



Automotive Technology is evolving at an unprecedented pace. High-voltage vehicles, autonomous controls, computer interfaces for diagnosis and service are just a few of the new systems that challenge automotive service technicians.

Ford Motor Company offers a comprehensive technical training program to help your technicians keep your fleet on the road. These hands-on, on-site classes, are presented by highly-experienced instructors at your location. This eliminates the expense of sending your technicians to remote training locations, and teaches them on the specific vehicles used in your fleet. Designed and developed specifically to provide the skills and knowledge needed by fleet technicians, Ford Pro Fleet Technical Training is an essential part of your fleet maintenance plan.

Ford E-Transit – 2-day - This hands-on training class provides the skills and knowledge on the components, operation, diagnosis and service of the Ford E-Transit van. This class includes service technician safety training that is critical when working on this high-voltage vehicle. Topics include:

- High-voltage components and operation
- High-voltage diagnosis and service procedures
- High-voltage personal and shop safety
- Diagnostic and service methods for low voltage vehicle systems

This course is recommended for all technicians that will be working on the Ford E-Transit Van. **All students attending this training must have attended the FDRS class.**



Ford F-150 Lightning – 2-day - This hands-on training class provides the skills and knowledge on the components, operation, diagnosis and service of the Ford F-150 Lightning pickup. This class includes service technician safety training that is critical when working on this high-voltage vehicle. Topics include:

- High-voltage components and operation
- High-voltage diagnosis and service procedures
- High-voltage personal and shop safety
- Diagnostic and service methods for low voltage vehicle systems

This course is recommended for all technicians that will be working on the Ford F-150 Lightning. **All students attending this training must have attended the FDRS class.**



Mustang Mach-E Operation and Service – 2-day - This hands-on training class provides the skills and knowledge on the components, operation, diagnosis and service of the Ford Mustang Mach-E. This class includes service technician safety training that is critical when working on this high-voltage vehicle. Topics include:

- High-voltage components and operation
- High-voltage diagnosis and service procedures
- High-voltage personal and shop safety
- Diagnostic and service methods for low voltage vehicle systems

This course is recommended for all technicians that will be working on the Ford E-Transit Van. **All students attending this training must have attended the FDRS class.**



Electric Vehicle classes may be combined to reduce total class duration. Example; Mach-E and F-150 Lightning may be combined into a single 3-day class.

Ford Police Interceptor Hybrid Operation and Service – 2-day - Cutting edge technology combined with proven law enforcement features are the hallmark of the Ford Police Interceptor (PI) Hybrid. To help service technicians adapt to maintaining these exceptional vehicles, Ford Fleet brings you a new hands-on training experience that provides skills and knowledge on:

- Hybrid components and operation
- High-voltage personal and shop safety
- Diagnostic and service procedures

This class is recommended for all technicians that will be working on the Police Interceptor Hybrid. Class requires FDRS scan tool with internet connection.



4th Generation Hybrid Vehicle Components and Operation – 2-day - This hands-on training class provides the skills and knowledge needed to not only service the current 4th generation conventional and plug-in Escape Hybrids. This training provides skills and knowledge on:

- Hybrid components and operation
- High-voltage personal and shop safety
- Hybrid transmission components and operation
- Diagnostic and service procedures

This course is recommended for all technicians that will be working on these Ford Hybrid Vehicles. Class requires FDRS scan tool with internet connection. Class requires FDRS scan tool with internet connection.



3rd Generation Hybrid Vehicle Components and Operation—2-Day – This hands-on training covers the operation, diagnosis, and service of Ford C-Max, Fusion, and MKZ Hybrids. Topics include:

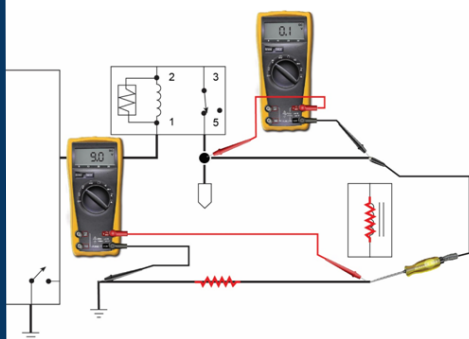
- Hybrid components and operation
- High-voltage personal and shop safety
- Hybrid transmission components and operation
- Diagnostic and service procedures

High Voltage safety, diagnosis, and service. This course is recommended for all technicians that will be working on these Ford Hybrid Vehicles.



Fleets that have both the 3rd and 4th Generation Hybrids can have the above classes combined into a single 3 day class upon request

Electrical and Electronics Operation, Diagnosis, and Service – 3-day - Modern vehicles are much more than pistons and gears. Electrical and electronic systems control every aspect of vehicle operation. Service technicians must understand how to diagnose these systems to effectively do their jobs. This hands-on course includes hands-on activities using Ford's exclusive electrical circuit board training aids, combined with on-vehicle activities to teach the skills and knowledge that are essential for today's service technicians. This training provides skills and knowledge on:



- How electrical and electronic systems interface with vehicle systems

- Electronic Input and output device operation and failure symptoms
- Diagnostic techniques when working with electrical and electronic systems

This class is recommended for entry to intermediate level service technicians, as well as those that want to enhance their electrical diagnosis skills.

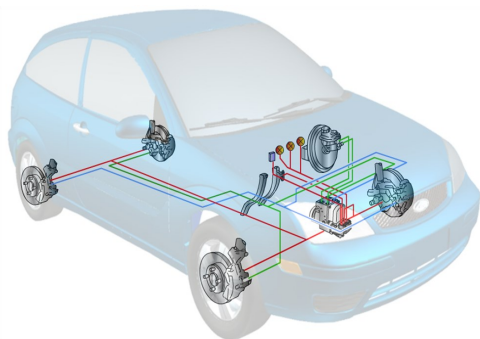
Advanced Electronics Operation, Diagnosis, and Service – 3-day - Networks and computer controls are the infrastructure of modern vehicles. Every system from the brakes, to the suspension, to the engine and transmission depend on networks and modules to keep a vehicle at peak performance. This hands-on training class delivers the skills and knowledge required for service technicians to work in this computer controlled environment. This training provides skills and knowledge on:



- Network operation and symptoms of failure
- Control module diagnosis and programming
- Multiple network integration and dependencies

The course is recommended for technicians that have completed the Ford Fleet Electrical and Electronics training, and/or advanced electrical skills.

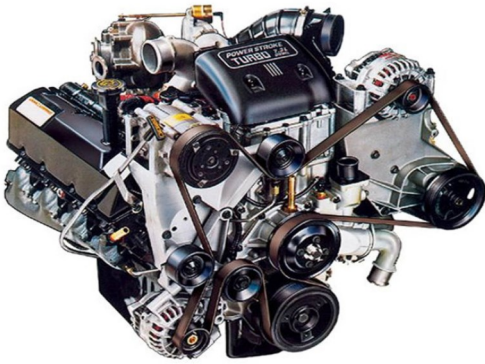
Anti-Lock Brakes and Interactive Vehicle Dynamics – 1-day - Traditionally, brake service is one of the first procedures taught to entry-level technicians. However, the addition of ABS, traction control, stability assist and automatic braking has added a new level of complexity to brake systems. Technicians need new skills and knowledge in order to diagnose and service brake systems on today's vehicles. These are delivered by this class which includes:



- ABS Operation, diagnosis and service
- Interactive Vehicle Dynamics operation and integration
- Active braking assist, operation, diagnosis and service

This training is recommended for all technicians that service modern brake and IVD systems.

6.7L Power Stroke® Diesel Operation and Service– 2-day - The 6.7L Power Stroke® Diesel has set a new standard in performance and reliability. But even the most durable engine requires maintenance and service. This hands-on course provides technicians with the skills and knowledge in the operation, diagnosis, and service of all 4 generations of 6.7L diesel engines. Topics include:



- Low- and high-pressure fuel systems
- Diesel exhaust emission control systems
- Electronic engine controls
- Scan tool utilization for diagnosis
- Engine changes and updates between model years

This course is recommended for all technicians that will be servicing Ford 6.7L Diesel equipped vehicles.

Ford Diagnostic and Repair System (FDRS) Operation and Utilization– 1-day - As automotive technology becomes more sophisticated, scan tools must evolve as well. The FDRS is the next generation scan tool designed to interface with the multiple network, multiple control module vehicles of today and in the future. This hands-on class provides technicians with the skills and knowledge required for using this tool including:



- FDRS components, preferences, vehicle identification
- Multi-module self-testing and datalogger
- Active Commands
- Module programming

This class is recommended for all service technicians that must use this tool for late-model Ford vehicle diagnosis and service. FDRS scan tool with internet

connection required.

Integrated Diagnostic System (IDS) Operation and Utilization – 1-day - It takes a computer to talk to the computers on today's vehicles. When working with Ford vehicles, the IDS is best tool available for the job. This hands-on class provides technicians with the skills and knowledge required for using this tool including:



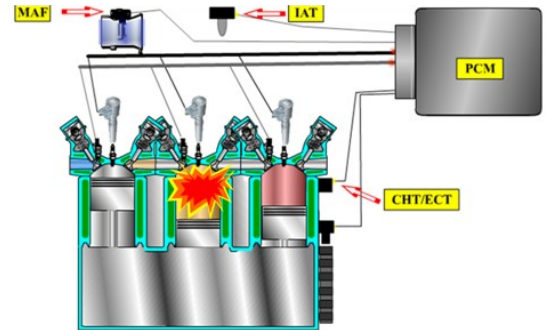
- IDS components, preferences and vehicle identification
- Self-tests and the use and interpretation of datalogger
- Active Commands
- On-board module programming

This class is recommended for all service technicians that use this tool for vehicle diagnosis and service.

Gasoline Engine Performance and Drivability – 2-day - Diagnosing malfunctions in modern vehicles is an art as well as a science. Drivability requires a broad knowledge of vehicle systems, and their impact on vehicle operation when they malfunction. Anyone can read a DTC. But a drivability specialist must be able to understand streaming input and output data, and then be able to correlate it to vehicle operation based on vehicle symptoms. This makes drivability one of the most challenging automotive skills. This hands-on course provides skills and knowledge on:

- Vehicle systems and sub-systems impact on drivability
- DTC types and interpretation
- Input and output devices that impact drivability
- Data analysis during diagnosis

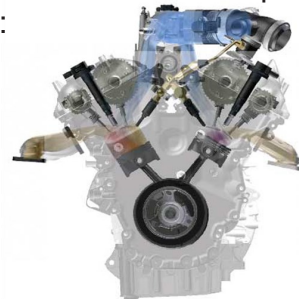
This training is recommended for intermediate to advanced technicians.



Ford EcoBoost® Engine Diagnosis and Service – 1-day - Improving fuel economy and reducing emissions, without sacrificing vehicle performance is the purpose of the groundbreaking Ford EcoBoost® Engine. Accomplishing this feat requires the latest in automotive technology. The skills and knowledge required to maintain EcoBoost® equipped vehicles is essential for fleets that deploy them. This hands-on class delivers these skills and knowledge including:

- EcoBoost engine variants
- High pressure fuel systems
- Turbocharger operation, diagnosis and service
- Unique EcoBoost® diagnostic techniques

This training is recommended for intermediate to advanced technicians.



Vehicle Communication and Measurement Module (VCMM) Operation and Utilization – 1 Day

The VCMM is a multi-function computer interface that provides the automotive technician with the right tools to work on many critical vehicle systems. Not only is it used to connect to the vehicle to retrieve DTCs, but it has a full suite of advanced automotive diagnostic tools that are essential when working with modern automotive systems. This class will teach skills and knowledge that include:

- VCMM operation when connected to the DLC
- VCMM oscilloscope operation for vehicle diagnosis
- VCMM signal generator operation for vehicle diagnosis
- VCMM vibration analyzer diagnostic techniques

This class is recommended for technicians that are working in facilities that have the VCMM. Class can be taught with either the IDS or FDRS software.



Ford Police Interceptor Operation and Service – 2-day - This hands-on course provides technicians with the skills and knowledge to perform diagnosis and service on both the legacy sedan and current utility Ford Police Interceptor vehicles. Topics include:

- Use of the Ford Police Interceptor Modifier Guide for service
- Body and chassis configuration and unique service procedures
- Engine, transmission, and all-wheel drive operation and diagnosis

This course is recommended for all technicians that will be servicing Ford Police Vehicles.



Electronic Automatic Transmission Diagnosis and In-Vehicle Repair – 2-day -Modern vehicle systems are so interconnected; engine or transmission problems can easily be mistaken for one another. This class provides the skills and knowledge needed to perform automatic transmission diagnosis and in-vehicle service procedures. Skills and knowledge delivered in this class include:

- Rear-wheel and front-wheel drive electronic automatic transmission operation and diagnosis
- Transmission symptoms and malfunction verification procedures
- In-vehicle service procedures and limitations
- All Wheel Drive System components, operation and diagnosis



This training is recommended for intermediate to advanced technicians.

Ford Transit Connect Operation and Service – 2-day - The Transit Connect is fast becoming the go-to vehicle for urban fleet operations. This hands-on course delivers skills and knowledge on maintenance, diagnosis and service procedures for the 2019 and later Transit Connect. Topics include:

- Engine
- Direct Injection Fuel Systems
- Networks and Control Modules
- FDRS utilization for diagnosis and service

This course is recommended for all technicians that will be servicing late model Transit Connect vehicles. Class requires FDRS scan tool with internet connection.



**Pro**

Fleet On-Site Technical Training

Costs:

- \$3,750 per day for 15 students (effective Oct. 1, 2024)
- Includes trainer travel costs, participant reference materials, and technician certificates.
- Applicable local/state taxes that are withheld by customer will be added to daily rate.
- \$300 per day surcharge for training in Hawaii, Alaska and U.S. Virgin Islands.
- Two-day training minimum requirement.
- \$300 cancellation fee if training is cancelled within 30 days of the scheduled class date.
- Additional charge of \$200 per student, per day, for class sizes in excess of 15 students up to 20 students. Maximum 20 students.
- Prices subject to change. Fleets will be billed at current course rate at time of training completion
- Ford Fleet and Ford Pro credits that are to be used must be disclosed before class scheduling.

Payment Terms:

- MasterCard, Visa, American Express or purchase order for invoice.
- Ford or Lincoln Dealership or FAD Parts Statement.
- Payment due within 30 days of training completion.
- Late payments will be subject to finance charges.
- All billing is handled through Michael Sanom Communications, a Ford-contracted agent.

Training Location Logistical Requirements:

- Appropriate classroom facilities (tables, chairs, screen, power source for instructor, vehicle(s)).
- Training Materials shipped approximately 2 weeks prior to training dates.

Fleet Name _____

Courses Requested _____

Preferred Training Dates _____

Alternative Training Dates _____

Contact Name _____

Phone _____

Contact Cell number _____

Email _____

Street Address _____

City/State/Zip _____

Fleet Identification Number (if unknown, go to <https://www.fleet.ford.com/get-started/>) _____

Is this address where the training is to take place? _____

How will you be paying for the training?

- Visa or MasterCard, indicate if using, we will contact you for numbers _____
- Purchase Order _____
- Ford Dealer Sponsorship (Dealer and Contact name/number) _____

Have we taught classes at your facility before? _____

We will contact you within 72 hours of receiving this form so that additional details can be discussed.

AFTER COMPLETING THE FORM CLICK SUBMIT AT THE TOP OF THE PAGE, THANK YOU!