

## User Terms for Ford Security Package for Fleet (“Terms”)

Last Updated: July 14, 2025

These Terms for Ford Security Package (“FSP”) together with the Ford Pro Subscription Services Terms & Conditions (the “Subscription Services T&Cs”), constitute the entire agreement regarding FSP between you and Ford Motor Company (or, if subscribing to FSP in Canada, Ford Motor Company of Canada, Limited) doing business as “Ford Pro” (“we”, “us” or “Ford”). Please review carefully; these Terms are legally binding. Capitalized terms not otherwise defined herein shall have the same meaning as set forth in the Subscription Services T&Cs.

### A Few Important Points:

- FSP is offered solely to assist in notifying you of potential theft and to potentially aid in the vehicle’s recovery. **We cannot prevent vehicle theft or the theft of content contained within the vehicle, or guarantee that any lost or stolen vehicle can be tracked or will be recovered, and are not responsible for any related damage or loss.**
- To utilize FSP you must first have an active Ford Pro Fleet Account on the FFM accessed at [fleetaccount.ford.com](http://fleetaccount.ford.com), accept the Subscription Services T&Cs (a copy of which is available at [fordpro.com/en-us/termsAndConditions/](http://fordpro.com/en-us/termsAndConditions/)), and self-enroll your eligible Connected Vehicles in FSP through your Fleet Account. Please refer to Section 2 of the Subscription Services T&Cs for additional information regarding activation and enrollment.
- Service and feature availability may vary based on the vehicle, model year, and state where vehicle is located. Please consult Ford Fleet Marketplace during enrollment for full information on qualifying vehicles.
- Vehicle GPS and cellular connectivity required for vehicle tracking. Associating the vehicle with your Fleet Account and activating the modem will enable vehicle location data transmission so that it can be accessed in the event your vehicle is stolen, subject always to vehicle connectivity and network availability.
- A credit card may be required for the one-year subscription included with the purchase or lease of an eligible vehicle. Details regarding current subscription pricing and invoicing can be found on the Ford Fleet Marketplace.
- Police report validation with law enforcement is required before we can enable vehicle tracking and assist in potential recovery. Law enforcement response time may vary. Ford will retain data related to a stolen vehicle case **for up to ten (10) years**.
- FSP is only available in the United States (excluding U.S. territories) and Canada.
- Upon transferring vehicle ownership, you shall cancel the FSP subscription through your Fleet Account.

### I. Sharing of Information

Concentrix Corporation (“Concentrix”) is Ford’s vendor for the FSP North American call center (“Call Center”). By signing up for FSP, you are directing Ford to share your information (including, without limitation, name, contact information and vehicle configuration) with Concentrix for purposes of vehicle tracking, and communication with local law enforcement. You acknowledge and authorize Concentrix to contact you for the purpose described above via SMS, email, or telephone (including pre-recorded messages) using an autodialer even if you are on the “National Do Not Call List”. Message and data rates may apply. You also acknowledge that your information and information about your vehicle, including its current location, may be shared with law enforcement once your vehicle is placed in vehicle tracking mode.

Concentrix will work with law enforcement agencies only and will not share vehicle location data or your personal information with any private investigators or companies. Data access requests should be directed to [svshelp@ford.com](mailto:svshelp@ford.com).

## **II. FSP Description**

### *A. Initial Requirements*

In order to activate your FSP subscription, enroll your eligible vehicles by adding FSP through your Fleet Account.

In order to complete FSP subscription activation, please ensure your “Vehicle Connectivity Settings” are set to “ON” in your vehicle (go to SYNC screen, select ‘Settings’, select ‘Connectivity’ to locate ‘Vehicle Connectivity’). Note, your ability to turn off Vehicle Connectivity Settings will be disabled upon FSP subscription activation.

### *B. Communicating with the FSP Call Center and Law Enforcement*

You must provide an active law enforcement case number, police report number, or crime report number to the Call Center before it can engage with law enforcement and vehicle tracking can begin. The Call Center will independently verify the information you provide with the applicable law enforcement agency as part of the authentication and verification process.

FSP vehicle location tracking will be activated by the Call Center only after verification of the police report and customer authentication. Once FSP vehicle tracking has been enabled, “Factory Reset” will be completely disabled.

A dedicated phone number to contact the Call Center is available in your Fleet Account.

Call Center agents are available 24/7, 365 days a year and can communicate in English, Spanish, or Canadian French.

### *C. Recovery Mode*

Vehicle tracking will be deactivated by the Call Center once your vehicle has been confirmed as recovered by you (subject to customer authentication) or the applicable law enforcement agency.

### *D. Unrecovered Vehicle*

If your vehicle is not recovered, we will stop tracking your vehicle with your consent or when your FSP subscription expires or is otherwise terminated.

## **III. FSP Disclaimers**

Ford, its affiliates and suppliers have no liability to you if the vehicle is damaged, unrecovered, or not able to be tracked.

There is no guarantee law enforcement will be successful in recovering your stolen vehicle. FSP is dependent on law enforcement agency cooperation and may be subject to varying participation by those agencies in the United States and Canada.

The availability of vehicle location data is dependent on cellular and GPS connectivity with the vehicle. Tracking can be affected by the loss of these signals, the coverage in your area, or the vehicle's surroundings. If for any reason, the vehicle loses connectivity, whether through deliberate tampering with the vehicle or otherwise, the Call Center will not be able to track the vehicle's location.

It is possible that you may receive “false positive” alerts. For example, alerts can be triggered by innocuous sources such as unexpected movement, trucks, heavy traffic, wind, weather, etc.

**If you witness an active theft of your vehicle or any other criminal activity, immediately call emergency services (911). Do not engage with potential criminals or active criminal or potentially dangerous activity.**

The Call Center does not provide emergency services. Customer calls to the Call Center with exigent circumstances will be directed to law enforcement.

#### **IV. One-Year Plan Included**

Customers who purchase or lease eligible Ford vehicles will receive a one-year FSP subscription. The subscription period starts on your vehicle's warranty start date, and not your FSP enrollment date. Failure to promptly enroll in FSP will result in lost time under your plan. For example, if you enroll in FSP 60 days after your vehicle's warranty start date, you will only be able to utilize FSP for the subsequent 305 days, at which time your one-year subscription will expire. If you sell or otherwise transfer ownership of your vehicle to a third party prior to the expiration of your one-year subscription, any remaining portion of the plan is eligible to be transferred to the subsequent owner upon their acceptance of these Terms including the Subscription Services T&Cs.

In order to continue using FSP at the end of your one-year subscription included with eligible vehicle purchase or lease, you must purchase a subscription by enrolling applicable vehicles through your Fleet Account. **Details regarding current subscription pricing and invoicing can be found on the Ford Fleet Marketplace.**

If a vehicle is reported as stolen and you have engaged FSP, the Call Center will continue to monitor their system for that vehicle and work with law enforcement until the subscription expires or is otherwise terminated.

#### **V. FSP Limitations**

The Call Center will not enable any remote features or functionality on a vehicle. The Call Center will only communicate with law enforcement to provide vehicle location information to assist in the recovery of a stolen vehicle.

The Call Center will not be able to work with Mexican Law Enforcement Agencies if a vehicle registered in the U.S. or Canada crosses the U.S./Mexico border into Mexico. Please contact the Call Center for available options.

FSP does not offer roadside assistance or collision assistance. If interested in such services, please contact your Ford Pro sales representative.