



## Ford's 'No Touch' Servicing and Sanitation Helps Essential Drivers to Stay on the Road

- Ford workshops are remaining open to help ensure customers and services that really need to stay on the road can do so with the help of "No Touch" servicing
- Launched in the wake of the coronavirus crisis, "No Touch" servicing ensures vehicles are sanitised before being returned to owners and includes video summaries of proposed work
- Ford also reassures customers with a range of financial measures to support those who have purchased or leased their vehicle through Ford Credit
- "No Touch" initiative that was first launched in Italy is extended throughout Europe this week

**COLOGNE, Germany, March 24, 2020** – Despite the coronavirus crisis requiring that many people remain in their homes, for some drivers, companies and organisations, being able to travel by car or van sometimes remains essential.

Ford is helping to ensure that customers can still rely on their vehicles through rolling out a "No Touch" service. This ensures that cars and vans are thoroughly sanitised before being returned after repairs and servicing.

Although some Ford dealerships are now temporarily closed as governments respond to public safety concerns, many workshops are staying open, even in countries that are worst affected by the crisis. This includes Italy, where the initiative was first introduced earlier this month.

"We know there still are delivery drivers who need to transport everything from groceries to medical supplies, and customers who might be shopping or dropping off essential supplies to elderly relatives," said Massimo Pasanisi, Ford Customer Services Division, sales director, Ford of Europe. "'No Touch' servicing provides customers the reassurance they can get necessary vehicle work completed with the peace of mind that their vehicle is sanitised afterwards."

For the service, drivers wear disposable gloves and vehicle keys are sanitised as well as the interior. The steering wheel, gear stick and driver's seat are all protected using disposable plastic covers that are removed when the vehicle is returned to the customer.

Included as part of the service is a video check that enables customers to clearly see and approve the work that is recommended – and how much it costs. The video check can be accessed through any compatible device such as a smartphone, tablet or computer. In those markets where customers receive a courtesy car, this too is sanitised prior to handover.

"No Touch" servicing has already been rolled out to many European countries including Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Netherlands, Norway, Poland, Portugal, Spain, Sweden and the UK. It will be extended throughout Europe this week.

### Ford Credit

Ford Credit Europe offers a variety of ways to help vulnerable customers regardless of the situation. These include reduced payments, payment extensions, and payment holidays.

The company has also introduced additional special measures to help anyone leasing or financing their car through Ford Credit to offset the potential economic impact of the coronavirus outbreak.

These include extended payment arrangements, payment holidays, cancellation of late fees and charges, and flexibility on payment methods.

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