



## Cost Savings

The Ford Fleet Care Program features:

- No enrollment fees
- No monthly per-vehicle fees
- No administrative fees

See Ford Fleet Care Program Agreement at [fleetcare.ford.com](http://fleetcare.ford.com) for details.

## Control

- Preset spending limit – repair visits exceeding your preset limit require fleet administrator's approval  
*(excludes Ford Warranty and Ford Protect deductibles)*
- Ford Online Automated Service Information System (OASIS), used by Ford Dealerships and Quick Lane® Tire & Auto Centers, provides:
  - Prior approval and contact information
  - Key vehicle information
  - Repair bulletins
  - Open service recalls and customer satisfaction programs
  - Ford Protect Extended Service Plan information

## Convenience

- Fewer hours required to coordinate parts and service needs
- Consolidate vehicle service information by VIN or your unit number
- United States-based account representatives to assist you with program questions or account maintenance
- 2-year/unlimited-miles Service Part Warranty, with no commercial exceptions. Labor costs may have a limit; see your dealer for a copy of the limited warranty
- Combine with Ford Protect Extended Service Plan component coverage and/or maintenance and wear item coverage

Website: [fleetcare.ford.com](http://fleetcare.ford.com)

Email: [ffcadmin@ford.com](mailto:ffcadmin@ford.com)

Phone: 1-800-367-3221

Fax: 1-313-390-3555

Roadside Assistance (U.S.): 1-800-241-3673

Roadside Assistance (Canada): 1-800-565-3673

QR Scan Code



(For smartphone, iPad® and tablet device use.  
Message and data rates may apply.)  
iPad is a registered trademark of Apple Inc. All rights reserved.

Available in the U.S. and Canada.

This brochure is intended to provide general information.

We reserve the right to make changes to the Ford Fleet Care Program

and Service Part Warranties without prior notice.

Contact Ford Fleet Care Headquarters for details.

Ford Fleet Care  
19855 W. Outer Drive, Suite 500E  
Dearborn, MI 48124

PARTS AND SERVICE  
CONSOLIDATED BILLING



## Service Billing

- Available for Ford Motor Company vehicles as well as non-Ford vehicles and trailers
- Consolidated billing statement for vehicle repairs and maintenance service
- Cardless/cashless solution for fleet drivers
- Original Equipment (OE) parts and service at:
  - Ford and Lincoln Dealerships
  - Quick Lane® Tire & Auto Centers in the United States and Canada

## Over-the-Counter Parts Billing

Allows for Ford or Motorcraft® parts to be purchased over the counter at participating Ford and Lincoln Dealerships in the United States and Canada, or at participating Ford Authorized Distributors of Motorcraft parts in the United States. This program features:



- A dedicated parts account code and card
- A monthly invoice for all approved parts purchases
- All purchases authorized by designated company representatives
- Billing of purchases made through FordParts.com

## National Glass Billing\*

- OE glass and installation services at more than 4,000 installer locations nationwide
- Tiered pricing available at [fleetcare.ford.com](http://fleetcare.ford.com)
- Mobile installers available for convenience
- Fast-cure adhesives for limited downtime
- Carlite® SoundScreen® acoustic glass replacement that reduces wind noise, road noise and unwanted sounds

Motorcraft® and Quick Lane® are registered trademarks of Ford Motor Company.

## “MyFleetCare” Management Tool\*\*

A Ford Fleet Care Web page with the specific information that fleet managers ask for most, such as:

- Account balance amount
- A list of actively enrolled vehicles
- Daily reports for current repairs and parts purchases to track activities between invoice periods
- Maintenance reports showing the frequency and cost of your fleet’s vehicle maintenance
- Expanded date range invoice information

## Enhanced Roadside Assistance Billing\*

Services beyond New Vehicle Limited Warranty and Ford Protect Extended Service Plan roadside coverage, including:

- 911 emergency dispatch
- On-site tire change or replacement
- Emergency fuel and fluids
- Jump start and lockout assistance
- Towing and winching
- Call-ahead service appointment

## Billing Statements

By Mail or Online

Invoice

Repair Notification Summary

Repair Notification

## Ford Fleet Care Website\*\*

[fleetcare.ford.com](http://fleetcare.ford.com)

The Ford Fleet Care website allows you to:

- Download a program application
- Access the MyFleetCare page, Web reports and billing statements, which are private view for fleets with a Fleet Identification Number (FIN)
- View/download multiple fleet reports, such as Fleet Business and Repair Category reports
- View/print/download service and over-the-counter parts billing documents
- View National Glass Program information
- Link to related sites to locate:
  - Ford and Lincoln Dealerships
  - Quick Lane Tire & Auto Centers
  - Recommended maintenance schedules

## Web Reports\*\*

Fleet Business Report

Repair Category Report

\*Available only in the United States. In Canada, glass service and roadside assistance are provided through Ford and Ford/Lincoln Dealerships.

\*\*For fleets with a Fleet Identification Number (FIN). For information on obtaining a FIN or Ford Web ID, go to [fleet.ford.com](http://fleet.ford.com) and click on Contact Us tab.