

Subject: Ford Pro Telematics Vehicle Security Start Inhibit Feature Temporarily Disabled

Hello,

We are writing to let you know as a customer enrolled in the Ford Pro Telematics Vehicle Security package that we have discovered a bug in the “Inhibit Schedules” feature. This feature will be temporarily disabled while we investigate this bug. We apologize for the inconvenience and are working to provide a solution as soon as possible.

What does this mean for you?

- The ability to send “start inhibit vehicle” and “de-inhibit vehicle” commands is currently disabled.
- All vehicles that are currently or scheduled to be inhibited will be de-inhibited while this feature is disabled.
- Any start inhibit schedules have been disabled and may need to be recreated when the feature is re-enabled.

When will this be resolved?

- We are currently investigating the cause of this issue and developing a plan to restore service. We will provide you with a timeline for resolution as soon as possible. To enable faster resolution, please ensure your vehicles have automatic software updates enabled and update schedules set. For more information, see:
  - o [How do I change the automatic Software Update settings with SYNC?](#)
  - o [How do I schedule Software Updates for my Ford?](#)

We appreciate your understanding during this time.

Sincerely,  
The Ford Pro™ Intelligence™ Team

Talk track for customer phone call:

- Fleet Start Inhibit Feature is not working
- All schedules have been turned off
- No action for the customer and we would keep them updated on the issue