



## Tech Tip #25-1006

### Ford Diagnostic Software Transition

Hello Valued Customer,

We want to share some important news with you about Ford's diagnostic software. Ford is changing how you access IDS, FJDS, FDRS, and the Ford DiagNow mobile app. They are moving away from the old 20-digit license system and switching to a new subscription model that's designed to be simpler, more flexible, and more user-friendly.

Below is the full update from Ford, along with details on what it means for your shop and what steps you'll need to take.

We know this is a big change, but the new subscription system should make your diagnostic workflow smoother and give you more flexibility across devices. If you have any questions, please don't hesitate to reach out, we're here to help make the transition as easy as possible.

Sincerely,

New York Bus Sales

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# Rotunda

Ford Diagnostic Software User,

We're excited to announce an important change in how you access Ford's diagnostic software (IDS, FJDS, FDRS and Ford DiagNow [Mobile App for VCM Lite]), designed to provide you with greater flexibility and efficiency. We are transitioning from the current 20-digit, alphanumeric, license-based system to a new, user-friendly subscription model.

Until October, you can continue using the existing license build of the software that you already have installed but are welcome to install and utilize the subscription build that will be available on PTS or MotorcraftService.com download page. On September 15th, we will remove the ability to purchase IDS Licenses and everyone will be fully migrated to a Ford Diagnostic Subscription. After this transition, the license builds themselves will no longer function so it will be required to update by then.

What This Means for You:

**Seamless Transition:** Your existing diagnostic software licenses will be automatically transitioned to the new subscription model. Your current expiration dates will remain the same, ensuring uninterrupted access. You will then be able to log into the software with the credentials you are currently using for FDRS (your MotorcraftService.com credentials).

**Simplified Access:** Your diagnostic software access will no longer be tied to a specific PC. This means significantly reduced downtime if your computer crashes or you upgrade hardware, as you won't need to reach out to the support center to

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return licenses or add them back to your new PC. Simply log in with your credentials, and you're ready to go. For security purposes, there will be a limit to the number of concurrent sessions a user can have open, but until that point, you have the increased flexibility of being able to log into multiple sessions at once which was not possible on the traditional license system.

**Expanded Software Inclusion:** A major enhancement for retail and aftermarket users is that your subscription will now include access to both IDS and FJDS, in addition to FDRS. This eliminates the need to make a decision on which specific software you need to purchase based on the Vehicle Communication Interface (VCI) you are using. Also included is access to Ford DiagNow, the subscription to our VCM Lite (Rotunda Part Number 164-R9874) Mobile App. If you don't already have a VCM Lite, please check the Rotunda website for purchase or find the listing of Ford DiagNow in your phone's app store.

### Purchasing and Managing Accounts on MotorcraftService.com

**Individual Accounts:** Users can continue to purchase and manage their subscriptions individually on MotorcraftService.com as you do today. Your existing account will continue to be the credentials you utilize to log-in to FDRS, but now you will also use it for IDS and/or FJDS.

**Managing Multiple Users on an Account:** For shops with multiple users, you now have the ability to be a to create a "Sponsor account." This allows you to purchase multiple subscriptions under one account and then easily assign access to specific usernames within your team. This provides centralized management and simplified billing. Please see the job aid for detailed instructions on how this structure is created and managed.

### Downloading the new versions of IDS, FDRS, or FJDS

The new versions of IDS, FDRS, and FJDS are live and able to be installed on MotorcraftService.com. Simply navigate to the home page, click the dropdown for "Diagnostic Tool Support" > Software > select the version you plan on using > Download Software. You will now see the option to download and install the "Subscription" version. Please uninstall all existing FJDS and IDS versions already on your machine before proceeding with installing these versions. FDRS can handle installation over the current version, so the uninstall of that program is not strictly necessary.

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## Software Download

Software Download Links		
Download Applicable Diagnostic Software (Do NOT install IDS & FJDS on the same PC). Then Install Diagnostic Software	IDS 131.01 Full FJDS 131.01 Full FDRS 45.5.5	
Download VCI Software (Only install the VCI Software if using a Rotunda VCM, VCMII, VCM3 or VCMM). Then Install VCI Software	VCI Software 1.0.1.18	VCI Firmware What's New - contains Details on this new software. Version 1.0.1.18 released July 5th, 2023
Download Diagnostic Software Updates (if available) Then Run Diagnostic Software Updates	Update IDS 131.03 Update FJDS 131.03	
Download VMS Then Install VMS (Optional - VCMM Users Only)	VMS v2.1.904.14	Click Here for the VMS Manual

Please wait to use the links below until an announcement about them is made in your region.

[FDRS 45.6.5 Subscription](#)

[IDS 132.01 Full Subscription](#)

**Pricing Update:** Your access duration options will remain the same, but to support these enhancements and expanded software access, there will be an adjustment to the subscription pricing:

- **365-day subscription:** \$1200/year
- **30-day subscription:** \$300/30-days
- **2-day subscription:** \$120/2-days

**Important Note 1:** This is a user-based subscription model. Access is granted to the specific user(s) associated with the purchased subscription(s), not a general "shop access" that allows unlimited users. One subscription will cover one user, with a buffer of 3 concurrent log ins on different PCs for that user. Sharing of accounts is strictly prohibited and their accounts will be blocked by Cyber Security if misuse is discovered. For information on how to create a Sponsor account and distribute access to specific users, please [click here](#) to see the Job Aid that has detailed, step-by-step instructions. You can still choose to have each user purchase their access individually like you may do for IDS Licenses, or you can utilize this Sponsor account to have a centralized account for billing and account distribution.

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You will continue to manage and purchase your subscriptions through [www.motorcraftservice.com](http://www.motorcraftservice.com). Any questions should be directed to MotorcraftService.com support at **1-888-354-7558** or submitting web form assistance at <https://www.motorcraftservice.com/Feedback/USFeedback> (you will need to be logged in first).

**Note 2:** For successful uninstallation and reinstallation of the Subscription version of IDS and FJDS, please utilize the Clean Uninstall utility:

1. Uninstall IDS/FJDS using Start > All Programs > Ford Motor Company > Uninstall IDS/FJDS
2. Reboot PC
3. Run the IDS CleanUp Utility
4. Reboot PC
5. Re-install IDS/FJDS
6. Reboot PC

**Note 3:** For support, please continue to contact 1-800-Rotunda Option 1 or MotorcraftService.com support at **1-888-354-7558**. I will work closely with them to answer any questions you might have.

We believe these changes will significantly improve your diagnostic workflow and provide greater value. We are committed to supporting your diagnostic needs and helping you service Ford and Lincoln vehicles efficiently.

Thank you for your continued partnership.

Sincerely,

Your Ford Rotunda Diagnostic Team

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## OUR LOCATIONS:

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**Rochester: 800-463-3232**

**Albany: 866-867-1100**

**Warranty: 800-962-5768**

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