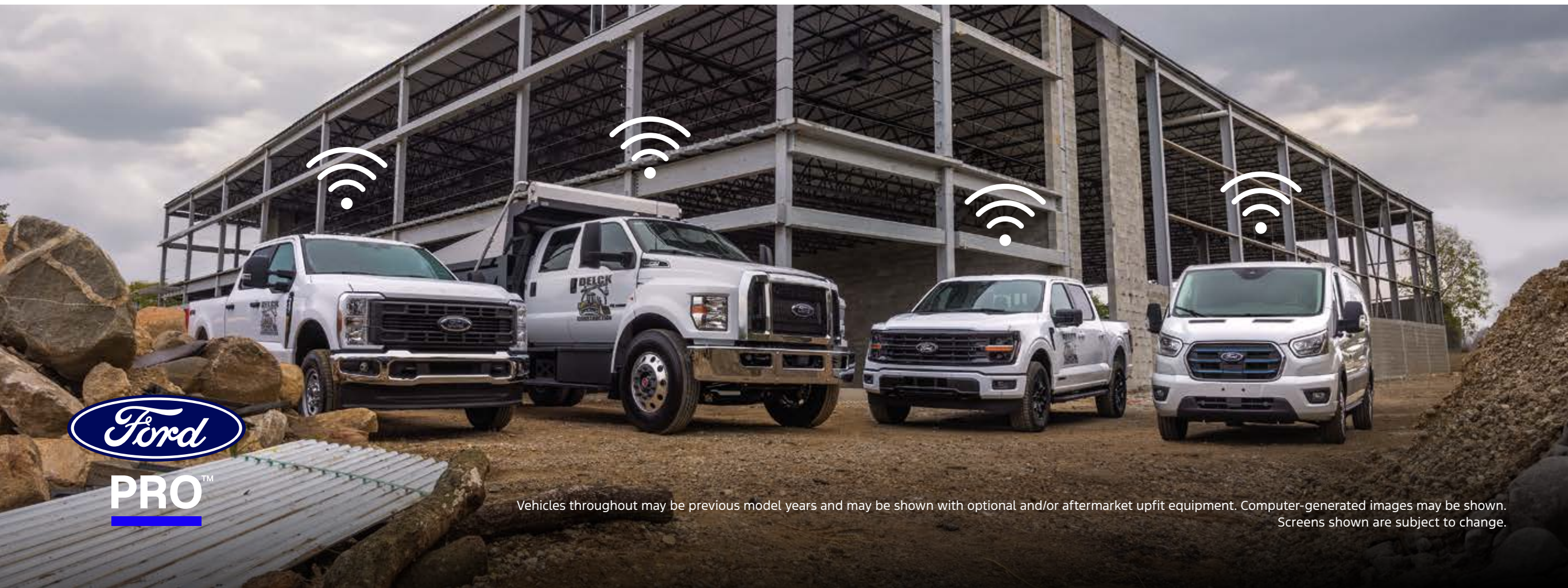


# 2025 Quick-Start Guide Ford Pro™ Embedded Modem



Vehicles throughout may be previous model years and may be shown with optional and/or aftermarket upfit equipment. Computer-generated images may be shown. Screens shown are subject to change.



# What is an Embedded Modem?

Ford Pro™ offers a variety of available features that can help with 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, allowing your vehicles to be fully integrated with Ford Pro Intelligence software and services. The embedded modem is installed and active at the factory, so it can't be unplugged, knocked loose or misplaced.

The vehicle's embedded modem connects with our service network at all Commercial Vehicle Centers to help with things such as expediting parts and service if the vehicle is down, which can help increase uptime.



**Embedded modems have been standard on most Ford commercial vehicles since the 2020 model year, except:**

2020 F-150° XL	Certain 2025 Transit° vans
2020 F-53/F-59	2026 E-Series (built after 7/6/25)
2021 E-Series°	2026 F-650/F-750 (built after 7/6/25)
2021 F-650°/F-750°	



# What is Ford Pro™ Intelligence?

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 embedded modem connects 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.

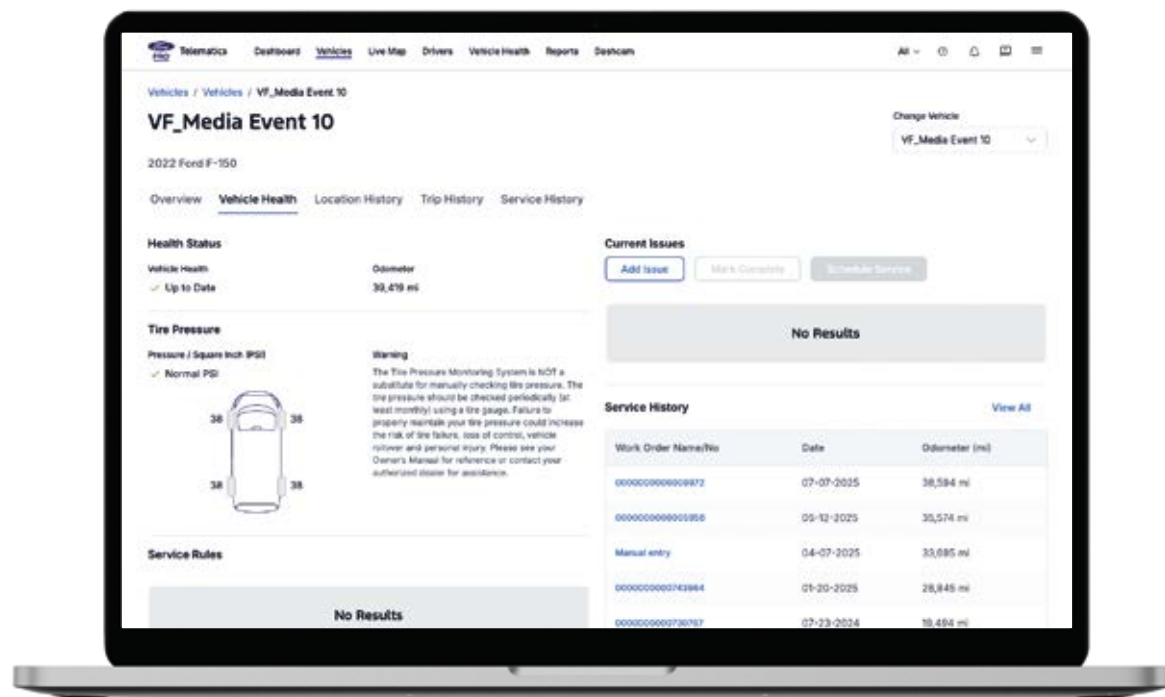
## Ford Pro Intelligence enables...

**Quality Teams** to learn how different vocations are impacting their vehicles and develop higher quality products.

**Dealers & Ford Pro Agents** to monitor and expedite service on downed vehicles, helping to have parts ready when vehicles need service via our Connected Uptime System.

**Upfitters** to program 2-way communication between Ford vehicles and their upfits when equipped with Vehicle Integration System 2.0.

**Customers** to access valuable insights and have more control over their fleet via tools like Ford Pro Telematics<sup>1</sup>



Screens shown are subject to change.

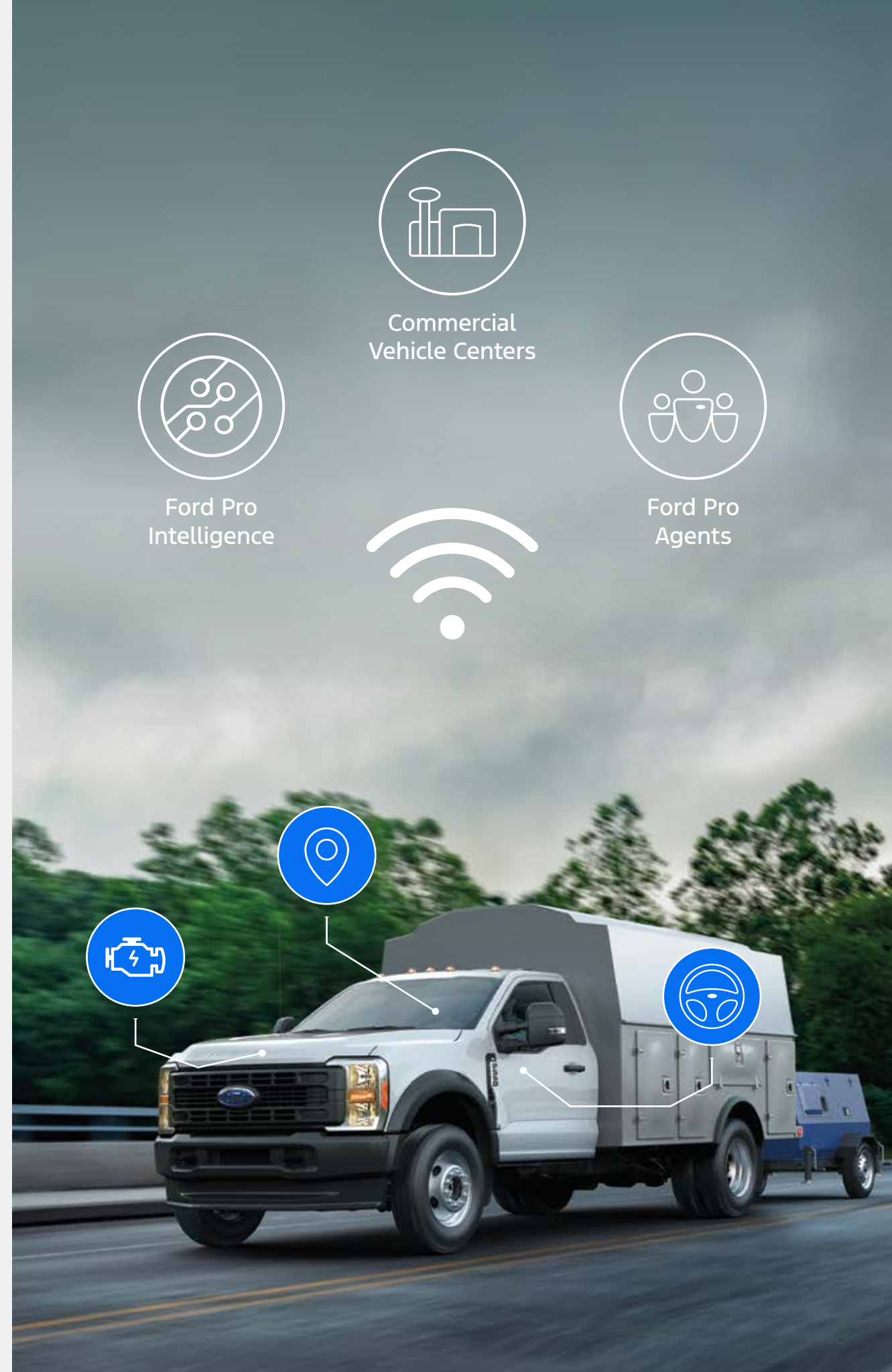
1. Available on vehicles with embedded modem or equipped with approved plug-in device (PID). May require modem activation. Ford Telematics and Ford Data Services require a purchased subscription. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on subscription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



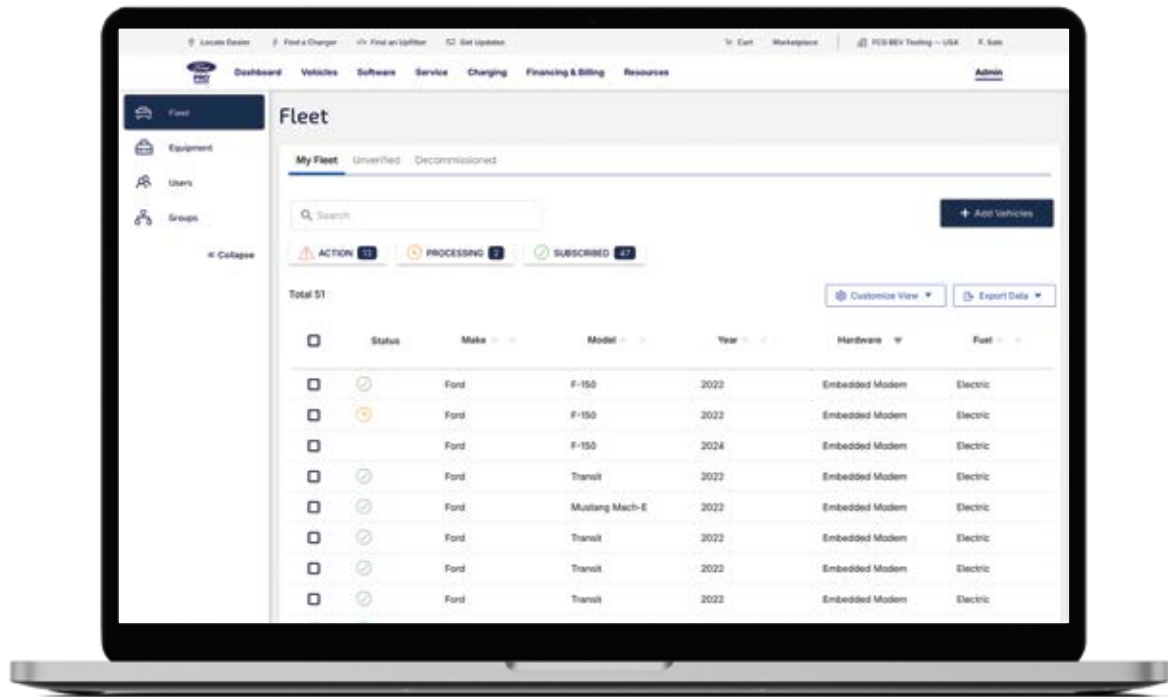
# Introducing the Connected Uptime System

When the vehicle comes from the factory, the embedded modem is already activated and is connected to Ford Pro™ Intelligence. The Connected Uptime System combines connected vehicle data, digital tools and the human support of our Ford Pro agents, who work behind the scenes to 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. Using the embedded modem on Ford vehicles, Ford Pro operates in the background to help maximize your uptime at no additional cost.

With the modem turned on, Ford Pro offers dealers valuable insights. The dealer gets 60 days of diagnostic information, vehicle health insights, odometer mileage, fuel level, tire pressure and estimated oil life remaining – all available without the vehicle having to be at the dealership. And Ford Pro provides active vehicle monitoring, proactive repair support, parts ordering assistance and prognostics to reduce service visits.

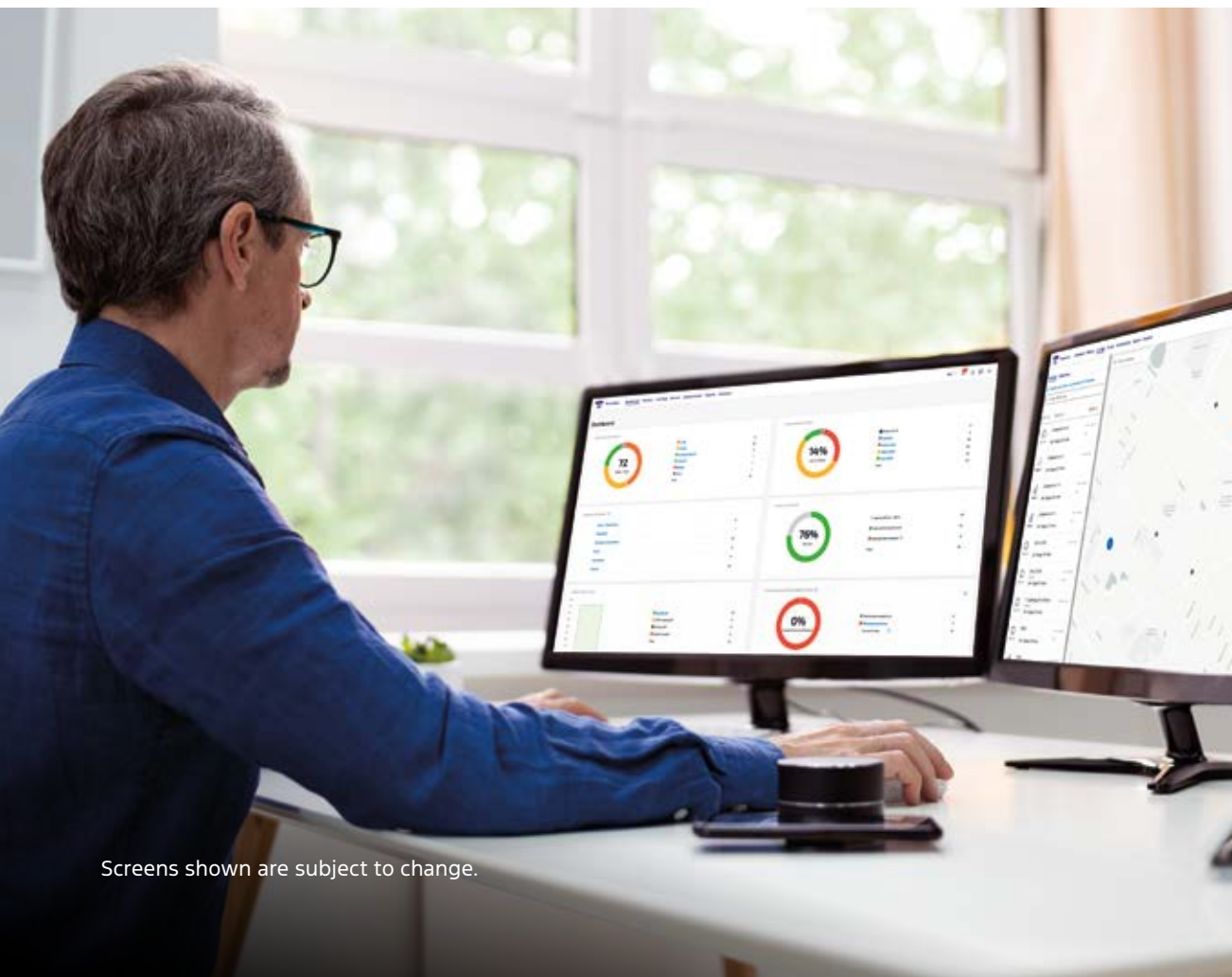


# How Do You Access Your Modem Data?



To access your modem data, you must first add your fleet vehicles to your Ford Pro™ account, then subscribe your vehicles to an available Ford Pro Intelligence software product.

- Log in or create a Ford Pro account on FordPro.com
- Click on Admin in the upper-right corner
- On the Fleet tab, click on Add Vehicles to add a single vehicle or a bulk upload of multiple VINs
- Select Marketplace in the top menu to view the Products page
  - 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<sup>1</sup> subscription and/or subscribe to other available Ford Pro Intelligence software here



Screens shown are subject to change.

1. 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 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.



# Available Ford Pro™ Intelligence Products

With an embedded modem or Plug-In Device, your vehicle can be integrated with Ford Pro Intelligence software including, but not limited to:

## Ford Pro Telematics Solutions

- Complimentary for the life of the vehicle, our base plan Ford Pro Telematics Essentials<sup>1</sup> includes vehicle health insights as well as maintenance and service tracking to help with your business's uptime.
- Our full service subscription, Ford Pro Telematics<sup>2</sup> offers more visibility through GPS fleet tracking and geofencing while our Telematics Drive App<sup>3</sup> gives more accessibility to drivers and fleet managers.
- Subscribers can also get available add-ons like in-vehicle coaching and dashcams<sup>4</sup> to help train your drivers in the moment and review their performance in the Telematics dashboard.

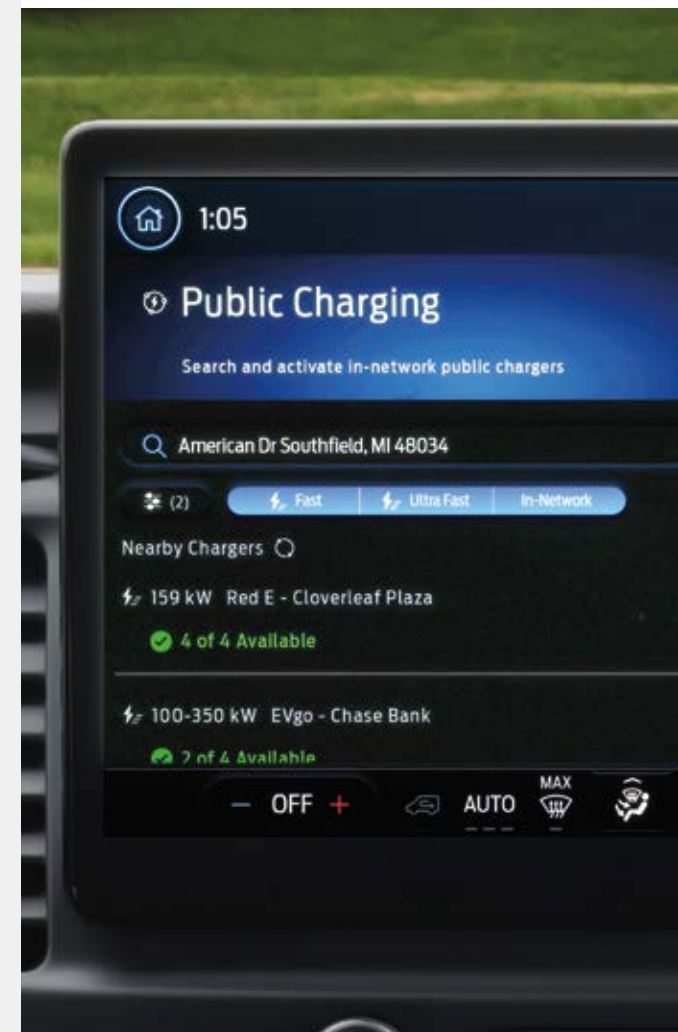
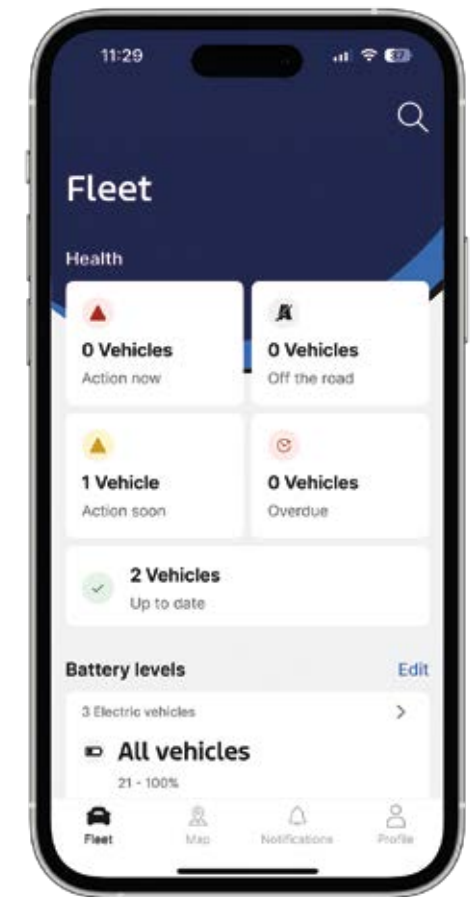
## Electric Vehicle Software

- Ford Pro E-Telematics:<sup>5</sup> Get a 1-year trial on new Ford electric vehicles that gives fleet managers additional valuable insights into their fleets with features like real-time charge and range status as well as sustainability tracking.
- Ford Pro Public Charge Management:<sup>6</sup> When you subscribe your electric vehicles you'll get consolidated billing and access to the BlueOval® Charge Network as well as the Public Charging in-vehicle app.

To see the full list of available Ford Pro Intelligence products, visit the Marketplace at [FordPro.com](https://fordpro.com).

Screens shown are subject to change.

1. 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 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. 2. Available on vehicles with embedded modem or equipped with approved plug-in device (PID). May require modem activation. Ford Telematics and Ford 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. 3. Ford Telematics Drive App, compatible with select smartphone platforms, is available via a download. Message and data rates may apply. Connected Services and features depend on compatible cellular network availability. Evolving technology/cellular networks may limit the functionality and use of app. 4. An additional subscription is required for activation of Ford Pro Telematics with Dashcam. Terms and conditions apply. 5. Eligible (2022 and 2023 MY) vehicles receive a complimentary three-year trial of Ford Pro E-Telematics services, and eligible (2024, 2025 and 2026 MY) vehicles receive a one-year trial that begins on the new vehicle warranty start date. Requires modem activation. Terms and conditions apply. Telematics service and features depend on compatible cellular network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features. Annual service contract is required for E-Telematics service after trial. Call 1-833-811-3673 or go to [fordpro.com](https://fordpro.com) to activate E-Telematics service. 6. Subscription required.



# Compare Ford Pro™ Telematics Features

	Ford Pro Telematics Essentials <sup>1</sup> Complimentary for the Life of the Vehicle	Ford Pro Telematics <sup>2</sup> Subscription Based; Available Plug-In Modem Kit for Older and Non Ford Vehicles	Ford Pro E-Telematics <sup>3</sup> Complimentary for 1 Year on 24, 25 and 26 MY; 3 Years on 22 and 23 MY
User-Friendly Dashboard	●	●	●
Vehicle Health Insights	●	●	●
Dealer Scheduling	●	●	●
Maintenance & Service Tracking	●	●	●
GPS Fleet Tracking & Geofencing		●	●
Fuel-Efficiency Analysis		●	●
Ford Pro Telematics Drive App <sup>4</sup>		●	●
Location & Trip History		●	●
Remote Lock/Unlock		●	●
In-Vehicle Coaching <sup>5</sup>		●	●
Vehicle Security Alerts <sup>5</sup>		●	●
Top Speed Limiter <sup>5</sup>		●	●
Acceleration Limiter <sup>5</sup>		●	●
Open API for Integration		●	●
Dashcams <sup>5,6</sup>		●	●
Non Ford Vehicle Support		●	
Remote Preconditioning			●
Home Charging Reimbursement			●
Real-Time Charge & Range Status			●
Charge Insights & Logs			●
Sustainability Tracking			●

1. 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 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. 2. Available on vehicles with embedded modem or equipped with approved plug-in device (PID). May require modem activation. Ford Telematics and Ford 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. 3. Eligible (2022 and 2023 MY) vehicles receive a complimentary three-year trial of Ford Pro E-Telematics services, and eligible (2024, 2025 and 2026 MY) vehicles receive a one-year trial that begins on the new vehicle warranty start date. Requires modem activation. Terms and conditions apply. Telematics service and features depend on compatible cellular network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features. Annual service contract is required for E-Telematics service after trial. Call 1-833-811-3673 or go to [fordpro.com](https://fordpro.com) to activate E-Telematics service. 4. Ford Telematics Drive App, compatible with select smartphone platforms, is available via a download. Message and data rates may apply. Connected Services and features depend on compatible cellular network availability. Evolving technology/cellular networks may limit the functionality and use of app. 5. Optional add-ons. 6. An additional subscription is required for activation of Ford Pro Telematics with Dashcam. Terms and conditions apply.



# What if My Vehicle Doesn't Have a Modem?

Ford Pro™ Telematics<sup>1</sup> and Ford Pro Data Services<sup>1</sup> require either an embedded modem or an approved Plug-In Device (PID) for data connectivity. A PID is an available plug-in modem device that enables access to Ford Pro Intelligence software for vehicles without an embedded modem. 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. If your vehicle doesn't have a modem – whether it's a non Ford vehicle or a Ford vehicle without an embedded modem – you can purchase a plug-in device to enable Ford Pro Intelligence software features. 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](mailto:telematics@fordpro.com).

## Modem vs. Plug-in Device (PID)

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

● Data is available   ● Data is sometimes available (depending on vehicle/model year)   ● Data is not available

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# Need Assistance? Start Here.

Scan



Data Rates May Apply

Contact us by phone.

**Call**

800-34-FLEET (800-34-5338)

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FordPro.com  
1-800-34-FLEET

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