



Stacy L. Balzer  
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Ford Customer Service Division

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

October 21, 2022

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 22B32**

Certain 2022 Model Year Transit Vehicles with Missing or Unconfigured Audio Control Module (ACM) - ACM Module Installation and/or Programming

**PROGRAM TERMS**

This program will be in effect through October 31, 2023. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2022	Kansas City	March 3, 2022 through May 16, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

The affected vehicles were manufactured with a missing or unprogrammed Audio Control Module (ACM). The ACM supports various functions including rear-view camera display, radio functionality, center stack display, center stack button functionality, USB functionality and others.

If the ACM is missing, various functions such as radio functionality, center stack display, center stack button functionality, and USB functionality may not work.

With an unconfigured ACM, most of the functions may work but would not work as intended. The screen may come on, buttons may function, AM/FM radio may work. However, the buttons may not function properly. The tuner range on AM/ FM radio may capture signals from different location. Customers may not be able to tune the station precisely. The radio may pick up some communication that is not intended. For vehicles equipped with rear-view camera, the center-stack screen would display the live image from the rear-view camera but will not show the reverse guidelines.

**SERVICE ACTION**

Dealers are to install a new ACM in the vehicle if required and program the ACM to the latest software level. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**Note:** See Attachment III Technical Information for VINs that will require ACM installation.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of November 7, 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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, looped initial 'S'.

Stacy L. Balzer

**Customer Satisfaction Program 22B32**

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- ACM Module Installation and/or Programming

**OASIS ACTIVATION**

OASIS will be activated on October 21, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 21, 2022. Owner names and addresses will be available by November 28, 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**

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
- 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.
    - Sub Code: 22B32
    - Customer Concern Code (CCC): A07 – Audio System Troubles
    - Condition Code (CC): 39 – Missing Part
    - Causal Part Number: 18C869, 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Time to program the ACM to the latest level. <b>Does NOT include ACM installation.</b>	22B32B	0.3 Hours
Time to install and program an ACM to the latest level.	22B32C	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Note:** Parts are **NOT** required to program the ACM to the latest level.

Only 16 vehicles will require ACM installation. See Attachment III Technical Instructions for VINs that will require ACM installation.

Part Number	Description	Order Quantity	Claim Quantity
LK4Z-18C869-G	Audio Control Module	1	1
W716580-S450B	ACM Fasteners (2 Required – 4 per package)	1	2
JK2Z-10E929-A	ACM to Display Wire Harness	1	1

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

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

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

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**REPLACED FSA PARTS INSPECTION AND SIGN OFF**


Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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 1<sup>st</sup> 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 2022 MODEL YEAR TRANSIT VEHICLES — AUDIO CONTROL MODULE INSTALLATION

### SERVICE PROCEDURE

 **IMPORTANT: DO NOT** connect a diagnostic scan tool to the vehicle as this may cause the new module configuration data to be deleted.

 **IMPORTANT: DO NOT** allow the diagnostic scan tool to read the Vehicle Identification Number (VIN) automatically, MANUALLY enter the VIN ONLY.

1. Is the vehicle VIN on the following list?

- 1FDDF6P80NKA55733
- 1FDDF6P81NKA46202
- 1FDDF6P81NKA51545
- 1FDDF6P82NKA45706
- 1FDDF6P83NKA45780
- 1FDDF6P86NKA46230
- 1FDDF6P87NKA46267
- 1FDDF6P87NKA46270
- 1FDDF6P87NKA51548
- 1FDDF6P87NKA55020
- 1FDDF6P8XNKA51589
- 1FDDR5P86NKA26951
- 1FDES6PG6NKA59695
- 1FDES6PGXNKA59599
- 1FDEU6PGXNKA57426
- 1FDRU6PG0NKA55766

- YES - Proceed to Step 2.
- NO - Proceed to Step 3.

2. Install the *new* Audio Front Control Module (ACM). Please follow the Workshop Manual (WSM) procedures in Section 415-00B.

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

3. 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 Vehicle Communication Module II (VCM II) is properly connected to the DLC.

4. 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.

5. 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.

6. Select Toolbox tab.

7. From the list on the LH side of the screen, select the ACM.

8. From the list on the RH side of the screen, select ACM - Configuration.

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

10. From the list on the LH side of the screen, select the Body Control Module (BCM).

11. From the list on the RH side of the screen, select BCM - Local Interconnect Network (LIN) New Module Initialization.

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

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

14. Cycle the key and start the vehicle. The vehicle guidelines should be visible when the vehicle is shifted into reverse.

**NOTE:** The rear view camera will not display unless the engine is running.

**NOTE:** If the rear view camera does not display correctly contact the Special Service Support Center (SSSC) for further instructions.





## 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.
- 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

November 2022

Customer Satisfaction Program 22B32

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 that the vehicle was manufactured with a missing or unprogrammed Audio Control Module (ACM). The ACM supports various functions including rear-view camera display, radio operation, center stack display, center stack button operation, USB connection and others.

**What is the effect?**

If your vehicle is missing its ACM, various functions such as radio functionality, center stack display, center stack button functionality, and USB functionality may not work.

If your vehicle has an unconfigured ACM, most of the functions may work but would not work as intended. The screen may come on, buttons may function, AM/FM radio may work. However, the buttons may not function properly. The tuner range on AM/ FM radio may capture signals from different location. Customers may not be able to tune the station precisely. The radio may pick up some communication that is not intended. For vehicles equipped with rear-view camera, the center-stack screen would display the live image from the rear-view camera but will not show the reverse guidelines.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install an ACM (if required) and program the ACM to the latest calibration level free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until October 31, 2023 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. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 22B32. 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](https://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.

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.

**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](https://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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (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