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

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

February 25, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD** *– Supplement #1*
Customer Satisfaction Program 21B02
Certain 2021 Model Year Mustang Mach-E Vehicles
Software Calibration Update

New! *REASON FOR THIS SUPPLEMENT*

- *Revised technical instructions*
- *Due to a concern with the Ford Diagnosis and Repair System (FDRS), VINs repaired on or before February 24, 2021 may not have had all the modules calibrated with latest level software.*
- *All claims with Repair Order (RO) dates of February 24, 2021 and earlier will be reopened for FSA 21B02 and will require the reprogram procedure to be performed per revised technical instructions.*
- *New Labor Operation code*

PROGRAM TERMS

This program will be in effect through February 28, 2022. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021	Cuautitlan	February 24, 2020 through January 09, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, it may be possible after charging the vehicle and using remote start the vehicle may experience a no start. There may also be DTC P0D2D in the Secondary On Board Control Module C (SOBDMC). After vehicle is shut off for 30 seconds, the vehicle will be able to be restarted.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to update the Powertrain Control Module (PCM) using the Ford Diagnosis and Repair System (FDRS). *Along with PCM there may be an additional five modules that may need to be updated:* Secondary On Board Control Module (SOBDM), Battery Energy Control Module (BECM), Secondary On Board Control Module B (SOBDMB), Secondary On Board Control Module C (SOBDMC) and Anti-lock Brake System (ABS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! <u>OWNER NOTIFICATION MAILING SCHEDULE</u>

Owner letters are expected to be mailed the week of March 8, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! <u>ATTACHMENTS</u>

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

<u>QUESTIONS & ASSISTANCE</u>

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,

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on February 11, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through https://web.fsavinlists.dealerconnection.com on February 11, 2021. Owner names and addresses will be available by March 22, 2021.

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 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

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
    - When entering claims:
        - Claim type 31: Field Service Action. The FSA number 21B02 is the sub code.
        - Customer Concern Code (CCC): D19
        - Condition Code (CC): 42 – Does not operate properly
        - Causal Part Number: RECAL
    - 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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New! **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reprogram Powertrain Control Module using Ford Diagnosis and Repair System, up to additional five modules may program automatically: Secondary On Board Control Module (SOBDM) Battery Energy Control Module (BECM) Secondary On Board Control Module B (SOBDMB) Secondary On Board Control Module C (SOBDMC) Anti-lock Brake System (ABS) **NOTE:** Record the name of each updated module on the repair order.	*MT21B02C*	Actual time to update the listed modules

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR MUSTANG MACH-E VEHICLES — SOFTWARE CALIBRATION UPDATE

🔴NEW! SERVICE PROCEDURE

NOTE: The availability of certain modules is dependent on the vehicle equipment options. Not all modules will require a software update. Some modules may already have the latest software level.

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. ***Do Not*** *have the vehicle plugged into main charger during programming. This can cause modules to not program correctly, only have the 12V battery charger installed.*

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 II (VCM II) 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.

2. Launch Ford Diagnostic and Repair System (FDRS).

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.

3. 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.

4. Select Toolbox tab.

5. Inspect the availability for software updates on the following modules.

NOTE: Not all modules listed will require a software update. The software update will run the necessary module updates based on the vehicle options.

- PCM – Powertrain Control Module
- SOBDM – Secondary On Board Control Module
- BECM – Battery Energy Control Module
- SOBDMB – Secondary On Board Control Module B
- SOBDMC – Secondary On Board Control Module C
- ABS – Anti-lock Brake System

6. From the list on the LH side of the screen, select the module(s) that are available for software update.

NOTE: *Only one module may be updated at a time.*

7. From the list on the RH side of the screen, select the module "Software Update".

8. Click RUN. Follow all on-screen instructions carefully.

9. Check and clear codes.

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 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 Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (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
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

March 2020

Customer Satisfaction Program 21B02

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?	On your vehicle, it may be possible the vehicle may experience a false detection of a voltage sensor fault. If you had this service performed during a dealer visit prior to February 24, 2021, the complete update may not have been installed on your vehicle. Please contact your dealer again to schedule another appointment.
What is the effect?	This may result in a vehicle no-start after charging and using remote start. If this happens, the wrench light will illuminate and a "Service Vehicle Soon" message will display in the instrument cluster. The vehicle will restart after a 30-second shutdown before next key cycle.
What will Ford and your dealer do?	In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until February 28, 2022 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.
What should you do?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B02. 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 owner.ford.com for dealer addresses, maps, and driving instructions.

What should you do? (continued)

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 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.

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 owner.ford.com.

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: owner.ford.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: fleet.ford.com.

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

Thank you for your attention to this important matter.

Ford Customer Service Division