



Ford Pro Offers Complimentary Services to Help Commercial Customers Manage Electric, Gas Fleets, Improve Uptime

- Ford Pro™ Intelligence offering complimentary telematics services for both electric and gas-powered vehicles, allowing commercial customers to access vehicle data that helps them manage their fleets and improve uptime
- Ford Pro™ Telematics Essentials is complimentary for the life of a Ford gas vehicle, offering access to vehicle health data such as odometer readings, diagnostic trouble codes and information around oil life, engine hours and recalls for all Ford vehicles in a fleet
- With Ford Pro™ E-Telematics, BEV customers can now receive three years of complimentary access to the service, which is designed to help customers manage their electric vehicle fleet and effectively control energy use costs

DEARBORN, Mich., Nov. 11, 2021 – Ford Pro™ Intelligence is making it easier than ever for commercial customers to benefit from telematics to help boost their businesses' productivity – whether they're deploying gas-powered or electric vehicles – with powerful complimentary data services.

Ford Pro Telematics Essentials is a complimentary web-based application¹ that is available to all commercial customers using gas-powered Ford vehicles with embedded modems. As the only complimentary telematics service offering by an automaker for the life of a Ford vehicle, Ford Pro Telematics Essentials is not just making vehicle data more accessible – it also is providing new features to customers such as easy maintenance scheduling to help boost fleet uptime and productivity.

“No matter how big or small a commercial fleet may be – and whether it's fully electric or not – vehicle data plays an important role in improving uptime and efficiency,” said Brent West, general manager, Ford Pro Intelligence. “Both Ford Pro E-Telematics and Ford Pro Telematics Essentials provide fleet managers with key information and abilities through an intuitive interface – at no additional charge.”

Ford Pro Telematics Essentials is designed to help fleet managers operate their fleets more efficiently, providing instant odometer readings, diagnostic trouble codes, recall notifications, trackable maintenance alerts, and information around engine hours and oil life. It will even relay warning lights so that fleet managers can resolve issues faster, improve uptime and potentially avoid costly repairs. All this information is conveyed to fleet operators through a dashboard on a computer that makes it easy to see where their fleet stands without relying on drivers to report issues.

Ford commercial customers can enroll in the service now – which is complimentary for the life of their Ford vehicles – by going to <https://fleetaccount.ford.com/customer-signup>

Ford will continue to improve feature offerings for Ford Pro Telematics Essentials. In October, Ford introduced the ability for fleet managers to search for dealers and schedule maintenance services via a link from the telematics dashboard once they receive an alert that a vehicle needs service.

Get complimentary Ford Pro E-Telematics for three years

Ford Pro is committed to making the transition to electric vehicles, such as the E-Transit and F-150 Lightning Pro, easy for fleets with Ford Pro E-Telematics². Fleet operators can now sign up to receive three years of complimentary access to this service, which is designed to help manage their electric vehicle fleet and effectively control energy use costs with charging insights.

With Ford Pro E-Telematics, fleet managers gain access to an intuitive dashboard to monitor electric vehicle battery range and charger locations, state of charge and energy consumption, with notifications or alerts that provide assurance vehicles are always charged and ready to go.

Ford Pro E-Telematics is designed to maximize run time with scheduled preconditioning when vehicles are connected to the grid, allowing owners to bring the vehicle cabin to a desired temperature while still plugged in. The feature helps preserve battery charge for when it is needed most – on the road. Customers can use the platform to pay for public charging events centrally and to reimburse employees for home charging – all designed with fraud protection in mind.

Ford Pro Intelligence is a key part of [Ford Pro](#), a global vehicle services and distribution business that helps increase uptime and reduce ownership costs for commercial customers, leading to higher productivity and performance. Formerly known as Ford Commercial Solutions, Ford Pro Intelligence is committed to delivering digital services with distinct, integrated features that enable customers to better manage and maintain their fleets.

Customers interested in accessing even more advanced capabilities can easily upgrade to the [Ford Pro Telematics](#) subscription service³. This offers additional productivity features including GPS tracking, driver behavior insights, support for non-Ford commercial vehicles, a mobile driver app and more.

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¹Complimentary product. Available on vehicles with embedded modem. Requires modem activation. Terms and conditions apply. Telematics service and features, and access to vehicle data depend on compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.

² Eligible vehicles receive a complimentary three-year trial of E-Telematics services that begins on the new vehicle warranty start date. Requires modem activation. Terms and conditions apply. Telematics service and features, and access to vehicle data depend on compatible AT&T network availability. Evolving technology/cellular networks availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features. After the three-year trial, annual service contract is required for E-Telematics service. Go to (URL) or 1-833-811-3673 to activate E-Telematics service.

³Available on vehicles with embedded modem or equipped with plug-in device (PID). Requires modem activation. Ford Telematics and Ford Data Services are subscription services subject to agreement to FSM terms and conditions. Subscription subject to monthly charge. Subject to OFAC and credit check for subscription eligibility. Connected service and features, and access to vehicle data depend on subscription and compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.

About Ford Motor Company

Ford Motor Company (NYSE: F) is a global company based in Dearborn, Michigan, that is committed to helping build a better world, where every person is free to move and pursue their dreams. The company's Ford+ plan for growth and value creation combines existing strengths, new capabilities and always-on relationships with customers to enrich experiences for and deepen the loyalty of those customers. Ford designs, manufactures, markets and services a full line of connected, increasingly electrified passenger and commercial vehicles: Ford trucks, utility vehicles, vans and cars, and Lincoln luxury vehicles. The company is pursuing leadership positions in electrification, connected vehicle services and mobility solutions, including self-driving technology, and provides financial services through Ford Motor Credit Company. Ford employs about 184,000 people worldwide. More information about the company, its products and Ford Motor Credit Company is available at corporate.ford.com.