACCESSORIES WARRANTY” means the express warranty given by an AUTHORISED FORD DEALER in connection with the sale of FORD ACCESSORIES.

“FORD BATTERY WARRANTY” means the express battery warranty set out at the commencement of this section of the manual.

“WRITTEN OFF” in relation to a VEHICLE means, without limitation, that the OWNER, insurer or financier of the VEHICLE has decided that the VEHICLE has been so severely damaged that it is no longer economic to repair.

Notes

FIVE YEAR PERFORATION CORROSION WARRANTY

The Five Year Perforation Corrosion Warranty is an extension of the existing Express Ford Vehicle Warranty, in that it will, subject to the vehicle being reasonably maintained and cared for; cover the original Vehicle body against perforation corrosion for 5 years (60 months), from the Ford Warranty Commencement Date.

Repair of corrosion without perforation, due to a defect, will continue to be covered under the Express Ford Vehicle Warranty for 3 years or 100,000 kilometres, whichever occurs first.

PANEL DAMAGE

Body sheet metal panels that have been damaged or replaced will not be covered by the Perforation Corrosion Warranty but may be covered by the Ford Lifelong Panel Warranty

Refer to an Authorised Ford Dealer for details of the Ford Lifelong Panel Warranty (applicable to exterior body replacement panels only).

Reasonable maintenance and care include the following:

WASHING YOUR VEHICLE

Wash the vehicle often, particularly in coastal areas or where salt or chemicals are in the air or used on the roads. Use warm or cold water.

As time goes on, tree sap, insects and road grime or tar may be difficult to remove with water alone. Use a mild soap solution or suitable mild detergent for washing, then rinse with clear water immediately.

UNDERBODY CLEANING

Regular hosing of the underbody will assist in preventing corrosion. In areas of heavy concentrations of corrosive materials the entire underbody should be thoroughly washed and inspected frequently, particularly in wet seasons. Areas of the underbody where mud etc, can accumulate should be thoroughly cleaned.

TOUCHING UP PAINTWORK

After washing, paintwork should be inspected for chips. Touch up affected areas immediately with automotive matching paint.

POLISHING

The vehicle should be washed and dried before being polished. Use only recognised quality waxes and polishes. In areas of industrial fall-out, dust, heavy rain, salt-air, frequent parking under trees, the additional protection of a suitable polish or wax is advised.

BRIGHT METAL PARTS

Do not clean bright metal parts with steel wool or harsh abrasive materials.

Note:

The Five Year Perforation Corrosion Warranty is not applicable in some export territories.

UZ EXPLORER

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Servicing requirements

UZ EXPLORER

Regular maintenance is an essential part of keeping your Ford Explorer operating in a safe, economical and environmentally friendly condition. It will also be a benefit when you sell or trade in your vehicle.

Regular servicing for your vehicle is vital because wear and tear are very gradual processes. With preventative maintenance the costs are small and the benefits in safety and economy can be significant.

The following sections explain when your vehicle should be serviced, which service should be carried out and the work which is required at each service.

This servicing during the Warranty period is a condition of the Ford 3 year/100,000 kilometre New Vehicle Warranty.

Service Intervals

Servicing should be carried out at the intervals detailed or at a maximum of 12 months from the previous service, whichever occurs first.

The technical information contained in this publication was correct at the time of going to print. In the interests of development the right is reserved to change specifications, design or equipment at any time without notice and without incurring any obligations.

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4.0L SOHC V6 & 4.6L V8 Petrol

Require servicing every 15 000 km or every 12 months, whichever occurs first.

Neglect of this Servicing requirement may invalidate the vehicle's warranty.

Service schedules for 15 000 km intervals

The chart below details the service requirements for 15,000 km intervals.

Servicing requirements beyond 210,000 km are a repeat of this chart.

km	Time	Service	
3,000	"Peace of Mind Inspection" expires at 5,000km or 4 months		
15 000	or 12 months after delivery of vehicle, whichever occurs first	A	
30 000	or 12 months after previous service, whichever occurs first	A	
45 000	or 12 months after previous service, whichever occurs first		B
60 000	or 12 months after previous service, whichever occurs first	A	
75 000	or 12 months after previous service, whichever occurs first	A	
90 000	or 12 months after previous service, whichever occurs first		B
105 000	or 12 months after previous service, whichever occurs first	A	
120 000	or 12 months after previous service, whichever occurs first	A	
135 000	or 12 months after previous service, whichever occurs first		B
150 000	or 12 months after previous service, whichever occurs first	A	
165 000	or 12 months after previous service, whichever occurs first	A	
180 000	or 12 months after previous service, whichever occurs first		B
195 000	or 12 months after previous service, whichever occurs first	A	
210 000	or 12 months after previous service, whichever occurs first	A	

UZ EXPLORER Additional Service Items

Additional Scheduled Maintenance Items

The following less frequent operations should be added at the required interval specified:

Every two years	Replace brake fluid
Every four years	Replace Anti-freeze (Vehicle should be operated with a 50% concentration at all times) (Note: The original Anti-freeze must not be mixed with locally manufactured Anti-freeze. Replace the whole coolant if mixture falls below 50% concentration within the first four years). (This is a service item)
Every fifteen years	It is recommended to renew the airbags after fifteen years. The efficiency of the propellant and the effectiveness of the bag may deteriorate after this period. The airbags should be disposed of by a duly authorised specialist.
Every 150,000km	Replace spark plugs Replace rear and front axle oil (Axle oil must be replaced whenever the axle has been submerged in water) Replace PCV valve

<i>UZ Explorer</i>		Specification	SAE	Part number
Engine Oil	V6	WSS-M2C153-G	5W-30	
Engine Oil	V8	WSS-M2C153-H	5W-20	
Transmission Oil	Man & Auto	MERCON® V (ATF)		XT-5-QM
Brake Fluid		ESA-M6C25-A	DOT 3	
Coolant	Green	WSS-M97B44-A		R1-32/33
Coolant	Yellow	WSS-M97B51-A1		
Power Steering		DEXRON II		R1-36

The specified lubricants referred to above have been extensively tested and provide adequate lubrication performance for your vehicle. Ford does not recommend the addition of additives to the specified engine, transmission or axle lubricants. These are unnecessary and could, under certain conditions, result in powertrain damage which is not covered by the vehicle's warranty.

UZ EXPLORER “Peace of Mind ” Inspection

“Peace of Mind Inspection” schedule

The first scheduled service for your vehicle is not due until 15,000 km or 12 months in service, whichever occurs first. Your Ford dealer offers a complimentary inspection after 3000 km, or 2 months, just to ensure that everything is as it should be. Simply contact your Ford dealer for a booking, and they will happily inspect your vehicle.

“Peace of Mind Inspection” Service schedule

General	
While performing the following operation:	Check for signs of leakage, wear or damage on the engine, transmission, rear axle, exhaust system/heat shields, pipes/hoses, steering/suspension linkages, drive shaft rubber couplings, and body.
Also:	Clarify features of vehicles to customer Complete customer instructions Check Ford computer network to ensure there are no outstanding campaign or recall actions on the vehicle
Body	
Doors	Check door adjustments
Water entry	Check for body related water leaks
Under the bonnet	
Engine	Inspect engine oil Inspect drive belt condition Inspect cooling system condition (including clamps)
Fuel System	Inspect air cleaner, intake manifold tube and hoses
Ignition System	Inspect condition/security of ignition leads
General	Inspect deterioration/leaks in engine compartment Inspect cruise control actuator cable (where fitted) Inspect fluid levels Inspect vacuum system hoses Inspect hydraulic lines and hoses

UZ EXPLORER “Peace of Mind” Inspection

	Inspect battery security and terminals Check ECU Self Test – auto trans, engine (including ignition timing and idle speed), ABS Inspect clutch pedal travel Inspect manual transmission oil Check air conditioning gas/oil levels
Under vehicle	
Exhaust	Inspect exhaust for signs of leakage, wear or damage
Transmission	Check transmission for leaks.
Suspension/Steering	Visually check security/installation of suspension/steering and inspect for damage/wear
Hoses and connections	Inspect brake and fuel hoses, lines and connections.
Tyres	Inspect tyres for wear/damage
Under Body	Inspect underbody condition; report condition
Functional checks	Check operation of ABS indicator light (where fitted) Inspect steering column lock operation Inspect starter inhibitor switch (automatic transmission) Inspect lights, turn signals, instruments and controls Inspect service brake and dual circuit warning light Inspect park brake and warning light (including handbrake travel) Inspect automatic transmission/transmission linkage Check T-bar operation Inspect clutch operation Inspect manual transmission/transmission linkage Inspect rear axle oil Inspect engine driveability Inspect cruise control operation Inspect steering and suspension control Inspect squeaks, rattles, windnoise and powertrain noise

This offer expires at 5000 km or 4 months in service, whichever occurs first. It is restricted to the items included above.

UZ EXPLORER “A” Service schedule

General Inspection

While performing the following operation:	Check for signs of leakage, wear or damage on the engine, transmission, rear axle, exhaust system/heat shields, pipes/hoses, steering/suspension linkages, drive shaft joints/ rubber couplings/gaeters, door hinges/check
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Outside the vehicle

Exterior lights (including instrument cluster illumination)	Check operation
Hood latch/safety catch & hinges	Check operation, lubricate

Under the bonnet

Fluid levels	Check/top-up: Washer reservoirs Power steering fluid Coolant (check anti-freeze content, if coolant loss/leaks are apparent) Battery terminals and electrolyte Brake/clutch fluid
Auxiliary drive belts	Check condition, adjust tension if necessary
Clutch pedal	Inspect for travel (adjust if required)

Engine compartment	Check engine, radiator, heater, oil, fuel, air conditioning, brake (hydraulic and vacuum) hoses/pipes for fluid/air leaks, chafing and correct routing Check all visible electrical wiring for security, correct routing and evidence of chafing or heat damage
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Under the vehicle

Engine	Change oil, renew oil filter.
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UZ EXPLORER “A” Service schedule

Under the vehicle

Brake system	Check brake pads and discs for wear with front and rear wheels off, where required.. <i>If driving includes continuous stop/go driving, and/or driving in mountainous/hilly areas, more frequent intervals may be required.</i>
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Front suspension	Visually check security/installation of front suspension and inspect for damage/wear
Front driveshafts	Lubricate universal joints
Automatic transmission	Lubricate linkage/check adjustment

Underbody	Check for evidence of exhaust/fluid leaks and general condition Check for chafing, rubber deterioration, leaks and/or damage to brake and fuel pipes/hoses, steering components
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Wheels & Tyres	Check/adjust pressures, including spare; Check and record wear and condition
Wheel nuts	Tighten to correct torque

Functional checks

	Includes functional checks of: Instrument and controls, wipers, washers, seat belts, interior lights, horn and optional equipment Hand and foot brake Accelerator Steering Cold and hot starting Unacceptable noise
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NOTE: Time to complete “A” Service is 48 minutes.

UZ EXPLORER “B” Service schedule

The operations below should be combined with those listed under the “A” Service Schedule:

Under the bonnet

Induction air filter (More often in dusty or polluted conditions e.g. extensive off road usage)	Renew element
Throttle/kickdown lever ball stud	Lubricate
ECU self test	Auto/Trans Engine including Idle Speed and ABS check

Outside the vehicle

Fuel filter	Renew
Brake system	Check brake cylinders for condition; check rubber components for deterioration.
Front wheel bearings	Check/adjust as necessary

NOTE: Time to complete “B” Service (including “A” Service) is 1 hour, 12 minutes.
Refer to additional service items (page 29) for spark plug replacement details.

UZ EXPLORER

EXPLANATION OF MAINTENANCE REQUIREMENTS

- **Engine Oil** change intervals of 15,000km or every 12 months, whichever occurs first, are recommended for normal operating conditions. When a vehicle is operating primarily in city traffic and most trips are less than 15km the engine often does not warm up enough to resist the formation of condensation and sludge. The recommendation to change the oil every 12 months, even when the vehicle has not completed 15,000km since the last oil change, will ensure that the effects of these harmful substances will be minimised. Unusual or severe operating conditions, if frequently encountered, can greatly reduce the protective life of oil and necessitate more frequent changes.
- **Engine Oil Filter** replacement is recommended each time the engine oil is replaced.
- **Brake Fluid** is hygroscopic and degenerates as it absorbs moisture from the atmosphere. To ensure the brake system is maintained in a safe operating condition, the fluid must be drained and replaced every 2 years, regardless of distance travelled.
- **Cooling System** must be kept clean and free from rust and scale to ensure maximum efficiency and a minimum of corrosion and electrolytic action. It should be drained, flushed and refilled with a fresh solution of the specified coolant and water for engine protection as set out below:

All vehicles - replace initial factory fill at 4 years.

- For vehicles fitted with green coolant use Ford specification WSS-M97B44-A (part no. R1-32/33 - 50% MIN) Anti-corrosion/Anti-freeze and water for frost protection to a minimum temperature of -37°C and replace again every 4 years.
- For vehicles fitted with yellow coolant use Ford specification WSS-M97B51-A1 (50% MIN) Anti-corrosion/Anti-freeze and water for frost protection to a minimum temperature of -37°C and replace again every 4 years.

NOTE: Do **not** mix different colour or specification coolants.

- **Tyre Inspections** are conducted at each service. Your Dealer will advise you if your vehicle should require further service to arrest abnormal tyre wear patterns. The tyre inflation pressures should be checked regularly.

UZ EXPLORER

SEVERE/UNUSUAL CONDITIONS

Supplement the Scheduled Servicing Plan referred to earlier in this Guide if your vehicle is continuously operated under one or more of the following conditions.

- Driving less than 15,000km in 12 months.
- When the outside temperatures are below 5°C and most trips are less than 10km.
- Driving in stop/go traffic with extended periods of idling.
- Towing a heavy trailer, caravan or carrying heavy loads or when high roof rack loads are carried.
- Excessive idling such as taxi or door to door delivery use.
- Driving in dusty/sandy conditions.

Note: If you operate under any of these conditions on a one off basis such as a holiday trip, then an extra service should be performed for that period only. If you operate continuously for a period of one month or 1,500km under any of the extreme conditions, then this could also qualify for additional services.

The extra services listed on this page need only be used regularly if your car operates **continuously** under the conditions specified.

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Supplementary Service Requirements For Severe/Unusual Conditions

- **Spark Plugs** - Replace every 100,000km under extreme conditions such as continuous heavy towing.
- **Engine Oil and Filter** - Replace every 6 months or 7,500km.
- **Brake System** - Inspect every 7,500km only if used for continuous heavy towing or door to door delivery.
- **Brake Fluid** - Replace every 12 months if continuous hard driving/mountain driving or very humid conditions apply.
- **Air Cleaner** - Clean air cleaner body and intake tube every 5,000km and replace element every 15,000km (dusty/sandy conditions only) or more frequently in extreme conditions.
- **Automatic Transmission Fluid** - Replace every 45,000km only if used for continuous heavy towing or door to door delivery.
- **Transfer Case Fluid** - Replace every 90,000km.

Service Records

Peace of Mind Inspection **3000 kms** This offer expires at 5000km or 4 months in service.

C O M P L I M E N T A R Y

Date

Kms

15 000 kms

or no later than 12 months from previous service

Normal Usage

A

Date

Kms

30 000 kms

or no later than 12 months from previous service

Normal Usage

A

Date

Kms

45 000 kms

or no later than 12 months from previous service

Normal Usage

B

Date

Kms

60 000 kms

or no later than 12 months from previous service

Normal Usage

A

Date

Kms

75 000 kms

or no later than 12 months from previous service

Normal Usage

A

Date

Kms

90 000 kms

or no later than 12 months from previous service

Normal Usage

B

Date

Kms

Service Records

105 000 kms

or no later than 12 months from previous service

Normal Usage



Date

Kms

120 000 kms

or no later than 12 months from previous service

Normal Usage



Date

Kms

135 000 kms

or no later than 12 months from previous service

Normal Usage



Date

Kms

150 000 kms

or no later than 12 months from previous service

Normal Usage



Date

Kms

165 000 kms

or no later than 12 months from previous service

Normal Usage



Date

Kms

180 000 kms

or no later than 12 months from previous service

Normal Usage



Date

Kms

Service Records

195 000 kms or no later than 12 months from previous service
Normal Usage

Date
Kms

210 000 kms or no later than 12 months from previous service
Normal Usage

Date
Kms

Braking System
Date
Kms

Cooling System
Coolant fluid Replaced
Date
Kms

Braking System
Date
Kms

Cooling System
Coolant fluid Replaced
Date
Kms

Braking System
Date
Kms

Cooling System
Coolant fluid Replaced
Date
Kms