

OUR MISSION...

Ford Motor Company is continuously striving to provide fleet customers with efficient, “best-in-class”, quality customer service from our highly-trained business analysts.

We want to provide informational sources for both dealerships and customers to better educate and support you.

Fleet.Ford.Com

- Shipping
- Enrollment (FIN)
- Programs
- Product Information
- Orders

FMCdealer

- Government Sales
- Fleet Dealer News Bulletins (DNBs)
- Vehicle Visibility
- Preview Reports

1-800-34-FLEET
(1-800-343-5338)

Contact Us

Ford Fleet Customer Information Center

Monday – Friday

1-800-34-FLEET
(1-800-343-5338)

When contacting our center, please have the following information available:

- ✓ Fleet Identification Number (FIN) or Pending Confirmation Number
- ✓ Ordering Dealer Code
- ✓ Vehicle Body Code
- ✓ Factory Order Number or
- ✓ Vehicle Identification Number (VIN)



(1903)



(1909)



(1912)



(1912)



(1927)



(1957)



(1976)



Current Logo
(Since 2003)

Questions & Answers

- **Are you able to answer questions about the timeliness of my order?**
The FCIC will answer questions on any Fleet order with a FIN Code that has been placed with Ford Motor Company. Our expert business analysts have systems available to follow your order from receipt date through delivery.
- **Where can I place my orders?**
All orders must be placed through a Ford/Lincoln dealer or a leasing company. FCIC provides a communication link between Ford Motor Company and our Ford fleet accounts. However, please remember that orders cannot be placed through FCIC.
- **How can I change my vehicle orders?**
All changes must be submitted through your dealer or the leasing company. Generally, orders may be changed up to two weeks prior to production. However, once they have reached “locked in” status, they cannot be changed or cancelled.
- **How do fleet customers find out what their Fleet Identification Number (FIN) is?** Dial 1-800-34-FLEET (800-343-5338) and select #1 from the menu. Then select #1 again for the FIN team.
- **Will the FCIC provide fleet customers with pricing information?**
Questions regarding prices should be directed to your Ford/Lincoln dealer or leasing company.

Phone Menu Options

Option 1 : Fin Enrollment and Fleet Website Access (8:30am – 5:00pm EST.)

- Selecting 1
 - Fleet Requirements and Enrollment Eligibility
 - FIN Code Status and FIN Account Updates
 - FIN Look-up Assistance
- Selecting 2
 - Fleet Website Registration and Password Reset
 - Fleet Website Access-Related Questions

Option 2 : Vehicle Special Order (VSO) & FCIC (8:30am – 5:00pm EST.)

- Selecting 1
 - Special Paint & Equipment Order Assistance (Order options not part of regular production ordering - RPO.)
 - Inquiry Entry Assistance
 - VSO Ordering Guide (Dealers & Leasing Companies)
 - Pilot Model Inspection Coordination
 - Specification Review Coordination

Continued on the following page



1-800-34-FLEET
(1-800-343-5338)

Phone Menu Options Continued

- Selecting 3
 - Order Entry Assistance
 - Order Status and Scheduling
 - Fleet Programs and Incentives
 - Vehicle and Option Availability
 - Vehicle Shipment and Tracing
 - Product Specifications
 - State and Local Government Bid Process Information

(Please Note: the Fleet Customer Information Center (FCIC) does NOT provide vehicle pricing or quotes. For a personalized quote contact your local dealer.)

Option 3: Ford Fleet Service (8:00am – 8:00pm EST.)

- Warranty-Related Issues
- Vehicle Repairs
- Parts Delay
- Recall Notifications

For Ford Protect Service Plan, please call 1-800-321-7790

1-800-34-FLEET
(1-800-343-5338)



FCIC

*Ford Fleet Customer
Information Center*

1-800-34-FLEET
(1-800-343-5338)

*An exclusive
service for Ford
Fleet Accounts*