

Ford eCat Connection errors

1. Loading...

- If you get the message above when logging into ecat after you have registered on ford.fleet.com and received your ID and password, send an email to fordcat@ford.com with your Ford ID and password, and activation code “dFPA1TW3”.

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2. Login Error

- If you get the message below when logging into ecat after you have registered on ford.fleet.com and received your ID and password, send an email to fordcat@ford.com with your Ford ID and password, and activation code “dFPA1TW3”.

Login error

If you have problems with your user name or password please email **support** or call the helpdesk.

Tel: 800-241-0385 (option 3)

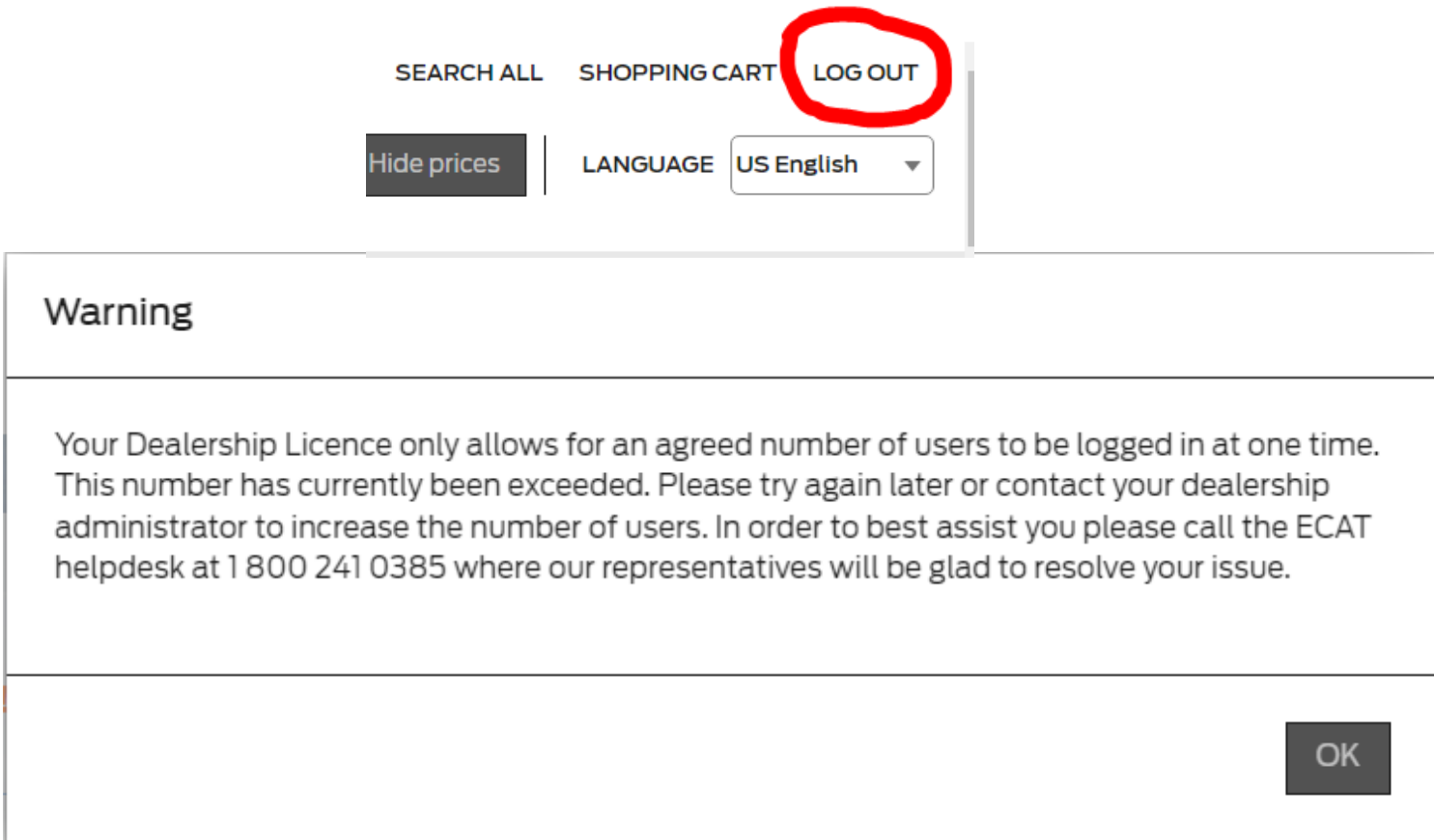
www.fmcdealer.dealerconnection.com

OK

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3. Warning

- If you get the message below when logging into ecat its because either all available subscriptions are being used or someone has not logged out of eCat properly by clicking “LOG OUT” before closing the web browser.



The screenshot shows the top navigation bar of the Ford eCat website. It includes links for 'SEARCH ALL', 'SHOPPING CART', and 'LOG OUT'. The 'LOG OUT' link is circled in red. Below these links are a 'Hide prices' button and a 'LANGUAGE' dropdown menu set to 'US English'. Below the navigation bar is a warning message box with the following text:

Warning

Your Dealership Licence only allows for an agreed number of users to be logged in at one time. This number has currently been exceeded. Please try again later or contact your dealership administrator to increase the number of users. In order to best assist you please call the ECAT helpdesk at 1 800 241 0385 where our representatives will be glad to resolve your issue.

OK