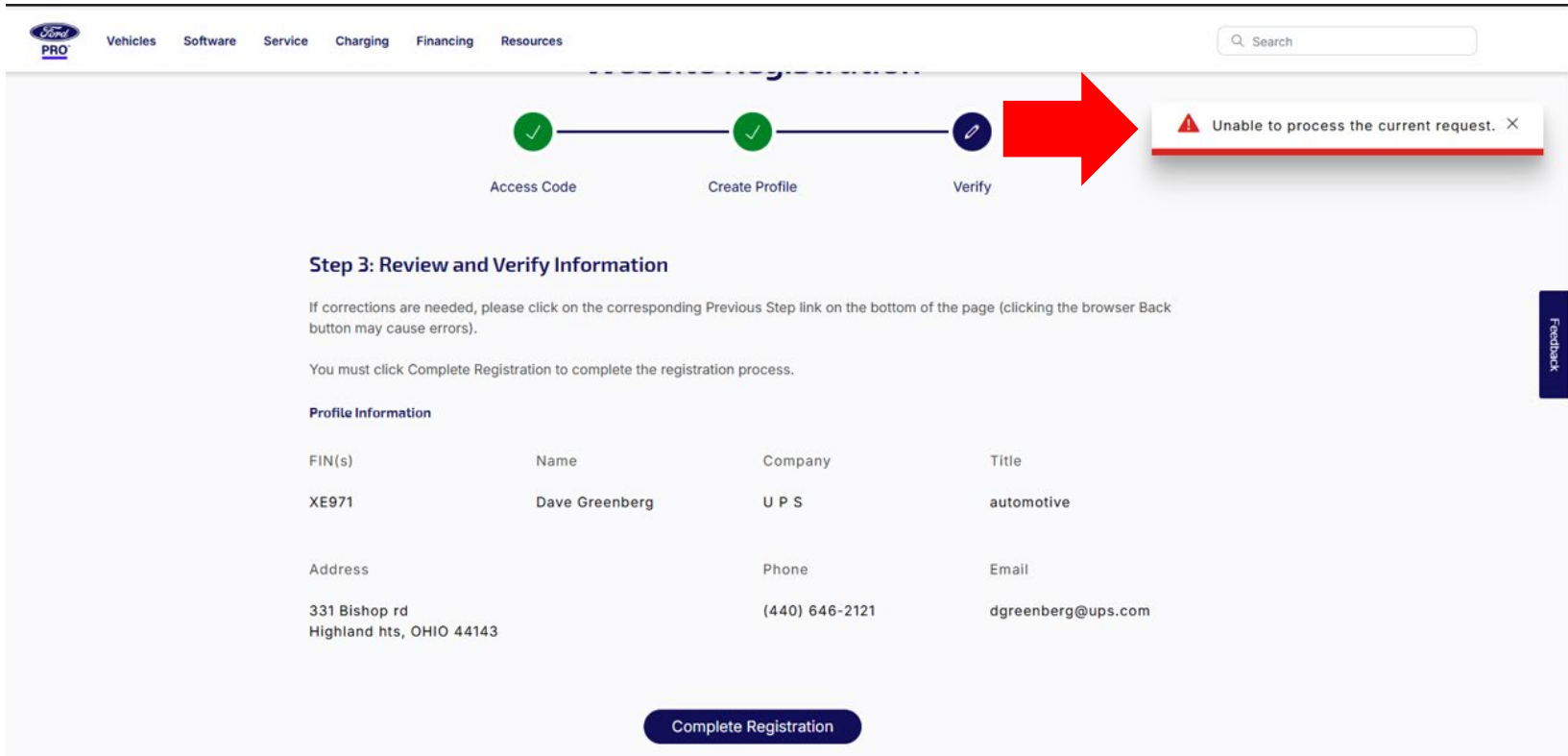


UPS Ford ID reactivation instructions

To be followed if your Ford ID becomes deactivated. This may be the case if you try and reapply for a Ford ID via fordpro.com and get the error in figure below

1. Call 1-800-343-5338, option 2 (fleet identification code, web support)
2. Provide information to live agent
 - UPS FIN XE971, Name, phone, email, prior Ford ID
3. Go to www.changepassword.ford.com
4. Enter temp password provided by Ford agent



The screenshot shows the Ford PRO website interface. At the top, there is a navigation bar with links: Vehicles, Software, Service, Charging, Financing, and Resources. A search bar is located on the right. Below the navigation bar, a progress indicator shows three steps: Access Code (completed with a green checkmark), Create Profile (completed with a green checkmark), and Verify (in progress with a blue circle and a red arrow pointing to it). A red error message box is displayed on the right side of the page, stating "Unable to process the current request. X". Below the progress indicator, the heading "Step 3: Review and Verify Information" is shown. The text below the heading reads: "If corrections are needed, please click on the corresponding Previous Step link on the bottom of the page (clicking the browser Back button may cause errors). You must click Complete Registration to complete the registration process." Below this, the "Profile Information" section is displayed, showing a table with the following data:

FIN(s)	Name	Company	Title
XE971	Dave Greenberg	U P S	automotive

Address	Phone	Email
331 Bishop rd Highland hts, OHIO 44143	(440) 646-2121	dgreenberg@ups.com

At the bottom of the page, there is a blue button labeled "Complete Registration".