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Ford Motor Company
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March 14, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE RECOMMENDED DELIVERY HOLD**
Customer Satisfaction Program 22P08
Certain 2022 Model Year Expedition/Navigator, 2021-2022 Model Year F-150 and
Mach-E Vehicles Equipped with Ford Co-Pilot and BlueCruise
BlueCruise Maps Expiration

PROGRAM TERMS

This program will be in effect through March 14, 2023, for vehicles within the new bumper-to-bumper warranty coverage period (e.g., less than 36,000 miles).

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2022	Kentucky Truck	September 22, 2021 through February 27, 2022
Navigator	2022	Kentucky Truck	September 22, 2021 through February 2, 2022
F-150	2021-2022	Dearborn	January 12, 2021 through March 8, 2022
F-150	2021-2022	Kansas City	June 25, 2021 through March 7, 2022
Mach-E	2021-2022	Cuautitlan	January 18, 2021 through March 7, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: The VINs for Expedition and Navigator are expected to be made available in Oasis on or after March 28, 2022, the software update is not available at this time.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Connected Blue Zone Maps will expire on March 14, 2022. When the maps expire, the BlueCruise with hands-free highway driving feature will no longer be available. Unsold vehicles that are in transport mode or on dealer lots are unable to receive an over the air update containing the updated maps.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to update the gateway module using FDRS. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Note: The software is currently not available for 2022 Expedition and Navigator at this time, do not attempt repair. Monitor the 22P08 landing page for updates on software availability.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

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

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,

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on March 14, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on March 14, 2022.

NOTE: The VINs for Expedition and Navigator are expected to be made available in Oasis on or after March 28, 2022, the software update is not available at this time.

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

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- 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.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08708, 2021 Lincoln Pickup & Delivery Updates.

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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
  - Lincoln vehicles – 4 years or 50,000 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.

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 (22P08) is the sub code.
    - Customer Concern Code (CCC): A25 Engagement troubles
    - Condition Code (CC): 04 Software Revision/Flash Module
    - Causal Part Number: 14G650
    - Part Quantity: 0
  - 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update Gateway Module (GWM) Software using FDRS	22P08B	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2022 MODEL YEAR EXPEDITION/NAVIGATOR, 2021-2022 MODEL YEAR F-150 AND MACH-E VEHICLES EQUIPPED WITH FORD CO-PILOT AND BLUECRUISE - BLUECRUISE MAPS EXPIRATION

SERVICE PROCEDURE

Module Programming

NOTE: A blank 32G USB flash drive is required for this software update.

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

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 VCM is properly connected to the DLC.

2. Log into 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 VIN.

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

4. Select Toolbox tab.

5. From the list on the LH side of the screen, select the GWM.

6. From the list on the RH side of the screen, download GWM - Gateway Module A (GWM) Software Update.

NOTE: If software is already at the latest level, this selection will not be available.

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

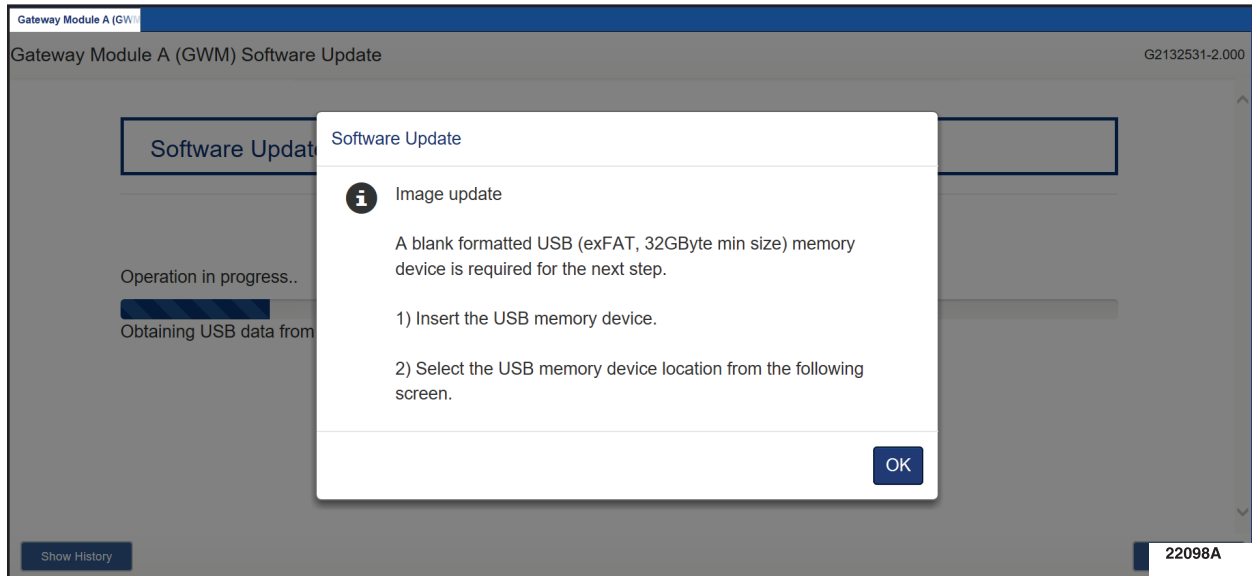8. When prompted, connect the USB flash drive to the diagnostic scan tool. See Figure 1.

FIGURE 1

9. Ensure 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 more lengthy operation.

10. When prompted by the diagnostic scan tool, safely remove/eject the USB flash drive from the diagnostic scan tool and connect it to the USB hub to install the software into the GWM. The update should start automatically. It is normal for the GWM to reset during this step. See Figure 2.

NOTE: This can take up to 30 seconds for the vehicle to recognize the USB flash drive.
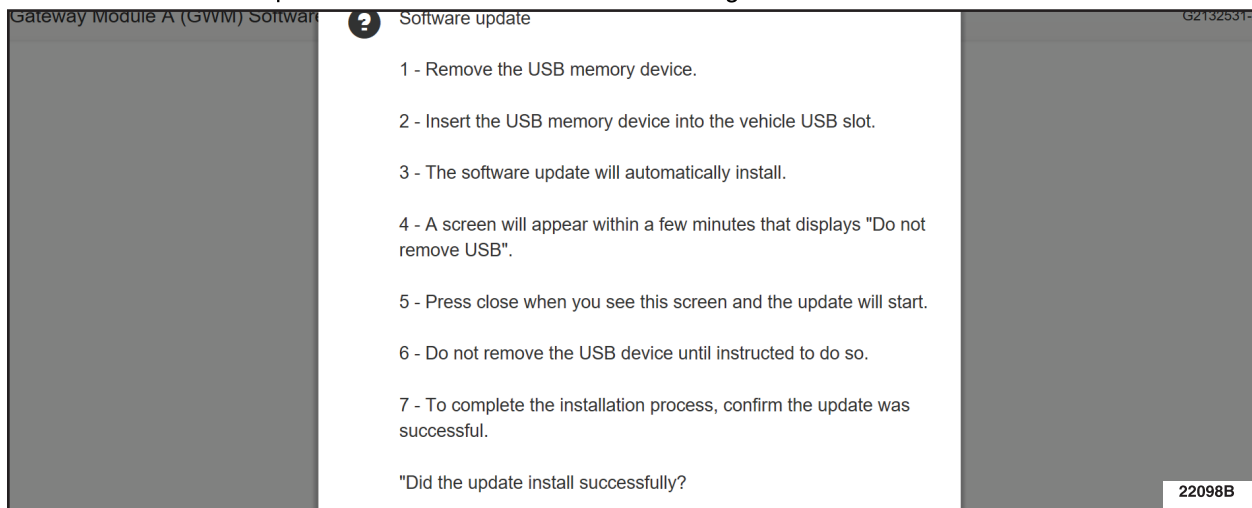

FIGURE 2

11. Once the FDIM pop up stating "Installation Complete" appears, select "Close," remove the USB flash drive from the USB hub and connect it to the diagnostic scan tool, and select "OK" on the diagnostic scan tool. See Figure 3. This initiates the remaining automated configuration steps and reports the GWM assembly, VIP, Calibration, CIP, and Application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured Applications (features) such as navigation (if equipped). It is normal for the GWM to reset during this step.

FIGURE 3

12. From the list on the RH side of the screen, select Self-Test and click RUN.

13. Click the Run Selected Tests button in the lower right.

14. Click the Clear & Retest button at the top of the screen to clear DTC's in all modules.

15. Disconnect the battery charger from the 12V battery once the programming has completed.

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.