



David J. Johnson
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Service Engineering Operations
Ford Customer Service Division

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

April 27, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD

Customer Satisfaction Program 22B08

Certain 2021 Model Year Mach-E, F-150, Bronco, Edge, Nautilus vehicles

Electronic Control Module Recovery

REF : TSB 22-2150 Ford Power-Up Software Update Failure Message And/Or Unable To Update The APIM Or TCU With The FDRS And USB Drive - Module Recovery

PROGRAM TERMS

This program will be in effect through October 31, 2022. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of October 31, 2022 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may miss out on future Ford Power-Up or Lincoln Way updates. FSA VIN Lists are expected to be available on April 27, 2022.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021	CUAUTITLAN	March 10, 2020 through July 6, 2021
F-150	2021	DEARBORN	March 16, 2020 through July 22, 2021
F-150	2021	KANSAS CITY	October 29, 2020 through October 7, 2021
Bronco	2021	MICHIGAN	January 15, 2021 through December 13, 2021
Edge	2021	OAKVILLE	February 8, 2021 through November 15, 2021
Nautilus	2021	OAKVILLE	November 24, 2020 through November 15, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Completion of TSB 22-2150 will close this FSA.

REASON FOR THIS PROGRAM

In some of the affected vehicles, an internal error in the Accessory Protocol Interface Module (APIM) or Telematics Control Unit (TCU) module software will prevent the receipt of software updates or enhancements for these modules from Ford Power-Up or Lincoln Way. The module will operate as intended otherwise.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to update the APIM and TCU module software. If either module won't execute the update, the module needs to go through the recovery process listed in TSB 22-2150, then updated.

For sold vehicles, customers will be notified if they have a module with this issue. They will be instructed to make an appointment with their dealer to have this issue corrected. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: The service action is different between vehicles that are sold and in operation vs. unsold vehicles. Ford can identify modules and VINs that require the recovery process once the vehicles are sold and in operation. Those VINs are included in this program. If a vehicle has not yet been sold, dealers will be able to identify modules requiring recovery by attempting to update the modules.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of May 9, 2022. 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 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

**NEW VEHICLE DELIVERY HOLD
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Electronic Control Module Recovery

OASIS ACTIVATION

OASIS will be activated on April 27, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 27, 2022. Owner names and addresses will be available by May 27, 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 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

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires May 27, 2022.
- Refunds will only be provided for the cost associated with recovery of the APIM or TCU module.

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 EFC08749, 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 (22B08) is the sub code.
 - Customer Concern Code (CCC): A11 Electrical Control Panels
 - Condition Code (CC): 04 Software Revision/Flash Module
 - Causal Part Number: 14G670
 - 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 EFC08749, 2021 Lincoln Pickup & Delivery Updates for details.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22B08 - 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

Description	Labor Operation	Labor Time
For a customer vehicle, claim MT22B08B only. For an unsold vehicle, claim MT22B08C. If TCU and APIM updates are successful, no further steps are required. If TCU and APIM updates were unsuccessful, claim MT22B08B in addition to MT22B08C.		
Perform module recovery shown in TSB 22-2150. At the end of the procedure it is not necessary to check the Professional Technician System (PTS) website for applicable SYNC 4 and Reverse Brake Assist System TSB, SSM, GSB publications as directed in Step 8 of the TSB.	MT22B08B	Up to 1 hour
Update TCU & APIM software. (Unsold units only)	MT22B08C	Up to 1 hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR F-150, MACH-E, EDGE, NAUTILUS, AND BRONCO VEHICLES — NON-UPDATEABLE MODULES

SERVICE PROCEDURE

Module Programming

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: Ensure the FDRS is at the most current version. Version 31.6.7 or higher is required.

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.

4. Is the vehicle customer owned or an unsold unit?

For Customer Owned - Proceed to Step 13.
For Unsold Unit - Proceed to Step 5.

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.

5. Select Toolbox tab.

6. From the list on the LH side of the screen, select the APIM.

7. From the list on the RH side of the screen, select APIM - Sync Module (APIM) Software Update.

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



9. On the LH side of the screen, select TCU.
10. On the RH side of the screen, select Telematic Control Unit Module (TCU) -Software Update.
11. Click RUN. Follow all on-screen instructions carefully.
12. Was either the APIM and/or TCU module software update unsuccessful?

Yes - Proceed to Step 13.
No - Proceed to Step 14.
13. The vehicle will need to through the recovery process. Please perform TSB 22-2150 and reattempt the software update for the module that was unsuccessful.

For APIM - Proceed to Step 5.
For TCU - Proceed to Step 9.
14. From the list on the RH side of the screen, select Self-Test and click RUN.
15. Click the Run Selected Tests button in the lower right.
16. Click the Clear & Retest button at the top of the screen to clear DTC's in all modules.
17. 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.





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

May 2022

Customer Satisfaction Program 22B08

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, an internal error in the SYNC or Telematics Control Unit (TCU) module software will prevent the receipt of software updates for these modules from the Ford Power-Up system.
- What is the effect?** As a result, these modules will be unable to receive software updates and/or enhancements from the Ford Power-Up system. The module will operate as intended otherwise.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the software in the SYNC and TCU modules free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until October 31, 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 22B08. 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 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.

**What should you do?
(continued)**

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 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 ford.com/support.

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: ford.com/support

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).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Ford Customer Service Division



Lincoln
P. O. Box 1904
Dearborn, Michigan 48121

May 2022

Customer Satisfaction Program 22B08

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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, an internal error in the SYNC or Telematics Control Unit (TCU) module software will prevent the receipt of software updates for these modules from the Lincoln Way system.
- What is the effect?** As a result, these modules will be unable to receive software updates or enhancements from the Lincoln Way system. The module will operate as intended otherwise.
- What will Lincoln and your dealer do?** In the interest of customer satisfaction, Lincoln has authorized your dealer to update the software in the SYNC and TCU modules free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until October 31, 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 22B08. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
Lincoln owners affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership if you would like to take advantage of this option.

**What should you do?
(continued)**

If you do not already have a servicing dealer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for dealer addresses, maps, and driving instructions. Lincoln 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 The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Lincoln dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting client vehicles and vehicles used for Pickup & Delivery* both 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 Lincoln and your local dealer are working hard to keep you on the road during these challenging times, please visit [Lincoln.com/support](https://www.lincoln.com/support).

**Complimentary Lincoln Pickup & Delivery Service is available for all 2017 model year and newer Lincoln vehicles within the 4-year/50,000 mile New Vehicle Limited Warranty. Contact your preferred dealer for important details. Mileage limitations may apply.*

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 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 **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at [Lincoln.com/support](https://www.lincoln.com/support).

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 the Fleet Team, information is available at fleet.ford.com.

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

Thank you for your attention to this important matter.

Lincoln