

Vehicle Identification Number	
1FTFW1ED1MFB59560	
Delivery Date	In-Service Date
Color	License Number
WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - M: CUSTOMER CONCERN  C/S: CUSTOMER STATES HIS VEHICLE WAS DOING AN UPDA  TE AND IT DID NOT COMPLETE THE UPDATE. SCREEN STAT  ED UPDATE FAILED.. COUPLE DAYS LATER, THERE WAS A  MESSAGE ON HIS FORD PASS APP STATING LOW BATTERY..  CHECK AND REPORT  Caused by  confirmed customer concern. Tried to update the  APIM and TCU, neither would update via FDRS. The  battery state of charge was 74% so I had to  charge and wait a bit, than started with the GWM,  IMPA, recal IMPA x2, SCCM x2, CCM, PSCM, and CMR.  Than I could perform 21G01 reprogram the APIM,  TCU, GWM x2, IPC, GWM, APIM, and TCU. The APIM  still would not update or show up to date.  Tech: Bret Durfee (002)  I than started to program the other modules:  SCCM, TRM, GSM, DDM, PDM, and PSM. It would then  and only then let me reprogram the APIM with the  USB stick, I did that and all options for updates  are gone in FDRS, all modules are at latest  update. It still does not show up to date in the  OTA dashboard as stated in step #18 in 21G01. I  than recalled all applicable modules and  performed APIM hard reset, still not showing  complete. I contacted hotline for more  information on completing APIM OTA updates to  customer satisfaction.</p>	Warranty
<p>#2 - Q99PX: QUICK LANE - PERFORM THE MULTI-POINT INSPECTION  AND COMPLETE THE ACE REPORT CARD - QUICK LANE  *WHENWHEELS ARE REMOVED PLEASE RETURN IN 100MILES  FOR LUG NUT RETORQUE*  Tech: Bret Durfee (002)  Sub Total: .00</p>	
<p>Please Note: CREATED 2022-07-12 08:57:00AM TAKEN BY CURTIS GREE  N</p>	