



Stacy L. Balzer
 Operating Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

November 23, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **RECOMMENDED NEW VEHICLE DELIVERY HOLD**
Customer Satisfaction Program 22B08 – Supplement #2
 Certain 2021 Model Year Mach-E, F-150, Bronco, Edge, Nautilus vehicles
 Electronic Control Module Recovery

REF : **Customer Satisfaction Program 22B08 – Supplement #1**
 Dated June 21, 2022

New! REASON FOR THIS SUPPLEMENT

- **Program Terms:** The program expiration date was incorrectly shown as October 31, 2022. The correct date is April 30, 2023.
- **Affected Vehicles:** The build dates were updated. Verbiage added to indicate the population will increase as more vehicles with modules needing recovery are identified.
- **Service Action:** Verbiage added to indicate the population will increase as more vehicles with modules needing recovery are identified.
- **Owner Notification Mailing Schedule:** Verbiage added on mailing owner letters to additional owners as they are identified.
- **Owner Refund Expiration Date:** The owner refund expiration date was incorrectly shown as May 27, 2022. The correct date is April 30, 2023.

New! PROGRAM TERMS

This program will be in effect through **April 30, 2023**. There is no mileage limit for this program.

New! EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of **April 30, 2023** 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 were available on April 27, 2022.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021	CUAUTITLAN	March 3, 2020 through July 6, 2021
F-150	2021	DEARBORN	March 16, 2020 through October 22, 2021
F-150	2021	KANSAS CITY	October 29, 2020 through November 13, 2021
Bronco	2021	MICHIGAN	December 15, 2020 through December 18, 2021
Edge	2021	OAKVILLE	December 15, 2020 through November 15, 2021

Nautilus	2021	OAKVILLE	<i>September 15, 2020</i> through November 15, 2021
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Affected vehicles are identified in OASIS and FSA VIN Lists.

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

Note: *The list of affected VINs will be updated monthly as they are identified through the Ford Power-Up or Lincoln Way update process.*

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.

New! 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. *The list of VINs requiring recovery will be updated monthly as they are identified through the Ford Power-Up or Lincoln Way update process.* If a vehicle has not yet been sold, dealers will be able to identify modules requiring recovery by attempting to update the modules.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of May 27, 2022. *Additional owner letters will be sent out monthly as affected VINs are identified.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

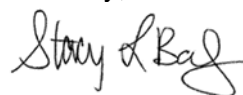
New! ATTACHMENTS

- 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,



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OASIS ACTIVATION

OASIS was activated on April 27, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on April 27, 2022. Owner names and addresses were available on May 27, 2022.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

New! OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires *April 30, 2023*.
- Refunds will only be provided for the cost associated with recovery of the APIM or TCU module.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08749, 2021 Lincoln Pickup & Delivery Updates.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number (22B08) is the sub code.
 - Customer Concern Code (CCC): A11 Electrical Control Panels
 - Condition Code (CC): 04 Software Revision/Flash Module
 - Causal Part Number: 14G670
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08749, 2021 Lincoln Pickup & Delivery Updates for details.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
For a customer vehicle, claim MT22B08B only. For an unsold vehicle, claim MT22B08C. If TCU and APIM updates are successful, no further steps are required. If TCU and APIM updates were unsuccessful, claim MT22B08B in addition to MT22B08C.		
Perform module recovery shown in TSB 22-2150. At the end of the procedure, it is not necessary to check the Professional Technician System (PTS) website for applicable SYNC 4 and Reverse Brake Assist System TSB, SSM, GSB publications as directed in Step 8 of the TSB.	MT22B08B	Up to 1 hour
Update TCU & APIM software. (Unsold units only)	MT22B08C	Up to 1 hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.