



**MICHELIN**

# **FORD OEM ACTIVATION INSTRUCTIONS**

First time activation.



LINCOLN



**MICHELIN  
CONNECTED FLEET**

**UNLOCK YOUR FLEET'S FULL POTENTIAL**

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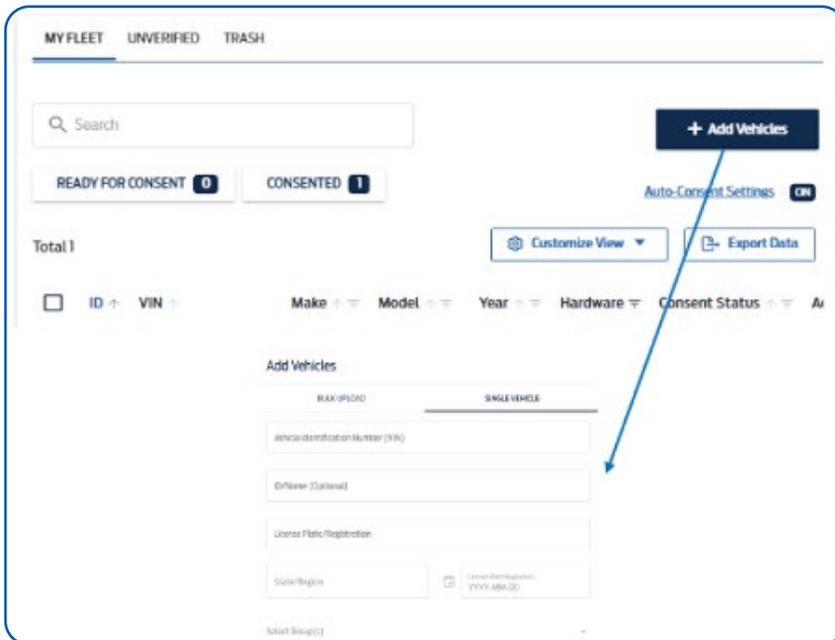


## STEP 1 - LOG INTO YOUR FFM (FORD FLEET MANAGER ACCOUNT).

**Note:** If you do not have a FFM Account, click [HERE](#) and select 'Get Started' to create one.

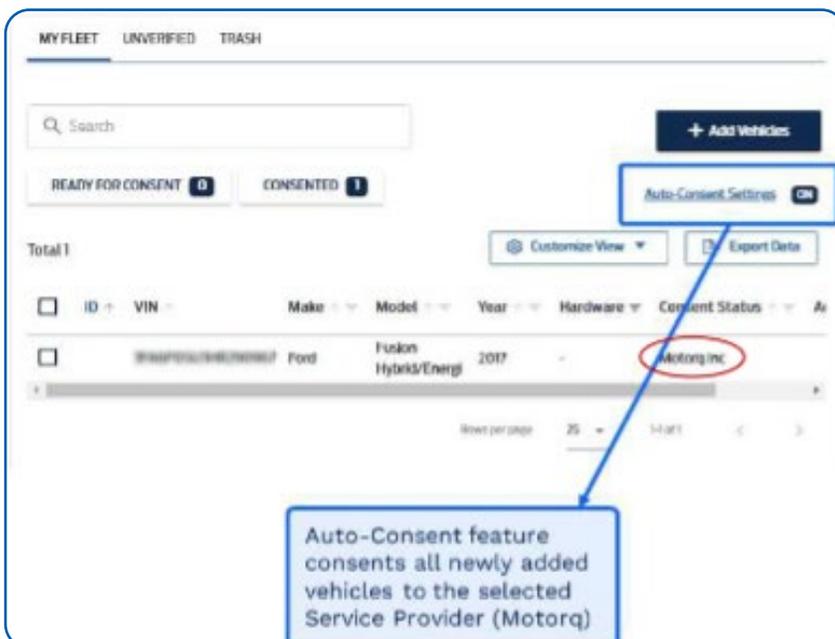
## STEP 2 - PICK YOUR VEHICLES.

- Ensure all the vehicles you want to provide consent for are visible.
- If your vehicle is not in the list, you will need to add the vehicles manually, either individually or by bulk upload with a CSV file. Select the 'Add Vehicles' button to start the process. You will need the 17-character VIN number in order to do this.

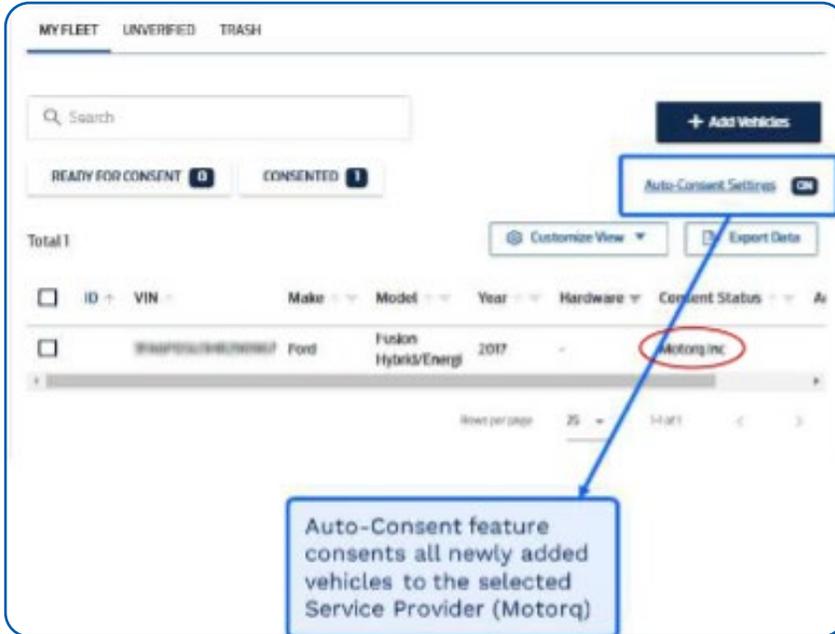


## STEP 3 - PROVIDE CONSENT TO TRACKING.

- Use the bulk actions button to easily add and remove consent or delete vehicles.



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- When adding consent, please ensure you select '**Motorq, INC US or Canada**' as the service provider from the drop down.
- VIN's not present in your FFM account may require proof of ownership prior to consent. Ford will identify VIN's needing ownership documentation. Email [fcseu1@ford.com](mailto:fcseu1@ford.com) your FFM account number and verification of ownership documentation – one of the following is acceptable: bill of sale, registration, title, or insurance card. Once verified, you should see all vehicles listed in the '**Vehicles Tab**'.
- Select all the vehicles you want to provide consent for.

## STEP 4 – DETERMINE IF YOUR VEHICLE REQUIRES CONNECTIVITY SETTINGS TO BE ACTIVATED.

Check the vehicle user manual to determine if your vehicle has a settings option to turn on Connected Vehicle Features (this option is not required/available on some makes and models).

If this option is not available on your vehicle, proceed to **STEP 6**.

- In an area of good signal, ignition-on the vehicle and in the vehicle infotainment screen, tap **Settings**

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- From the Settings, tap either **FordPass** or **Connectivity** (name and screen view varies based on vehicle make, model and year).



- Next, tap either the '**Connected Vehicle Features**' or '**Vehicle Connectivity**' option (name and screen view varies based on vehicle make, model and year).



- Next, ensure **all** data and connectivity options are enabled (options vary by vehicle make, model and year).



- Next, cycle the ignition (turn the vehicle off, and then restart the vehicle). This step is necessary to start the data transmission process.

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## STEP 5 - (OPTIONAL) CONFIRM THE FORD SYNC SOFTWARE IS UP TO DATE.

SYNC is the software in Ford vehicles that powers the vehicle's connectivity to vehicle data, entertainment, navigation, Bluetooth connection, voice recognition, and Wi-Fi. It is accessed through the vehicle's infotainment interface. Occasionally, this software needs to be updated to stay up to date with configurations, security, and features.

- This step is recommended if you have older Ford vehicles in your fleet.
- To check if your software is up to date:
  1. Click into Update [Ford SYNC® & Navigation Maps | Ford Owner Support](#)

2. Input the VIN and click '**Check for Update**'
3. If SYNC update is available, proceed with updating the vehicle via Wi-Fi, USB, or visit your Ford dealership ([Detailed instructions can be found here](#)).

## STEP 6 - NOTIFY US OF SETUP COMPLETION.

- We'll check in regularly with you, but please confirm with us via email to [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com) as soon as you've completed the above steps. In the email, please provide us with the best number and time to reach you.
- Upon receipt, one of our Customer Success representatives will give you a call to confirm all of your vehicles are tracking in your **My Connected Fleet** account. They will schedule any additional training you may need at that time.

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## Ford Fleet Marketplace (FFM) – Frequently Asked Questions

### 1. What is the Ford Fleet Marketplace (FFM)?

The Ford Fleet Marketplace (FFM) is a platform owned and operated by Ford that allows you to manage your fleet vehicles and vehicle data consent in one place.

### 2. How can I access the FFM?

First, check internally with your organization to see if an [FFM account](#) already exists.

- If no account exists, you will need to [sign up for FFM access](#) by selecting “**NEW CUSTOMER SIGN-UP USING A SERVICE PROVIDER.**”
- When prompted to select a service provider, choose “**Motorq Inc USA**” from the list.

### 3. What should I expect during the FFM signup process?

During the sign-up process, you will need to add your vehicles to the FFM. Ford may require proof of ownership to verify that the vehicle belongs to you. Accepted documents include:

- Vehicle title
- Vehicle registration
- Vehicle insurance card

There are **no additional costs** for signing up for an FFM account beyond the costs outlined in your agreement with MCF.

## QUESTIONS?

If you have any questions or would like more information, please contact us at:

**Email:** [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com)

**Phone:** 1-678-762-4300

