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

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

August 5, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22B10**
Certain 2021 Model Year Mach-E
Additional Remote Control and Key Blank

PROGRAM TERMS

This program will be in effect through August 5, 2023. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021	Cuautitlan	September 14, 2020 through June 7, 2021

Affected vehicles are identified in OASIS and FSAVIN Lists.

REASON FOR THIS PROGRAM

The 21MY Mach-E was initially launched with Phone as a Key (PaaK) and with single remote control. Customer feedback after several months indicates that PaaK is not working as planned and a second remote control is desired. For all of the affected vehicles, second remote control and a key blank will be provided.

SERVICE ACTION

Dealers are to provide an additional remote control and key blank at no charge to the vehicle owner.

Option 1: At the customer's request, program and provide additional remote control and key blank.

Option 2: At the customer's request, a refund (plus applicable sales tax), using the following steps:

1. Submit a claim for the refund amount to close the program (see "Claims Preparation and Submission" in Attachment I).

2. Provide the refund plus tax to the original titled owner by mail or in person.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of part availability, owners of affected vehicles will be notified beginning in early October 2022. Dealers should provide additional remote control, if available to 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

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

Customer Satisfaction Program 22B10
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OASIS ACTIVATION

OASIS will be activated on August 5, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com by August 5, 2022. Owner names and addresses will be available in early October 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 on February 5, 2023. Refunds will only be provided to the owner plus applicable tax, in lieu of providing additional remote control and key blank.
- Dealers are also pre-approved to refund owner-paid <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 a second remote control and key blank.

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
- 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 22B10 is the sub code.
        - Customer Concern Code (CCC): L20
        - Condition Code (CC): 42
        - Causal Part Number: PATSKEY
        - 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.
- **Pickup & Delivery:** Claims for Pickup & Delivery should be submitted on a separate line from the FSA. Submit Pickup & Delivery on a separate repair line.
    - Claim Type: 13   - Sub Code: PRENT
    - Causal Base: DELIVERY   - Misc. Expense Description: FSAPDL
    - Amount: $25 one-way, $50 both ways
- **Refunds: Owners who purchased an additional remote control and key blank prior to the FSA program.**
    - Claim Labor Operation **MTREFUND** – 0.1 Hours **(closes the program, covers mailing refund).**
    - Submit a refund plus applicable sales tax on the same repair line (reimbursement in lieu of providing a second remote control and key blank).
    - **Note:** An invoice copy may be needed for refund reimbursement.
        - Program Code: 22B10   - Misc. Expense: ADMIN
        - Misc. Expense: REFUND   - Misc. Expense: 0.2 Hrs.
        - Not to be claimed with Labor Operation 22B10B

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Program a second remote control	22B10B	0.3 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Rotunda Part # 164-R8319	Remote Control*	Claim as "OSP" (Quantity of 1 needed)	
Rotunda Part # 164-R8311	Key Blank*	Claim as "KEY" (Quantity of 1 needed)	

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

* Order the key blank and remote control through Rotunda:
https://rotunda.service-solutions.com/en-US/Pages/Home.aspx.

DEALER PRICE

For the latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.

- Inspect the replaced parts to verify the FSA repair was completed.

- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.

- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021 MODEL YEAR MACH-E VEHICLES — ADDITIONAL REMOTE CONTROL AND KEY BLANK

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: 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 PCM.

6. From the list on the RH side of the screen, select Passive Anti-Theft System (PATS) Programming.

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

8. When prompted to "Select the desired function", select Program Key.

9. When prompted, place the key remote control that is to be programmed onto the backup transceiver located inside the center console compartment then click OK. See Figure 1.
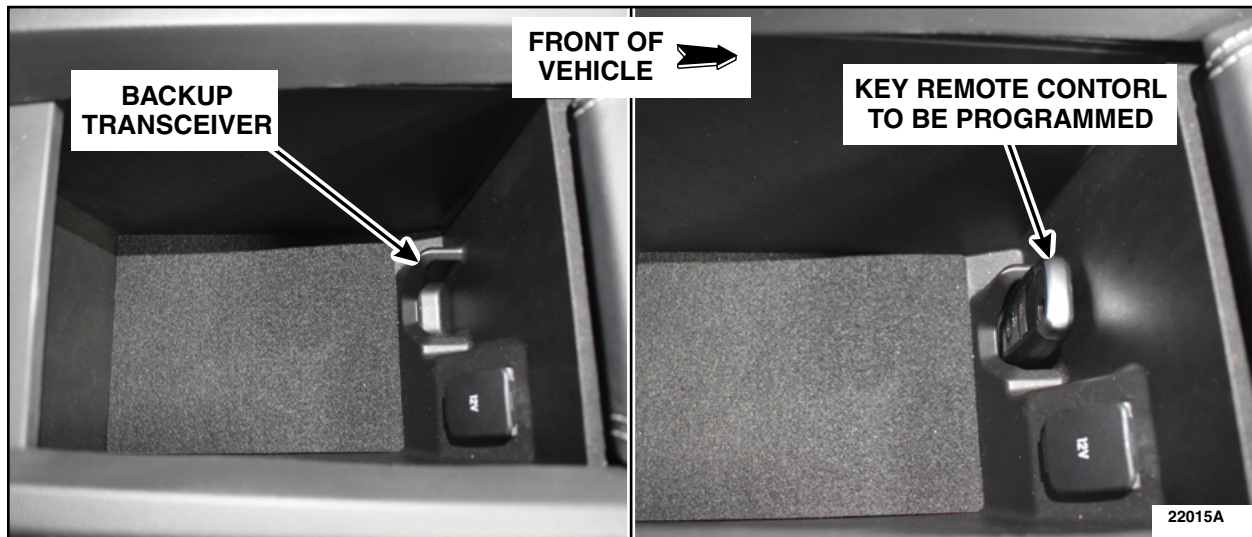

FIGURE 1

10. When prompted to "Select the desired function", select Exit.

11. Disconnect the FDRS scan tool.

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

13. Test the *new* programmed key remote control functions.

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.