

Vehicle Identification Number	
1FTFW1ED1MFB59560	
Delivery Date	In-Service Date
Year	Make
2021	FORD
Model	Body
F-150 XLT	PLATINUM
Color	License Number
WHITE	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#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, then 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)		Warranty
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.		
#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		
Please Note: CREATED 2022-07-12 08:57:00AM TAKEN BY CURTIS GREE N		