Ford | FORD COMMERCIAL SOLUTIONS

Vehicle Readiness:
Enrollments and Un-enrollments

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Overview

It is necessary to follow the requirements below to ensure a Ford or Lincoln vehicle successfully enrolls into a new FCS subscription, or un-enroll from an existing FCS subscription

Prior to Submission of Enrollments and Un-enrollments

Requirement	Action Needed
A. Vehicle is in active service	The vehicle has been keyed-on within the last 7 days
B. Vehicle has Connectivity	The vehicle is in an area with adequate data coverage (communication with the vehicle may not be possible in or near locations such as; parking structures, garages, or other areas out of reach of cellular towers)
C. Customer Connectivity Settings are enabled	Ensure that Customer Connectivity Settings (CCS), in the vehicle, are enabled
D. Vehicle is not in transport mode	The vehicle has been taken out of transport mode (the vehicle has been driven more than 124miles/200km or the transport mode notification does not appear on the in-vehicle HMI)

Note
Please ensure any required un-enrollment requests are performed and completed prior to shipping/transporting the vehicle due to a sale /change of ownership

Post submission Enrollments and Un-enrollments

Once an enrollment or un-enrollment request has been initiated, please key-on the vehicle. The vehicle may need to be keyed on for up to 10 minutes, as to allow the enrollment or un-enrollment to be completed. This is necessary due to the duration of time needed to apply software changes to the vehicle.