



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 6, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 26B09**
Certain 2022-2023 Model Year F150 Lightning Equipped with Intelligent Backup Power Feature
Update the Accessory Protocol Interface Module (APIM), Gateway Module (GWM) and Telematics Control Unit (TCU) Software

PROGRAM TERMS

This program will be in effect through July 31, 2027. There is no mileage limit for this program.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles: 23)

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150 Lightning	2022	Rouge Electric Vehicle Center	March 17, 2022 through October 13, 2022
F-150 Lightning	2023	Rouge Electric Vehicle Center	November 16, 2022 through September 12, 2023

REASON FOR THIS PROGRAM

On all of the affected vehicles, the APIM, GWM, and TCU modules were not built with the correct software to support the Intelligent Backup Power Feature. The affected customers will not be able to use the Intelligent Backup Power Feature to power their home during a power outage. Normal driving and all other vehicle features are unaffected.

SERVICE ACTION

Dealers should update the Accessory Protocol Interface Module (APIM), Gateway Module (GWM) and Telematics Control Unit (TCU) modules. This service must be performed on all affected vehicles at no charge to the vehicle owner.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 6, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:
<https://www.fordtechservice.dealerconnection.com>

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.

Customer Service Division

Customer Satisfaction Program 26B09**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on July 6, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 6, 2026. Owner names and addresses will be available by July 24, 2026.

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 (when available) 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.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- If OASIS is activated, identify and correct any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

With proper service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

Customer Satisfaction Program 26B09

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC17526 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 26B09
 - Customer Concern Code (CCC): OTA
 - Condition Code (CC): 04
 - Causal Part Number: 14H074, Quantity 0
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.

Customer Satisfaction Program 26B09

LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Update APIM and TCU modules to the latest level following the technical instructions. Cannot be claimed with labor operation MT26B09C or 26B09D. This labor operation code closes the FSA.	MT26B09B	M-Time up to 7.0 Hours
Update APIM, GWM, TCU, and IPC modules to the latest level following the technical instructions. Cannot be claimed with labor operation MT26B09B or 26B09D. This labor operation code closes the FSA.	MT26B09C	M-Time up to 8.0 Hours
Software Verification Form shows software is already up to date. Vehicle does not need to be connected to FDRS to check – VIN can be entered into PTS manually. This labor operation code closes the FSA.	26B09D	0.2 Hours

SUPPLEMENTAL LABOR ALLOWANCES **These labor operation codes DO NOT close the FSA.**

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	26B09PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2022-2023 MODEL YEAR F-150 LIGHTNING EQUIPPED WITH INTELLIGENT BACKUP POWER FEATURE — UPDATE THE AUXILIARY PROTOCOL INTERFACE MODULE (APIM), GATEWAY MODULE (GWM) AND TELEMATICS CONTROL UNIT (TCU) SOFTWARE

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15936 for more details.

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Check if the software has already been updated as part of an Over-the-Air (OTA) update by doing the following:
 - a. Launch the Professional Technician System (PTS) and enter the vehicle's VIN.
 - b. Hover over the Diagnostics tab and select Software Verification Form from the drop-down menu.
 - c. Select 26B09 from Field Service Action drop-down menu and click Submit.
 - d. If Software update status shows 'Complete', then the software has already been successfully installed on the vehicle.
2. Did the software status in PTS show the software update status as complete?

Yes - The correct software has already been installed and the recall is complete.
Obtain the Software Verification Approval Code for claiming and claim 26B09D.
No - Proceed to Step 3 to install the software.



VCM3

It is highly recommended that a Vehicle Communication Module 3 (VCM3) is used when updating the Accessory Protocol Interface Module (APIM) software for 26B09. Using a VCM3 reduces the chances of programming failures on modules when very large files are being transferred.

FSA Quick Response Team – Assistance for Software Related Concerns Performing This FSA

If you experience software programming errors or multiple programming failures, require module replacement, or have difficulty generating a Software Validation Code (SVC) for this FSA, contact the FSA Quick Response team using the link shown in Figure 7 from the Ford Diagnostic and Repair System (FDRS).

- A Repair Validation Code (RVC) will be provided, if needed, by the FSA Quick Response team if module replacement is required.

Once you are provided with an RVC:

- **For this program it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
 - additional labor hours
 - module replacement
 - related damage

NOTE: Before beginning programming make sure the vehicle has enough charge to sit idle for 2 hours.

NOTE: The following modules may each require more than one software update:
Gateway Module (GWM), Telematics Control Unit (TCU) and/or Accessory Protocol Interface Module (APIM).

3. Launch FDRS. Make sure FDRS is updated to the latest version.

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

4. Check the vehicle's **State of Charge (SOC)** by performing the following:

- a. Double click the battery icon in the lower right corner of FDRS.
- b. Make sure that the SOC reads over 50%. If the SOC is less than 50%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda GRX-3590 or DCA-8000 testers to verify battery condition.
- c. Remove the charger from the vehicle once the battery is fully charged. Using FDRS, navigate to toolbox tab > BCM > **Reset Battery**. Monitor Sensor Learned Values application. Perform the BMS reset.

5. Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to make sure that it is within this range. **The SOC must be greater than 50% to continue with this FSA.**

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.



NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection, and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

6. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left-hand (LH) side of the screen, and available procedures are listed on the right-hand (RH) side of the screen. Modules that are communicating are highlighted in green.

7. Select **Toolbox** tab.

8. Select **Multi-Module** tab.

9. Select **Read the Configuration Data**. Click **RUN**.

10. Select the **SW Updates** tab.

11. Is there a software update available for the **SCCM - Steering Column Control Module (SCCM)**?

Yes - Proceed to Step 12.

No - Proceed to Step 14.

12. From the list on the RH side of the screen, select **SCCM - Steering Column Control Module (SCCM) Software Update**.

13. Click **RUN**. Follow all on-screen instructions carefully.

14. Is there a software update available for the **PCM - Powertrain Control Module (PCM)**?

Yes - Proceed to Step 15.

No - Proceed to Step 17.

15. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

16. Click **RUN**. Follow all on-screen instructions carefully.

17. Is there a software update available for the **CMR - Camera Module (CMR)**?

Yes - Proceed to Step 18.

No - Proceed to Step 20.

18. From the list on the RH side of the screen, select **CMR - Camera Module (CMR) Software Update**.

19. Click **RUN**. Follow all on-screen instructions carefully.



20. Is there a software update available for the APIM?

Yes - Proceed to Step 21.

No - Proceed to Step 22.

21. Download and run the APIM Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.

22. Is there a software update available for the Gateway Module (GWM)?

Yes - Proceed to Step 23.

No - Proceed to Step 24.

23. Download and run the GWM Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.

24. Is there a software update available for the Telematics Control Unit (TCU)?

Yes - Proceed to Step 25.

No - Proceed to Step 26.

25. Download and run the TCU Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.

26. Is there a software update available for the Instrument Panel Cluster (IPC)?

Yes - Proceed to Step 27.

No - Proceed to Step 28.

27. Download and run the IPC Software Update application on the FDRS and follow the on-screen prompts. For instructions on the USB update process or if any error conditions are experienced during programming refer to Workshop Manual (WSM) Section 418-01A > General Procedures > Module Programming.

28. After GWM, IPC, and/or TCU updates are performed, has a new APIM update become available?

Yes - Proceed to Step 20.

No - Proceed to Step 29.



29. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
30. Click the **Run Selected Tests** button in the lower right.
31. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTCs) in all modules.
32. This FSA requires a **Software Verification Approval Code** after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a **Software Verification Approval Code** is not provided. For more information, see EFC 17526.
33. Select the **SW Updates** tab (1). See Figure 1.
34. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.
35. Select the **FSA** (3) from the drop-down menu. See Figure 1.
36. Select **Submit** (4). See Figure 1.



FIGURE 1



37. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
See Figure 2.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 38.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are sections for H31, H32, H33, H34, and H35, each containing a list of modules. On the right, there is a section for 'Field Service Action Software Verification' with a 'Verify Dealer Code' field and a 'Submit' button. Below this, a table shows the 'Software Update Status' for various modules. The status for 'PCM' is 'Complete', and the 'Software Verification Code' is 'R021P0C300VE'. A red box highlights the 'Complete' status and the verification code.

Module Acronym	Software Update Complete
PCM	Yes
PCM	Yes

Note: NOT all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 2



38. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
See Figure 3.

Yes - Proceed to Step 39.

No - Proceed to Step 42.

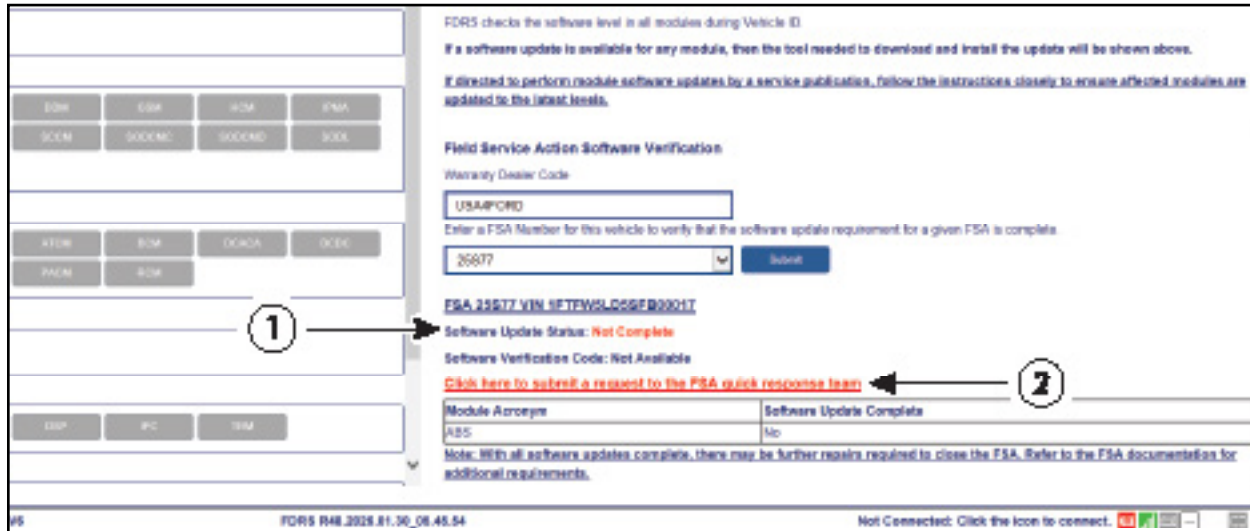


FIGURE 3

39. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 40.

No - Reattempt the software update programming steps in the FSA.

40. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 3.
Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

41. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



42. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 4.

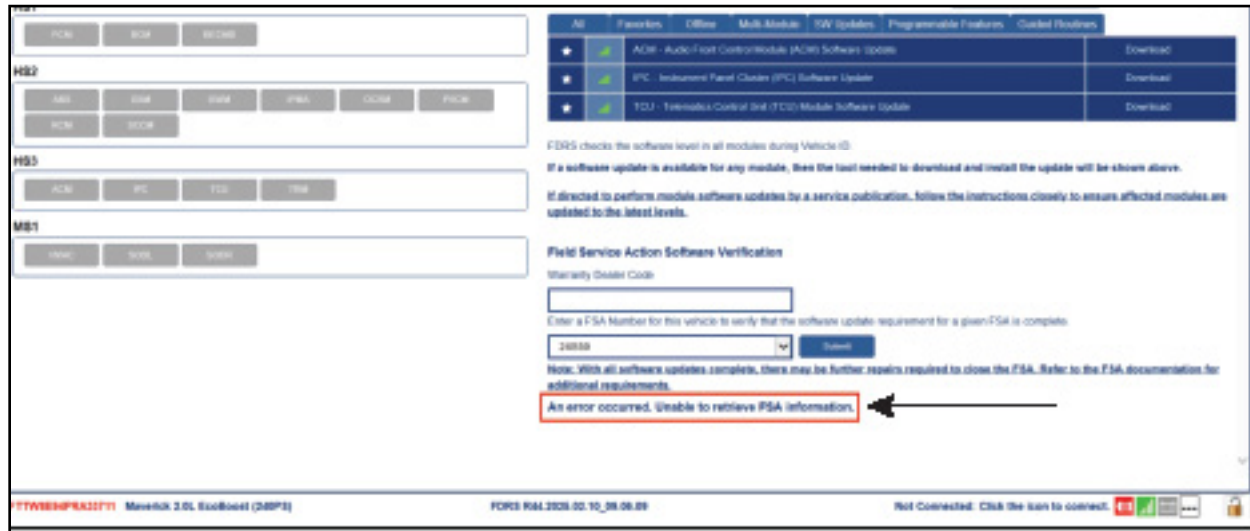


FIGURE 4

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure the programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.





Ford Motor Company
Customer Service Division
PO Box 1904
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July 2026

Customer Satisfaction Program 26B09

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?	Your vehicle's Accessory Protocol Interface Module (APIM), Gateway Module (GWM), and Telematics Control Unit (TCU) do not have the correct software to support the Intelligent Backup Power Feature.
What is the effect?	You will not be able to use the Intelligent Backup Power Feature to power your home during a power outage. Normal driving and all other vehicle features are unaffected.
What will Ford and your dealer do?	<u>Software is available to repair your vehicle</u>. In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the APIM, GWM, and TCU Software free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until June 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
How long will it take?	The time needed for this software installation may be up to one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 26B09. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play.
Pickup and Delivery	Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
Do you need a rental vehicle?	Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
What if you no longer own this vehicle?	If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner or lessee.
Can we assist you further?	If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you have questions or concerns, please contact our Ford Recall Assistance Center (RAC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711. If you wish to contact us through the internet, our address is ford.com/support.
To view the letter in Spanish	visit: fordtranslatehub.com
Para ver la carta en español	viste: fordtranslatehub.com



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Julio 2026

Programa de satisfacción del cliente 26B09

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

¿Por qué recibe este aviso?

El módulo de interfaz de protocolo de comunicación adicional (APIM), el módulo de gateway (GWM) y módulo de la unidad de control de telemática (TCU) de su vehículo no tienen el software adecuado para soportar la función de energía de respaldo inteligente.

¿Cuál es el efecto?

No podrá utilizar la función de energía de respaldo inteligente para proveer energía a su hogar durante una interrupción de energía. La conducción normal y todas las demás funciones del vehículo no se ven afectadas.

¿Qué medidas adoptarán Ford y su concesionario?

El software para reparar su vehículo ya se encuentra disponible. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a actualizar el software del APIM, GWM y TCU sin costo alguno, conforme a los términos de este programa.

Este Programa de Satisfacción del Cliente estará vigente hasta el 30 de junio de 2027 independientemente del kilometraje. La cobertura se transferirá automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

La instalación de este software puede tardar hasta un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

Llame a su distribuidor sin demora para programar una cita de servicio para el Programa de Satisfacción del Cliente 26B09.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Necesita un vehículo de alquiler?

Su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin cargo (excepto combustible y seguro) mientras su vehículo esté en el concesionario para reparaciones. Comuníquese con su concesionario para conocer las pautas y limitaciones.

¿Qué pasa si ya no es el propietario del vehículo?

Si ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos estatales de registro y propiedad, aparece usted como el propietario o arrendatario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el gerente de servicio de su concesionario para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea contactarnos a través de Internet, nuestra dirección es ford.com/support.

Para ver la carta en español

visite: fordtranslatehub.com



Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente