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Ford Motor Company  
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April 20, 2022

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 22S14**

Certain 2021-2022 Model Year Edge Vehicles with SYNC 4  
APIM Module Reprogramming Due to Distorted Screen

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2021	Oakville	August 14, 2020 through November 15, 2021
	2022	Oakville	June 29, 2021 through February 7, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, it is possible that the rear-view camera will display a distorted image or show a blank screen with a message that the “Camera is unavailable”. A rear-view camera that intermittently displays a blank or distorted image can reduce the driver’s view of what is behind the vehicle, increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the APIM module. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of April 25, 2022. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letters  
Recall Reimbursement Plan

**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,

A handwritten signature in black ink that reads "D.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on April 20, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 20, 2022. Owner names and addresses will be available by May 13, 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 recall 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 recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.

**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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

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**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with APIM reprogramming to resolve a blank or distorted rear view image.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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
- 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.

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**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 22S14 is the sub code.
  - 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22S14
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Update Gateway Module, TCU, and APIM programming	MT22S14B	Actual Time
Additional Time to Recover the APIM following a failed over-the-air update	MT22S14C	Up to 1.0 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2021-2022 MODEL YEAR EDGE VEHICLES WITH SYNC 4 — APIM MODULE REPROGRAMMING DUE TO DISTORTED SCREEN

### SERVICE PROCEDURE

#### Module Programming

1. Connect a battery charger to the 12V battery.

**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). VCM 3 is recommended for improved data download time.

2. Log into Ford Diagnostic and Repair System (FDRS). Ensure FDRS is updated to latest version.

**NOTE:** A blank 32GB or larger USB flash drive is required for APIM, TCU, Cluster, and GWM software updates. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. De-selecting Quick Format is not necessary and will result in a lengthier operation.

3. Start a new FDRS session.

**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. Select **Toolbox** tab.

5. Select **Software Updates** tab to see updates available.

6. Select the module from the Module Programming Sequence by model year from the sections below.

7. When prompted by the FDRS, connect the USB flash drive to the diagnostic scan tool.

8. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS diagnostic scan tool, turn the ignition to Key On Engine Running (KOER), and connect the USB to the media hub to install the software update. The update starts automatically and may take 10 minutes or longer to complete.



**NOTE:** It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

9. For APIM, TCU, Cluster, and GWM USB software updates when SYNC touchscreen prompts to restart the vehicle, turn the vehicle ignition OFF and open/close the driver's door to allow the vehicle to power down.

10. With the USB drive still in the vehicle and after waiting 10 minutes, turn the ignition to Key On Engine Running (KOER). Allow the vehicle to power on and look for an Update Successful pop up in the vehicle SYNC touchscreen.

**NOTE:** It may take up to 5 minutes before SYNC touchscreen displays Update Successful pop up. After 5 minutes if "Successful" pop up is not shown on SYNC touchscreen, remove the USB and select yes on the FDRS "Was the USB Update Successful" prompt (FDRS verifies if the module software update was successfully installed on the module).

- For **2021 MODEL YEARS**, start on Page 3.
- For **2022 MODEL YEARS**, start on Page 4.
- For vehicles that **failed** the over the air updates follow **TSB 22-2062**.





## Module Programming Sequence

### 2021 MODEL YEARS

**IMPORTANT NOTE:** Modules need to be programmed in the order as listed below (some are repeated) unless there is no update available. Module updates will vary per vehicle based on Ford Power-UP over-the-air (OTA) updates previously completed. Some modules may already be at the latest level.

1. Select **GWM** - Gateway Module (GWM) – software update.
  - Run application.
  - If no more software updates are available, move to the next module in the sequence.
2. Select **TCU** - Telematics Control Unit (TCU) - software update.
  - Run application.
  - If error message on SYNC display screen or no activity after 10 minutes.
  - See TSB 22-2150 - Module Recovery.
  - Retry TCU software update with same USB drive.
3. Select **APIM** - Accessory Protocol Interface Module (APIM/SYNC) - software update.
  - Run application.
  - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
  - If error message on SYNC display screen or no activity after 10 minutes. See TSB 22-2150 - Module Recovery.
  - Retry APIM software update with same USB drive.
4. Select **GWM** - Gateway Module (GWM) - software update.
  - Run application.
  - If no update is available, move to the next module in the sequence.
5. Select **TCU** - Telematics Control Unit (TCU) - software update.
  - Run application.
  - If no update is available, move to the next module in the sequence.
6. Select **APIM** - Accessory Protocol Interface Module (APIM) - software update.
  - Run application.
  - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
7. Repeat steps 4-6 as necessary until **NO** further updates are available in any of these modules.

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



## 2022 MODEL YEARS

**IMPORTANT NOTE:** Modules need to be programmed in the order as listed below (some are repeated) unless there is no update available. Module updates will vary per vehicle based on Ford Power-UP over-the-air (OTA) updates previously completed. Some modules may already be at the latest level.

1. Select **GWM** - Gateway Module (GWM) – software update.
  - Run application.
  - If no more software updates are available, move to the next module in the sequence.
2. Select **APIM** - Accessory Protocol Interface Module (APIM/SYNC) - software update.
  - Run application.
  - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
  - If error message on SYNC display screen or no activity after 10 minutes.
  - See TSB 22-2150 - Module Recovery.
  - Retry APIM software update with same USB drive.
3. Select **GWM** - Gateway Module (GWM) - software update.
  - Run application.
  - If no update is available, move to the next module in the sequence.
4. Select **APIM** - Accessory Protocol Interface Module (APIM) - software update.
  - Run application.
  - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
5. Repeat steps 3-4 as necessary until **NO** further updates are available in any of these modules.

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



## Important Information for Module Programming

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

- Make sure the 12V battery is fully charged before carrying out the programming steps.
- 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 VCM/VCMM and 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.
- 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 VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/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**  
**Recall Reimbursement Plan for 22S14**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 22S14, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 13, 2022. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.