

# FLEET MAINTENANCE PROGRAM





## FLEET MAINTENANCE PLAN

*Hallmark*Ford would like to offer you, our valued Fleet Customer the opportunity to have your Fleet Vehicles on our Fleet Maintenance Program. We have been listening to our customer's needs and wants and have now implemented this amazing program.

*Hallmark*Ford recognizes that it is very easy to forget the importance of maintenance on our vehicles to keep them running properly. Here at *Hallmark*Ford we are going to take the guess work out of the equation for you, our customer. Our maintenance program will monitor your vehicles service requirements for you. Our Appointment Coordinators will contact your drivers and arrange to bring their vehicles in. Then our Service Advisors will make sure all the required maintenances are being done by our Certified Mechanics. You can be rest assured your vehicle is being serviced and maintained for trouble free driving. This maintenance program is not only a benefit to your company but for your drivers as well. We acknowledge that it can be easier to have your vehicles go to several of the quick stop lube places operating in the lower mainland but they do not have the ability to maintain your vehicles history properly. Using incorrect products on the vehicles can also lead to major repairs brought on by improper maintenance.

*Hallmark*Ford has structured a program just for our Fleet Customers. With your permission, we would like to offer the same packages other companies have taken advantage of such as special Labor Rates, Maintenance Packages, and Scheduling. We can also offer pickup/drop off services (certain restrictions apply). Loaner vehicles at \$20.00 p/day by appointment and can also suggest storage for you to leave a spare vehicle here on our secured lot for your drivers use when their vehicle is here being serviced.

For more information, call me today and we can make arrangements to review with you your companies needs and requirements.

Sincerely,

Susan Simning  
Business Development Fleet Service Advisor  
604- 584-1566 ext #1  
susansimning@hallmarkford.ca

With your permission, we would like to offer the same maintenance packages, pricing, schedules and the same quality service that you have come to expect to all of your employees as well.

We would also like to mention we offer all Off Make repairs and maintenance as well. Recently we have installed a 30,000 LB hoist and are capable of servicing up to 35 foot class A motor homes as well.

We are a fully licensed repair facility with 18 licensed factory technicians. All work is done in house including Engine, Transmission, Diesel, Glass, Tires and Alignment. Services performed will have a 1 year or 20,000 km warranty and we can take care of any and all warranty needs when coverage applies including recalls.

Thank you again.

Susan Simning  
Fleet Service Advisor  
Business Development  
Hallmark Ford Sales Ltd.



Over the past several weeks, you have most likely been hearing a lot in the media about the auto industry. I want to take a few minutes of your time to share the "Ford Story".

Ford is Leading the way on change...transforming to produce top-quality, safer, more fuel-efficient cars that our customers want. In 2006, long before the current financial crisis hit, Ford recognized the need for a plan to face the significant challenges in the global market place and began this transformation. Ford is in a better position today to weather the current financial environment and emerge stronger than before.

Ford's plan is actually quite simple: to build the best vehicles on the road today and make them affordable for millions.

During the past three years, Ford has switched to a line-up that includes many new cars and crossovers. They've been proven to match the quality of the imports, along with better safety, better fuel economy and innovative technology.

- Ford vehicle quality ratings are in a dead heat with Honda and Toyota
- Our cars and trucks deliver fuel economy comparable to that of all manufacturers including the Japanese
- No other brand or company in Canada/U.S. has received more government 5-star crash test ratings than Ford
- Our factories and the vehicles they produce have pioneered environmentally-friendly techniques

*Hallmark* Ford is one of the leading Ford Automotive Dealerships in Western Canada and strives to be No#1 in B.C. We have made a strong commitment to continue to deliver the highest sales and service experience to our customers.



With Ford ESP, you can budget your fleet expenses more easily and accurately. You can select the time, kilometre and component coverage options that meet your fleet needs. Convenience, peace-of-mind, and savings are all part of the Ford ESP package. Whether you purchase or lease....we've got a Ford ESP plan to meet your needs:

PowertrainCare – the foundation for our new vehicle component plans, protecting 29 major mechanical components.

BaseCare – coverage for 89 critical components providing a blanket of fundamental security for your fleet.

ExtraCare – a solid value with protection for 113 components, including many high-tech items.

[PremiumCare](#) – the ultimate Ford ESP program with protection on over 500 components.

[DieselCare](#) – covers a wide range of engine components for vehicles equipped with a 6.0L or 6.4L Ford Diesel Engine.

You choose the plan that's right for your fleet.

Also, FORD ESP offers 2 stand alone maintenance plans for fleets, for normal or optional scheduled maintenance services recommended in the vehicle's Customer Information Guide (or your Power Stroke Owner's Guide Supplement for 6.0L and 6.4L diesel engines). If you prefer maintenance performed more often due to special fleet vehicle operating conditions, select the 'optional service' which provides scheduled maintenance intervals every 8,000 kilometres.

### COST SAVING

- No enrollment or monthly fee
- Reduced Labor Rates

### CONTROL

- Pre-set spending limit for company vehicles and/or drivers – Repair visits exceeding your pre-set limit require fleet administrator's approval
- Ability to pre-purchased extended maintenance plans (ESP and FMPP)
- Pre-Authorized company credit limits for all services

### CONVIENCE

- Consolidate vehicle service information by VIN, Unit Number or Plate No#
- Fewer hours required to coordinate parts and service needs
- Business Development Appointment Coordinators contact drivers/customers
- Qualified Service Advisors
- Certified Ford Technicians
- Onsite storage for company spare vehicles while one is in for service



*Hallmark* Ford Sales and Leasing is committed to providing complete transportation solutions and the best customer's satisfaction and owner loyalty regardless of your vehicle fleet size. Whether you are a large commercial customer or an average business owner we recognize that these vehicles are critical tools in providing both individual livelihoods and corporate success.

When you're in the market for new business vehicles...think *Hallmark* Ford Sales

Welcome Business Customers! Our dealership is committed to your business and has a variety of programs and services to help you with your Fleet vehicle and service needs. Please contact us to speak to a Fleet specialist to confirm your eligibility.

*Hallmark* Ford Sales and Leasing is about privileges, courtesies and attention. The big difference is that *Hallmark* Ford gives the VIP treatment to everyone from the small-to-the-large size businesses owners! Our Fleet Lease Specialists follow your vehicle experience and understand your transportation activities. We tailor every aspect of your commercial transportation solutions to your unique requirements, whether you're buying or leasing as few as 1 or as many as 40 cars or trucks.

As a business you are looking for ways to save money and get quality Ford vehicles for your fleet needs? Rest assured, you have come to the right place.

We specialize in ordering, shipping, maintaining, leasing and selling a huge selection of commercial Ford fleet vehicles. We have the ability to customize Ford vehicles in thousands of different combinations, as well as the experience to work out the right financing, maintenance plans and programs just for you and your company.

With over \_\_\_ accumulated years experience be rest assured one of our Fleet Lease Specialist will be able to handle all of your needs.

<b>Aris Reyes</b>	<b>Lease Manager</b>
<b>Joe Halldorson</b>	<b>Fleet Commercial Consultant</b>
<b>Scott McEachren</b>	<b>Fleet Lease Consultant</b>
<b>Kal Hoonjan</b>	<b>Fleet Lease Consultant</b>



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