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 Operating Director  
 Service Engineering Operations  
 Ford Customer Service Division

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

November 23, 2022

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

**SUBJECT:** **RECOMMENDED NEW VEHICLE DELIVERY HOLD**  
**Customer Satisfaction Program 22B08 – Supplement #2**  
 Certain 2021 Model Year Mach-E, F-150, Bronco, Edge, Nautilus vehicles  
 Electronic Control Module Recovery

**REF :** **Customer Satisfaction Program 22B08 – Supplement #1**  
 Dated June 21, 2022

**New! REASON FOR THIS SUPPLEMENT**

- **Program Terms:** The program expiration date was incorrectly shown as October 31, 2022. The correct date is April 30, 2023.
- **Affected Vehicles:** The build dates were updated. Verbiage added to indicate the population will increase as more vehicles with modules needing recovery are identified.
- **Service Action:** Verbiage added to indicate the population will increase as more vehicles with modules needing recovery are identified.
- **Owner Notification Mailing Schedule:** Verbiage added on mailing owner letters to additional owners as they are identified.
- **Owner Refund Expiration Date:** The owner refund expiration date was incorrectly shown as May 27, 2022. The correct date is April 30, 2023.

**New! PROGRAM TERMS**

This program will be in effect through **April 30, 2023**. There is no mileage limit for this program.

**New! EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of **April 30, 2023** 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 were available on April 27, 2022.

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021	CUAUTITLAN	<b>March 3, 2020</b> through July 6, 2021
F-150	2021	DEARBORN	March 16, 2020 through <b>October 22, 2021</b>
F-150	2021	KANSAS CITY	October 29, 2020 through <b>November 13, 2021</b>
Bronco	2021	MICHIGAN	<b>December 15, 2020</b> through <b>December 18, 2021</b>
Edge	2021	OAKVILLE	<b>December 15, 2020</b> through November 15, 2021

Nautilus	2021	OAKVILLE	<i>September 15, 2020</i> through November 15, 2021
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Affected vehicles are identified in OASIS and FSA VIN Lists.

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

**Note:** *The list of affected VINs will be updated monthly as they are identified through the Ford Power-Up or Lincoln Way update process.*

**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.

**New! 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. *The list of VINs requiring recovery will be updated monthly as they are identified through the Ford Power-Up or Lincoln Way update process.* If a vehicle has not yet been sold, dealers will be able to identify modules requiring recovery by attempting to update the modules.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of May 27, 2022. *Additional owner letters will be sent out monthly as affected VINs are identified.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**New! 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,



Stacy L. Balzer

**NEW VEHICLE DELIVERY HOLD**  
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**OASIS ACTIVATION**

OASIS was activated on April 27, 2022.

**FSA VIN LISTS ACTIVATION**

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

**New! 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 *April 30, 2023*.
- 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>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.</b>		
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. <b>(Unsold units only)</b>	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 go 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

December 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 April 30, 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.
- 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](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.

**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.

**Have you previously paid for this repair?**

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to SYNC and/or TCU modules that cannot be updated via Ford Power-Up. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before May 10, 2023. To avoid delays, do not send receipts to Ford Motor Company.

**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).

Thank you for your attention to this important matter.

Ford Customer Service Division



Lincoln  
P. O. Box 1904  
Dearborn, Michigan 48121

December 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 retailer do?** In the interest of customer satisfaction, Lincoln has authorized your retailer 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 April 30, 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 retailer may need your vehicle for a longer period of time.
- What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 22B08. Provide the retailer 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 retailer if you would like to take advantage of this option.

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

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer 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.

**Have you previously paid for this repair?**

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to SYNC and/or TCU modules that cannot be updated via the Lincoln Way system. To verify eligibility and expedite reimbursement, give your paid original receipt to your retailer before May 10, 2023. To avoid delays, do not send receipts to Lincoln.

**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 retailer'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://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 **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).

Thank you for your attention to this important matter.

Lincoln