David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

July 23, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20B32**
Certain 2019 Model Year Explorer and Police Interceptor Utility Vehicles
Anti-lock Brake System Module Software Update

REF: Customer Satisfaction Program 19B12 - Supplement #2
Dated: August 13, 2019

PROGRAM TERMS

This program will be in effect through July 31, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer and Police Interceptor Utility	2019	Chicago	September 18, 2018 through September 20, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, Hill Start Assist (HSA), a driver convenience feature, is not enabled due to a software issue in the Anti-lock Brake System (ABS) module. The HSA feature makes it easier to pull away from a stop when a vehicle is on a slope. HSA should be enabled when the driver removes their foot from the brake pedal after holding brake pressure for 2-3 seconds on a slope.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to reprogram the ABS module using Integrated Diagnostic Software (IDS) 118.05 or higher. Make sure you are connected to the Internet prior to reprogramming. 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 August 03, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

David J. Johnson

Customer Satisfaction Program 20B32
Certain 2019 Model Year Model Year Explorer and Police Interceptor Utility Vehicles
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OASIS ACTIVATION

OASIS will be activated on July 23, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on July 23, 2020. Owner names and addresses will be available by August 21, 2020.

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.

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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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 powertrain warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - o Ford vehicles – 5 years or 60,000 miles
- For vehicles outside new vehicle powertrain 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.
  - o When entering claims, select claim type 31: Field Service Action. The FSA number (20B32) is the sub code.
  - o 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram ABS module using IDS 118.05 or higher.	20B32B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2019 MODEL YEAR EXPLORER VEHICLES AND POLICE INTERCEPTOR UTILITY — ANTI-LOCK BRAKE SYSTEM (ABS) MODULE SOFTWARE UPDATE

SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after reprogramming, follow normal diagnostic service procedures.

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

NOTE: Make sure the Integrated Diagnostic Software (IDS) computer does not enter sleep mode during programming.

2. Reprogram the Anti-Lock Brake System Module (ABS) using IDS release 118.04 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

Important Information for Module Programming

NOTE: When programming or reprogramming 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 and connect IDS/scan tool to a power source.
• Inspect Vehicle Communication Module (VCM) 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 IDS/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:
<u>NEVER DELETE THE ORIGINAL SESSION!</u>

a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).

b. Disconnect the VCM from the data link connector (DLC) and the IDS.

c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.

d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

e. Once the session is loaded, the failed process should resume automatically.

f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.

g. Follow all on-screen prompts/instructions.

h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

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

August 2020

Customer Satisfaction Program 20B32

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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 with the VIN shown above.

Why are you receiving this notice?	The Hill Start Assist driver convenience feature on your vehicle is not enabled due to a software issue.
What is the effect?	The Hill Start Assist feature makes it easier to pull away when a vehicle is on a slope. When you remove your foot from the brake pedal, Hill Start Assist holds the brake pressure for 2-3 seconds.
What will Ford and your dealer do?	In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Anti-lock Brake System module with the corrected software free of charge (parts and labor) under the terms of this program.
	This Customer Satisfaction Program will be in effect until July 31, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.
How long will it take?	The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
COVID-19 (CORONAVIRUS)	Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit www.Fordowner.com.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B32. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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.

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.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

<div align="center">Ford Customer Service Division</div>