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November 22, 2022

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

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD  
Customer Satisfaction Program 22B28  
Certain 2021-2022 Model Year Mustang Mach-E Vehicles  
Reprogram HVAC Control Module**

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021	CSAP	February 24, 2020 through December 23, 2021
Mustang Mach-E	2022	CSAP	August 16, 2021 through July 8, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

A software update has been released to ensure that customers are getting the best heating performance on their vehicles while driving at highway speeds. These updates will improve the heating capability and the defrost and defog performance when exterior temperatures are at or below -15°C/5°F

**SERVICE ACTION**

Dealers are to reprogram the heating ventilation air conditioning module (HVAC) to the latest level using the Ford Diagnostic Repair System tool (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on Mach-E vehicles.

## **OVER THE AIR (OTA) UPDATES (FORD POWER-UP / LINCOLN WAY):**

- In addition to your dealer being able to update vehicles now using FDRS, Ford has deployed an OTA software update.
- Before scheduling service and/or performing a repair for an OTA capable vehicle, please verify through PTS that the Field Service Action (FSA) is still open (OASIS) and the vehicle has not already received the OTA update.
  1. Verify FSA is still open by viewing the “Outstanding Field Service Actions” on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto vehicle the FSA may still show as open)
  2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled “Connected Vehicle”. In the “Over The Air Update 60 Day History”, you can determine if an OTA update occurred on the affected module by viewing the “Completion Status”, which should show “Campaign Successful”. The “Release Notes” will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of December 19, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

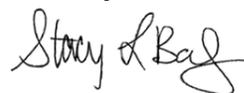
## **ATTACHMENTS**

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,



Stacy L. Balzer

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Reprogram HVAC Control Module

**OASIS ACTIVATION**

OASIS will be activated on November 22, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 22, 2022. Owner names and addresses will be available week of January 9, 2023.

**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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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

**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.
    - Subcode: 22B28
    - Customer Concern Code (CCC): C04
    - Condition Code (CC): 04
    - Causal Part Number: No Parts. (18C612) 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 the same claim type and subcode 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
Repair: Reprogram HVAC Control Module using FDRS	22B28B	0.4 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

**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 FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

## CERTAIN 2021-2022 MODEL YEAR MACH-E VEHICLES — HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) SOFTWARE UPDATE

### SERVICE PROCEDURE

#### Module Programming

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (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 Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (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.

Software procedures continued on next page.



- From the list on the LH side of the screen, select the **HVAC**.
- From the list on the RH side of the screen, select:  
**HVAC - Heating, Ventilation, and Air Conditioning (HVAC) Control Module Software Update.**
- Click **Download** and then **Run**. Follow all on-screen instructions carefully. See Figure 1.

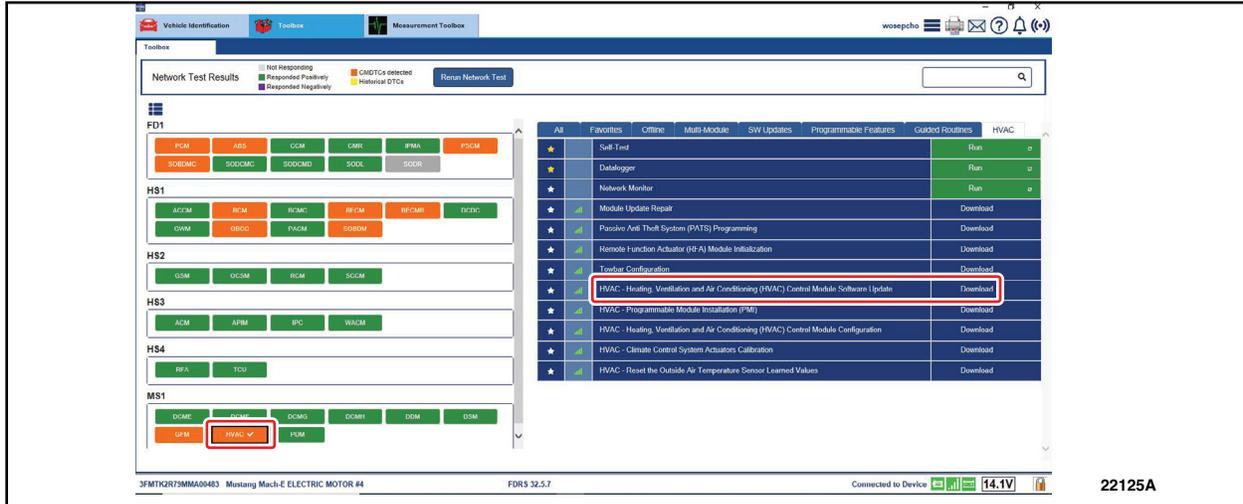


FIGURE 1

- From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
- Click the **Run Selected Tests** button in the lower right.
- Click the **Clear & Retest** button at the top of the screen to clear DTC's in all modules.
- 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.

Module Programming continued on next page.



## Module Programming Continued

- 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.

