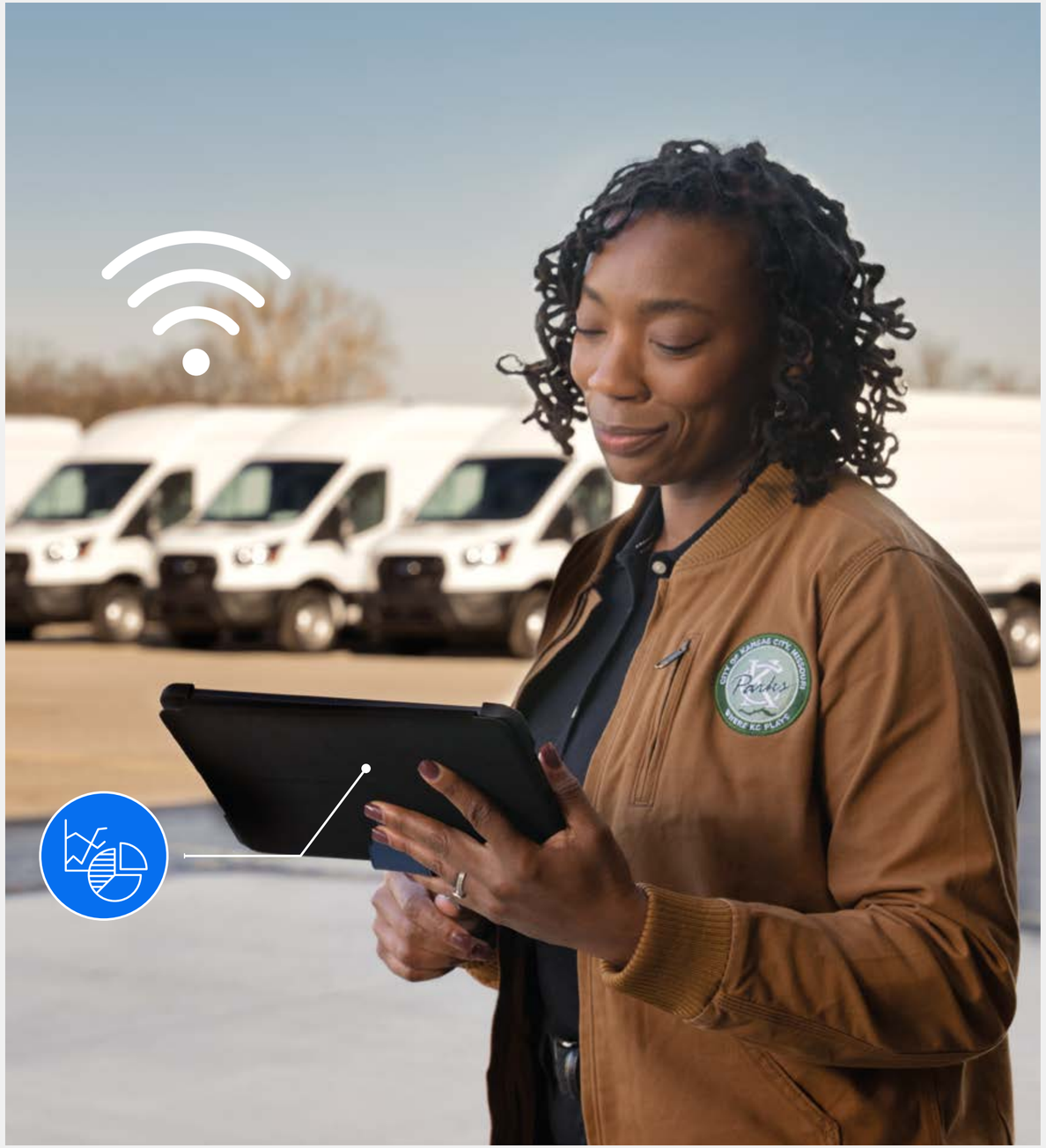
Ford PRO™ power up Academy

Ford Pro™ Embedded Modem & Plug-In Devices



Understanding Embedded Modems

Ford Pro™ offers a variety of available features that can help **drive uptime**, including an embedded modem, a cellular device installed in a vehicle during production that allows the vehicle to connect to the internet. Most Ford vehicles have included a **standard embedded modem** since the 2020 model year,[1] allowing your vehicles to be fully integrated with Ford Pro Intelligence software and services. The embedded modem is **installed and activated at the factory**, so it can't be unplugged, knocked loose or misplaced.

Embedded modems connect to available Ford Pro Intelligence software to give fleet managers access to:

- Vehicle health information
- Maintenance and service tracking
- Location and trip history
- And more

1. Embedded modem not included on 2020 F-150® XL models, 2020 F-53/F-59, 2021 E-Series®, 2021 F-650®/F-750®, certain 2025 Transit® vehicles equipped with 58U/V radios, 2026 E-Series built after 7/6/25, 2026 F-650/F-750 built after 7/6/25, 2027 E-Series, and 2027 F-650/F-750.

Exploring Plug-In Devices



If your fleet is made up of non Ford vehicles or Ford vehicles without an embedded modem, fleet managers can still **get access to Ford Pro™ Intelligence insights to help maximize fleet efficiency** by using a plug-in device.

A plug-in device is an available plug-in modem that enables access to Ford Pro™ Intelligence software for vehicles without an embedded modem. You can purchase a plug-in device to access Ford Pro Telematics.[1]

If you don’t know if your vehicle has an embedded modem, call 800-34-FLEET (800-343-5338) to speak with a Ford Pro agent that can confirm if the vehicle is connected or if it’s currently enrolled in any service.

1. Available on vehicles with embedded modem or equipped with approved plug-in device (PID). May require modem activation. Ford Pro Telematics and Ford Pro Data Services require a purchased subscription. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on subscription and compatible cellular network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.

Embedded vs. Plug-In: What's the Difference?

Choosing a vehicle with an embedded modem or utilizing an approved PID[1] can give fleet managers access to **driver behavior insights, maintenance and service tracking, location and trip history**, and more with a Ford Pro™ Telematics[2] software subscription.

If you would like to purchase a PID, you can contact Ford Pro Software Sales Support at 800-34-FLEET (800-343-5338) or telematics@fordpro.com.

	Speed	Position	Odometer	Seat Belt	Fuel Level	Ignition Status	Trip/Driver Behavior	Oil Life	Engine Hours	Vehicle Health	Tire Pressure	Diesel Signals	EV Signals
Modem	●	●	●	●	●	●	●	●	●	●	●	●	●
PID[1]	●	●	●	●	●	●	●	●	●	●	●	●	●

● Data is available ● Data is sometimes available (depending on vehicle/model year)

1. PID capabilities require OBD-II or J1939 wiring to interface with the vehicle's Engine Control Module (ECM). 2. Available on vehicles with embedded modem or equipped with approved plug-in device (PID). May require modem activation. Ford Pro Telematics and Ford Pro Data Services require a purchased subscription. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on subscription and compatible cellular network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.





Inside the Connected Uptime System

Using the embedded modem in Ford vehicles, Ford Pro™ operates in the background to help **maximize your uptime** at no additional cost. The Ford Pro Intelligence platform connects **digital tools** that Ford Pro offers to give fleet managers a comprehensive view of their fleet's information. The **Connected Uptime System** combines **connected vehicle data, digital tools and the human support of our Ford Pro agents**. They monitor your vehicles to see if they need parts or service if the vehicle is down, which can help increase uptime for connected commercial vehicle fleets.

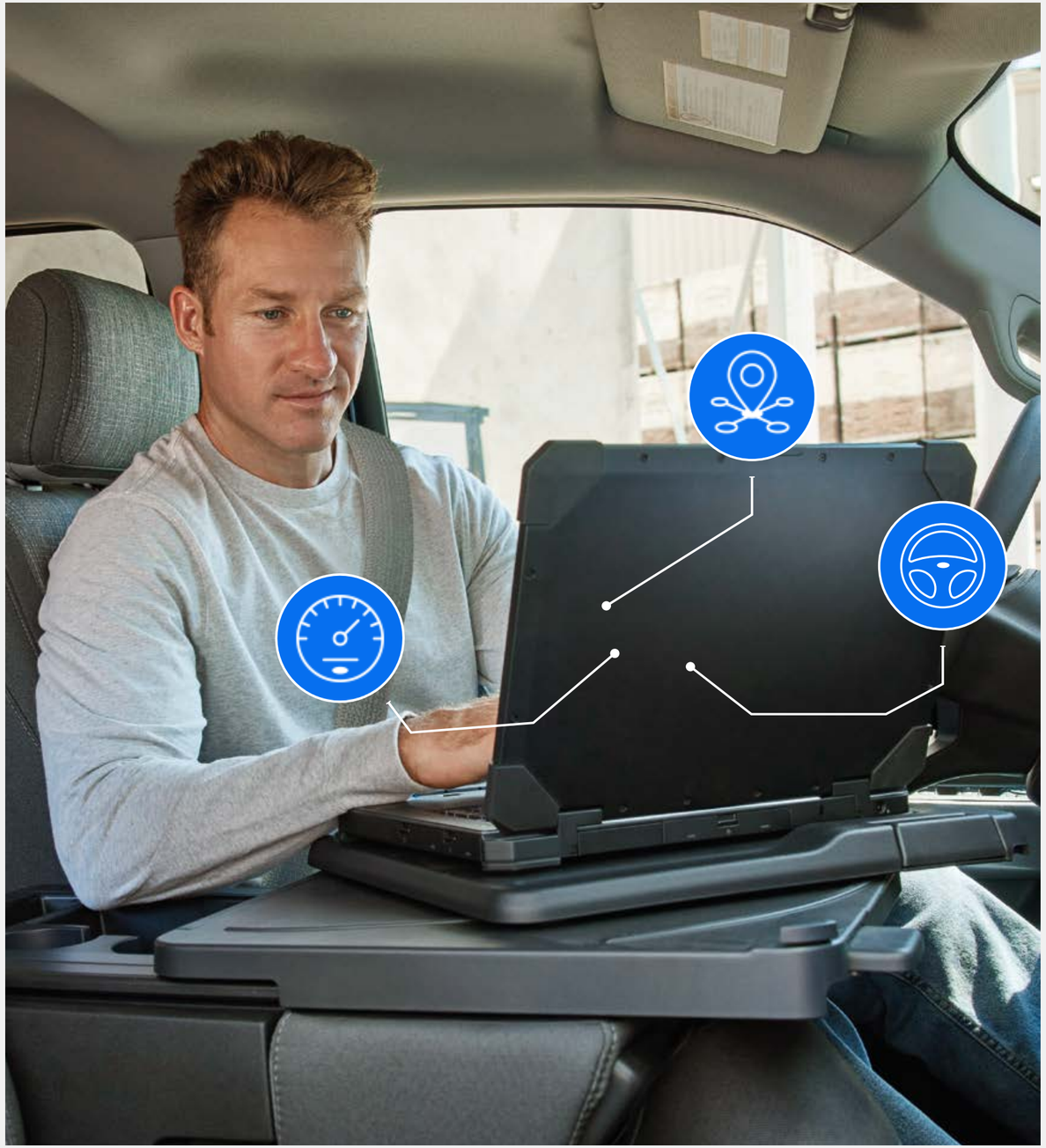
With the modem turned on, Ford Pro offers dealer remote access to insights like:

- Vehicle health information
- Odometer mileage
- Fuel level
- Tire pressure
- Estimated oil life remaining









Accessing Your Vehicle Data

To **access your embedded modem or plug-in device data**, you must first add your fleet vehicles to your Ford Pro™ account, then you can **subscribe your vehicles** to one of the Ford Pro Telematics[1] software products.

- Log in or create a Ford Pro account on FordPro.com
- Click on Admin in the upper-right corner
- On the My Vehicle page, click on Add Vehicles to add a single vehicle or a bulk upload of multiple VINs
  - Select the Manage Subscriptions button. Here you'll be able to activate and/or subscribe to the Ford Pro Intelligence product offerings available to your fleet vehicles.
  - You'll be able to activate your complimentary Telematics Essentials[2] subscription or subscribe to Ford Pro Telematics.[1]
  - If you already have a telematics provider, you can subscribe your eligible vehicles to Ford Pro Data Services to connect your vehicle data to third-party software.

1. Available on vehicles with embedded modem or equipped with approved plug-in device (PID). May require modem activation. Ford Pro Telematics and Ford Pro Data Services require a purchased subscription. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on subscription and compatible cellular network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features. 2. Complimentary product. Available on 2021 MY or newer Ford and Lincoln vehicles and certain 2020 MY vehicles with embedded modem. Excludes late 2025 produced Transit® vehicles equipped with 58U/V radios and certain 2026 and 2027 F-650®/F-750® and E-Series® vehicles. Requires modem activation. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on compatible cellular network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.

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