

Step-by-Step Process to Report, Recover, and Have Your Stolen Vehicle Returned

Once you've safely confirmed your vehicle is stolen:

STEP 1

Call the police

Your local law enforcement will help you file a report — make note of the police report number and contact information to provide to the Ford Call Center agent.

STEP 2

Call us at 1-866-861-0419

You can call us at this number or through the FordPass® App. We'll take it from here:

- Our Call Center agent will verify the police report with law enforcement
- Our agent will then begin tracking your vehicle's location, as well as disable Factory Reset functionality
- You will receive a confirmation email from our agent with a summary of the case details
- Our Call Center will engage police to check for case updates, share updated locations, and request that you be updated by law enforcement

STEP 3

Your vehicle is recovered and returned

- The police will let you know when your vehicle is recovered
- Reengage our Call Center to deactivate tracking and initiate Recovery Mode
- You will receive a Recovery Mode confirmation email
- Your vehicle is returned to you

And at any time after you've activated the service, you can reach out to our dedicated Call Center 24/7 through the FordPass App — go to Account > Stolen Vehicle Services > Call Us.

You can track the details of your vehicle recovery here.

Important Details	Notes
Your Vehicle Identification Number (VIN)*	
Your Preferred Email Address	
Police Phone Number	
Police Report Date	
Police Jurisdiction	
Police Officer Name	
Police Officer Badge Number	
Police Report Number	
Ford Call Center Agent	
Ford Call Center Case Number	
Call Center Follow-Up Date	

*You can find your VIN in the FordPass App.