This document has been prepared for importers and our customers, with the aim of addressing frequently asked questions as much as possible.

Question 1: Which vehicles are equipped with ConnecTruck?

Answer: All our **F-MAX** and **F-LINE** and **BEV** models are equipped with the ConnecTruck feature.

Question 2: Is ConnecTruck activation performed on a vehicle basis or a customer basis?

Answer: As of the digital agreements transition in **September 2024**, we have moved from vehicle-based agreements to customer-based agreements. This means that once a customer registers on the application or web portal and approves the displayed agreements, all vehicles added to their fleet will automatically start transmitting data. A single approval by the customer is sufficient.

Question 3: How is ConnecTruck activation carried out?

Answer: If a customer requests ConnecTruck, a two-step process must be completed. First, the dealer must enter the customer's (company's) super admin information into the IDA system. Then, the customer needs to register on the mobile application or web portal using the registration email sent to them and approve the ConnecTruck service agreements displayed.

Question 4: What is an Invitation Email?

Answer: When your company or dealer adds you to the system, it automatically sends an invitation email to your address. This email contains a link. By clicking on this link, you can:
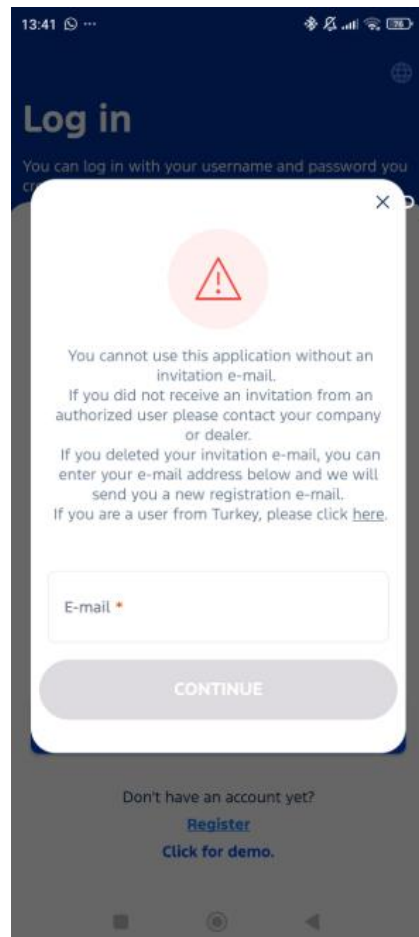
- Create your password.
- Log in to the application.

Question 5 : What Should You Do If You Lost or Deleted the Email?

The steps you need to take in this situation are:

- Open the application and go to the "**Login**" page.
- Click the "**Sign Up**" button located at the bottom of the page.
- An information screen (pop-up) will appear.

On this screen, you will see:

You cannot use this application without an invitation email. If you haven't received an invitation from an authorized person, please contact your company or dealer. If you deleted your invitation email, you could request a new one by entering your email address.

Question 6: After the customer approves the digital agreements, is there any additional action required?

Answer: No. Under the current process, once the agreements are approved, automatic membership is triggered for all vehicles of the respective company. There will be no need for any further action for vehicles purchased later.

The customer (only the super admin can give approval) can approve the digital agreements via the web portal or the mobile application.

Question 7: Can the customer manage vehicle-based subscriptions?

Answer: Yes. The customer can activate or deactivate the subscription of any desired vehicle through the "**Subscription Management**" screen.

! **Please note that this action means that this vehicle will stop transmitting data.**

Web Portal: Profile – Subscription Management

Mobile App: Vehicles-Manage ConnecTruck Subscription

Question 8: What are the basic checks required for a vehicle to transmit data?

Answer: The ConnecTruck activation steps for the vehicle must be completed (the customer must have approved the digital agreement). Additionally, the vehicle's subscription must be active on the "**Subscription Screen**" in the application or web portal.

Web portal: From the Subscription Management screen under profile page.
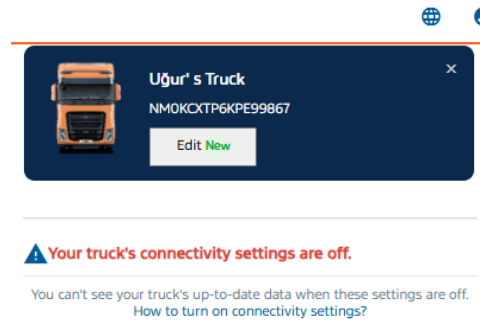

Mobile Application: From the *Vehicles – Manage ConnecTruck Subscription* screen.

The connectivity settings on the vehicle's cluster must be checked (both options must be enabled).

Note: In MCA vehicles, this feature is located on the multimedia screen.

If the connectivity settings are disabled, a warning will also appear in the vehicle details on the web portal.

If, after all checks, the vehicle is still not transmitting data, you can try to perform an ON/OFF operation to the electric switch before opening a ConnecTruck ticket. This action will allow the modem to restart itself.

Question 9: Is there a separate web portal screen for our dealers?
Answer: Yes. We have two separate portal logins: one for customers and one for dealers.
Dealer web portal login: https://connectruckglobal.com/dealer/signin
Customer web portal login: https://connectruckglobal.com/

Question 10: What are the authorized roles for dealer web portal access?
Answer: Service Manager (SSM).

Question 11: What is Distribution Authorization?
Answer: In accordance with GDPR, for our distributors to view customers' vehicle data, users must grant authorization to the selected distributor(s) for each specific vehicle. Distributors can only access ConnecTruck data (excluding location data) after this authorization is approved.

Note: Our distributors can now view customers who have authorized them on the **'Customer and Subscription Status'** screen, filter their own markets, and remove any vehicles or customers they do not wish to see.

Question 12: How is Distribution Authorization performed?

Answer: Users can grant authorization to the distributors they wish to share data with by selecting the relevant vehicles from the '**Vehicle Health'** screens.

Detailed information can be found in our Distribution Authorization guides.

Question 13: Is it possible for a customer to grant authorization to the dealers?

Answer: Currently, this is not possible. However, we are actively working to enable this functionality in early 2026.

Question 14: Which information can dealers view for the vehicles they are authorized for, and where can they access it?

Answer: Dealers can view all information (except location data) for the vehicles they are authorized for through the dealer web portal.

This includes:

- ConnecTruck reports

- Vehicle history

- Vehicle health (including DTC information)

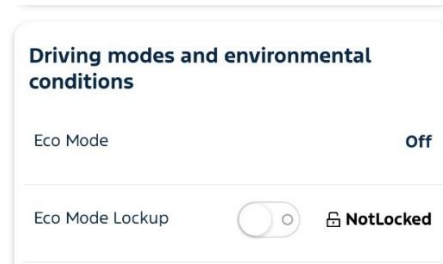**Question 15: Where can the Eco Mode feature be controlled?**

Answer: It can be controlled both from the mobile application and the web portal.

On the web portal: By clicking on the vehicle from the map and navigating to the "*Driving Modes and Environmental Conditions"* section.

On the mobile application: It can be viewed under *Vehicle Details Screen*

Question 16: Who can lock the Eco Mode?

Answer: Super admin and fleet manager.

Question 17: When is a software update required at the service for vehicles with PCCM (F-MAX before 2024)?
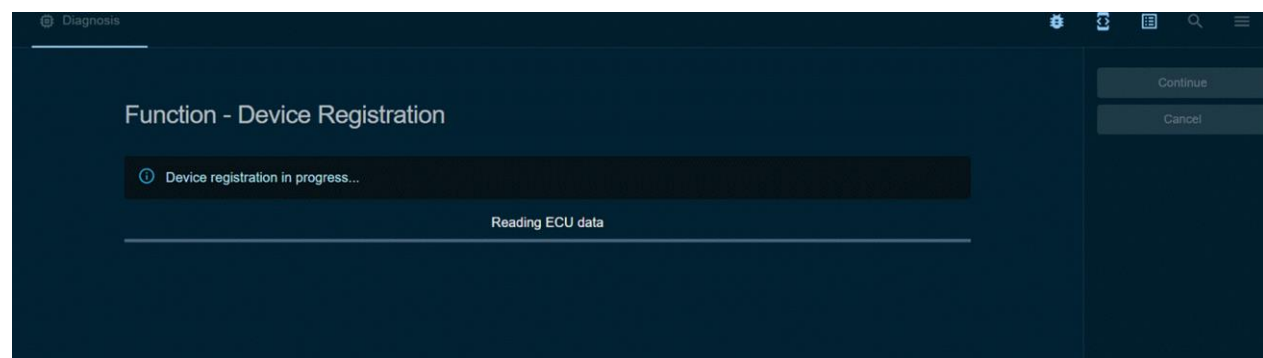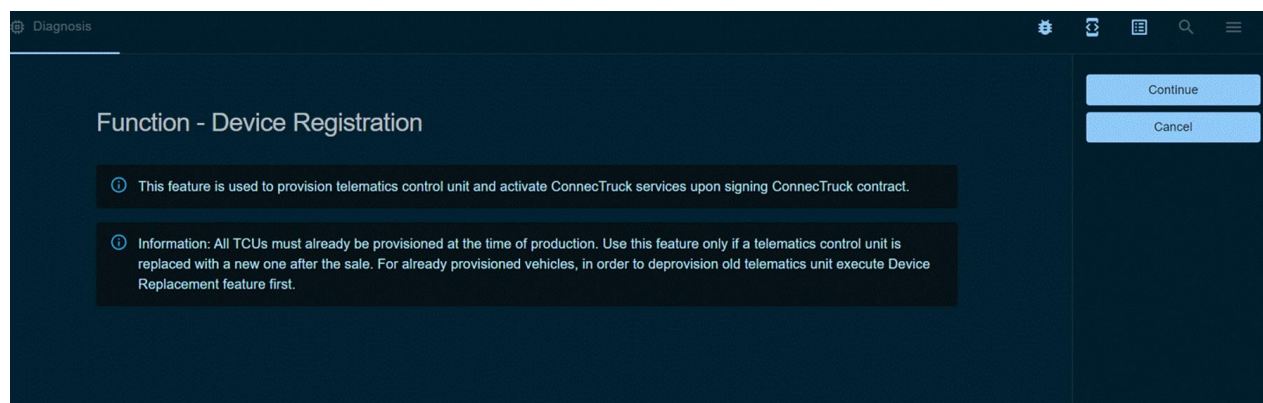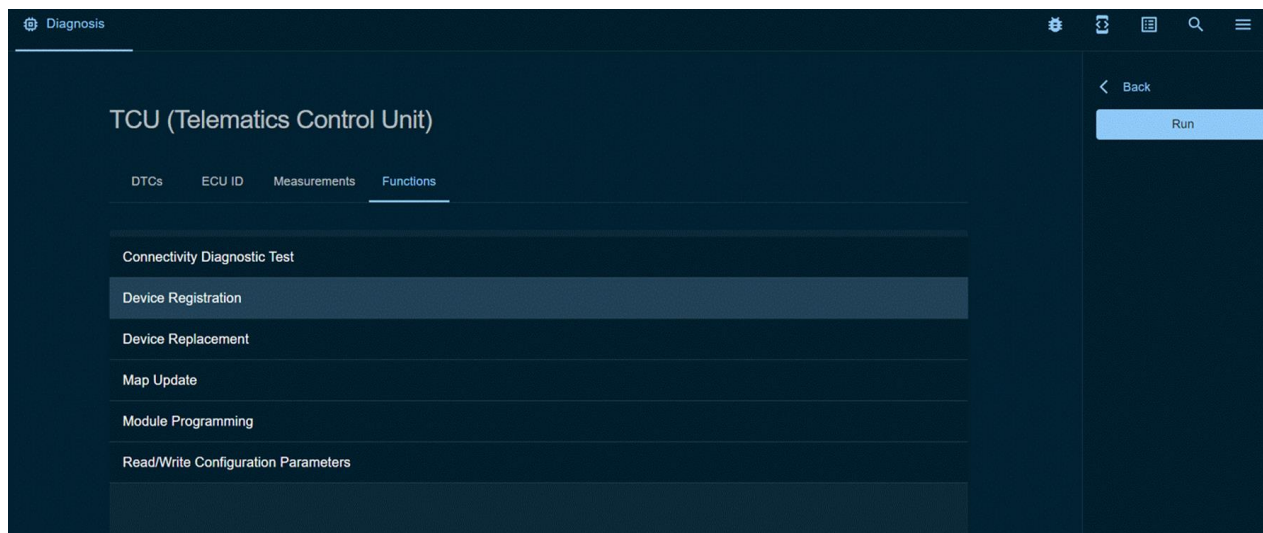
Answer: For vehicles equipped with PCCM (part numbers JC46-14C263-AA/BA) produced before 2024, if the software version is JC46-14C623-AB2 or earlier, a software update must be performed at the service. Otherwise, the vehicles will not be able to transmit data.

You will be able to monitor this info from web portal and mobile app soon.

Question 18: How is device registration performed at the service?

Answer: Connect to the vehicle using the FODiT application. After scanning the vehicle, select the TCU (Telematics Control Module), then navigate to Functions and choose '**Device Registration**.' Click 'Run' and 'Continue' to complete the process.

Note: If an error occurs during the procedure, please open a ticket to create a service record.
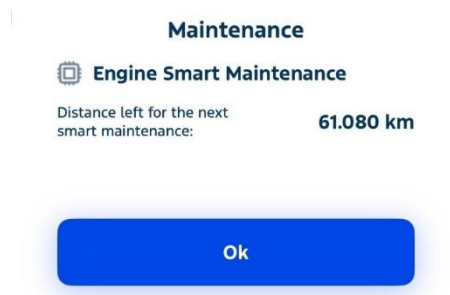
Question 19: What is CDT (Connectivity Diagnostic Test) and how is it performed?

Answer: **Connectivity Diagnostic Test** is a procedure used to check whether the vehicle's connectivity systems are functioning correctly. It should be performed at the service location. Please let us know if you need detailed information.
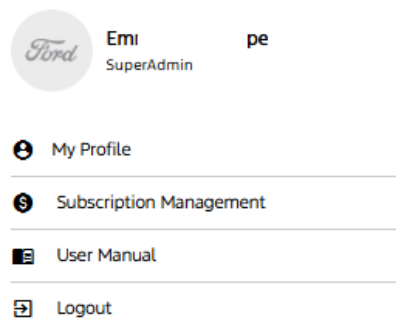
Question 20: Where can I access my vehicle's maintenance data?
Answer: Maintenance data can be viewed in the mobile application under "*Vehicle Details*".

Question 21: Where can I access the user guides for the Mobile Application and Web Portal?
Answer: You can access them from the "*User Manual*" tab located in the profile section of both the web portal and the mobile application.

Question 22: What is 'Fleet mode'?

Answer: <u>Fleet mode</u> is a feature we will launch in Q1-2026. With fleet mode, vehicle owners will be able to lock the option to enable or disable connectivity settings via the cluster, just like they can with eco mode.

After the ConnecTruck activation, the vehicle will start life with fleet mode locked. If they wish, vehicle owners can unlock it via the app or web portal, allowing drivers to control the connectivity setting on the cluster.

Question 23: Can a new super admin be added for a customer who has ConnecTruck activation?

Answer: Yes. Importers can add a new super admin for customers with ConnecTruck activation via the IDA screens.

Alternatively, customers can send an invitation link by using the '**Add User'** option in the app or web portal."

STEPS TO PAY ATTENTION ON IDA SCREENS:

When entering Super Admin information on the New Company screen:

Ensure that there are no spaces at the beginning or end of fields such as _Company Name_ and _Email._

Address field must be greater than 10 characters

What should be considered in the contact person's information?

Name,Surname and e-mail:

- Must be entered without space at the beginning or end.

- A maximum of two first names and one surname should be entered.

- E-mail should be written in lowercase

- It is recommended to enter English characters.

When everything is correct, the blue pencil icon does not appear in the section shown with a red frame to the left of the contact names in the Super Admin list.
When clicking "Save," a success message is displayed.

If an error occurs during the company saving step, a blue pencil icon appears next to the relevant Contact Name on the "Super Admin List" screen.

The error should be corrected by clicking the pencil icon. (When the pencil icon is clicked, the following pop-up screen named 'Update Super Admin' appears.)

When the dealer edits the Contact information by clicking the pencil icon (after detecting and correcting an error on the "Update Super Admin" screen), <u>the trade registry document for the relevant company must be uploaded again.</u>

This action should be performed via the "IDA-ConnecTruck-Super Admin" screen by clicking the update button located to the left of the relevant customer.

If no error (such as an empty field) is visible on the "Update Super Admin" screen, you should click the update button to the left of the company and verify that all information on the Company Information screen is correct and that the document has been successfully uploaded.

If the "Trage Registry" document is missing, it should be uploaded again.

If, after all these checks, no error is found and the customer still has not received the email, please open a ticket in the Dealer IT Support Ticket System.

- CT Status will be available on the IDA very soon.

On related sales screen and on the second hand screen you will be able to see if a vehicle has CT activastion and subscription (which are the two prerequisites for purchasing an extended warranty.)

NOTE: In the event of any customer or system issues, it is essential to submit a ticket via the Dealer IT Support Ticket System or the customer could give feedback from the mobile app directly to us in order to facilitate a prompt resolution.