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April 27, 2022

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **NEW VEHICLE RECOMMENDED DELIVERY HOLD**

**Customer Satisfaction Program 22B08**

Certain 2021 Model Year Mach-E, F-150, Bronco, Edge, Nautilus vehicles

Electronic Control Module Recovery

**REF :** **TSB 22-2150 Ford Power-Up Software Update Failure Message And/Or Unable To Update The APIM Or TCU With The FDRS And USB Drive - Module Recovery**

**PROGRAM TERMS**

This program will be in effect through October 31, 2022. There is no mileage limit for this program.

**EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of October 31, 2022 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may miss out on future Ford Power-Up or Lincoln Way updates. FSA VIN Lists are expected to be available on April 27, 2022.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021	CUAUTITLAN	March 10, 2020 through July 6, 2021
F-150	2021	DEARBORN	March 16, 2020 through July 22, 2021
F-150	2021	KANSAS CITY	October 29, 2020 through October 7, 2021
Bronco	2021	MICHIGAN	January 15, 2021 through December 13, 2021
Edge	2021	OAKVILLE	February 8, 2021 through November 15, 2021
Nautilus	2021	OAKVILLE	November 24, 2020 through November 15, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note: Completion of TSB 22-2150 will close this FSA.**

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, an internal error in the Accessory Protocol Interface Module (APIM) or Telematics Control Unit (TCU) module software will prevent the receipt of software updates or enhancements for these modules from Ford Power-Up or Lincoln Way. The module will operate as intended otherwise.

## **SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this program, dealers are to update the APIM and TCU module software. If either module won't execute the update, the module needs to go through the recovery process listed in TSB 22-2150, then updated.

For sold vehicles, customers will be notified if they have a module with this issue. They will be instructed to make an appointment with their dealer to have this issue corrected. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** The service action is different between vehicles that are sold and in operation vs. unsold vehicles. Ford can identify modules and VINs that require the recovery process once the vehicles are sold and in operation. Those VINs are included in this program. If a vehicle has not yet been sold, dealers will be able to identify modules requiring recovery by attempting to update the modules.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of May 9, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson