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Ford Motor Company
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April 12, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21B09 - *Supplement #2***
Certain 2014-2020 Model Year Multiple Vehicle Lines
3G Telematics Control Unit to 4G Upgrade Kit

REF: **Customer Satisfaction Program 21B09 - *Supplement #1***
Dated: July 28, 2022

New! REASON FOR THIS SUPPLEMENT

- **Program Terms & Urgency / Expiration Date:** Program extension until July 31, 2023.
- **Service Action:**
 - IDS level 128 or higher is now required to address various programming issues encountered.
 - C-MAX Energi vehicles are now serviceable with new software and hardware.
- **Labor Allowances:** C-MAX labor has been updated.
- **Parts Requirements / Ordering Information:**
 - The C-MAX – 4G Upgrade Kit is now orderable at this time with a new part number.
 - MKX – Rear seat backrest nut claim quantity updated.
- **Technical Information updates:**
 - Ensure IDS level 128 or higher is used.
 - Toggling Valet Mode is no longer required.
 - C-MAX Energi instructions are now available.
- **Owner Notification:** Non-repaired vehicle owners will be mailed the week of April 17, 2023.
- **Pickup and Delivery:** Added
- **Customer Acknowledgement Form** – Review form contents with customer prior to kit ordering and obtain customer signature prior to installation for Focus BEV, C-MAX, and Fusion Energi vehicles.

New! PROGRAM TERMS

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

NOTE: Owners may purchase the 4G upgrade kit and 21B09 covers labor/installation and one-time use components for 2013-2016 Fusion Energi, 2015-2016 Lincoln MKZ, and 2016-2017 Lincoln MKX.

NOTE: Owners outside of the 21B09 program have the option to pay for both the labor and cost to purchase the 4G upgrade kit.

New! URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of *July 31, 2023*, to encourage dealers and owners to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address to contact owners with affected vehicles. This will help minimize the number of vehicles that may lose wireless functionality for connected phone app to vehicle features. FSA VIN Lists were made available on November 3, 2021.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion Energi	2014-2020	Hermosillo	October 28, 2013 through July 27, 2020
C-MAX Energi	2014-2017	Michigan	April 15, 2014 through October 2, 2017
Focus Battery Electric Vehicle (BEV)	2016-2018	Michigan	September 16, 2015 through May 2, 2018
MKZ / MKZ Hybrid	2015-2017	Hermosillo	July 28, 2014 through September 5, 2017
MKC	2015-2017	Louisville	August 28, 2014 through August 29, 2017
Continental	2017	Flatrock	August 2, 2016 through August 22, 2017
MKX	2016-2017	Oakville	August 31, 2015 through September 29, 2017

NOTE: Program eligibility is dependent upon vehicle sale date and is not based on vehicle build date. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

The North America 3G cellular service began decommissioning in August 2021 and a complete shutdown of the 3G network took place in February 2022. Vehicles on the road equipped with a 3G telematics control unit (TCU) / embedded modem will lose mobile app functionality/connectivity.

New! SERVICE ACTION

Per vehicle owner request and purchase of the 4G upgrade kit, Dealers are to replace the vehicle's 3G TCU / embedded modem with a 4G upgrade kit (4G TCU, antenna, cables, and mounting hardware), and use IDS level *128* or higher to complete the programmable module installation (PMI) process.

***NOTE:** C-MAX Energi vehicles may now be repaired. Please see Customer Acknowledgement Form and review form contents with customer prior to kit ordering and obtain customer signature prior to installation for Focus BEV, C-MAX, and Fusion Energi vehicles. Retain signed copy for records.*

***NOTE:** Non-repaired vehicle owners will receive an owner notification letter announcing the extension of the program to July 31, 2023.*

Owners will have the option to purchase the 4G upgrade kit, and 21B09 will cover labor/installation and any required one-time use parts

NOTE: Owners outside of the 21B09 program will not receive an owner letter but will still have the option to pay for both the labor and material costs for the 4G upgrade.

NOTE for Focus Electric Owners Only: Certain charge scheduling functionality (Preferred Charge Times) through the FordPass™ App is now available for completed repairs with an over the air update or available to dealers with the latest software level for the TCU which is part of TCU upgrade process.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters (non-C-MAX vehicles) were mailed the week of *August 22, 2022* to announce the prior updated program extension and program terms.

All affected non-repaired vehicle owner letters will be mailed the week of April 17, 2023 to announce the latest updated program extension.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information – Fusion Energi
Attachment IV: Technical Information – C-MAX Energi
Attachment V: Technical Information – Focus Battery Electric Vehicle (BEV)
Attachment VI: Technical Information – MKZ / MKZ Hybrid
Attachment VII: Technical Information – MKC
Attachment VIII: Technical Information – Continental
Attachment IX: Technical Information – MKX
Owner Notification Letters
Owner Notification C-MAX Letter

Ford Owner Instruction

Lincoln Owner Instruction

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

Customer Satisfaction Program 21B09 - Supplement #2
Certain 2014-2020 Model Year Multiple Vehicle Lines
3G Telematics Control Unit to 4G Upgrade Kit

OASIS ACTIVATION

OASIS was activated on November 03, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on November 03, 2021. Owner names and addresses were available on December 03, 2021.

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 all affected vehicles will be directed to dealers for repairs if they wish to prevent the loss of MyLincoln Mobile or MyFord Mobile service.
- **VINs under FSA 21B09:** Per owner request and agreement, upgrade vehicles using the 4G upgrade kit, as identified in OASIS which are brought to your dealership.
- **VINs NOT under FSA 21B09:** For other vehicles not under the 21B09 program, inform owners of the 4G upgrade kit available per owner agreement and payment of material and installation costs.

STOCK VEHICLES

- FSA 21B09 is only for sold vehicles.
- Do not perform this service unless the informed owner requests repairs covered by this program.

VEHICLES WITH CANCELLED WARRANTIES

Vehicles with cancelled warranties are not eligible for this service action.

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.

New! PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) instead of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for details.

Customer Satisfaction Program 21B09 - Supplement #2
Certain 2014-2020 Model Year Multiple Vehicle Lines
3G Telematics Control Unit to 4G Upgrade Kit

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 EFC08708, 2021 Lincoln Pickup & Delivery Updates.

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 (21B09) is the sub code.
 - Customer Concern Code (CCC): A93 - Embedded Modem
 - Condition Code (CC): 42 - Does Not Operate Properly
 - Causal Part Number: 14G229
 - 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 EFC12060, 2023 Lincoln Pickup & Delivery Updates for details.

Customer Satisfaction Program 21B09 - Supplement #2

Certain 2014-2020 Model Year Multiple Vehicle Lines

3G Telematics Control Unit to 4G Upgrade Kit

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace 3G TCU with 4G TCU Upgrade Kit and complete PMI Process to verify connectivity to 4G network using IDS version 128 or higher.		
- C-MAX	21B09B	0.8 Hours
- Continental with 40/20/40 Seats	21B09C	2.4 Hours
- Continental with 60/40 Seats	21B09D	1.9 Hours
- Focus Battery Electric	21B09E	1.1 Hours
- Fusion – Plug in Hybrid	21B09F	0.7 Hours
- MKC	21B09G	1.0 Hours
- MKX	21B09H	1.0 Hours
- MKZ /MKZ Hybrid	21B09J	0.8 Hours
Support Owner if requested for help with phone app.	21B09K	0.2 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATIONOrder the 4G upgrade kit using the On-line **1878** form.

- FSA 21B09 kit is non-refundable and cannot be returned once ordered.
- **Before** ordering the 4G Upgrade Kit, confirm owner understands the program terms (**Owner Pays for Upgrade Kit Cost**) and the 4G Upgrade Kit will be installed on the VIN in question (customer will use FordPass™/Lincoln Way app with VIN).
- FCS Order process:
 1. Go to OASIS, enter the VIN and click **GO**
 2. Scroll to the bottom and select the On-Line **1878** / ESG Order Site
 3. Click on **Create Order** (1878 Form)
 4. Click on the drop-down arrow to select a System
 5. Enter **VIN** and “Engineering Part Number”
 6. Enter **Odometer** reading and select **Miles** or **Kilometers**
 7. Enter Reference **Repair Order Date** (Work Order Date) using calendar icon
 8. Click **Continue**
 9. Complete the on-line order form

NOTE: Your order is NOT complete until the system generates an “Order Number”
(example: 1000xxxxxx)

DEALER PRICE

4G TCU and antenna kits will be supplied by FCS, and price(s) will be published on the FCS site at <https://www.fesg.dealerconnection.com/FESGOrderApplicationStrutsWeb/createOrderStep3NewPost.do>

NOTE: Vehicle Owners to pre-pay for FSA 21B09 material (4G upgrade kit) only.

Customer Satisfaction Program 21B09 - Supplement #2

Certain 2014-2020 Model Year Multiple Vehicle Lines

3G Telematics Control Unit to 4G Upgrade Kit

New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Engineering Part Number	Description	Order Quantity	Claim Quantity
AMMU7J A00A25 AA	MKX – 4G Upgrade Kit	1*	0
AMMU7J A00A25 BA	Focus Battery Electric – 4G Upgrade Kit	1*	0
AMMU7J A00A25 CA	Fusion – Plug in Hybrid – 4G Upgrade Kit	1*	0
AMMU7J A00A25 DA	MKZ / MKZ Hybrid – 4G Upgrade Kit	1*	0
AMMU7J A00A25 EA	MKC / Continental – 4G Upgrade Kit	1*	0
<i>AMMU7J A00A25 FA</i>	<i>C-MAX – 4G Upgrade Kit</i>	<i>1*</i>	<i>0</i>

*Part Number will only allow **customer pay option**.Order your parts through **FCS** normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.**New! PARTS REQUIREMENTS / ORDERING INFORMATION – One-time Use Parts Per Vehicle**

Part Number	Description	Order Quantity	Claim Quantity
W716300-S450B	2016-2017 MKX Right-hand Rear Seat Backrest Nuts – (4 per pkg., <i>4 nuts req'd.</i>)	1 As Needed	<i>4</i>
DP5Z-5452019	2015-2016 MKZ Left-hand C-pillar Upper Trim Panel – order using the Ford Parts Catalog with the VIN to confirm full part number.	1 As Needed	1
DS7Z-7831013	2013-2016 Fusion Energi Left-hand C-pillar Upper Trim Panel – order using the Ford Parts Catalog with the VIN to confirm full part number.	1 As Needed	1
W715667-S439	2013-2016 Fusion Energi Left-hand D-pillar 2-stage Retaining Clip – 4/pkg., 1 clip required	1 As Needed	1

SERVICE PART WARRANTY PART INFORMATION – Order Only If Needed**NOTE:** If diagnostics leads to a failed 4G TCU or antenna, individual parts are available for replacement in lieu of ordering another 4G upgrade kit.

Part Number	Description
HJ5T-14G087-UM	4G TCU – All Vehicles – order from FCS via 1878 form
NL1Z-19A390-A	4G Antenna – All Vehicles – normal parts ordering process

PARTS RETENTION, RETURN, & SCRAPPING

FCS no longer requires a core return of the 3G TCU.

Customer Satisfaction Program 21B09 - Supplement #2

Certain 2014-2020 Model Year Multiple Vehicle Lines

3G Telematics Control Unit to 4G Upgrade Kit

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.

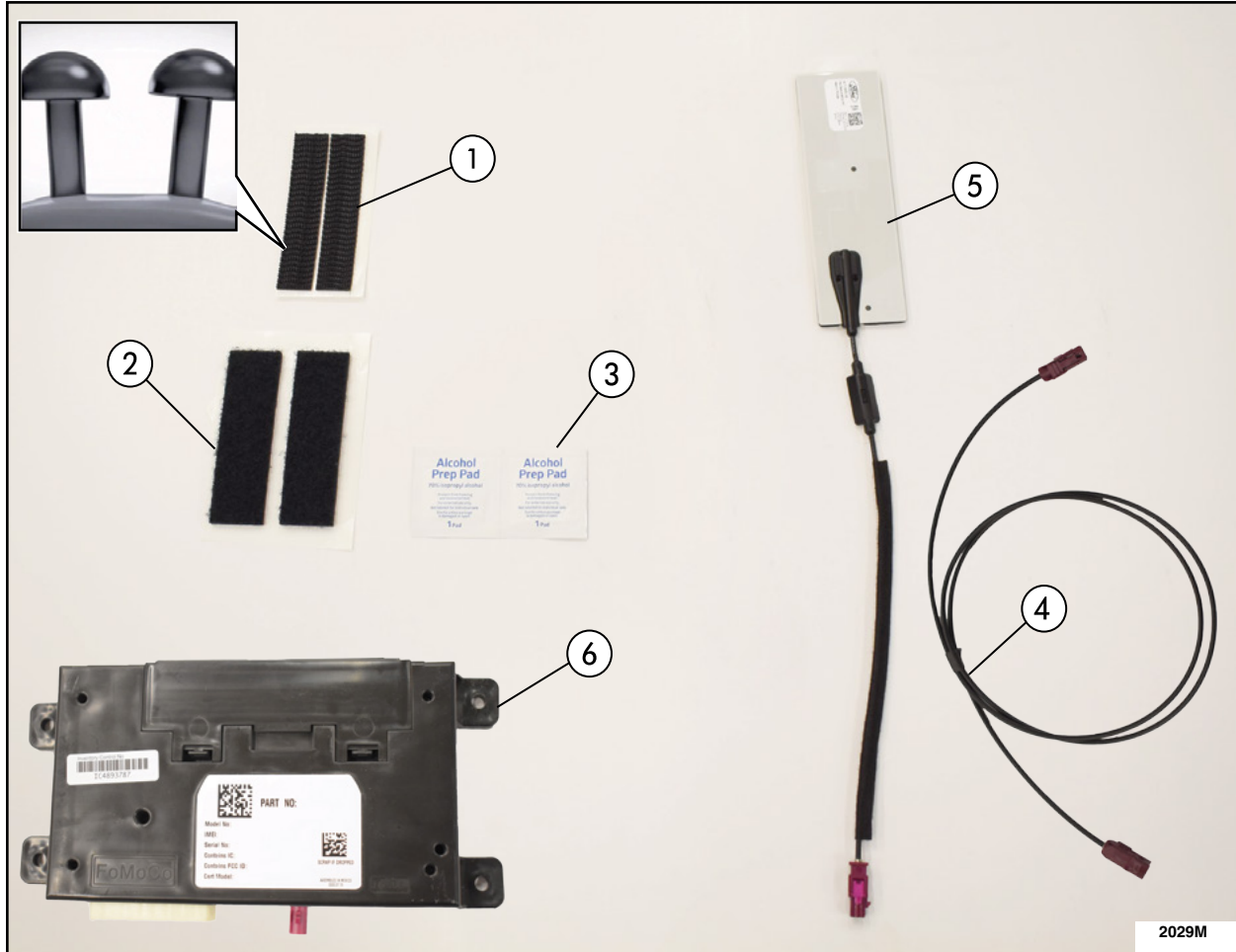
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- 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 FSAs require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

**CERTAIN 2014-2020 MODEL YEAR MULTIPLE VEHICLE LINES — 3G
 TELEMATICS CONTROL UNIT TO 4G UPGRADE KIT**

NEW! SERVICE PROCEDURE - MKC

Kit contents



ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	2
4	Coaxial Extension Cable	1
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step CANNOT be done with manual entry of As-Built Data as part of the repair.

- NEW !** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.

2. Position up the defrost vent trim panel. Follow the WSM procedure in Section 501-12.

NOTE: Do not remove the defrost vent trim panel from the vehicle, only disengage it from the instrument panel.

3. Remove the glove compartment. Follow the WSM procedure in section 501-12.

4. Remove the lower Left Hand (LH) side instrument panel insulator. See Figure 1.

- Disconnect the electrical connector.

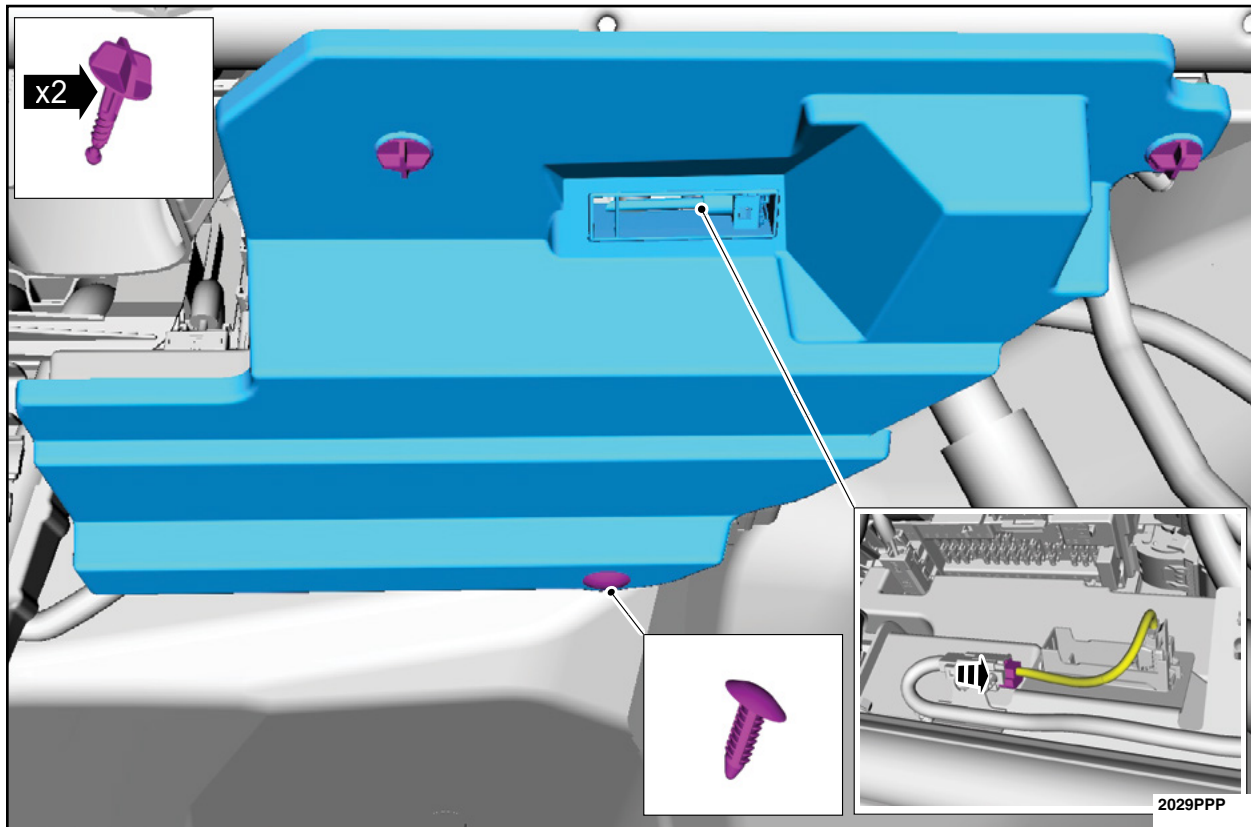


FIGURE 1



5. Align, measure and mark the bracket location on the *new* 4G TCU module. See Figure 2.

- a. Place the mounting bracket on the back of the *new* 4G TCU module.
- b. Measure 3/16 in (4.76 mm) from the bottom LH corner of the 4G TCU module to the inside portion of the mounting bracket.
- c. Measure 1/4 in (6.35 mm) from the top of the 4G TCU module to the top edge of the mounting bracket.
- d. Mark the two edges of the mounting bracket as shown.

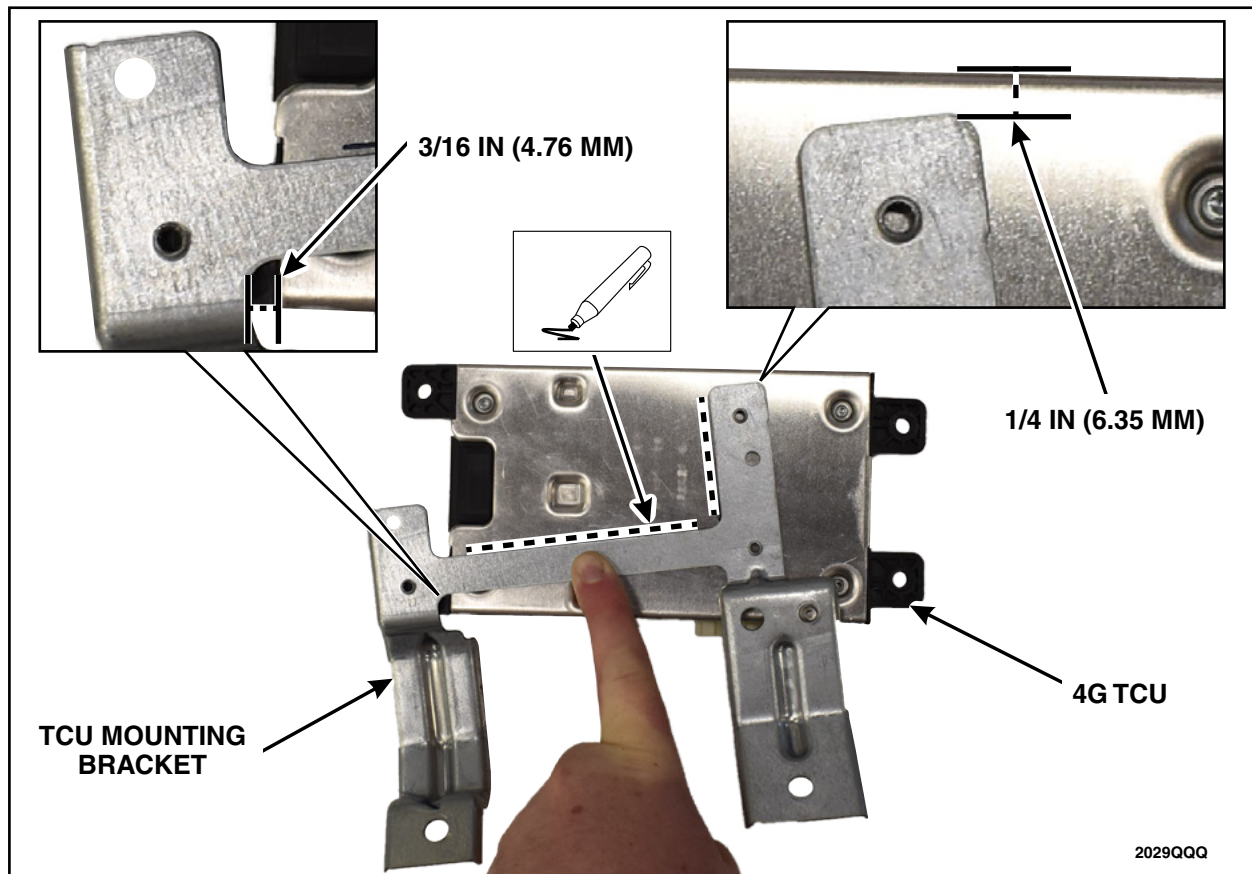


FIGURE 2



6. TCU Preparation. See Figure 3.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow the module to dry for 30 seconds.
- b. Measure and cut 1 1/2 in (38 mm) length off of one Dual Lock™ strip (rough).
- c. Remove the adhesive backing of the Dual Lock™ strips (rough).
- d. Apply the 1 1/2 in (38 mm) portion of the Dual Lock™ by aligning to the mark made above the heat sink.
- e. Apply the remainder of the cut Dual Lock™ off set but at the same angle as not to pass over top of the heat sink.
- f. Apply the full Dual Lock™ strip by aligning it to the edge of the lower left plastic tab and then along the horizontal marks made.
- g. Fully work out the air bubbles underneath the strips with a circular rubbing motion to ensure of proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

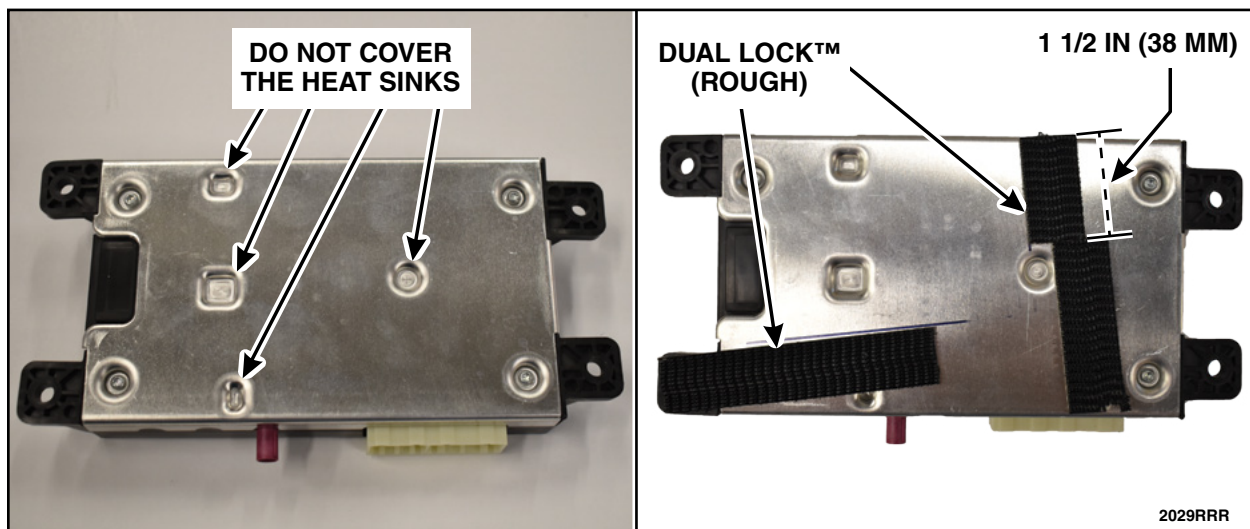


FIGURE 3



7. Clean the mounting bracket and apply loop strips. See Figure 4.

- a. Clean the mounting bracket first with a clean lint free rag.
- b. Clean the mounting bracket with supplied alcohol prep wipe and allow a 30 second dry time.
- c. Remove the adhesive backing of the loop strips and apply it to the mounting bracket over the stud holes.
- d. Fully work out the air bubbles underneath the strip with a circular rubbing motion to make sure of proper adhesion.

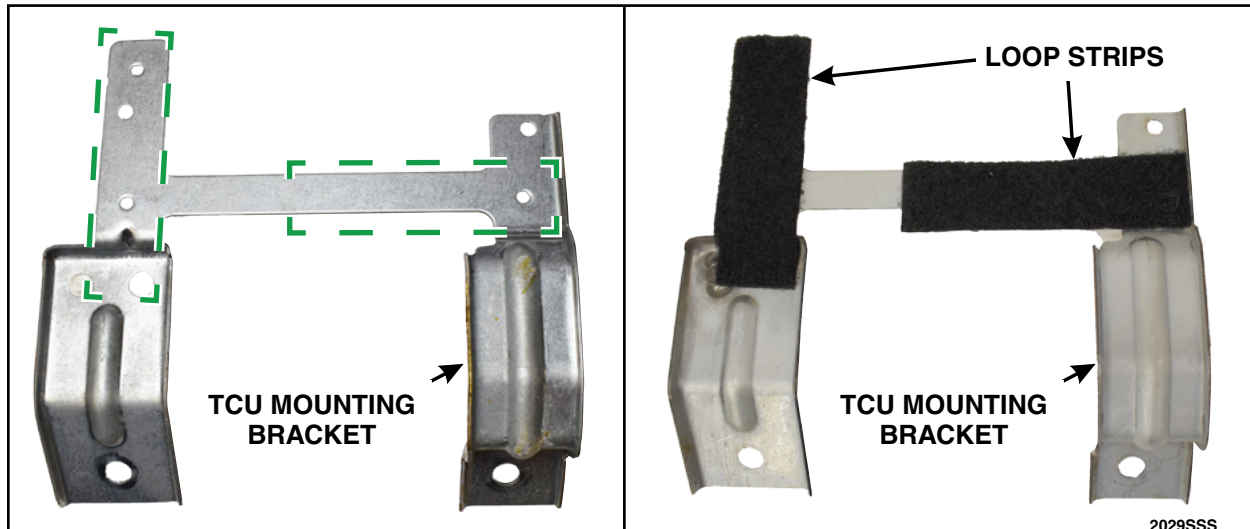


FIGURE 4

8. Install the 4G TCU: See Figure 5.

- a. Orient with electrical connection at bottom.
- b. Make sure Dual Lock™ and loop are fully seated by firmly pressing the bracket to the back of the module with a slight rotation to engage Dual Lock™ into the loop.

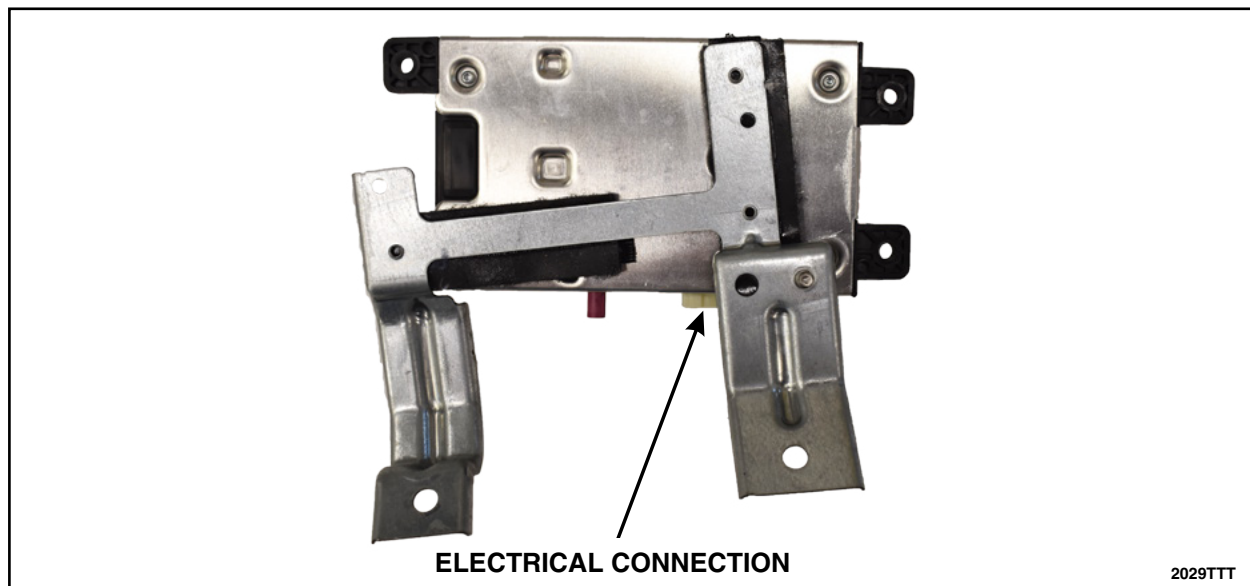


FIGURE 5



9. Install the *new* 4G Antenna: See Figures 6 and 7.
- Clean the highlighted area of the defrost vent trim panel first with a clean lint free rag.
 - Clean the highlighted area using the supplied alcohol prep wipe.
 - Remove the adhesive backing on the 4G antenna.
 - Press the 4G antenna to the defrost vent trim panel in the locations shown.
 - With firm evenly applied thumb pressure from center outward, work out air bubbles to make sure of good adherence of the antenna while supporting the topside of the defrost vent trim panel.
 - Remove the adhesive backing of the cable strain relief and press it onto the defrost cent trim panel as shown.

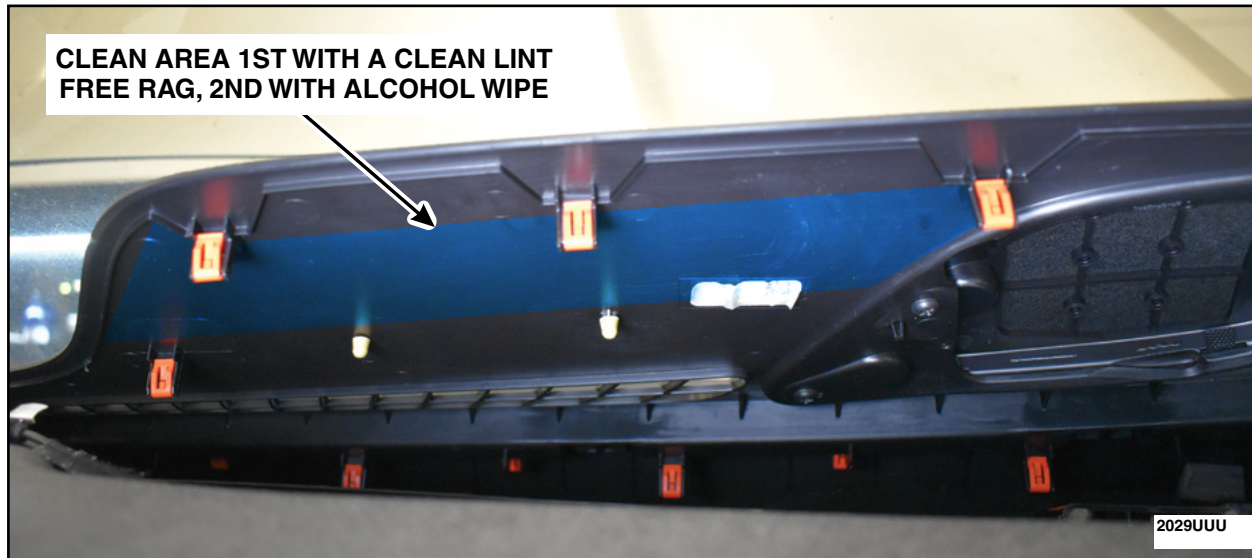


FIGURE 6



FIGURE 7



10. Route the coaxial extension cable. See Figures 8 and 9.

- a. Connect the coaxial extension cable to the 4G antenna.
- b. Route the coaxial extension cable down the right side of the instrument panel to the glove box area.
- c. Continue to route the coaxial extension cable across the top of the glove box area towards the center of the instrument panel.
- d. Route the coaxial extension cable over the instrument panel brace.
- e. Route the coaxial extension cable down through the instrument panel towards the center console.
- f. Route the coaxial extension cable towards the 4G TCU area.

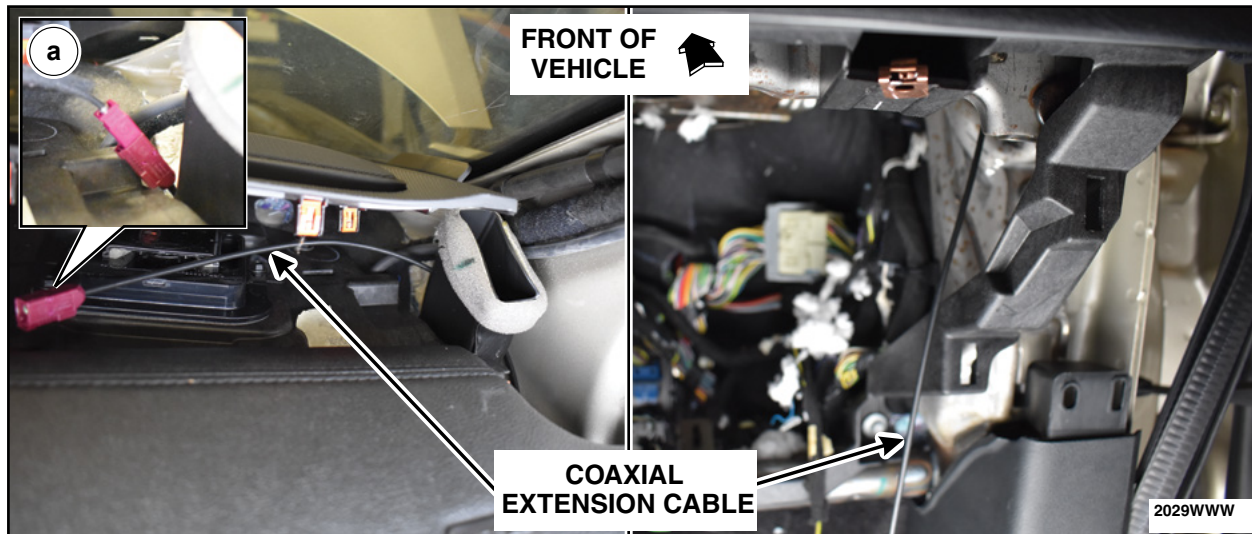


FIGURE 8



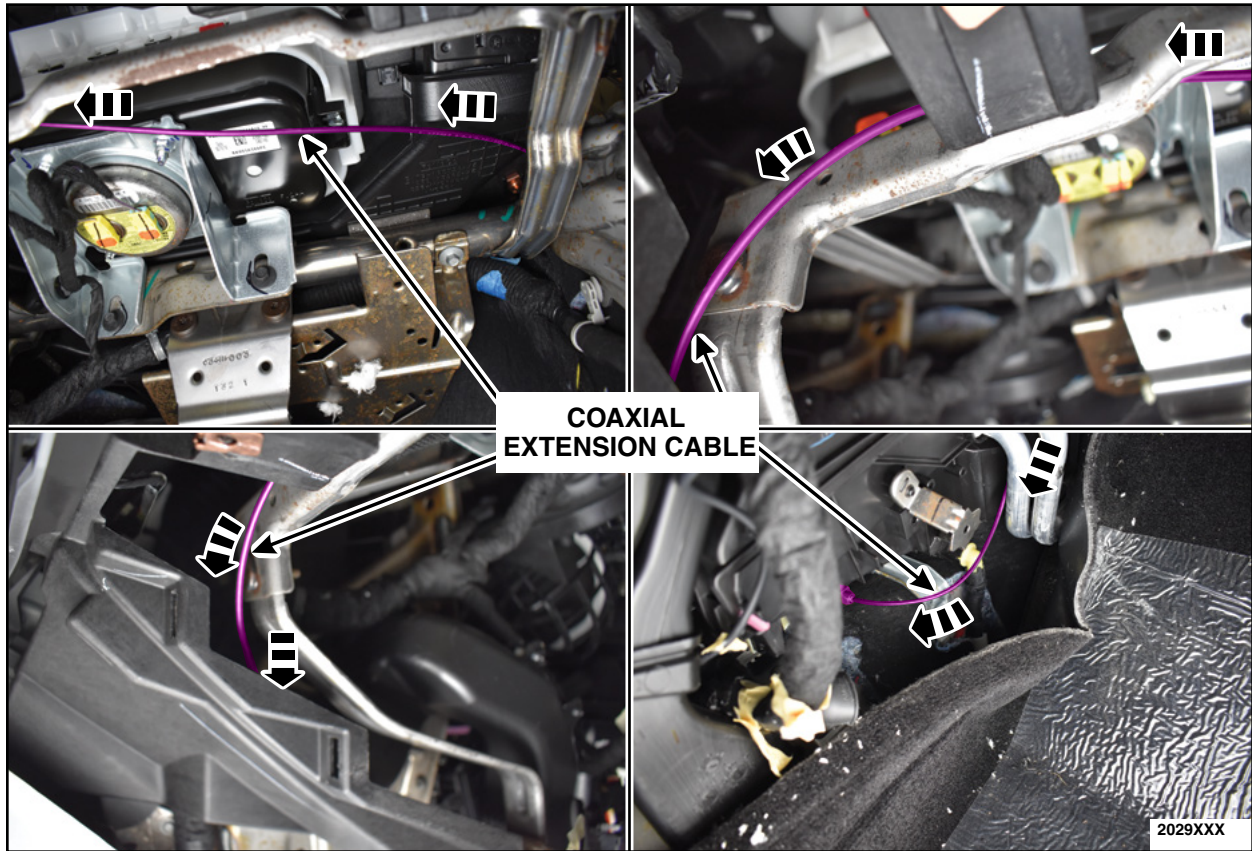


FIGURE 9



11. Install the 4G TCU and mounting bracket assembly. See Figure 10.

- a. Install the 4G TCU mounting bracket and the two bolts.
 - Torque: 30 lb.ft (40 Nm)
- b. Connect the TCU coaxial extension cable.
- c. Connect the TCU electrical connector.

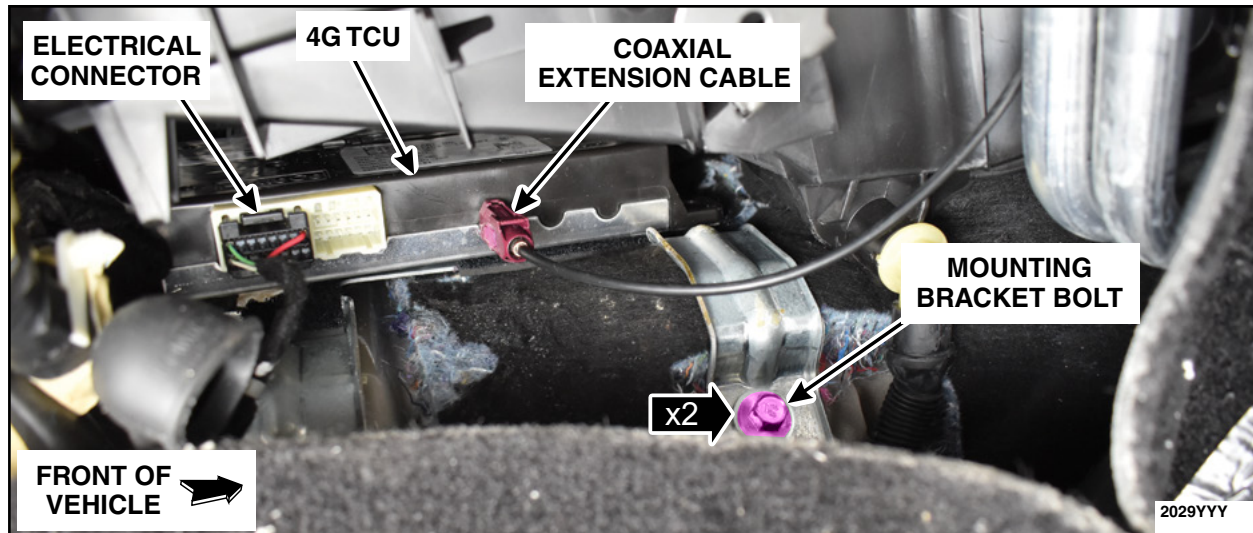


FIGURE 10

12. Install the glove compartment. Follow the WSM procedure in section 501-12.

13. Position back the defrost vent trim panel. Follow the WSM procedure in Section 501-12.



14. Install the lower LH side instrument panel insulator. See Figure 11.

- Connect the electrical connector.

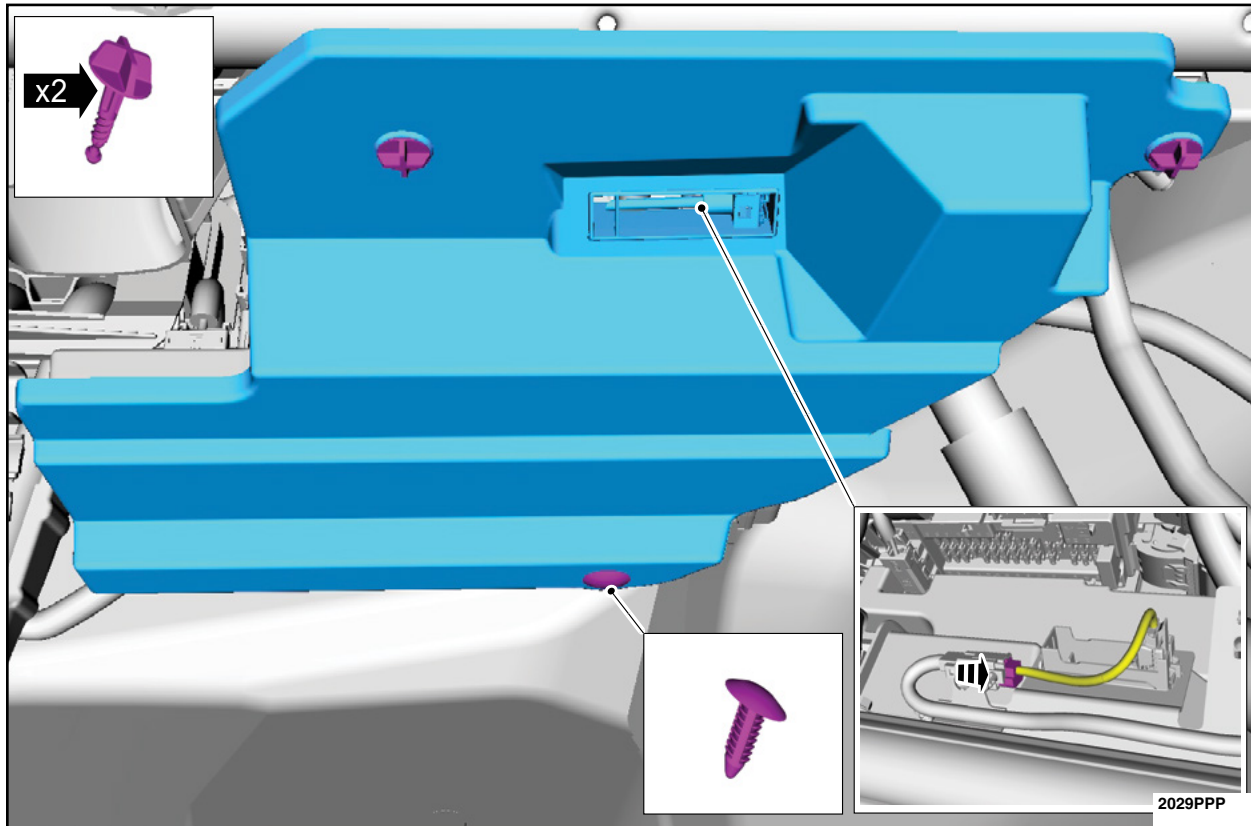


FIGURE 11



15. Position back the carpet. See Figure 12.

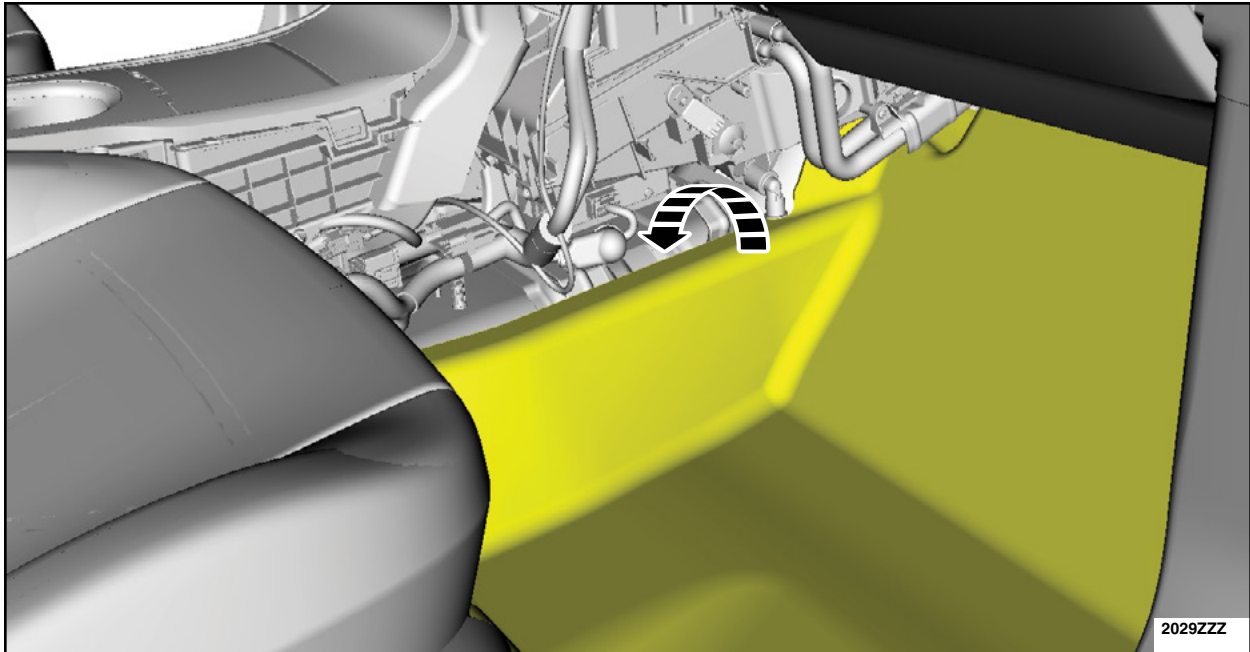


FIGURE 12

16. Install the RH finish panel. See Figure 13.

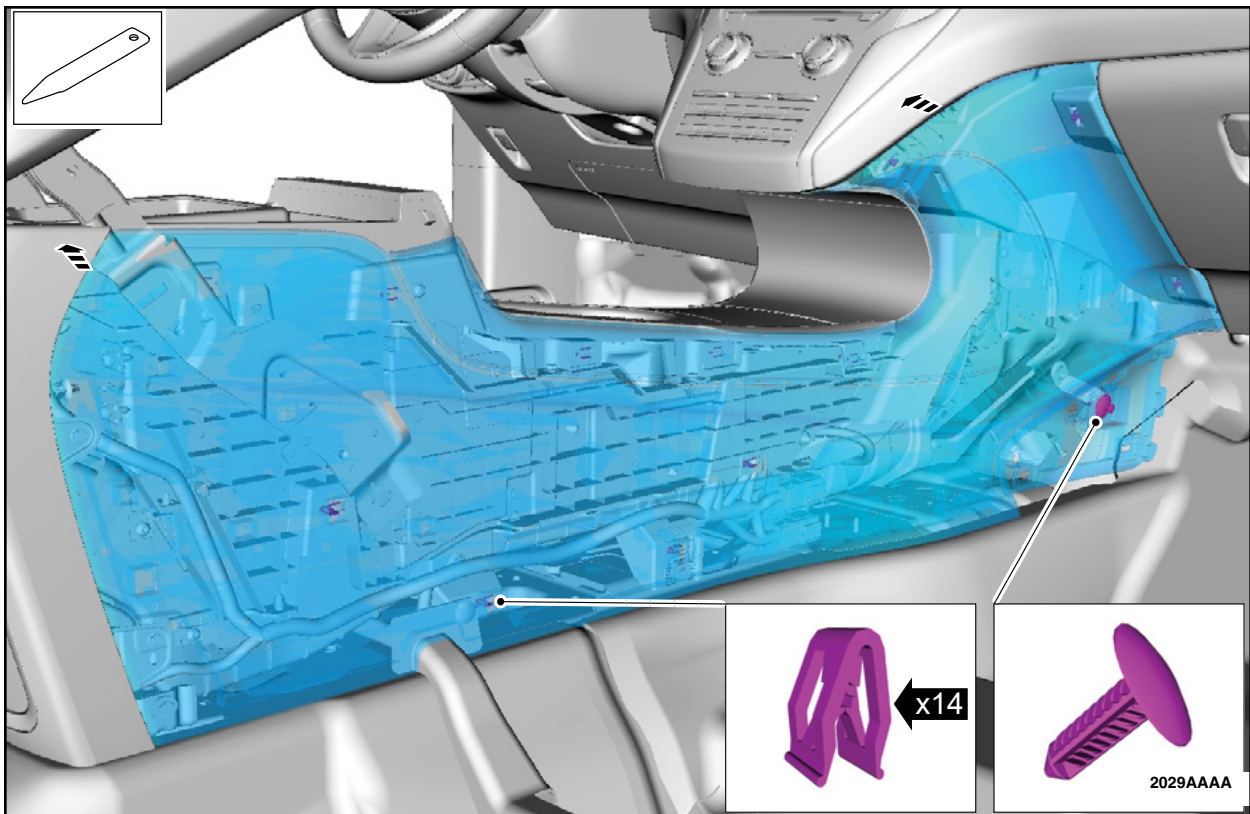


FIGURE 13



17. Install the RH trim panel. See Figure 14.

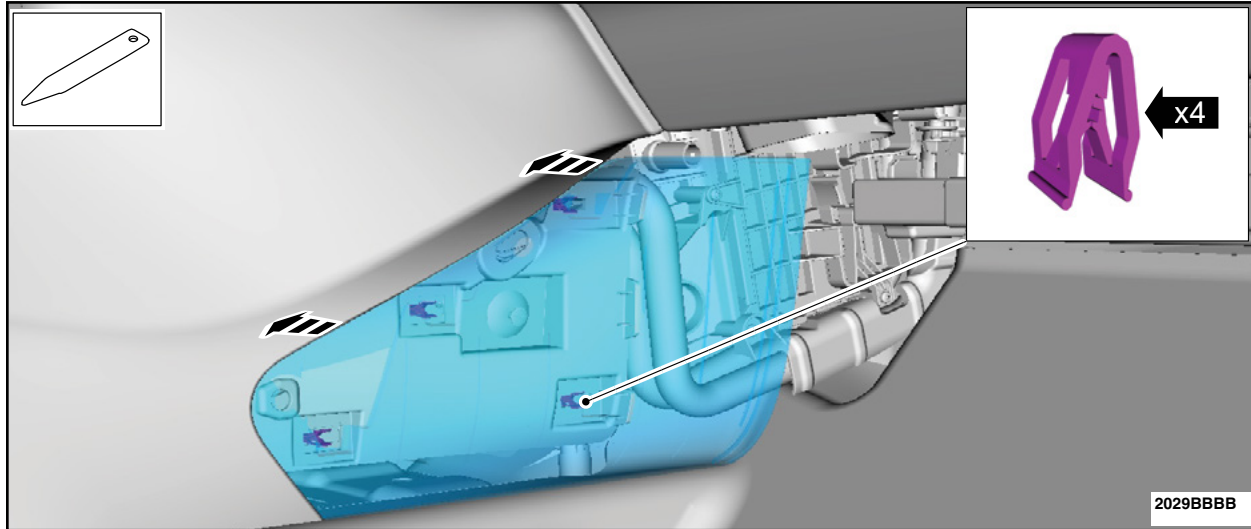


FIGURE 14

18. Close the floor console storage bin lid. See Figure 15.

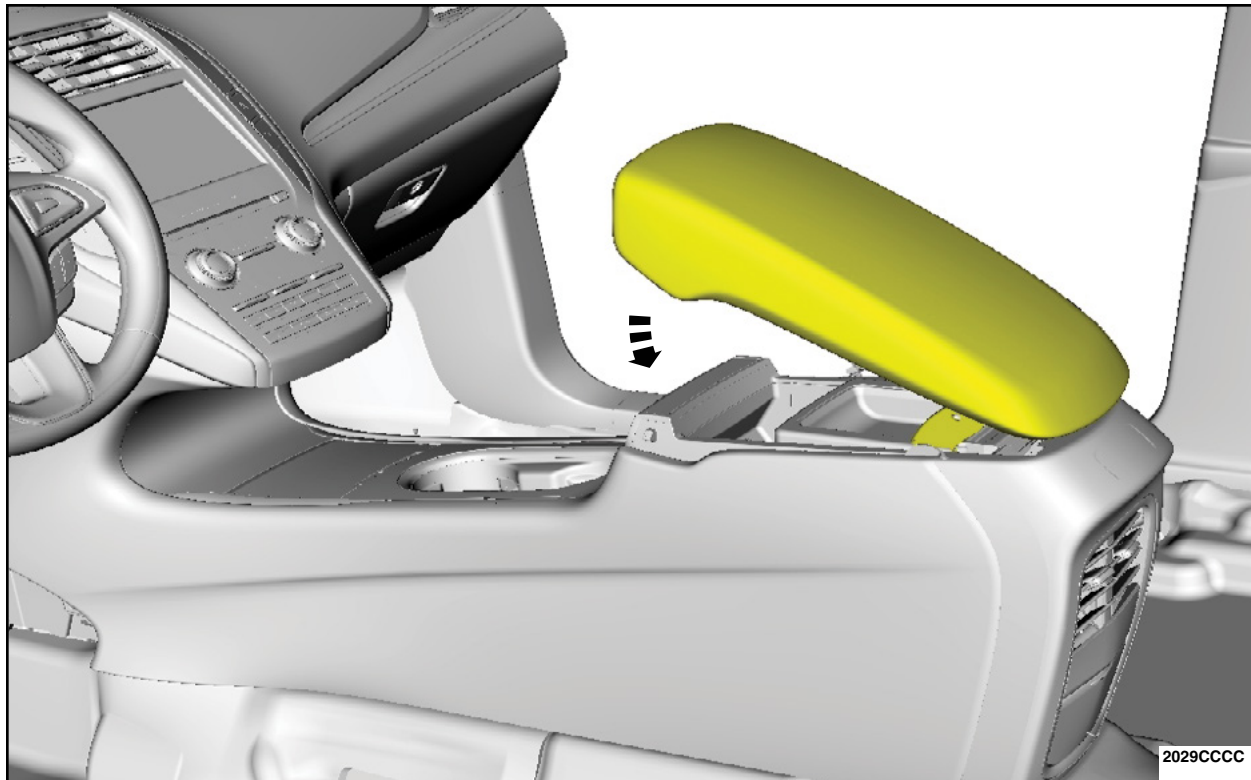


FIGURE 15



19. Finish the PMI process using IDS that is connected to the Internet.

NEW ! *NOTE: Turning off Valet mode is no longer required.*

20. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure of success.

21. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





Lincoln
P. O. Box 1904
Dearborn, Michigan 48121

April 2023

Customer Satisfaction Program 21B09 – Program Extension

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?** Our records indicate that Customer Satisfaction Program 21B09 has not been completed on your vehicle. Cellular companies began decommissioning 3G networks in August 2021, and a complete shutdown of the 3G network took place in February 2022. As a result, the 3G modem in your vehicle is no longer able to transmit data.
- What is the effect?** If you utilized remote features within the Lincoln Way™ App, the decommissioned 3G network resulted in a loss of wireless functionality for connected app-to-vehicle features such as: Remote Lock & Unlock, Remote Start & Stop, Vehicle Status, Tire Pressure, Fuel Level, and Mileage. Cellular 3G network decommissioning did not impact control or performance of your vehicle. If you do not utilize the Lincoln Way™ App, you will not notice the effects of the decommissioning. If you would like more information about the Lincoln Way™ App services, additional information can be found on the [Lincoln.com/Support](https://www.lincoln.com/support) web site.
- What will Lincoln and your dealer do?** In the interest of client satisfaction, Lincoln has authorized your dealer to cover the cost of labor and certain one-time-use parts to install a 4G upgrade kit (modem and antenna) so remote app functionality can be restored. Note, the vehicle owner is responsible for the purchase of the 4G upgrade kit. **This Customer Satisfaction Program has been extended to July 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.

What should you do?

To restore app-to-vehicle features via the Lincoln Way App, please call your dealer to schedule a service appointment for Customer Satisfaction Program **21B09**. Provide your dealer with your VIN, which is printed near your name at the beginning of this letter.

You will need to purchase the 4G upgrade kit from your dealer. Additional app set up, such as removing and re-adding the VIN in the app will be needed following the 4G modem installation.

NOTE: 4G upgrade kit availability may be limited due to supply constraints.

Lincoln owners of 2017 Model Year or later vehicles 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 dealer if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access Lincoln.com for dealer addresses, maps, and driving instructions.

Lincoln recommends you have this service action completed on your vehicle to experience the benefits and features enabled by the Lincoln Way App. The vehicle owner is responsible for scheduling the work to be completed.

Once your vehicle has been upgraded with the 4G upgrade kit, use the Lincoln Way™ App to access remote features like start/stop, get important vehicle information like fuel and oil levels, service history and warranty details at your fingertips. You can receive information about Recalls and Customer Satisfaction Programs through the Lincoln Way™ app as well. The app can be downloaded through the App Store or Google Play.

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.

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.

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



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

April 2023

Customer Satisfaction Program 21B09 – Program Extension

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 an update to the Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Our records indicate that Customer Satisfaction Program 21B09 has not been completed on your vehicle.

Cellular companies began decommissioning 3G networks in August 2021, and a complete shutdown of the 3G network took place in February 2022. As a result, the 3G modem in your vehicle is no longer able to transmit data.

What is the effect?

If you utilize services and owner benefits with the FordPass App, the decommissioned 3G network resulted in a loss of wireless functionality for connected phone app to vehicle features such as: Lock & Unlock vehicle, Remote Start & Stop, Vehicle Status, Tire Pressure, Fuel Level, Mileage (and for electrical vehicles: Preferred Charge Times, Departure Times, Trip & Charge Logs).

Cellular 3G network decommissioning will not impact control or performance of your vehicle. If you do not utilize the FordPass™ App service, you will not notice the effects of the decommissioning.

Additional information about the FordPass™ App and how to connect can be found on our web site: Ford.Com/Support/Category/Fordpass/.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to cover the cost of labor to install a 4G upgrade kit (modem and antenna). Note, this will require the vehicle owner to purchase the 4G upgrade kit.

This Customer Satisfaction Program has been extended to July 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.

What should you do?

To restore app-to-vehicle features via the FordPass App, please call your dealer to schedule a service appointment for Customer Satisfaction Program **21B09**. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

You will need to purchase the 4G upgrade kit from your dealer, download the FordPass™ App and set up an account as needed. Additional information about the FordPass™ App and how to connect can be found on our web site: <https://www.ford.com/support/category/fordpass/>.

NOTE: 4G upgrade kit availability may be limited due to supply constraints.

If you do not already have a servicing dealer, you can access [Ford.com/Support](https://www.ford.com/support/) for dealer addresses, maps, and driving instructions.

Ford Motor Company recommends you have this service action completed on your vehicle to experience the benefits and features enabled by the FordPass™ App. The vehicle owner is responsible for scheduling the work to be completed.

Once your vehicle has been upgraded with the 4G upgrade kit, use the FordPass™ App to access complimentary remote features like start/stop, get important vehicle information like fuel and oil levels, service history and warranty details at your fingertips. You can receive information about Recalls and Customer Satisfaction Programs through our FordPass™ App as well. The app can be downloaded through the App Store or Google Play.

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://www.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).

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

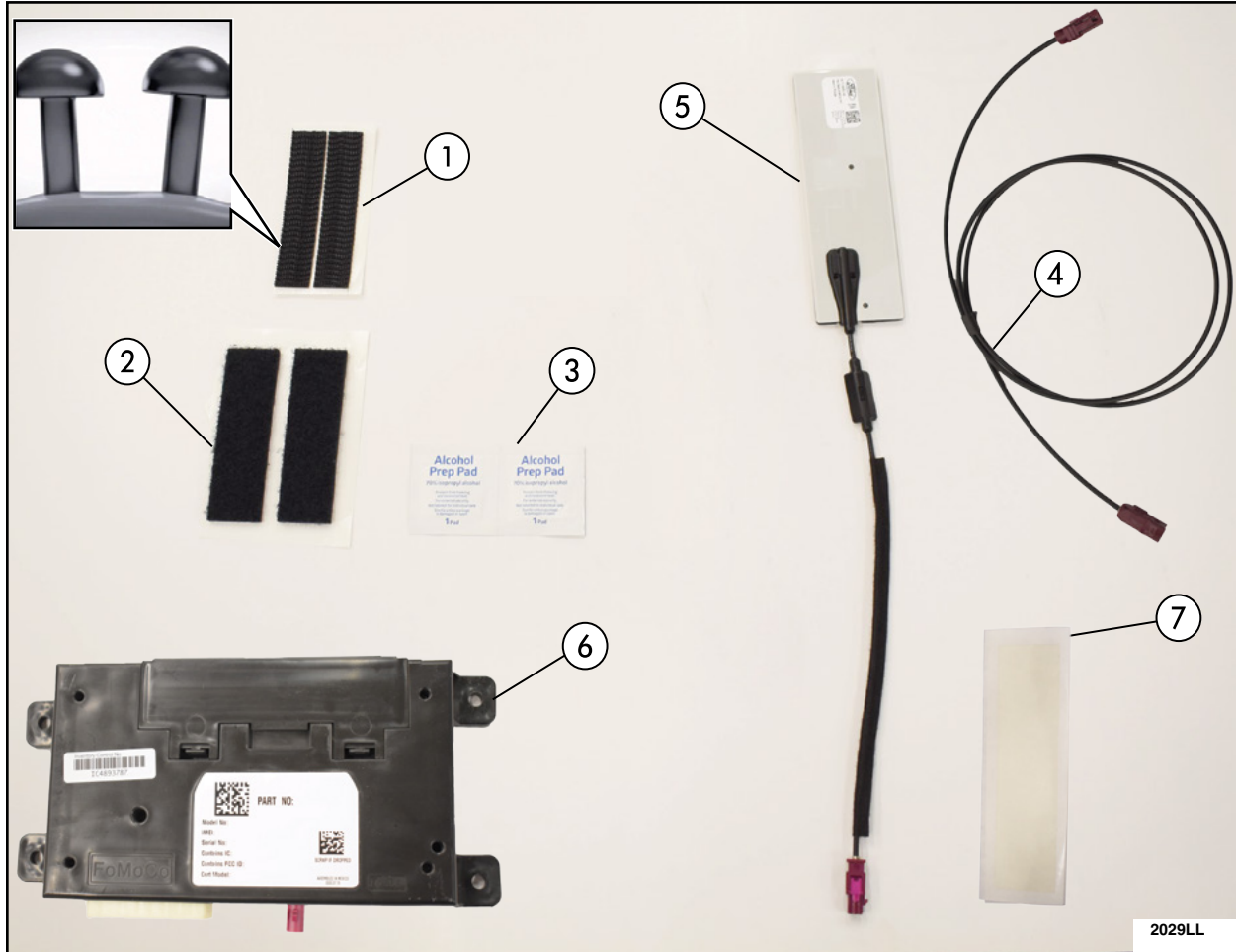
Thank you for your attention to this important matter.

Ford Customer Service Division

**CERTAIN 2014-2020 MODEL YEAR MULTIPLE VEHICLE LINES — 3G
 TELEMATICS CONTROL UNIT TO 4G UPGRADE KIT**

NEW! SERVICE PROCEDURE - MKZ / MKZ HYBRID

Kit contents



ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	2
4	Coaxial Extension Cable	1
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1
7	PET Tape	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step CANNOT be done with manual entry of As-Built Data as part of the repair.

- NEW !** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.
2. Clean the mounting bracket and apply loop strip. See Figure 1.
- a. Clean the TCU mounting bracket inside the vehicle first with a clean lint free rag.
 - b. Clean the area that will be covered by the loop strips with supplied alcohol prep wipe.
 - c. Remove the adhesive backing and apply the loop strips to the mounting bracket in the vehicle in the shown locations.
 - d. Fully work out the air bubbles underneath the strip with a circular rubbing motion to make sure of proper adhesion.

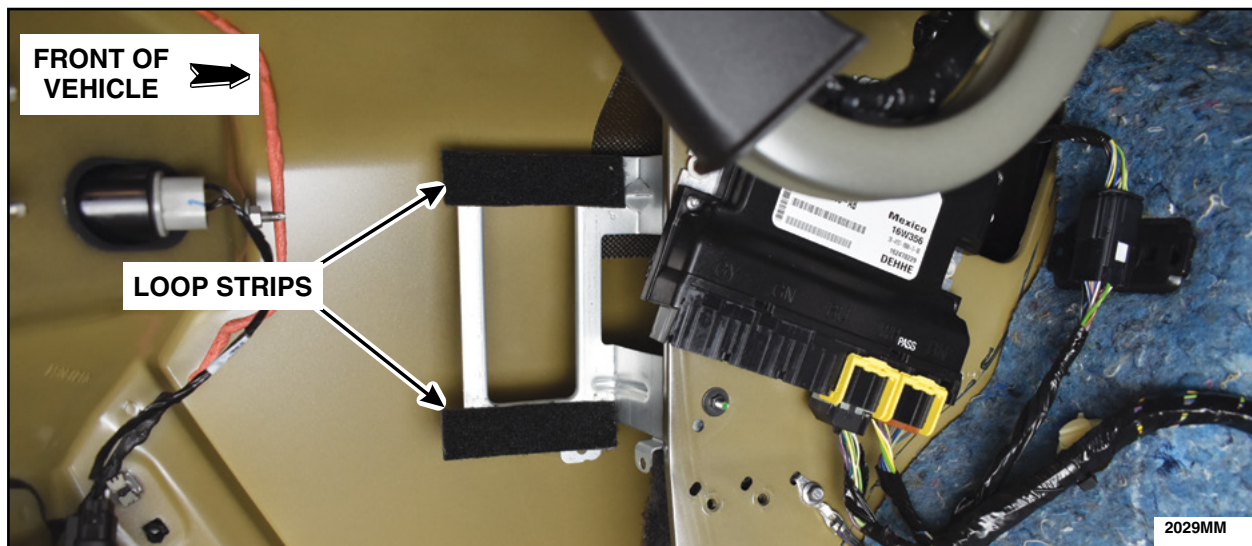


FIGURE 1



3. TCU Preparation. See Figure 2.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow the module to dry for 30 seconds.
- b. Remove the adhesive backing of the Dual Lock™ strips (rough).
- c. Apply the Dual Lock™ strips to each end of the 4G 4G TCU module by aligning the tops and edge of the strips to the edges of the TCU.
- d. Fully work out the air bubbles underneath the strips with a circular rubbing motion to ensure proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

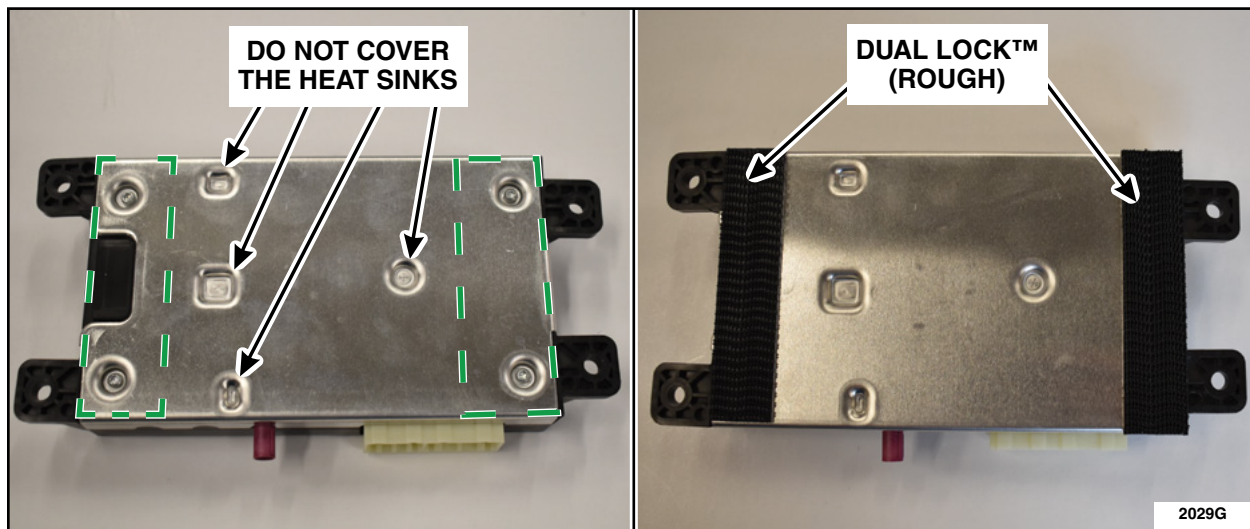


FIGURE 2



4. Install the 4G TCU. See Figure 3.

- a. Orient with electrical connection to the rear of the vehicle.
- b. Make sure Dual Lock™ and loop are fully seated by firmly pressing module in place with a slight rotation to engage Dual Lock™ into the loop.

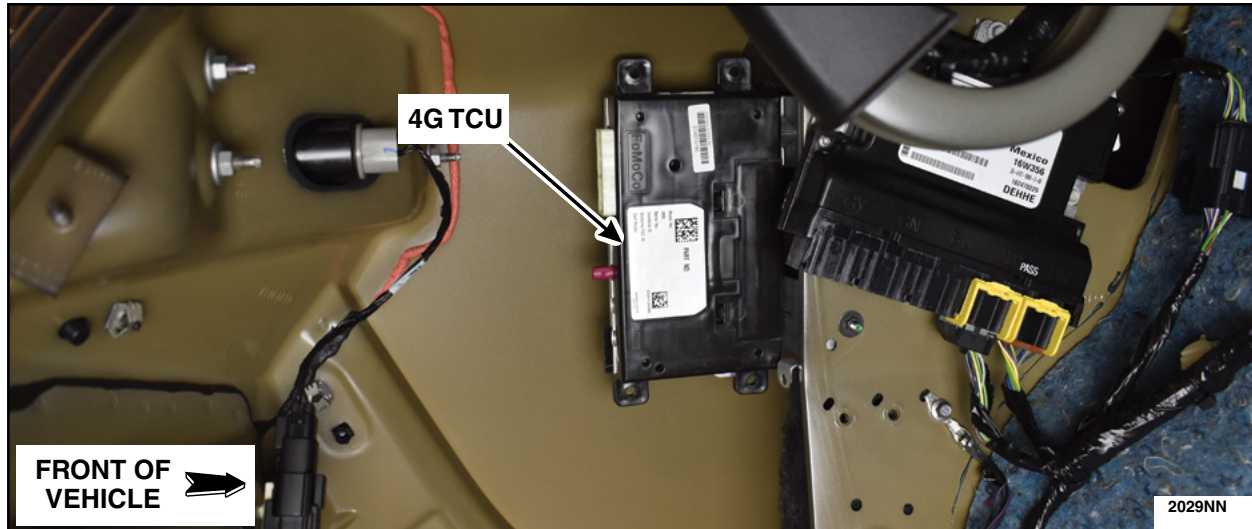


FIGURE 3

5. Remove the Left Hand (LH) side trim of the parcel shelf. Follow the WSM procedures in Section 501-05.

NOTE: Do not remove the parcel shelf. It is only necessary to remove the LH trim and raise the LH side of the parcel shelf. See Figure 4.



FIGURE 4



6. Install the supplied PET tape on the underside of the parcel shelf and centered between the center and LH child seat anchor covers. See Figure 5.

a. Rub PET tape into the surface working out any air bubbles visible through the tape.

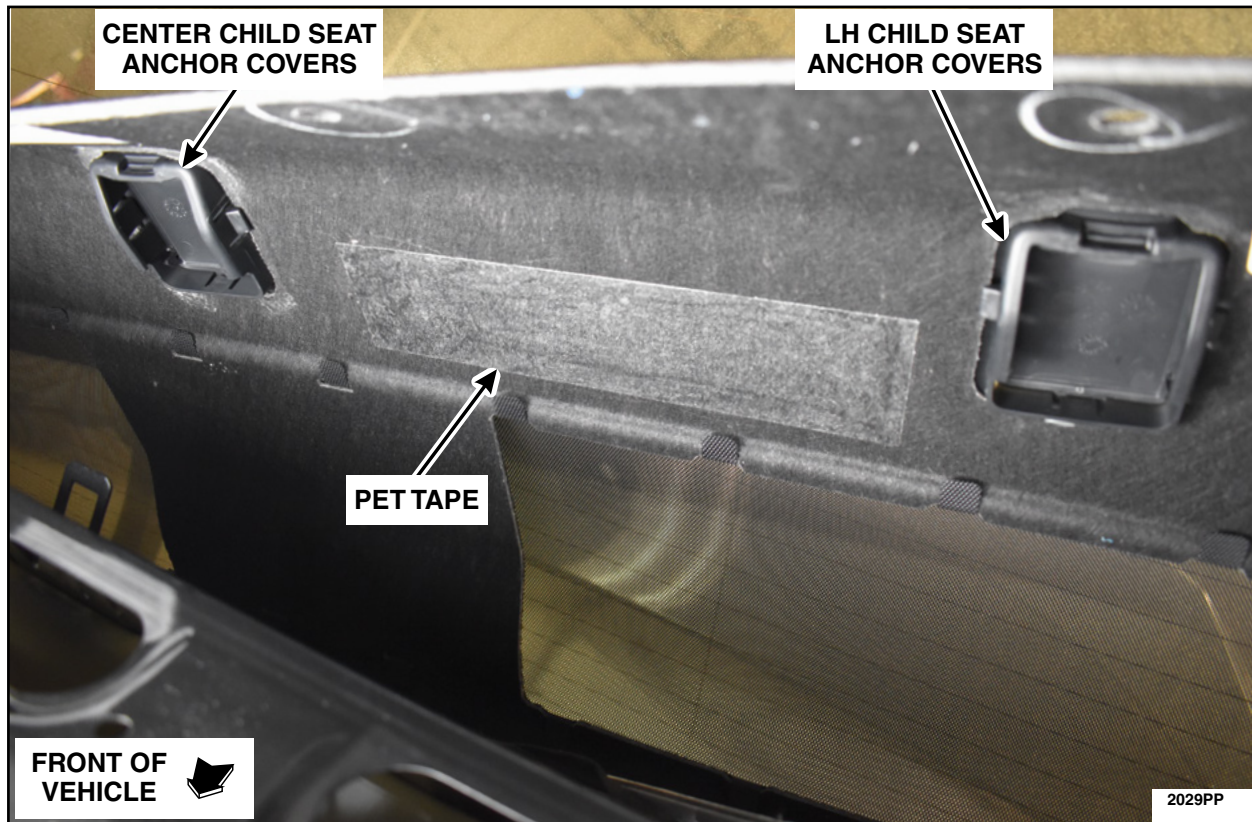


FIGURE 5



7. Install the *new* 4G antenna. See Figure 6.

- a. Remove the antenna adhesive backing.
- b. Install the antenna onto previously installed pet tape with cable facing vehicle LH.
- c. With firm evenly applied thumb pressure from center outward, work out air bubbles to make sure good adherence of the antenna.
- d. Remove the cable strain-relief adhesive backing and attach and press on to the pet tape.

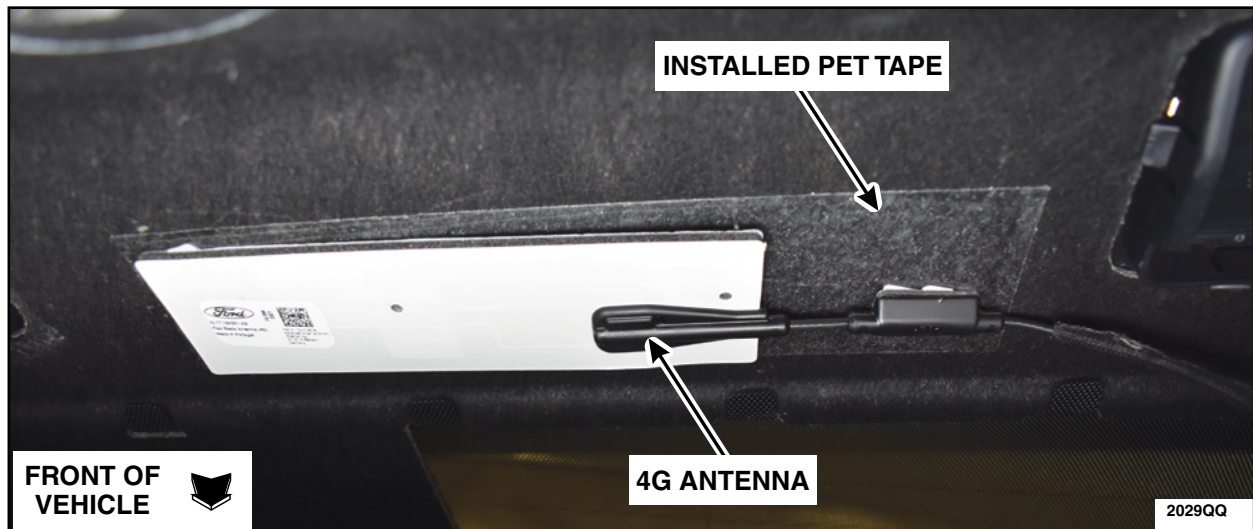


FIGURE 6



8. Connect the 4G electrical connector and the coaxial extension cable. Route the coaxial extension cable behind the wiring harness and upwards towards the rear windshield. See Figure 7.

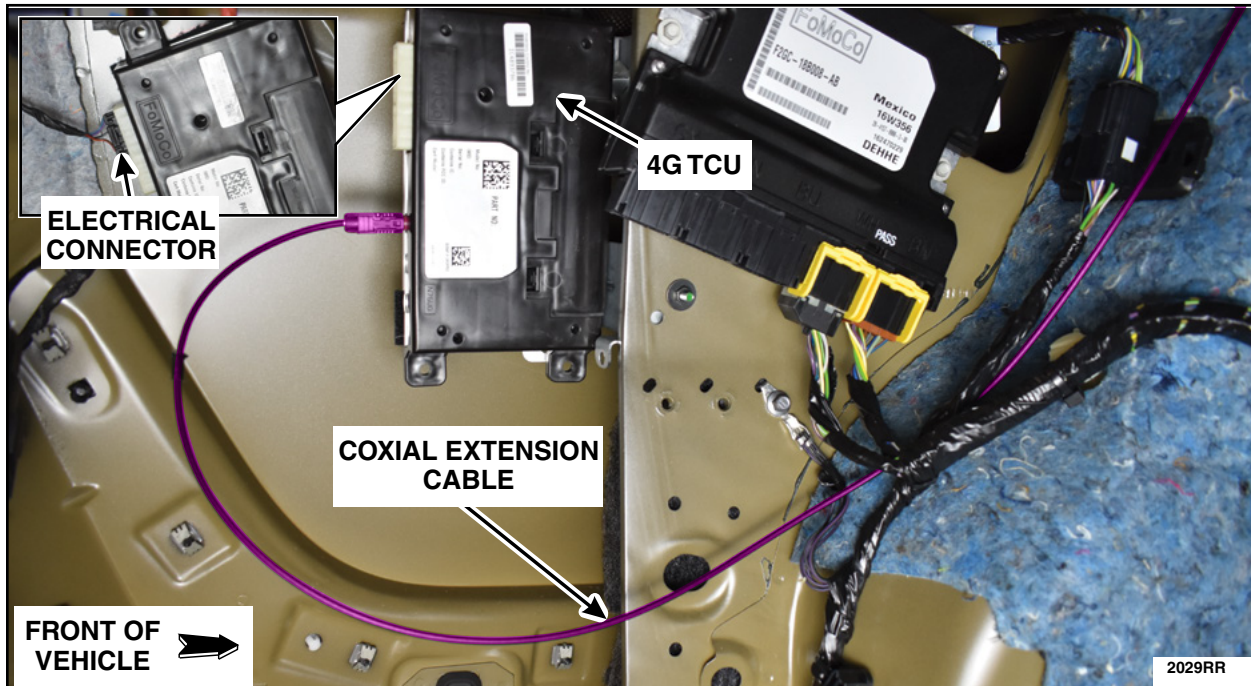


FIGURE 7

9. Route the coaxial extension cable through the opening on the body into the vehicle. See Figure 8.

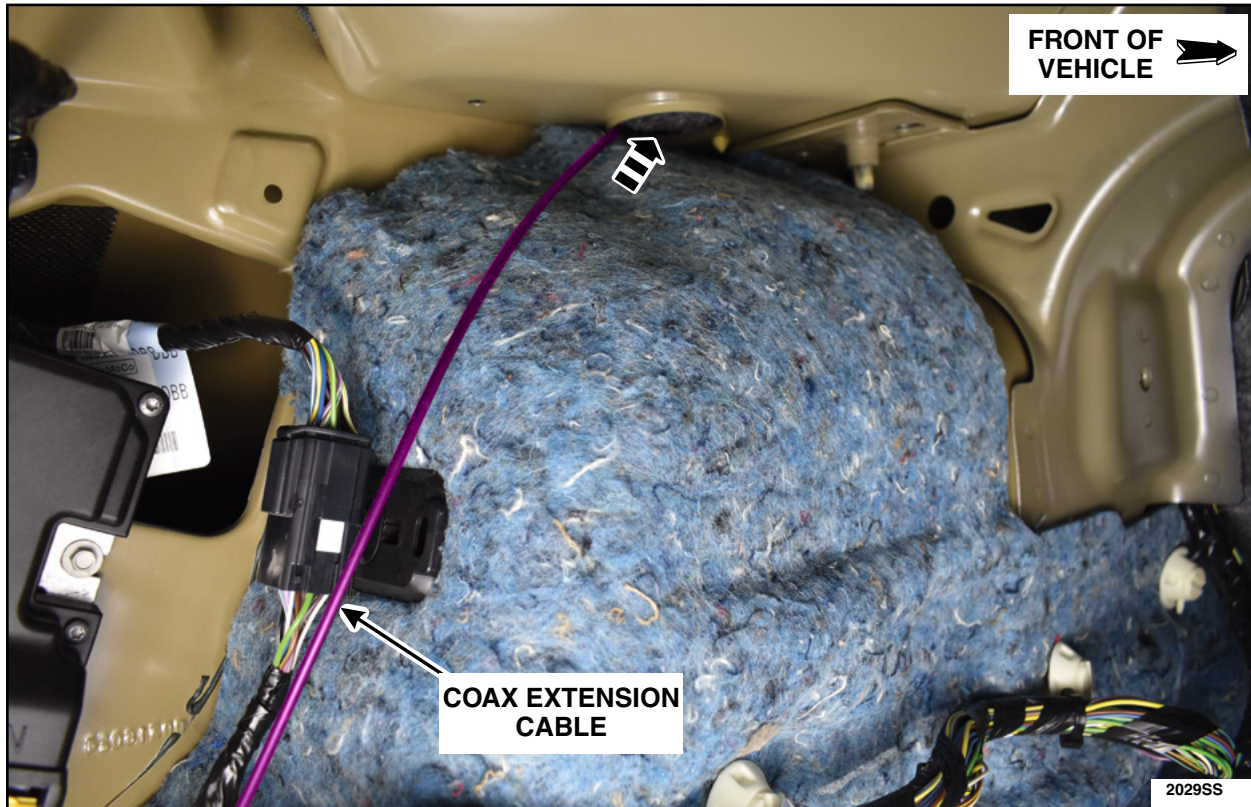


FIGURE 8



10. Route the coaxial extension cable under the foam pad located behind the LH seatbelt and towards the center of the vehicle. See Figure 9.

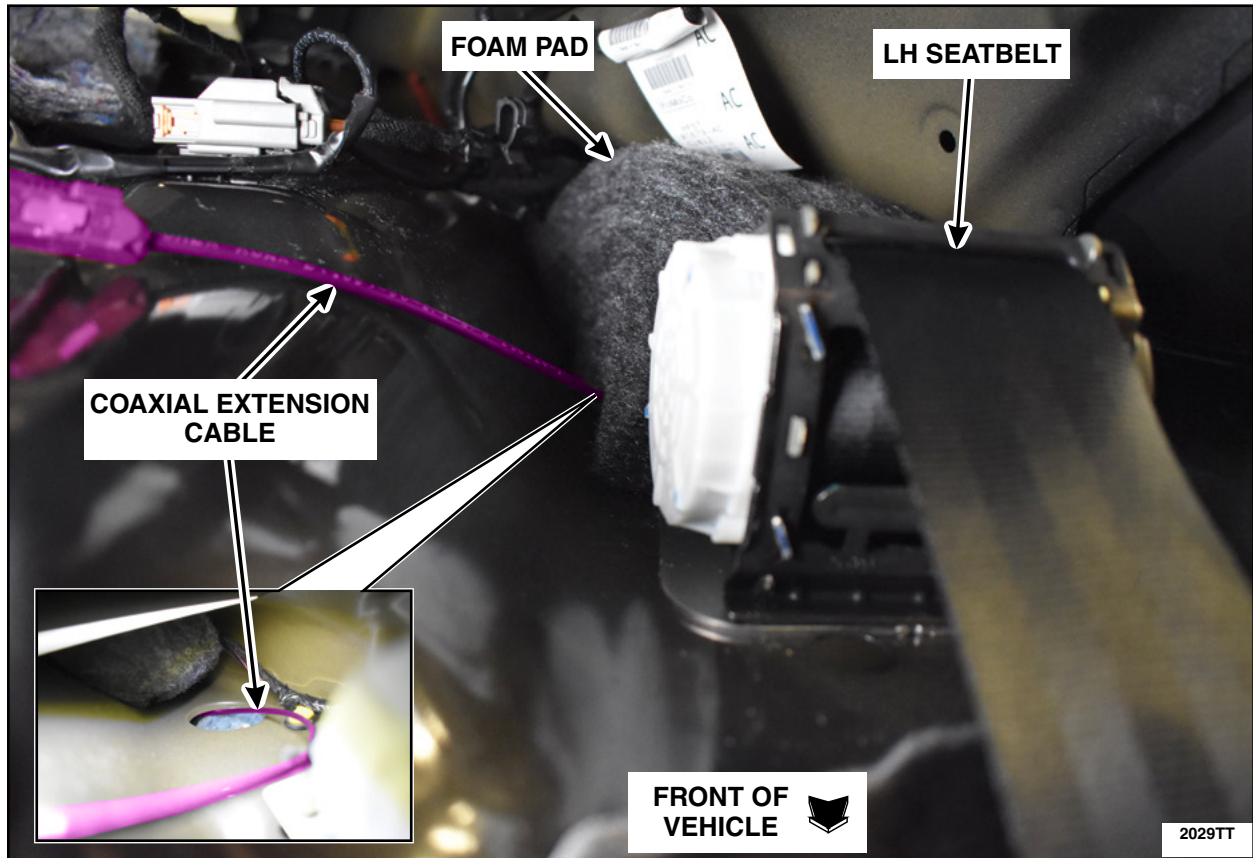


FIGURE 9



11. Connect the coax cable extension and the 4G antenna. See Figure 10.

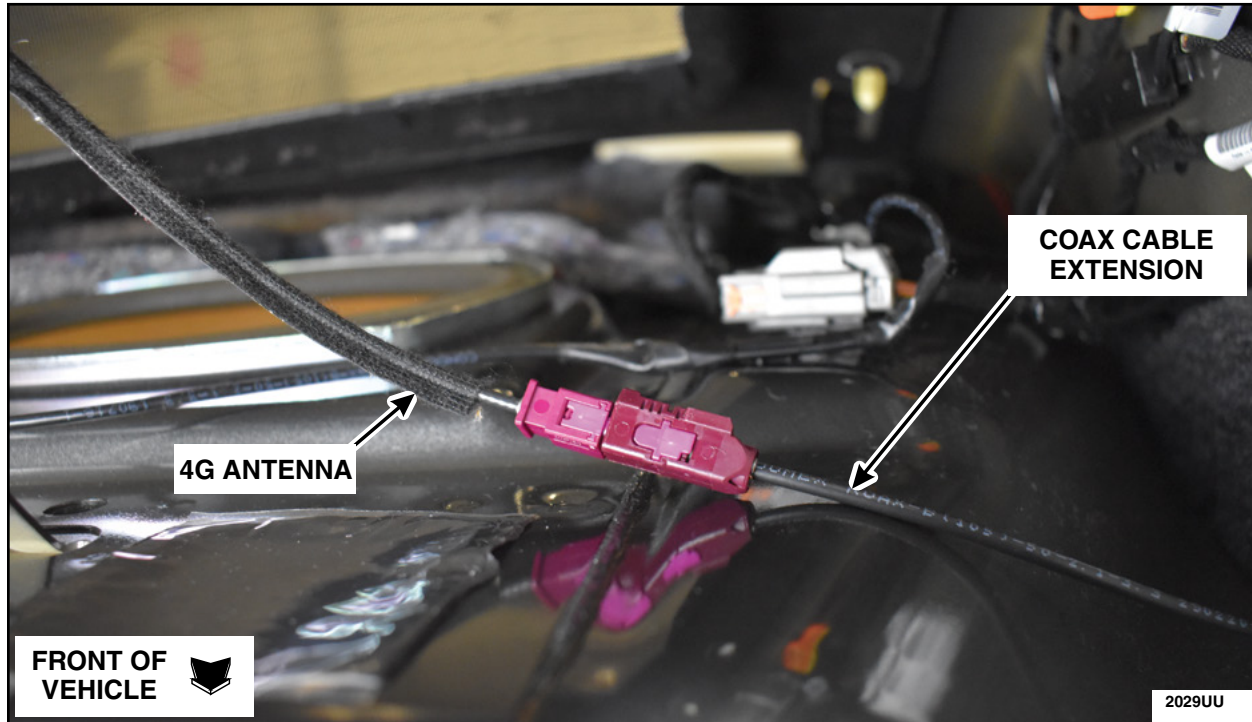


FIGURE 10

12. Reinstall the parcel shelf and the LH side trim. Follow the WSM procedures in Section 501-05.

13. Finish the PMI process using IDS that is connected to the Internet.

NEW ! *NOTE: Turning off Valet mode is no longer required.*



14. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure success.

15. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



**CERTAIN 2014-2020 MODEL YEAR MULTIPLE VEHICLE LINES — 3G
 TELEMATICS CONTROL UNIT TO 4G UPGRADE KIT**

NEW! SERVICE PROCEDURE - C-MAX

Kit contents

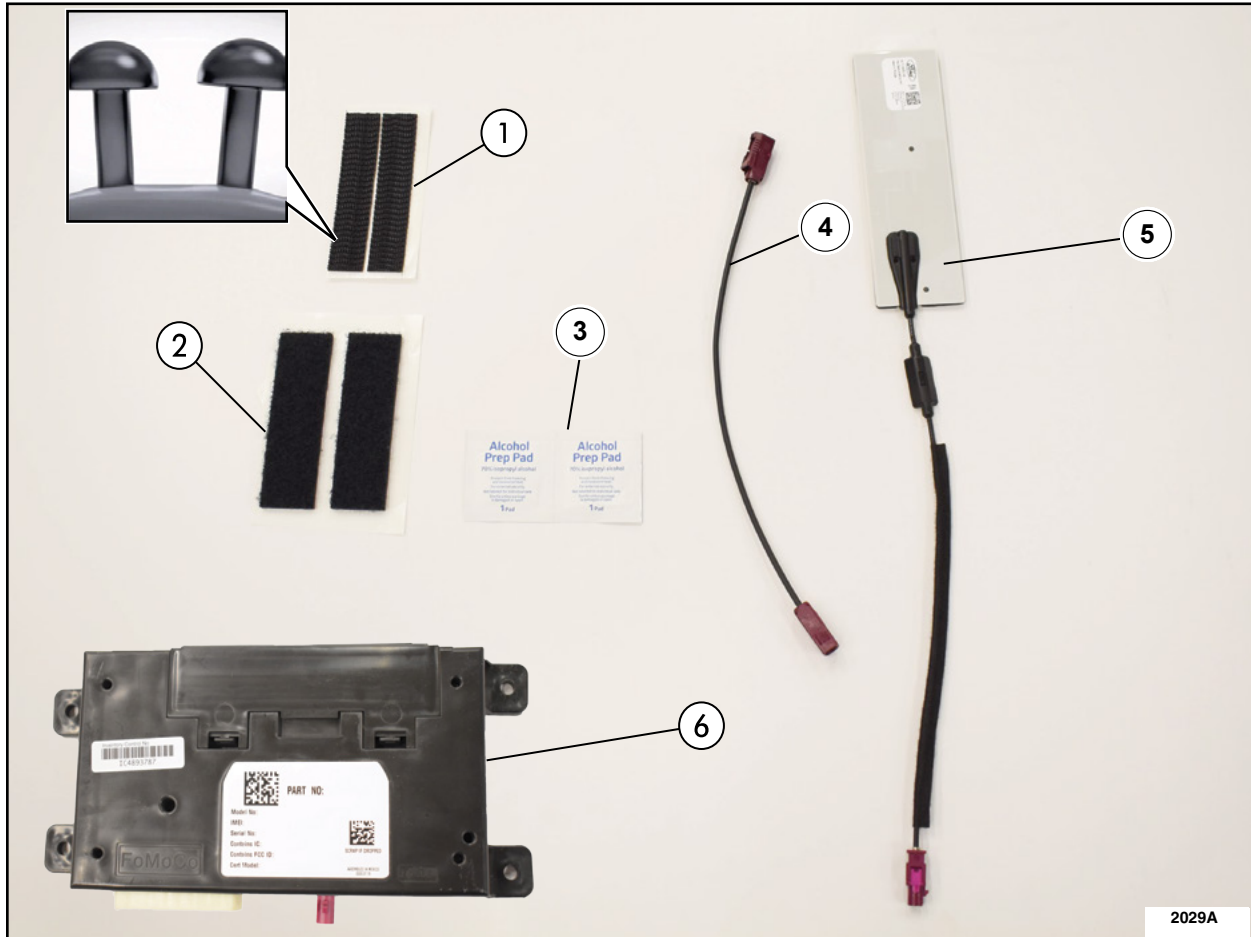


FIGURE 1

ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	2
4	Coaxial Extension Cable	1
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step **CANNOT** be done with manual entry of As-Built Data as part of the repair.

- NEW!** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.
2. Remove the Left Hand (LH) D-pillar trim panel and slide it down the seatbelt. Follow the WSM procedures in Section 501-05.

NOTE: It is not necessary to remove the seatbelt from the D-pillar or the seatbelt anchor bolt.

3. Using a clean lint free shop rag, clean any grime, grease, dust or dirt from the interior of the D-pillar trim panel shown. See Figure 2.



FIGURE 2



4. Using the kit supplied alcohol prep wipe, clean the interior of the D-pillar trim panel shown and allow the alcohol to dry for 30 seconds. See Figure 3.



FIGURE 3

5. Install the *new* 4G antenna. See Figure 4.
- Remove the cable strain-relief adhesive backing.
 - Align the antenna's cable strain-relief with the corners touching the edges of the D-pillar trim panel and apply firm pressure.
 - Remove the antenna adhesive backing.
 - Apply antenna to the D-pillar surface.
 - With firm evenly applied thumb pressure from far end towards strain relief to work out air bubbles and ensure good adherence.

NOTE: It is acceptable for the antenna to follow the curvature of the D-pillar trim panel.

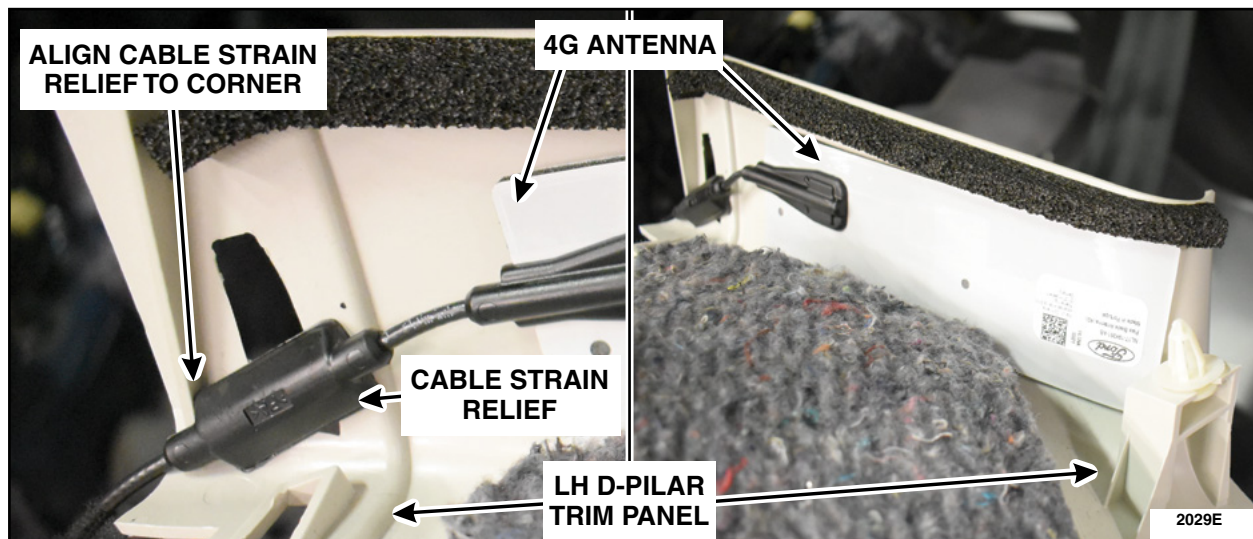


FIGURE 4



6. Install the LH D-pillar trim panel with the antenna wire routing as shown. Follow the WSM procedures in Section 501-05.
7. Temporarily place the 4G TCU in the position shown. Using a marker, mark the edges of the TCU onto the sheet metal of the vehicle. See Figure 5. Remove the TCU from the vehicle and place it on a bench metal side up.

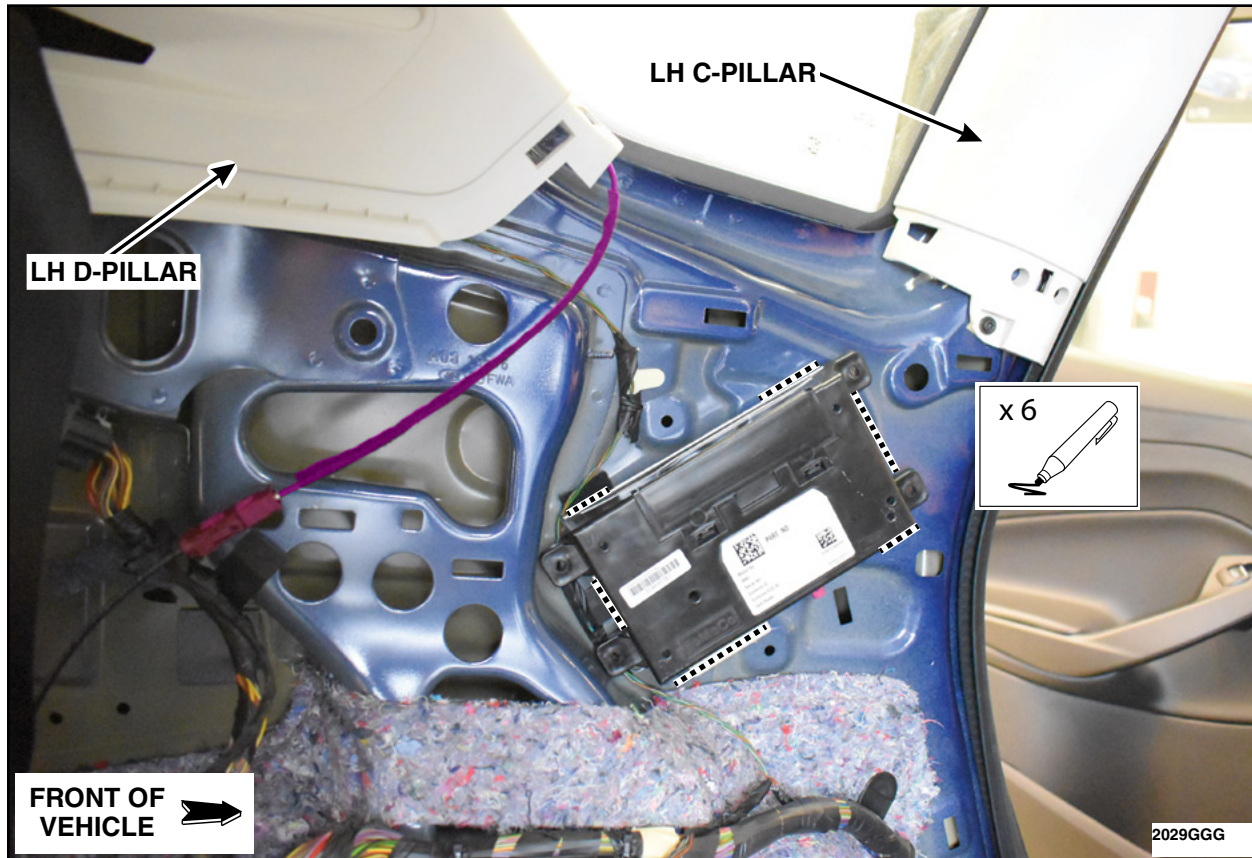


FIGURE 5



8. TCU Preparation. See Figure 6.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow the module to dry for 30 seconds.
- b. Remove the adhesive backing of the Dual Lock™ strips (rough).
- c. Apply the Dual Lock™ strips to each end of the 4G TCU module by aligning the tops and edge of the strips to the edges of the TCU.
- d. Fully work out the air bubbles underneath the strips with a circular rubbing motion to make sure proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

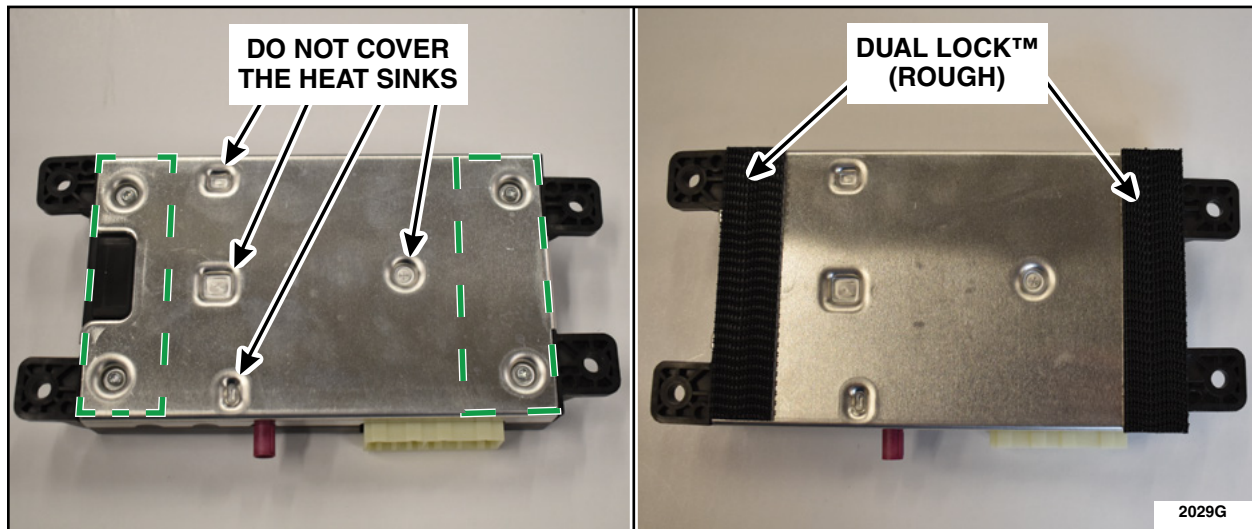


FIGURE 6



9. Clean the surface and apply loop strip. See Figure 7.

- a. Clean the area marked inside the vehicle first with a clean lint free rag.
- b. Clean the marked area with supplied alcohol prep wipe and allow a 30 second dry time.
- c. Remove the adhesive backing of one loop strip and apply it to the vehicle inside the marked location towards the front of the vehicle.
- d. Fully work out the air bubbles underneath the strip with a circular rubbing motion to make sure proper adhesion.

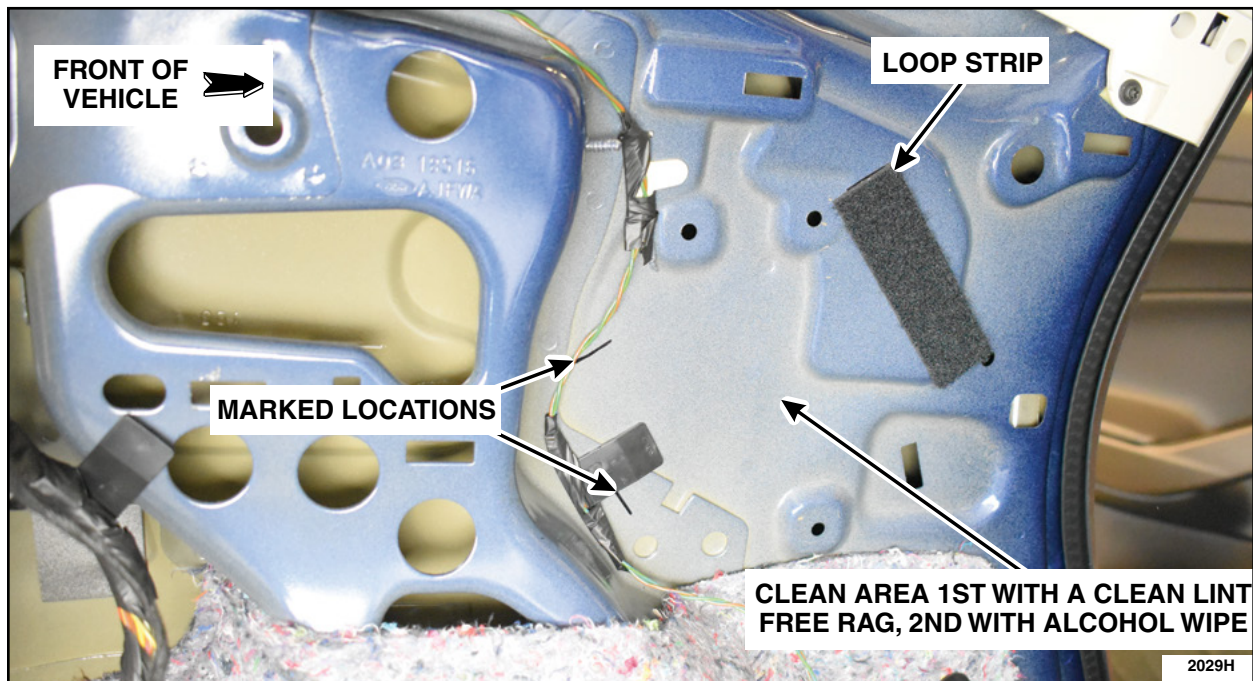


FIGURE 7



10. Apply remaining two-halves of soft loop strip. See Figure 8.

- a. Cut the remaining loop strip in half.
- b. Remove the adhesive backing.
- c. Apply both halves to the vehicle in the marked locations.
- d. Position towards the rear of the vehicle and on either side of the wire harness push pin.
- e. Fully work out the air bubbles underneath the strips to make sure proper adhesion.
- f. Apply coroplast tape to the section of wire between the wire harness push pins.

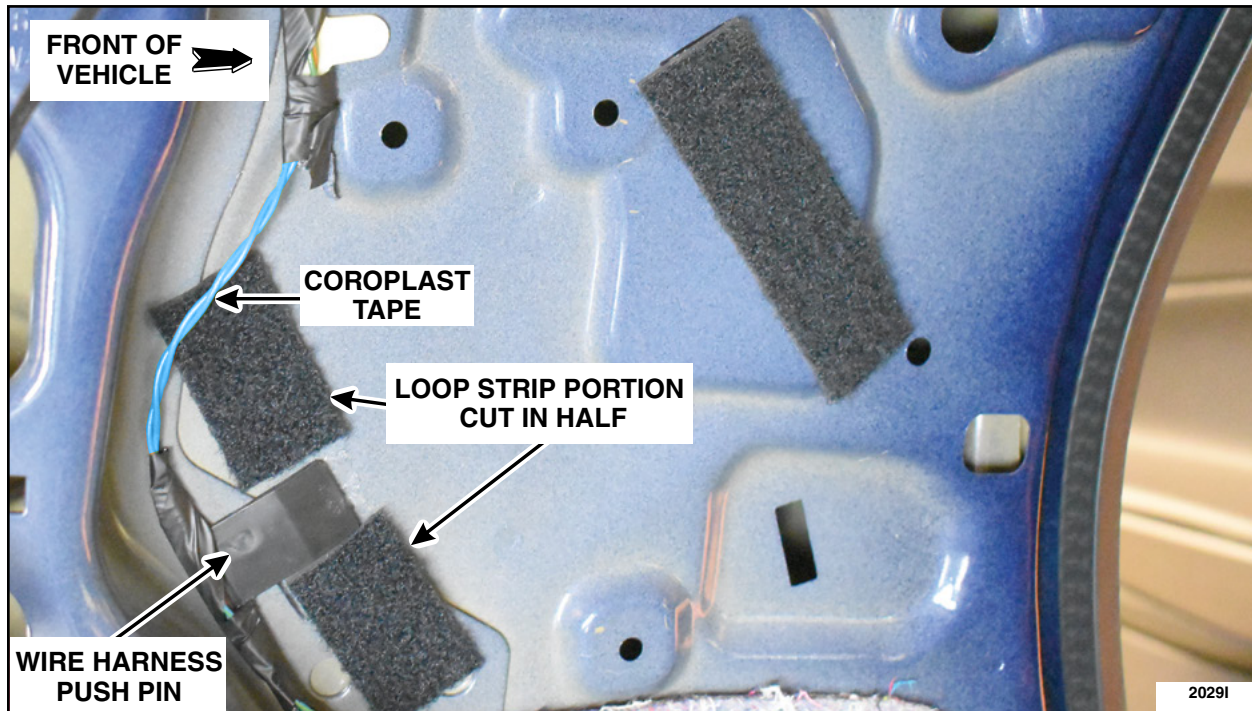


FIGURE 8



11. Install the 4G TCU. See Figure 9.

- a. Orient with electrical connection at bottom.
- b. Make sure Dual Lock™ and loop are fully seated by firmly pressing module in place with a slight rotation to engage Dual Lock™ into the loop.



FIGURE 9



12. Connect the electrical connector into the 4G TCU. See Figure 10.

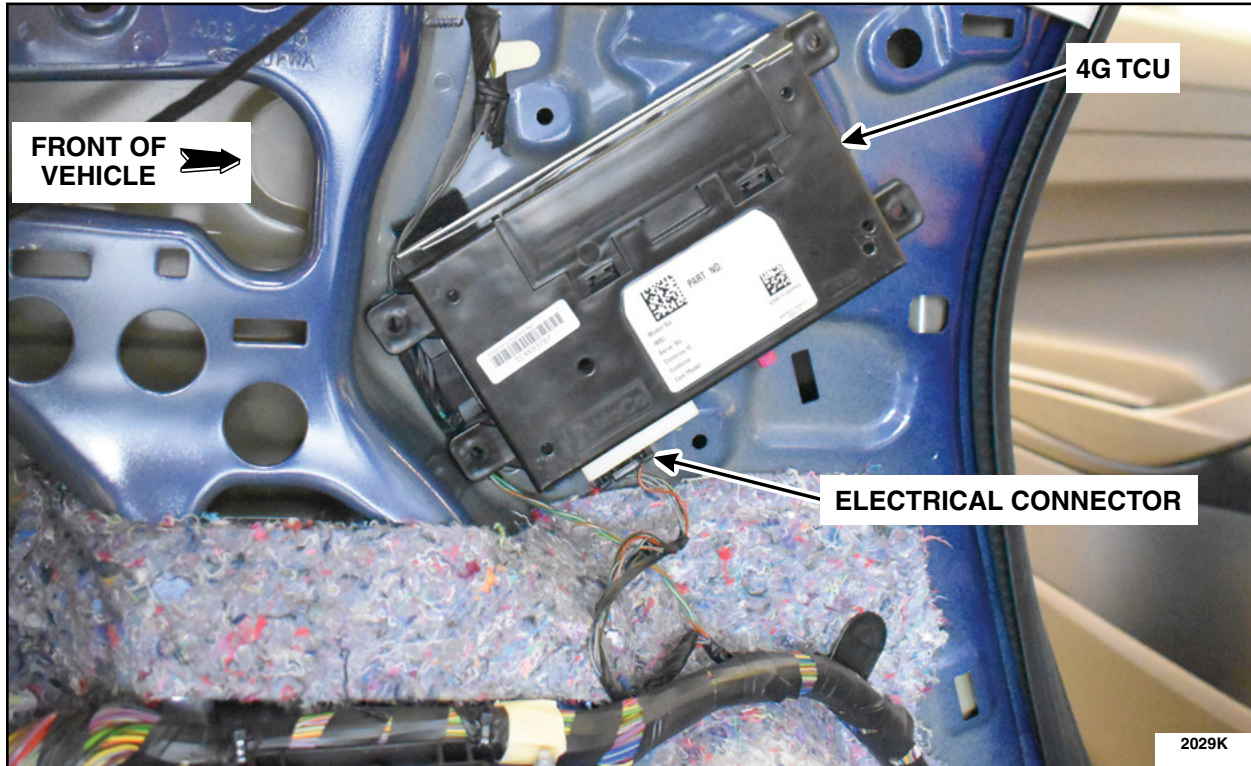


FIGURE 10



13. Connect and route the coax extension cable. See Figure 11.

- a. Connect the coax extension cable to the antenna.
- b. Route the coax extension cable behind the wiring harness and NVH material.
- c. Connect the coax extension cable to the 4G TCU.

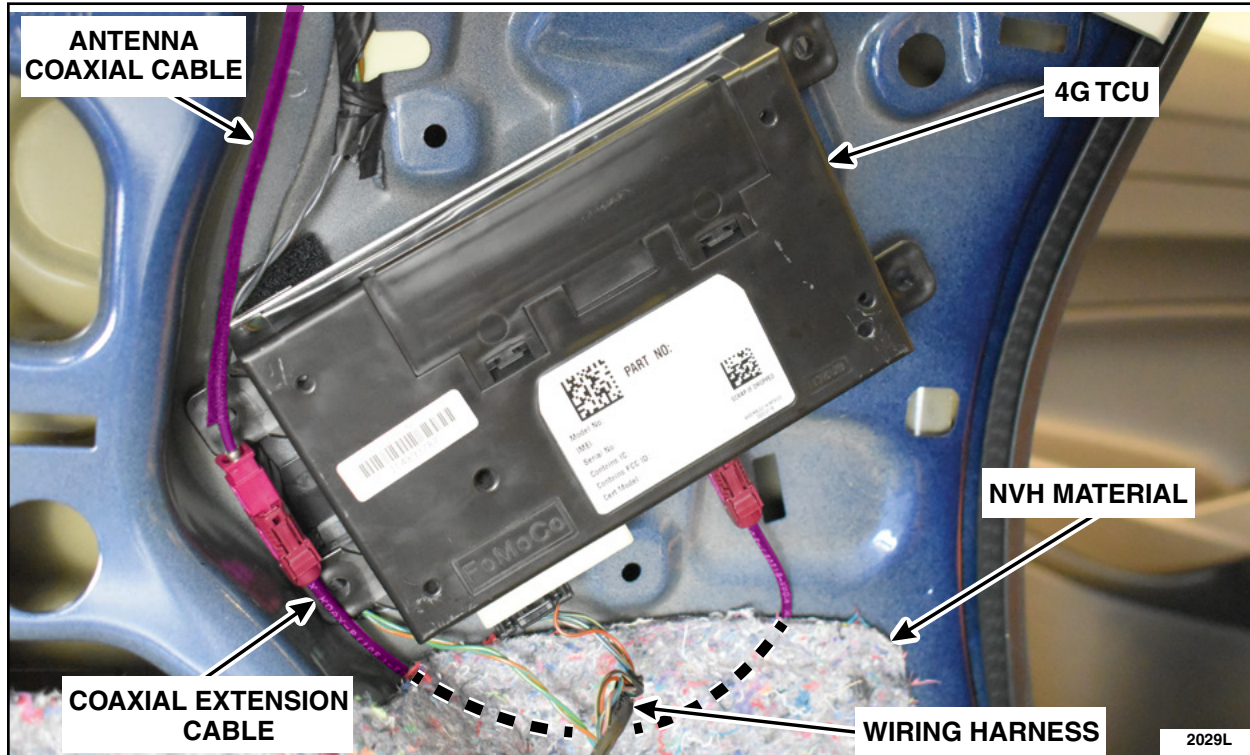


FIGURE 11

14. Install the LH loadspace trim panel. Follow the WSM procedures in Section 501-05.

15. Finish the PMI process using IDS that is connected to the Internet.

NOTE: For 2017 C-MAX only – Check for Instrument Panel Cluster (IPC) software update availability and reprogram if an update is available.

NEW ! NOTE: *Turning off Valet mode is no longer required.*

16. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure success.



17. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

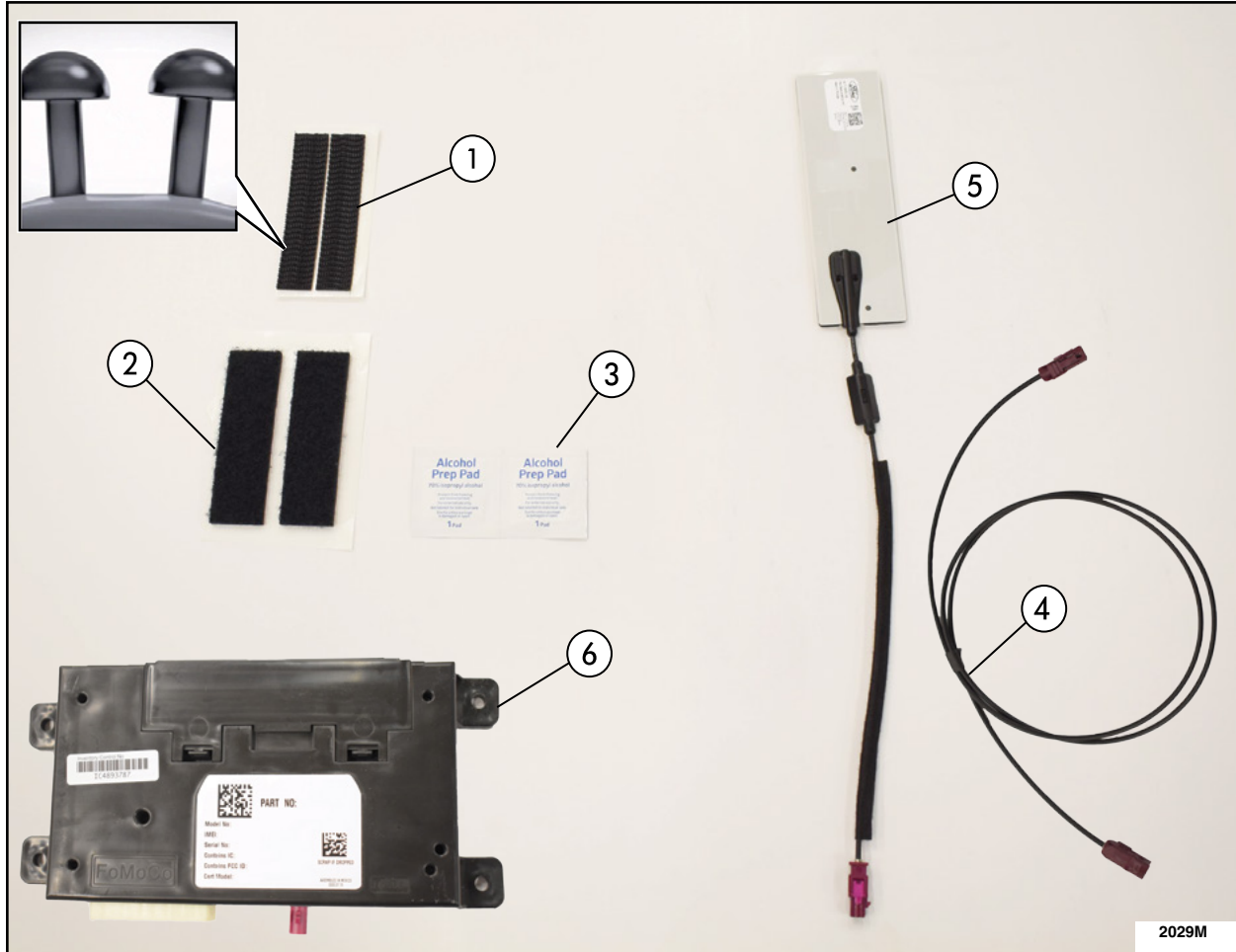
IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



**CERTAIN 2014-2020 MODEL YEAR MULTIPLE VEHICLE LINES — 3G
 TELEMATICS CONTROL UNIT TO 4G UPGRADE KIT**

NEW! SERVICE PROCEDURE - Continental

Kit contents



ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	2
4	Coaxial Extension Cable	1
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step CANNOT be done with manual entry of As-Built Data as part of the repair.

- NEW !** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.

NOTE: Be cautious of the wiring behind the D-pillar trim panel. See Figure 1.

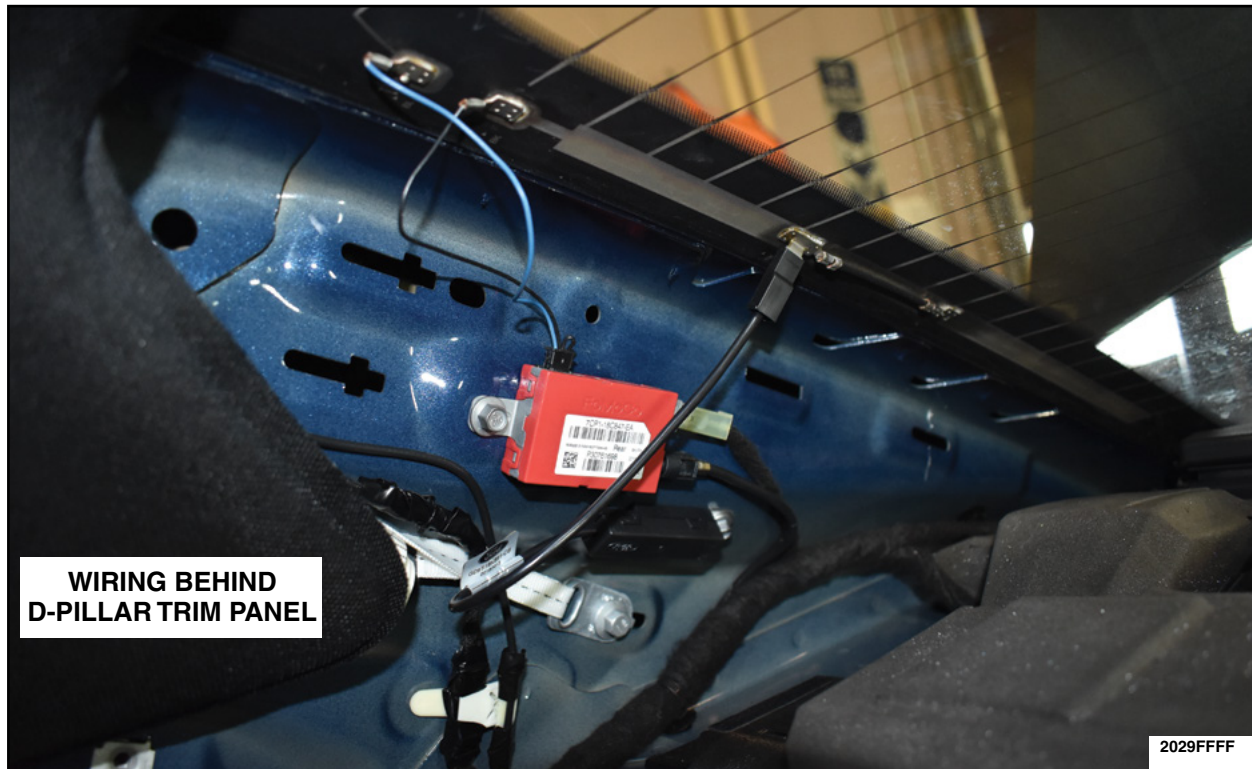


FIGURE 1

2. Remove the parcel shelf. Follow the WSM procedure in Section 501-05.



3. Install the *new* 4G antenna. See Figure 2.

- a. Clean the area on the parcel shelf first with a clean lint free rag in the highlighted area (larger than installation).
- b. Clean the area on the parcel shelf with supplied alcohol prep wipe and allow a 30 second dry time.
- c. Remove the antenna adhesive backing.
- d. Apply antenna to the parcel self as shown below.
- e. With firm evenly applied thumb pressure from center outward, work out air bubbles to ensure of good adherence of the antenna.
- f. Remove the cable strain-relief adhesive backing.
- g. Align the antenna's cable strain-relief in the position shown below and apply firm pressure.

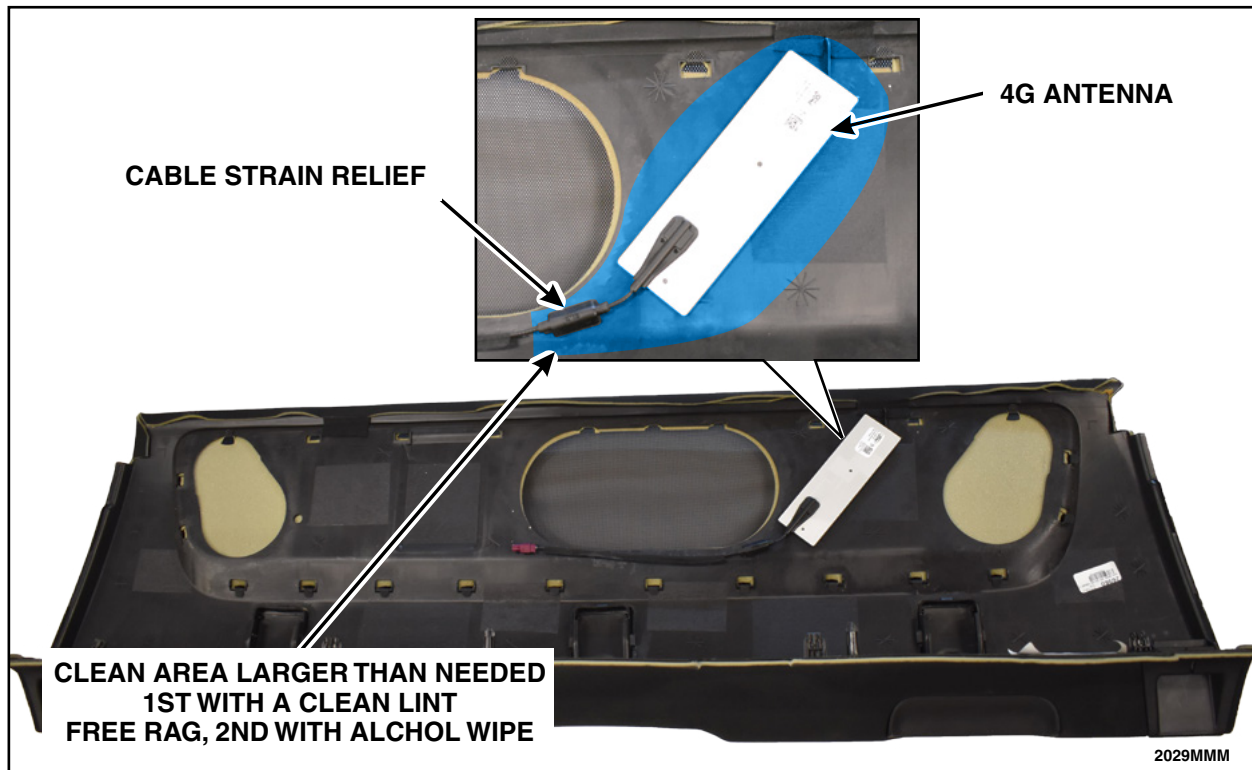


FIGURE 2



4. Route the coaxial extension cable from the center of the parcel shelf area through the hole in the LH side of the parcel shelf area into the loadspace of the vehicle. See Figure 3.



FIGURE 3

5. Install the parcel shelf. Follow the WSM procedures in Section 501-05.

NOTE: Connect the 4G antenna to the coaxial extension cable during parcel shelf install. See Figure 4.



FIGURE 4



6. Remove the TCU mounting bracket studs. See Figure 5.

- Using a pair of pliers, rotate each stud one quarter of a turn.
- Remove and discard all four studs.

NOTE: Bracket shown out of vehicle for clarity.

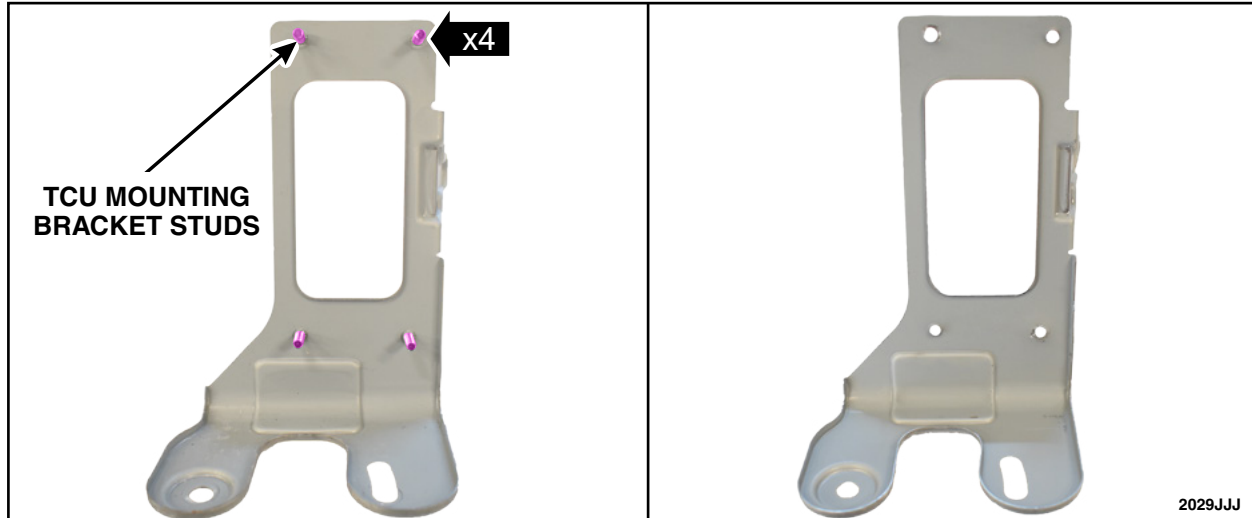


FIGURE 5

7. Clean the mounting bracket and apply loop strips. See Figure 6.

- a. Clean the mounting bracket inside the vehicle first with a clean lint free rag.
- b. Clean the mounting bracket with supplied alcohol prep wipe and allow a 30 second dry time.
- c. Remove the adhesive backing of the loop strips and apply it to the mounting bracket over the stud holes.
- d. Fully work out the air bubbles underneath the strip with a circular rubbing motion to make sure of proper adhesion.

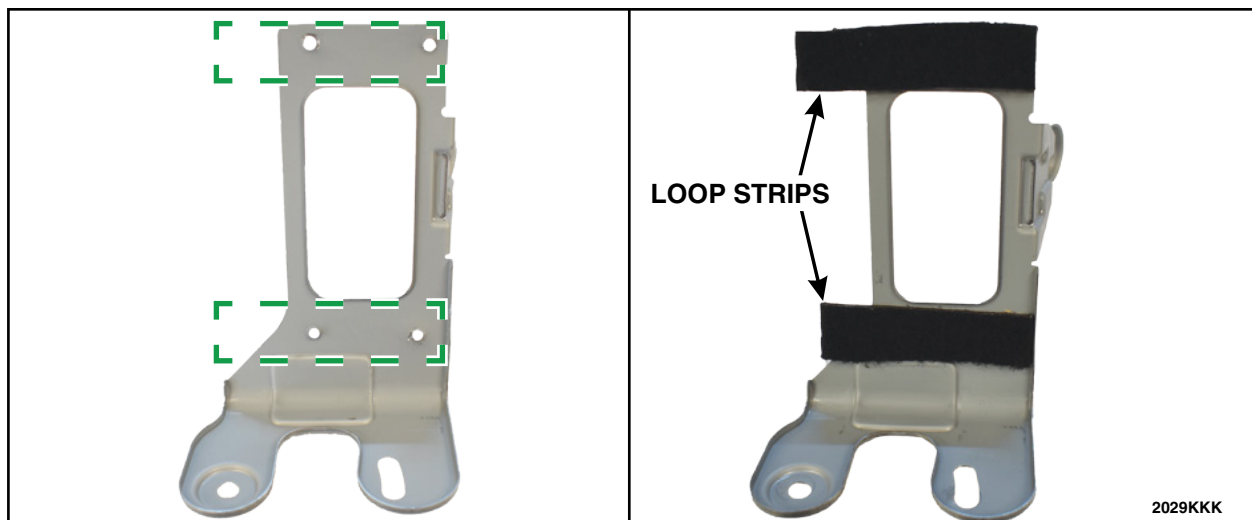


FIGURE 6



8. TCU Preparation. See Figure 7.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow to module to dry for 30 seconds.
- b. Remove the adhesive backing of the Dual Lock™ strips (rough).
- c. Apply the Dual Lock™ strips to each end of the 4G TCU module by aligning the tops and edge of the strips to the edges of the TCU.
- d. Fully work out the air bubbles underneath the strips with a circular rubbing motion to make sure of proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

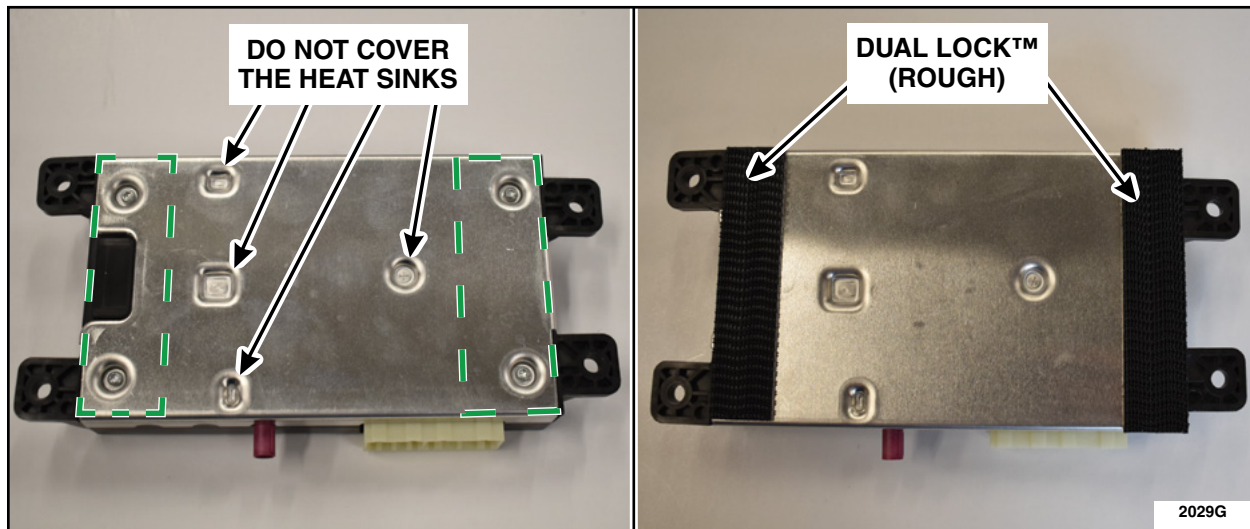


FIGURE 7



9. Install the 4G TCU. See Figure 8.

- a. Orient with electrical connection to the left.
- b. Make sure Dual Lock™ and loop are fully seated by firmly pressing module in place with a slight rotation to engage Dual Lock™ into the loop.
- c. Connect the electrical connector.
- d. Connect the coaxial extension cable to the 4G TCU.

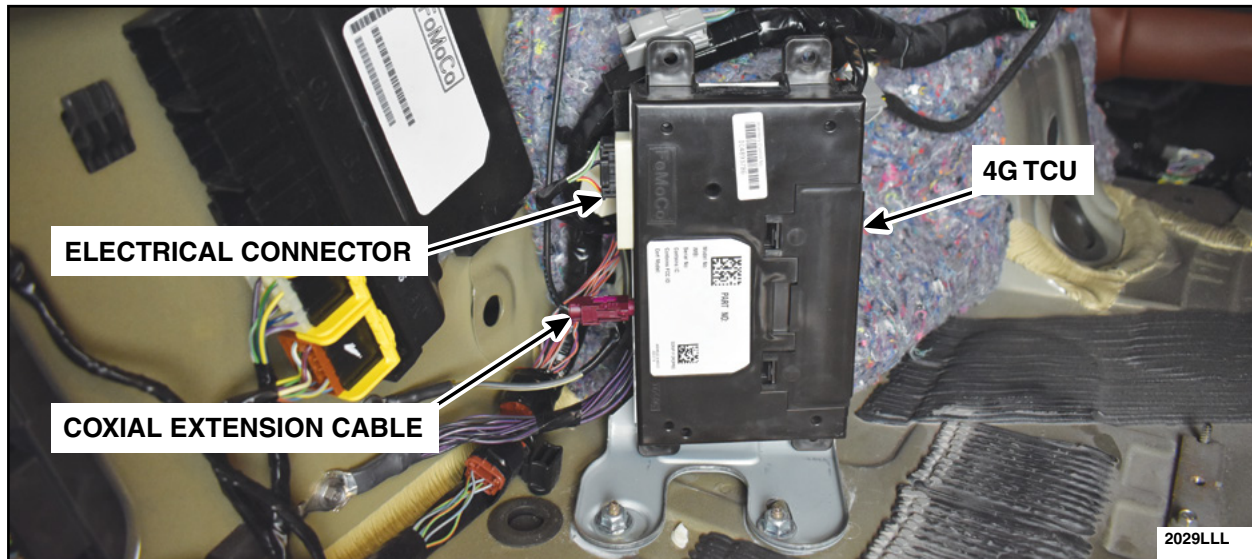


FIGURE 8

10. Install the LH loadspace trim panel. Follow the WSM procedures in Section 501-05.

11. Finish the PMI process using IDS that is connected to the Internet.

NEW ! *NOTE: Turning off Valet mode is no longer required.*

12. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure of success.

13. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

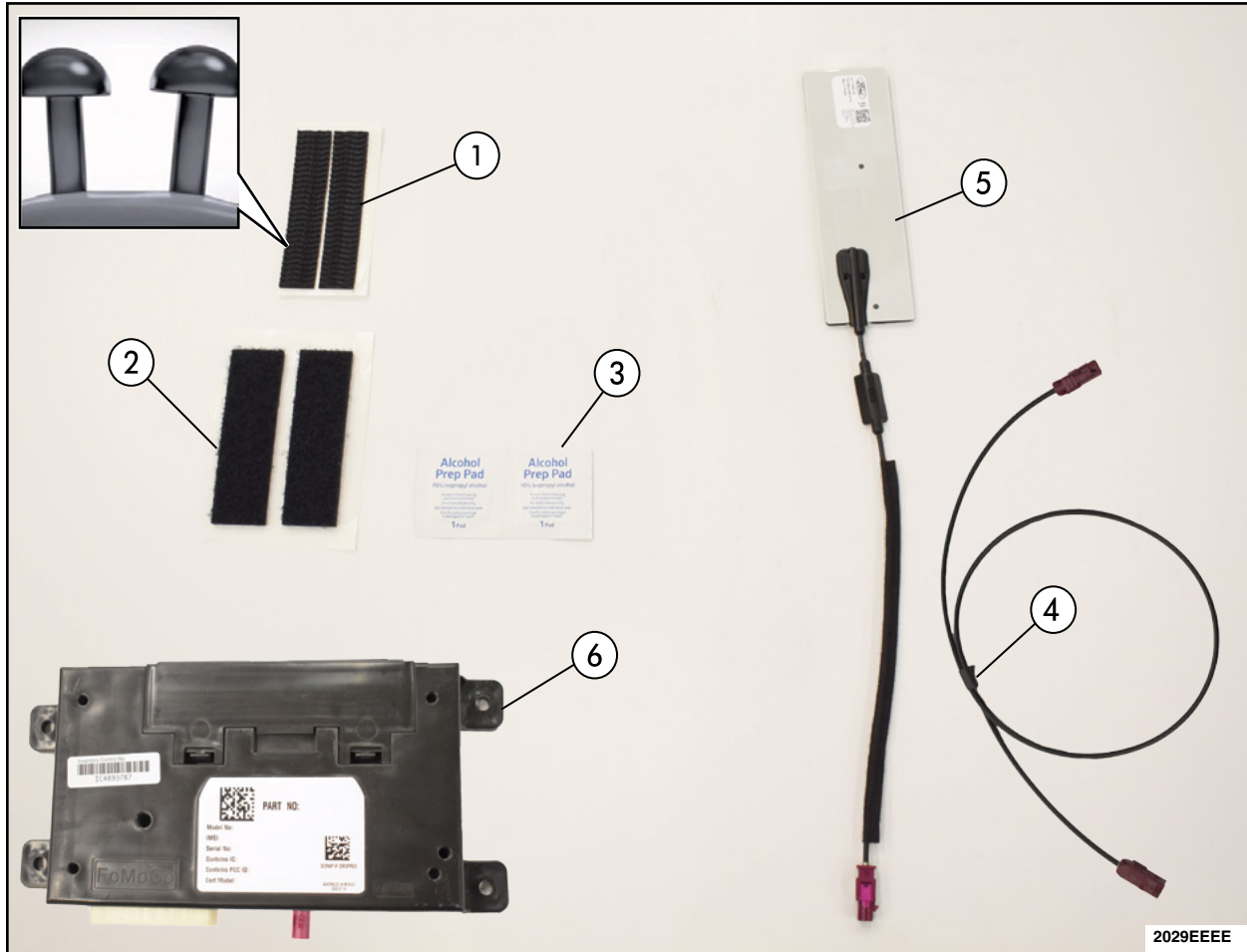
IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Certain 2014-2020 Model Year Multiple Vehicle Lines — 3G Telematics Control Unit to 4G Upgrade Kit

NEW! SERVICE PROCEDURE - FOCUS Battery Electric Vehicle (BEV)

Kit contents



ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	2
4	Coaxial Extension Cable	1
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step CANNOT be done with manual entry of As-Built Data as part of the repair.

- NEW !** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.
2. Reroute the TCU electrical connector. See Figure 1.
- a. Disconnect the wire harness push pin.
 - b. Route the TCU electrical connector behind the wiring harness so it routes out the top.
 - c. Reconnect the wire harness push pin.

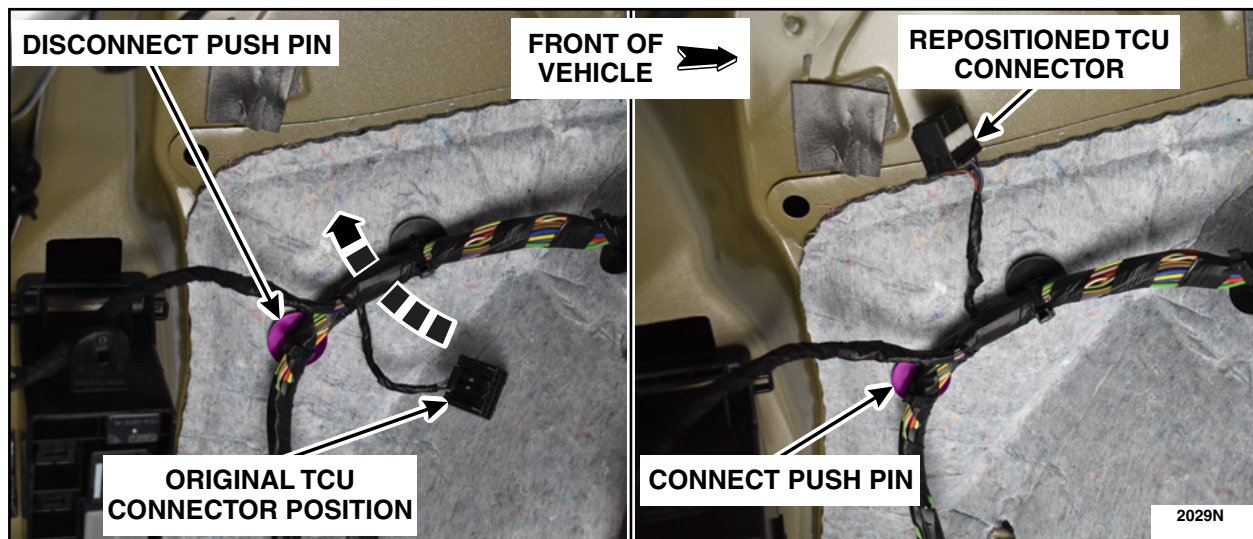


FIGURE 1



3. Fold back the Left Hand (LH) C-pillar foam pad and secure it with a piece of tape. See Figure 2.

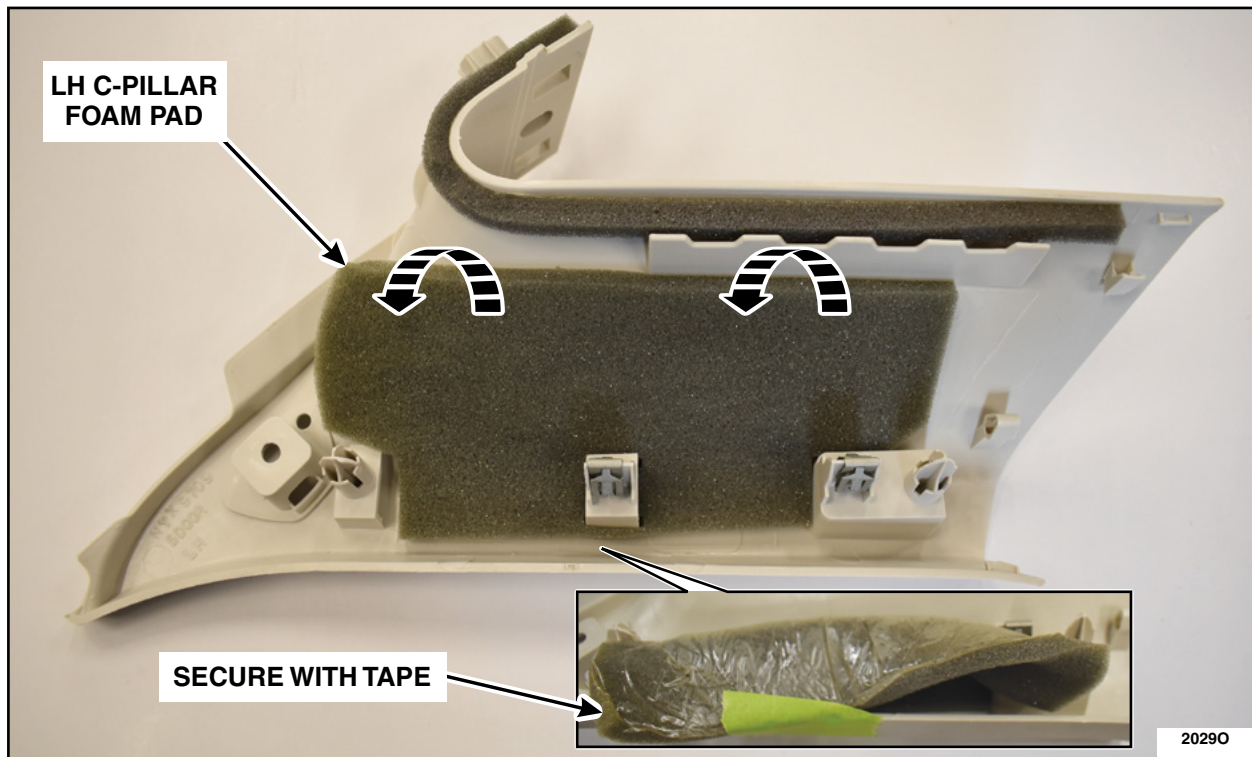


FIGURE 2

4. Clean the highlighted area. See Figure 3.

- a. Using a clean lint free shop rag, remove any dirt or dust.
- b. Clean the highlighted area with the supplied alcohol prep wipe.
- c. Allow a 30 second dry time.

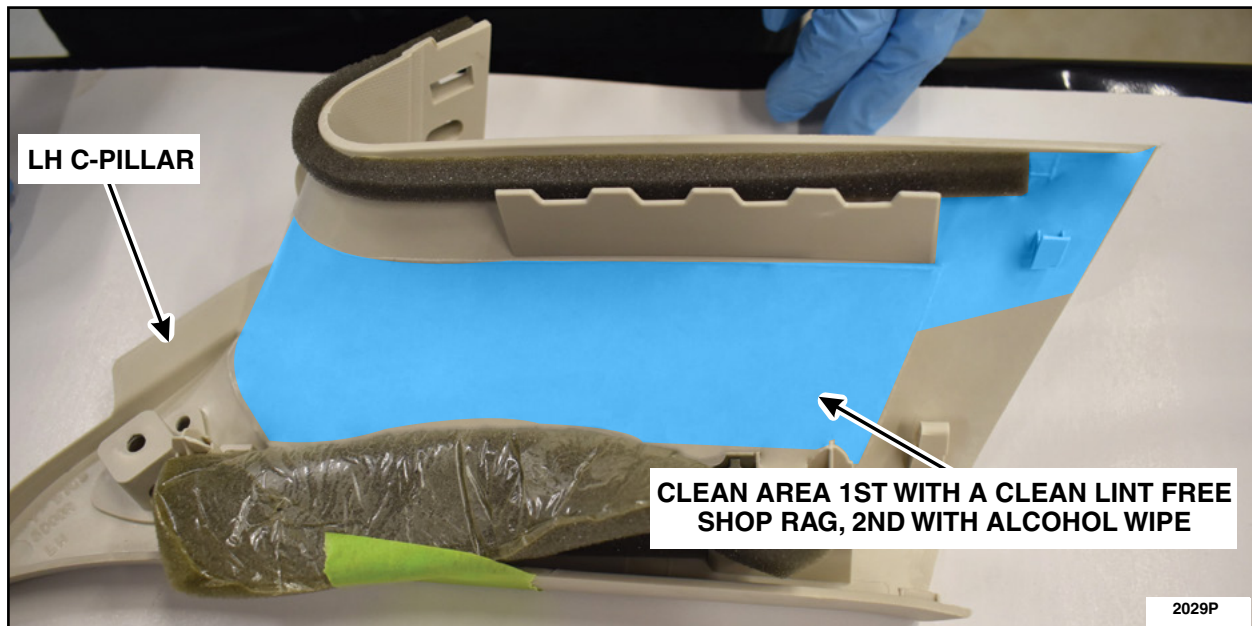


FIGURE 3



5. Install the *new* 4G antenna. See Figure 4.

- a. Remove the antenna adhesive backing.
- b. Apply antenna to the LH C-pillar surface.
- e. With firm evenly applied thumb pressure from center outward, work out air bubbles to ensure of good adherence of the antenna.
- c. Remove the cable strain-relief adhesive backing.
- d. Align the antenna's cable strain-relief to the location show on the LH C-pillar trim panel.

NOTE: It is acceptable for the antenna to follow the curvature of the LH C-pillar trim panel.

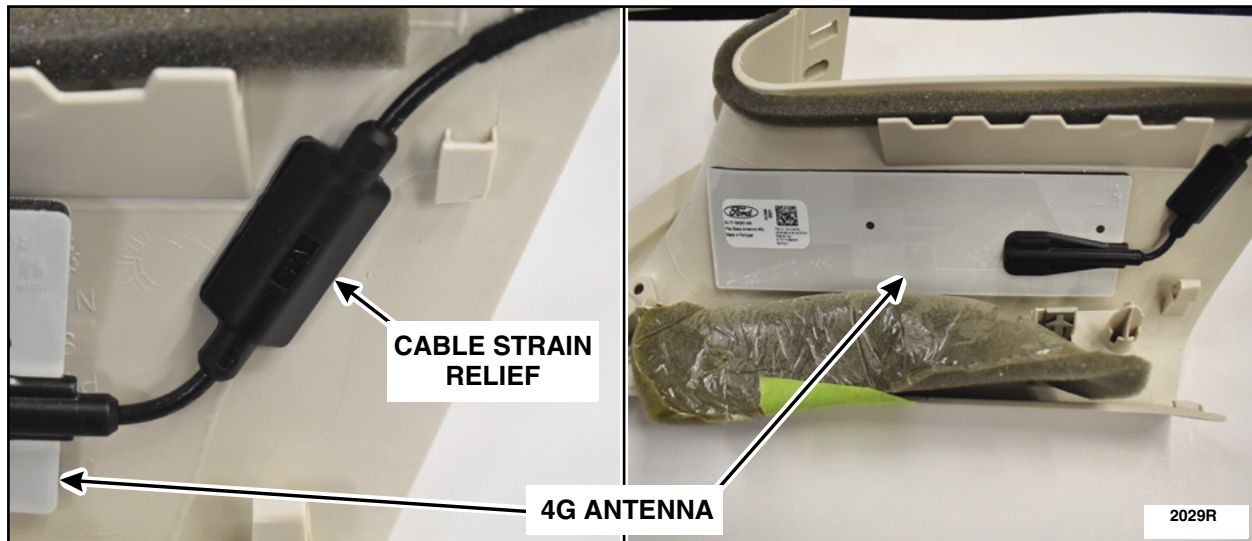


FIGURE 4

6. Remove the tape and position back the LH C-pillar foam pad. See Figure 5.

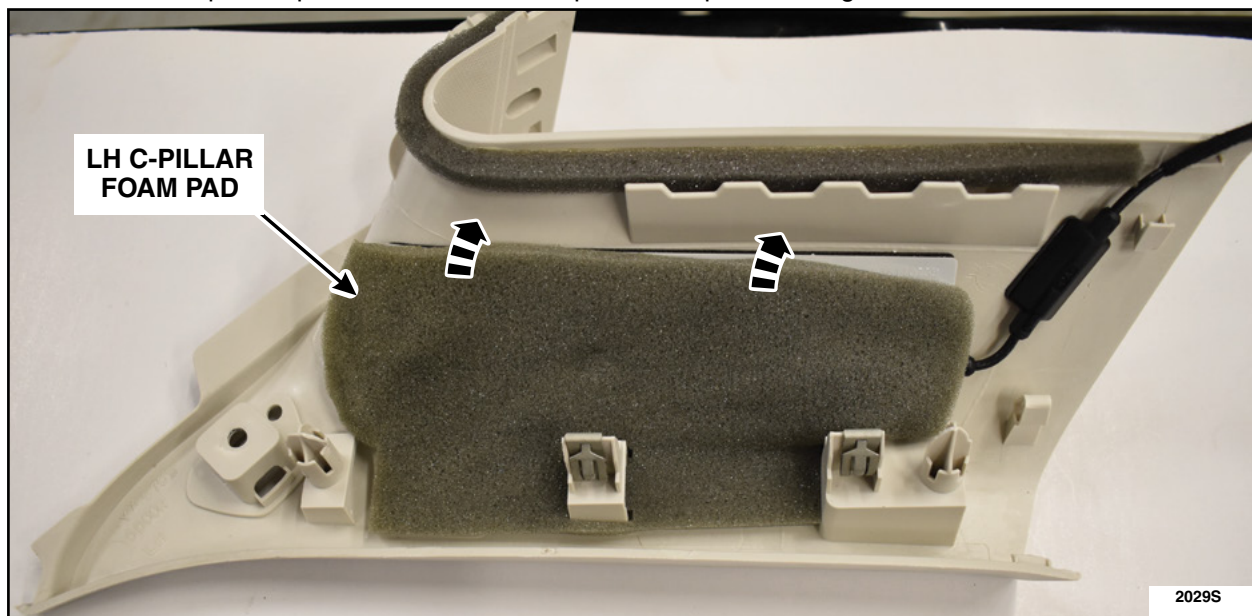


FIGURE 5



7. On a work surface, connect the LH C-pillar to the LH loadspace trim panel. Route the antenna coaxial cable as shown down to the loadspace trim and secure using a piece of tape. See Figure 6.

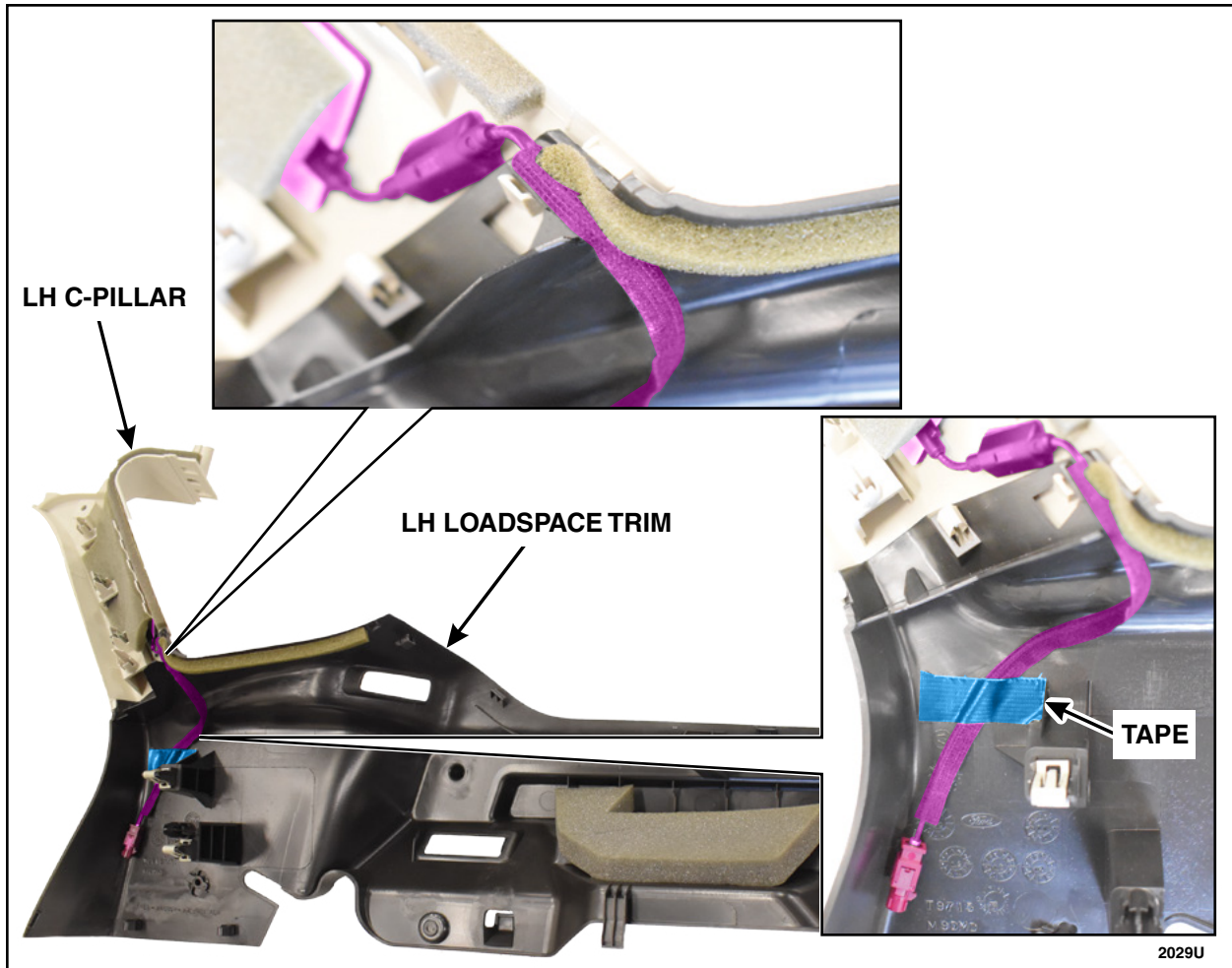


FIGURE 6



8. Temporarily place the 4G TCU in the position shown. Using a marker, mark the edges of the TCU onto the sheet metal of the vehicle. See Figure 7. Remove the TCU from the vehicle and place it on a bench metal side up.

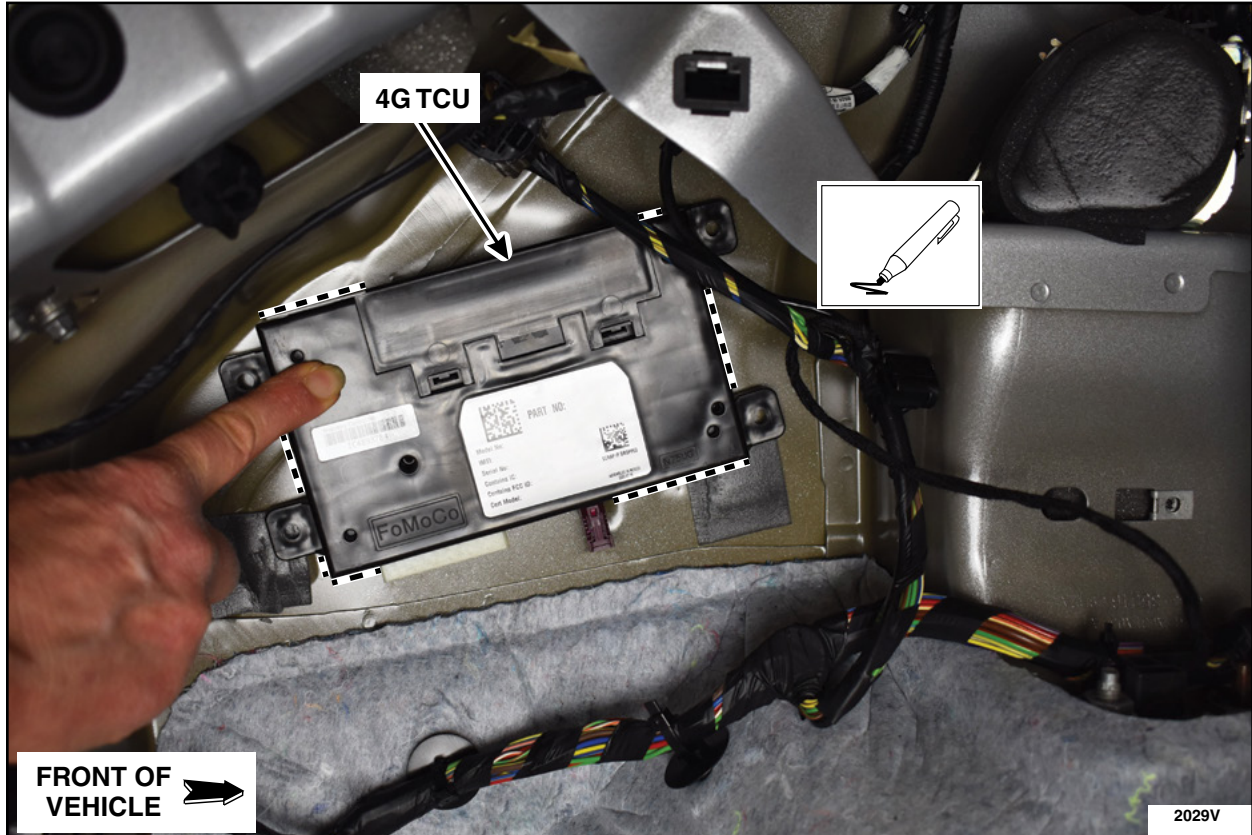


FIGURE 7



9. TCU Preparation. See Figure 8.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow the module to dry 30 seconds.
- b. Remove the adhesive backing of the Dual Lock™ strips (rough).
- c. Apply the Dual Lock™ strips to each end of the 4G TCU module by aligning the tops and edge of the strips to the edges of the TCU.
- d. Fully work out the air bubbles underneath the strips with a circular rubbing motion to make sure of proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

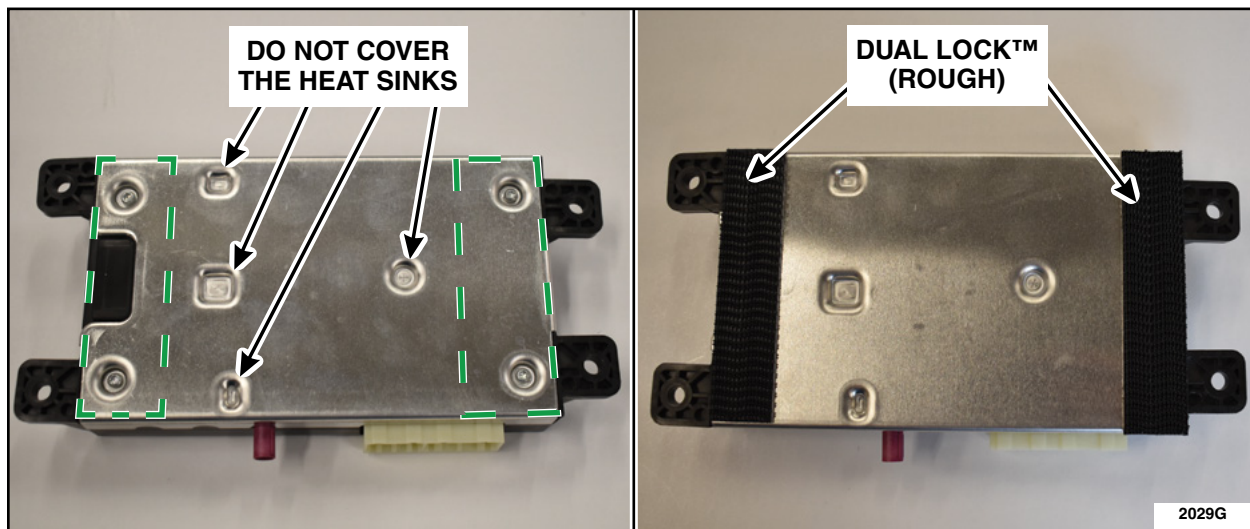


FIGURE 8



10. Clean the surface and apply loop strip. See Figure 9.

- a. Clean the area marked inside the vehicle first with a clean lint free rag.
- b. Clean the marked area with supplied alcohol prep wipe.
- c. Remove the adhesive backing of the loop strips and apply it to the vehicle inside the marked location towards the front of the vehicle.
- d. Fully work out the air bubbles underneath the strip with a circular rubbing motion to make sure of proper adhesion.

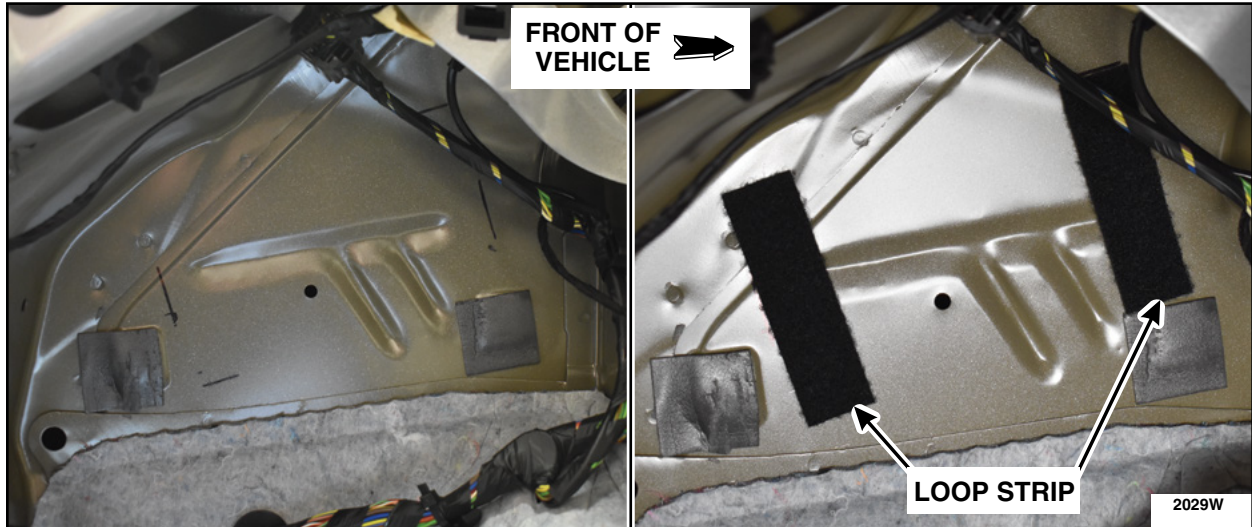


FIGURE 9



11. Install the 4G TCU. See Figure 10.

- a. Orient with electrical connection at bottom.
- b. Make sure Dual Lock™ and loop are fully seated by firmly pressing module in place with a slight rotation to engage Dual Lock™ into the loop.



FIGURE 10



12. Connect the electrical connector. See Figure 11.

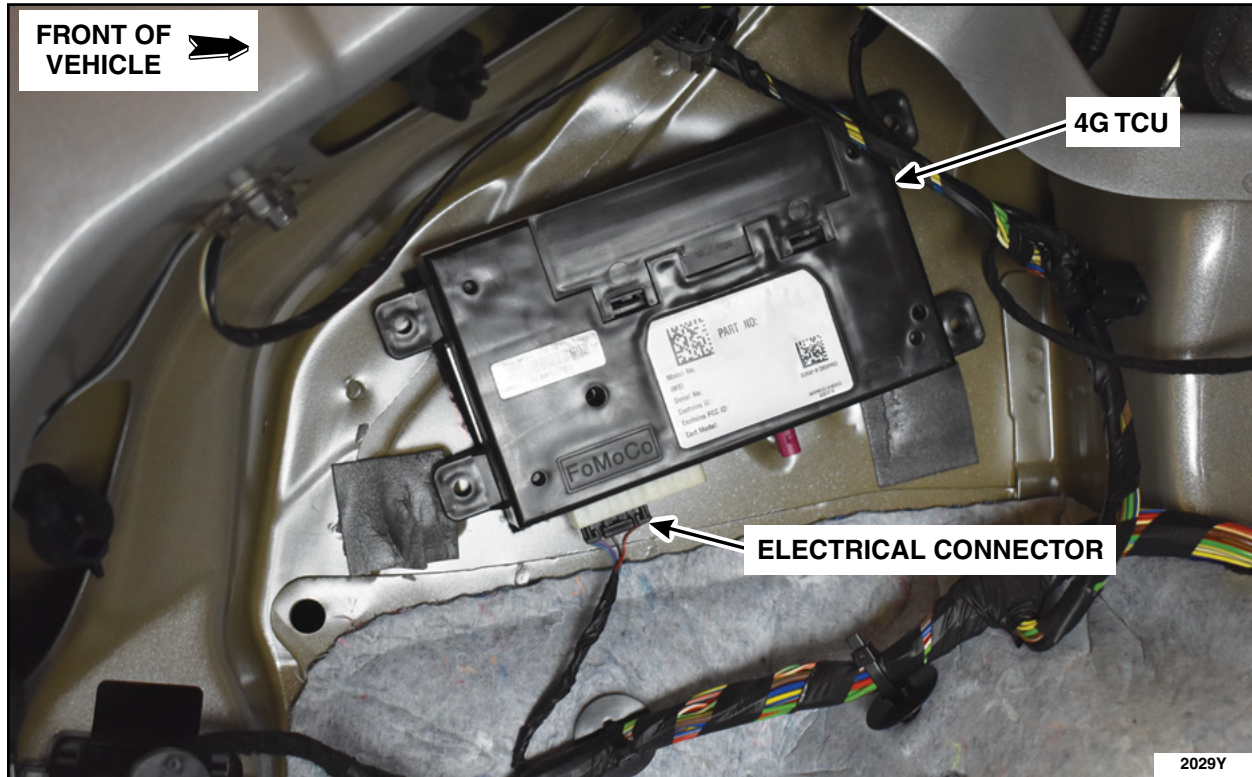


FIGURE 11



13. Connect the coaxial extension cable to the 4G TCU. See Figure 12.

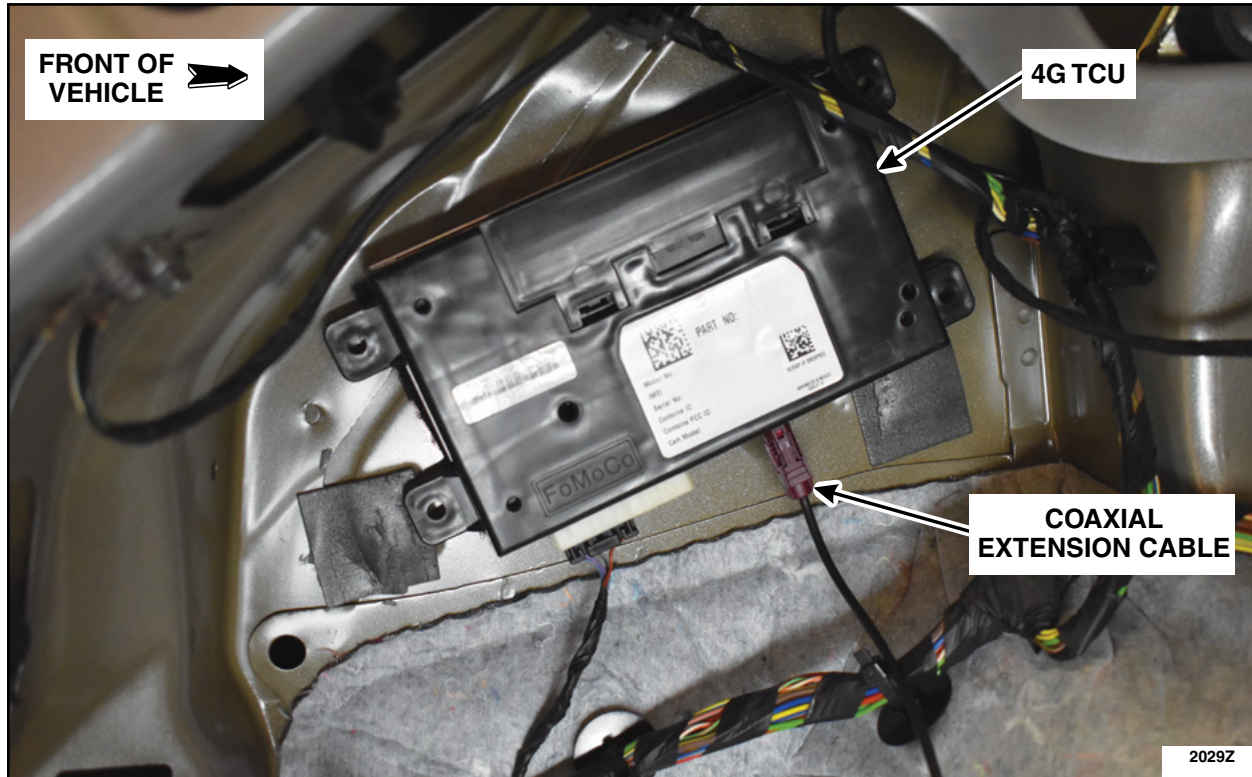


FIGURE 12



14. Route the coaxial extension cable along the body wiring harness until you reach the seat belt. Pass the coax cable extension behind the body wiring harness. See Figure 13.

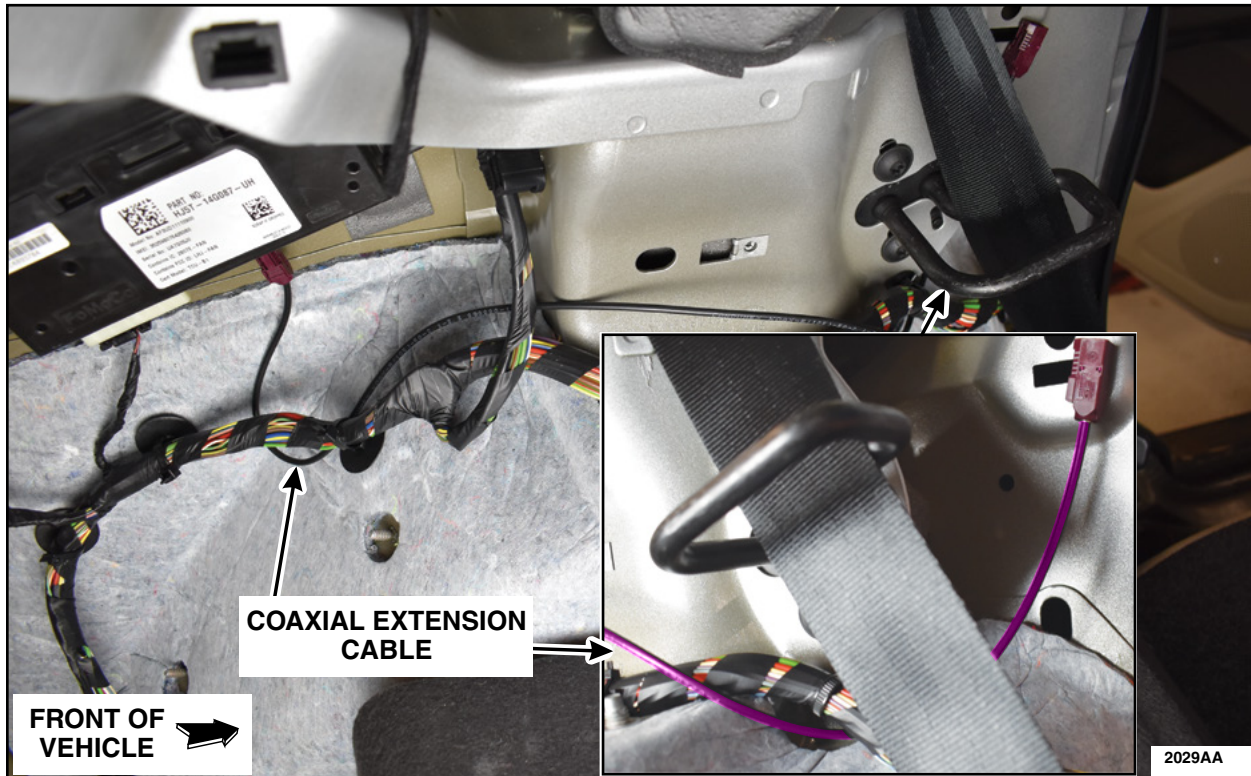


FIGURE 13

15. Connect the coaxial extension cable to the antenna then install the loadspace trim and the upper C-pillar trim panel as an assembly. See Figure 14.

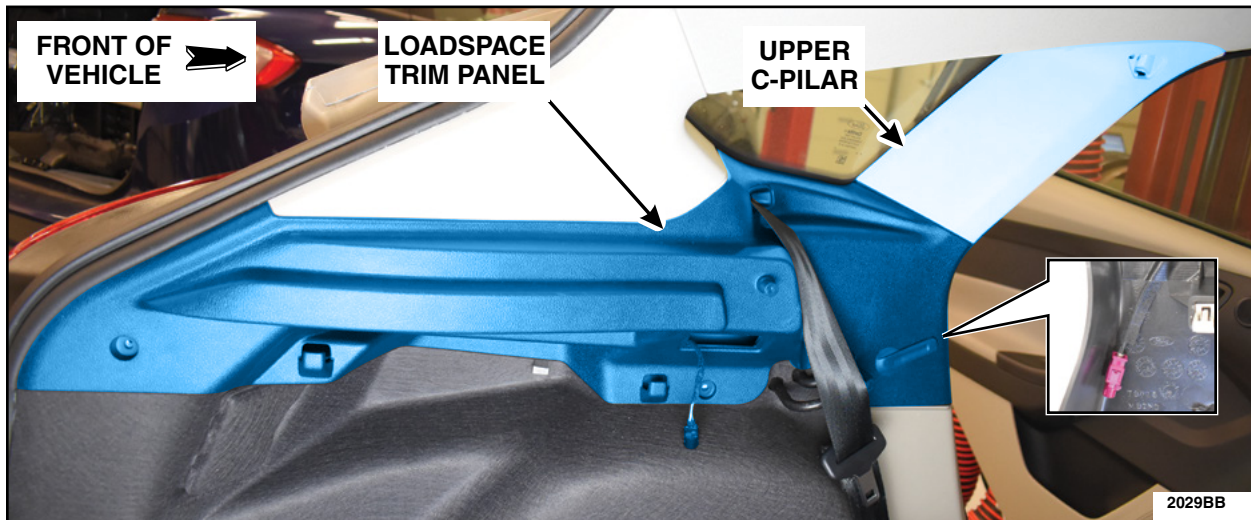


FIGURE 14



16. Finish the PMI process using IDS that is connected to the Internet.

NEW ! *NOTE: Turning off Valet mode is no longer required.*

17. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure of success.

18. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

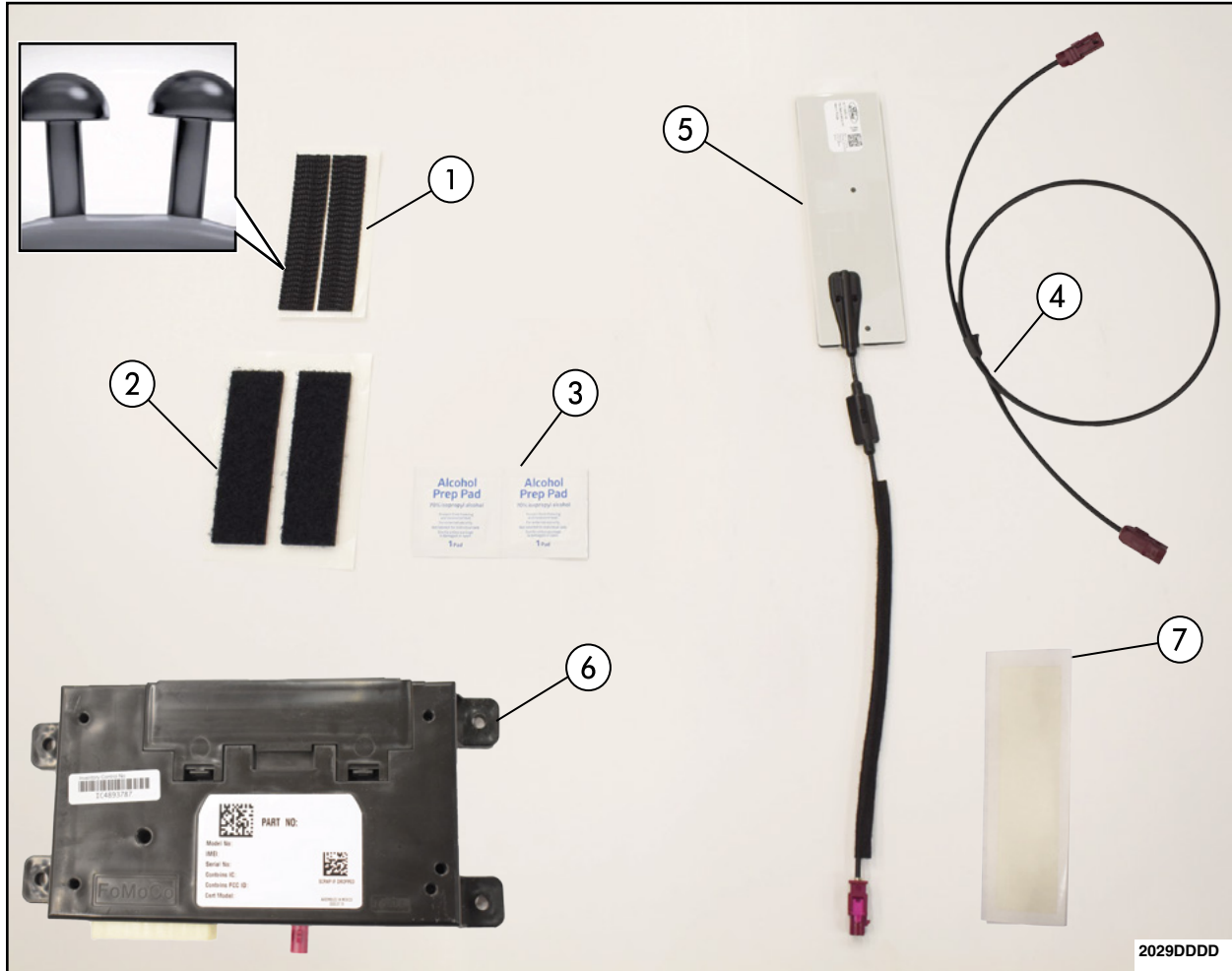
IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



**CERTAIN 2014-2020 MODEL YEAR MULTIPLE VEHICLE LINES — 3G
 TELEMATICS CONTROL UNIT TO 4G UPGRADE KIT**

NEW! SERVICE PROCEDURE - FUSION ENERGI

Kit contents



ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	2
4	Coaxial Extension Cable	1
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1
7	PET Tape	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step CANNOT be done with manual entry of As-Built Data as part of the repair.

- NEW !** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.
2. Remove and discard the two foam blocks and white plastic inserts. See Figure 1.

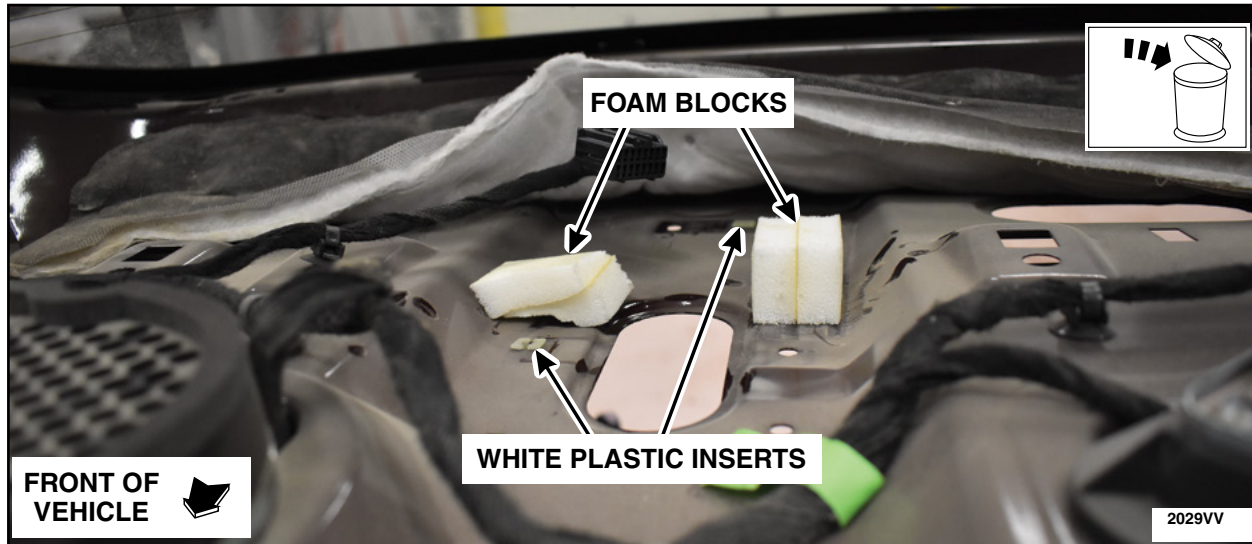


FIGURE 1

3. Clean the area. See Figure 2.
- a. Using a clean lint free shop rag, remove any dirt or dust.
 - b. Clean the area with the supplied alcohol prep wipe.
 - c. Allow a 30 second dry time.



FIGURE 2



4. Temporarily place the 4G TCU in the position shown to the vehicle left with non-connector side against sheet metal. Using a marker, mark the edges of the TCU onto the sheet metal of the vehicle. See Figure 3. Remove the TCU from the vehicle and place it on a bench metal side up.

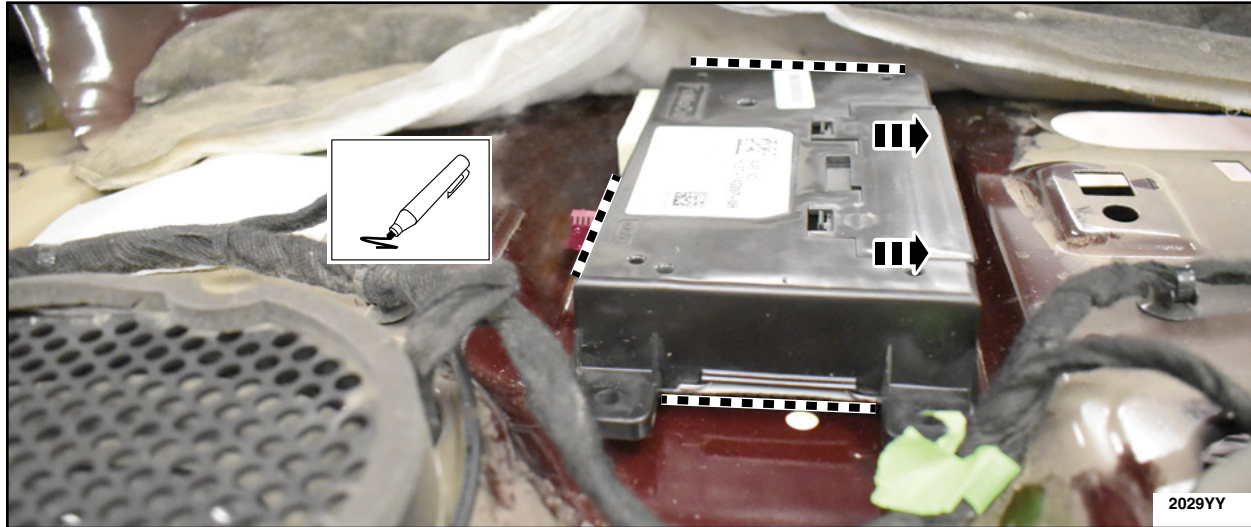


FIGURE 3

5. Apply the loop strips. See Figure 4.
 - a. Remove the adhesive backing and apply the loop strips to the vehicle within the marked locations.
 - b. Fully work out the air bubbles with a circular rubbing motion to ensure proper adhesion.

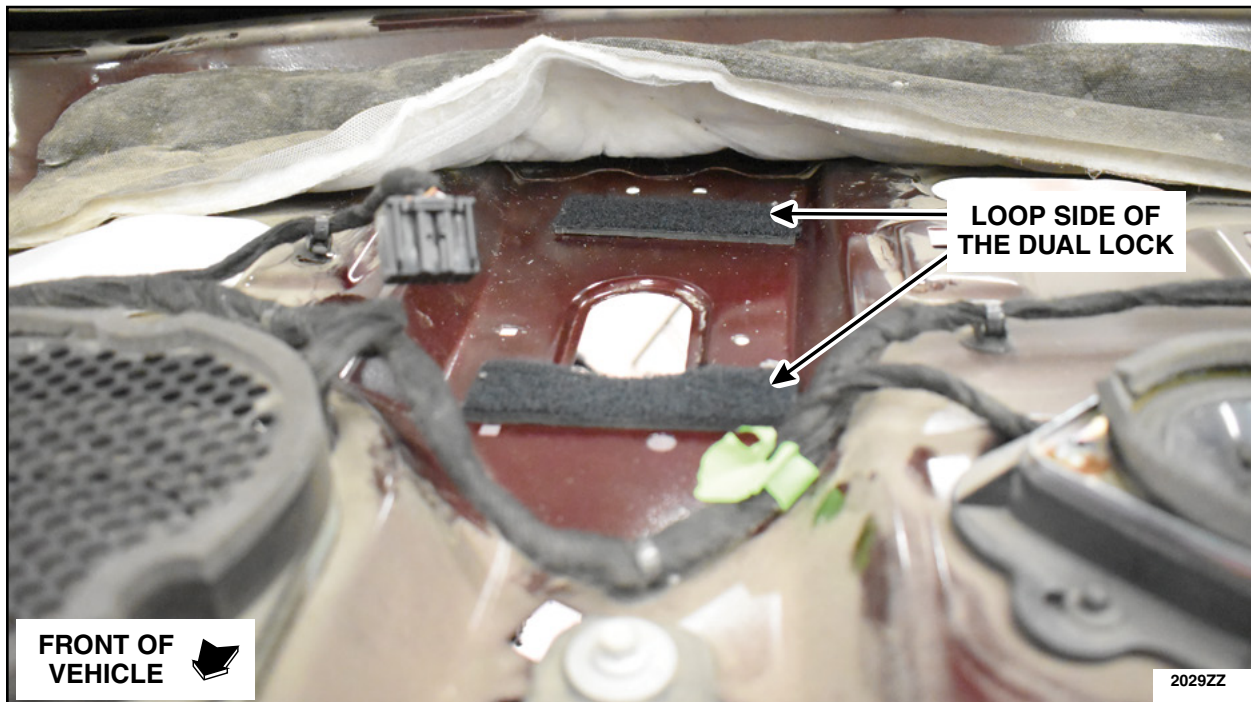


FIGURE 4



6. TCU Preparation. See Figure 5.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow the module to dry for 30 seconds.
- b. Remove the adhesive backing of the Dual Lock™ strips (rough).
- c. Apply the Dual Lock™ strips to each end of the 4G TCU module by aligning the tops and edge of the strips to the edges of the TCU.
- d. Fully work out the air bubbles underneath the strips with a circular rubbing motion to make sure proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

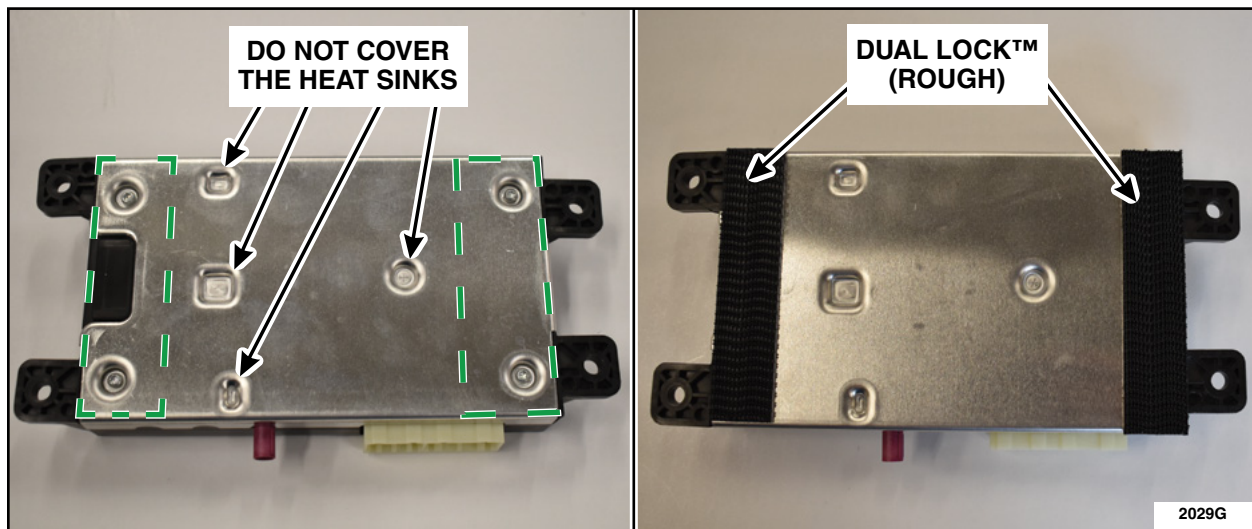


FIGURE 5



7. Install the 4G TCU. See Figure 6.

- a. Orient with electrical connection towards the RH side of the vehicle.
- b. Position the 4G TCU with the marks made in Step 4
- c. Make sure Dual Lock™ and loop are fully seated by firmly pressing module in place with a slight rotation to engage Dual Lock™ into the loop.
- d. Connect the electrical connector and coaxial extension cable to the 4G TCU.

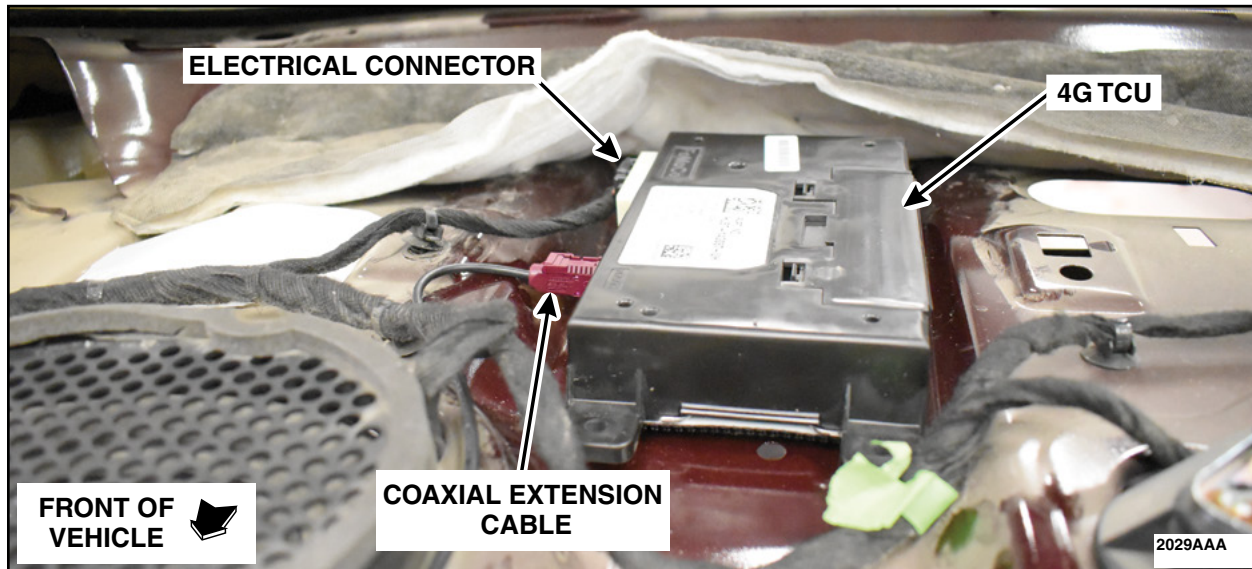


FIGURE 6

8. Route the coaxial extension cable around the speaker and toward the center of the parcel shelf. See Figure 7.

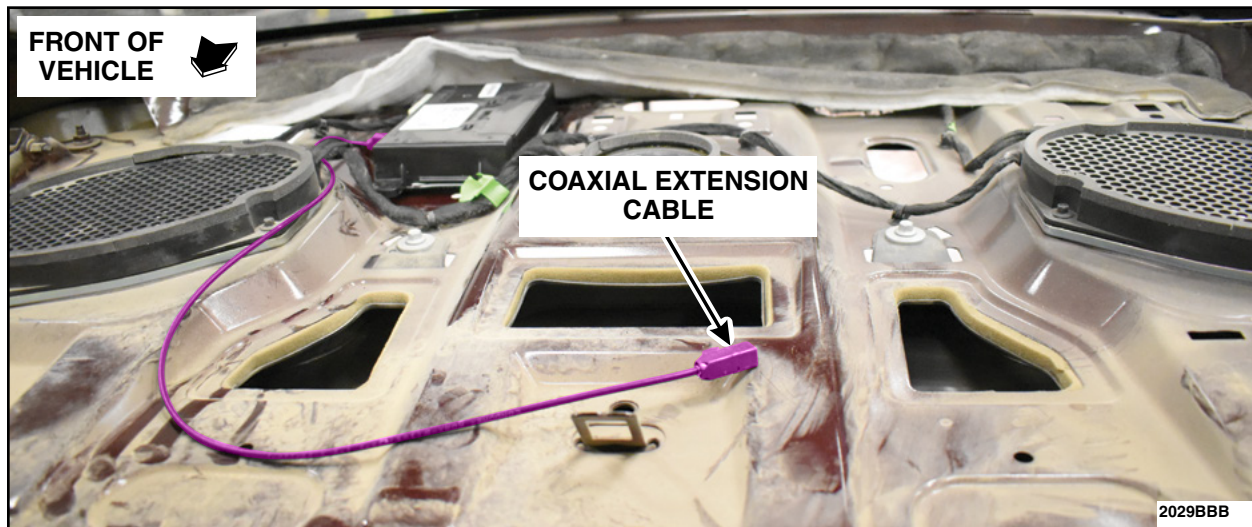


FIGURE 7



9. Place the parcel shelf on a work bench. Fold back the foam pad. See Figure 8.

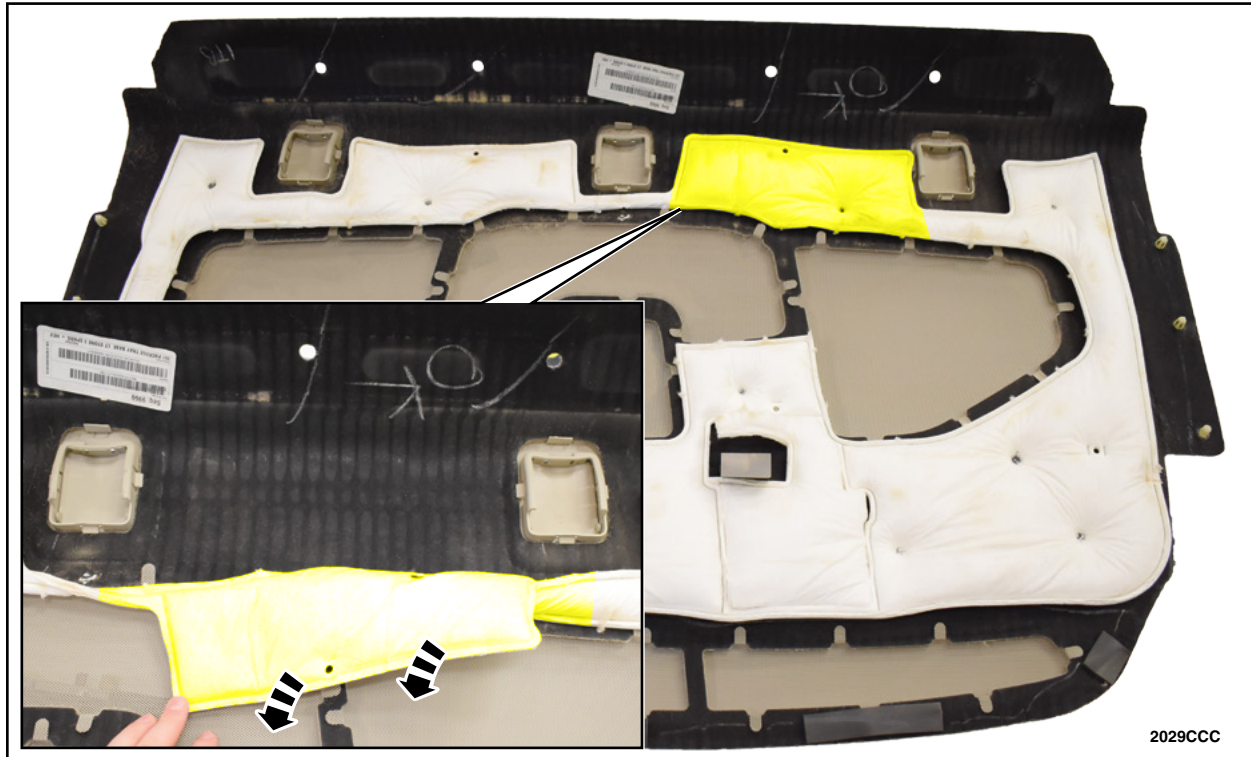


FIGURE 8



10. Remove the adhesive backing on the PET tape strip and apply tape between the center and left hand child seat anchor covers. See Figure 9.

a. Rub PET tape into the surface working out any air bubbles visible through the tape.

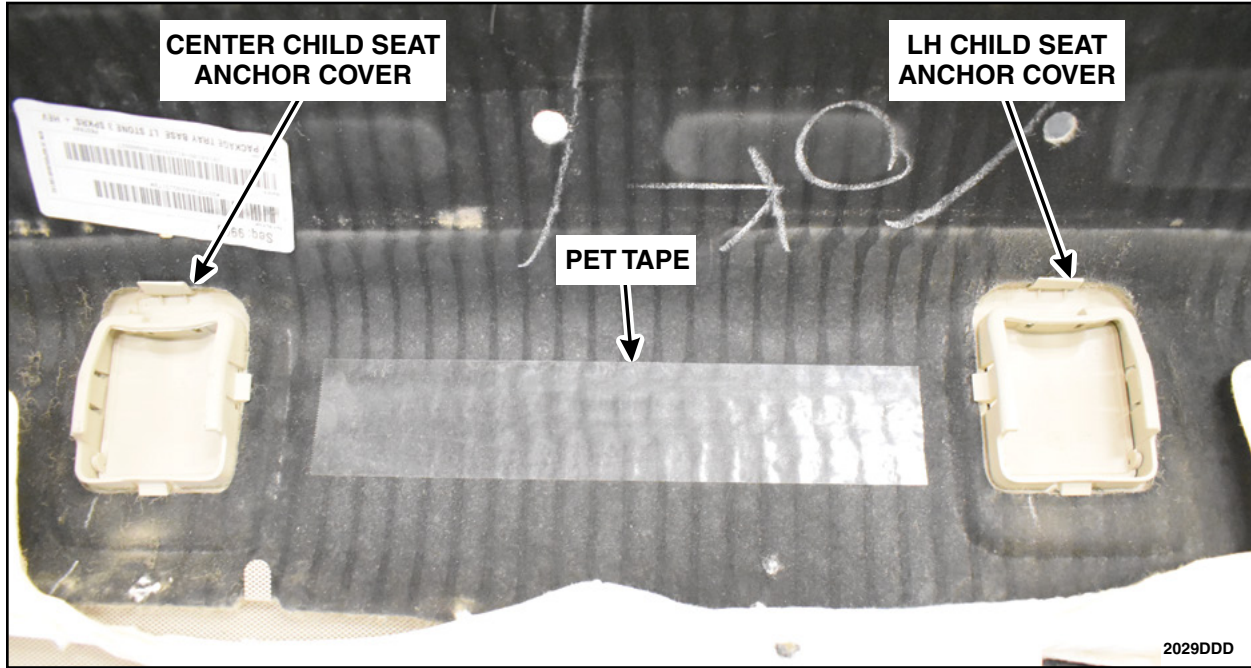


FIGURE 9



11. Install the *new* 4G antenna. See Figure 10.

- a. Remove the antenna adhesive backing.
- b. Align the 4G antenna on the pet tape as close as you can to the left hand child seat anchor and the cable strain relief facing towards the center.
- c. With firm evenly applied thumb pressure from center outward, work out air bubbles to make sure of good adherence on the antenna.
- d. Remove the cable strain-relief adhesive backing and attach and press on to the PET tape as shown.

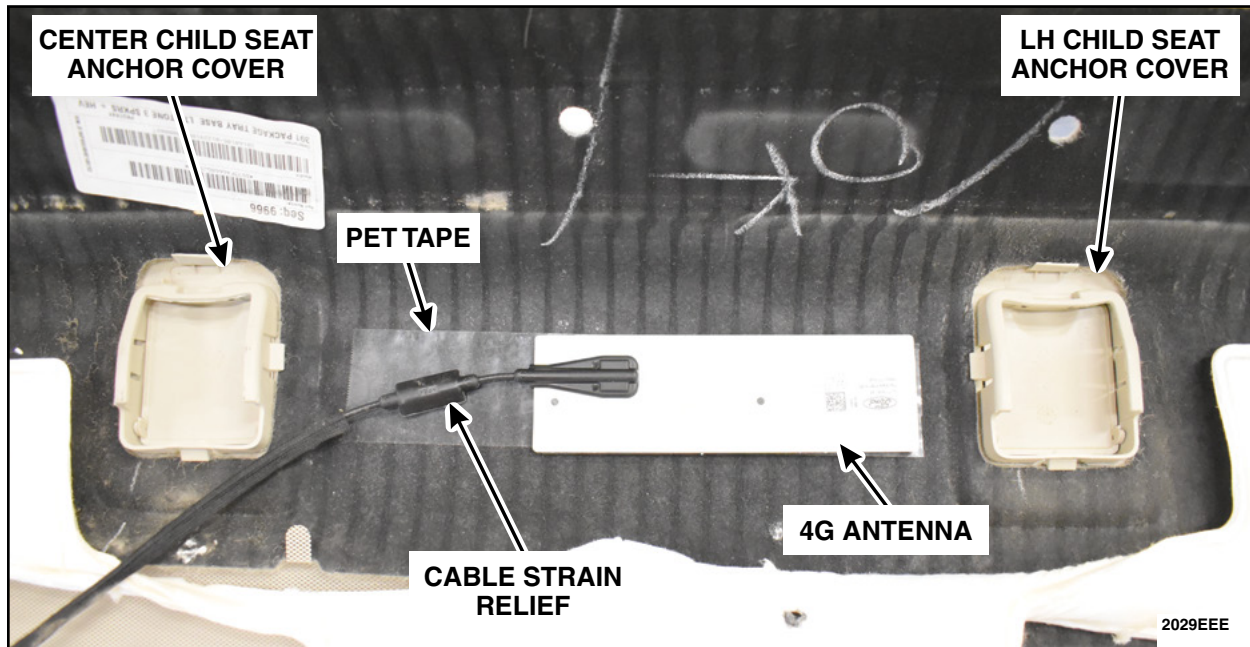


FIGURE 10



12. Position back the foam pad on the parcel shelf. See Figure 11.



FIGURE 11

13. Install the parcel shelf. Follow the WSM procedures in Section 501-05.

- Connect the antenna to the coaxial extension cable during parcel shelf installation.

14. Finish the PMI process using IDS that is connected to the internet.

NEW ! *NOTE: Turning off Valet mode is no longer required.*

15. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure success.

16. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

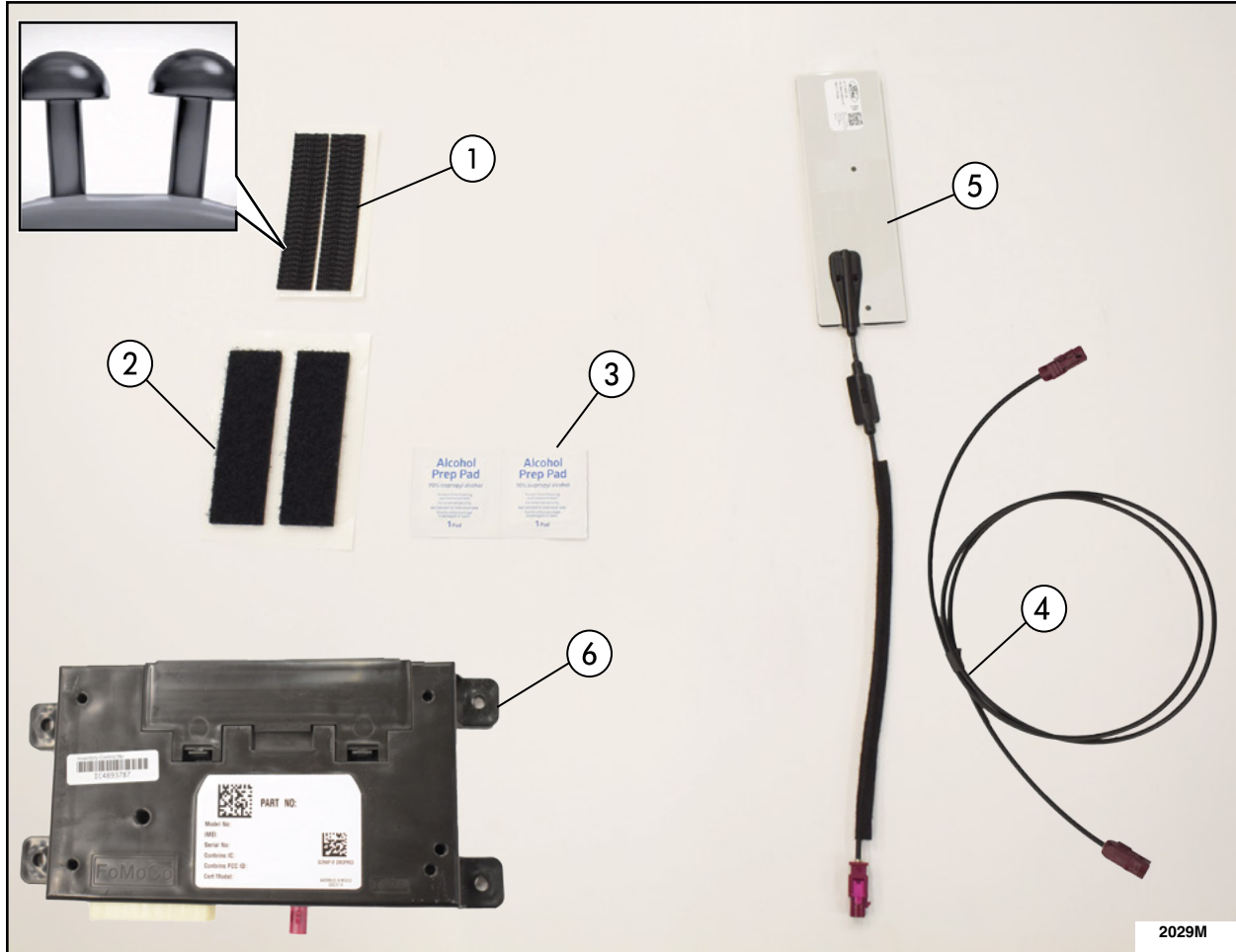
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**CERTAIN 2014-2020 MODEL YEAR MULTIPLE VEHICLE LINES — 3G
 TELEMATICS CONTROL UNIT TO 4G UPGRADE KIT**

NEW! SERVICE PROCEDURE - MKC

Kit contents



ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	2
4	Coaxial Extension Cable	1
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step CANNOT be done with manual entry of As-Built Data as part of the repair.

- NEW !** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.

2. Position up the defrost vent trim panel. Follow the WSM procedure in Section 501-12.

NOTE: Do not remove the defrost vent trim panel from the vehicle, only disengage it from the instrument panel.

3. Remove the glove compartment. Follow the WSM procedure in section 501-12.

4. Remove the lower Left Hand (LH) side instrument panel insulator. See Figure 1.

- Disconnect the electrical connector.

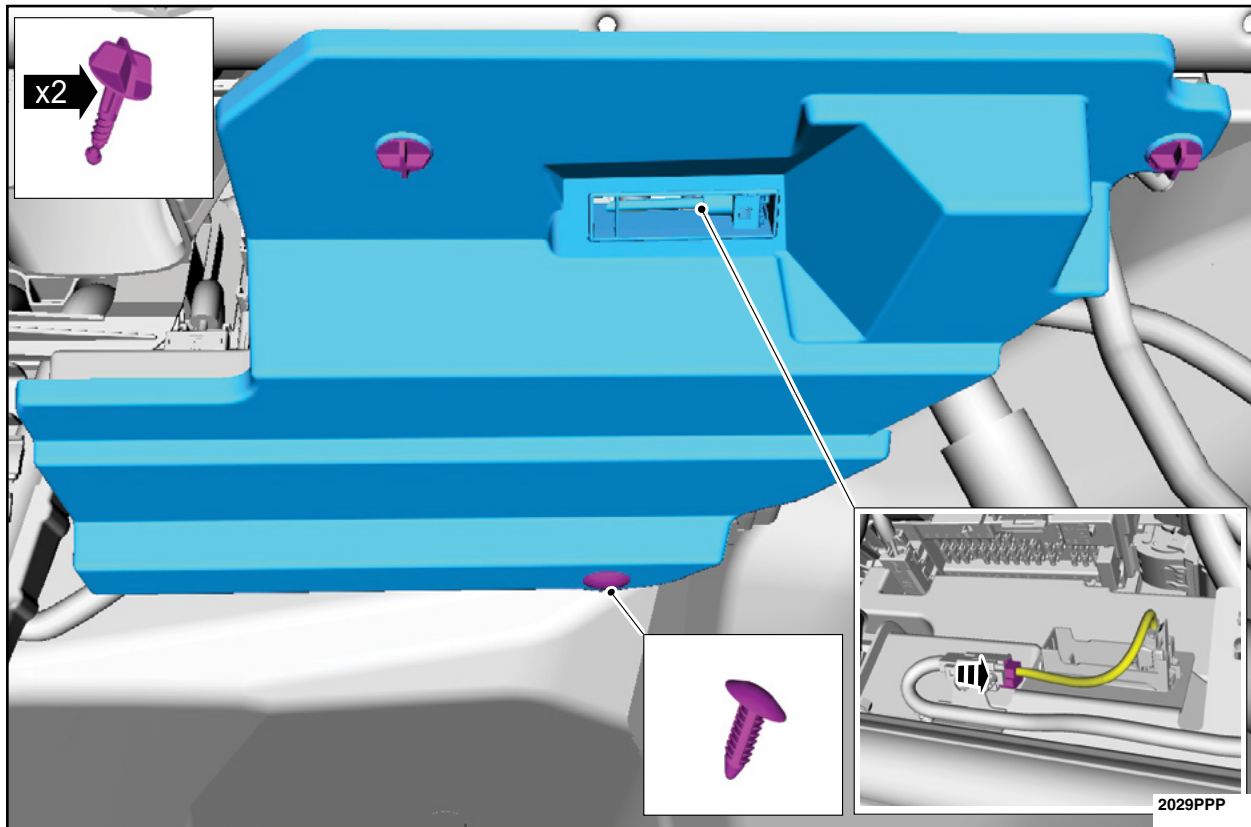


FIGURE 1



5. Align, measure and mark the bracket location on the *new* 4G TCU module. See Figure 2.

- a. Place the mounting bracket on the back of the *new* 4G TCU module.
- b. Measure 3/16 in (4.76 mm) from the bottom LH corner of the 4G TCU module to the inside portion of the mounting bracket.
- c. Measure 1/4 in (6.35 mm) from the top of the 4G TCU module to the top edge of the mounting bracket.
- d. Mark the two edges of the mounting bracket as shown.

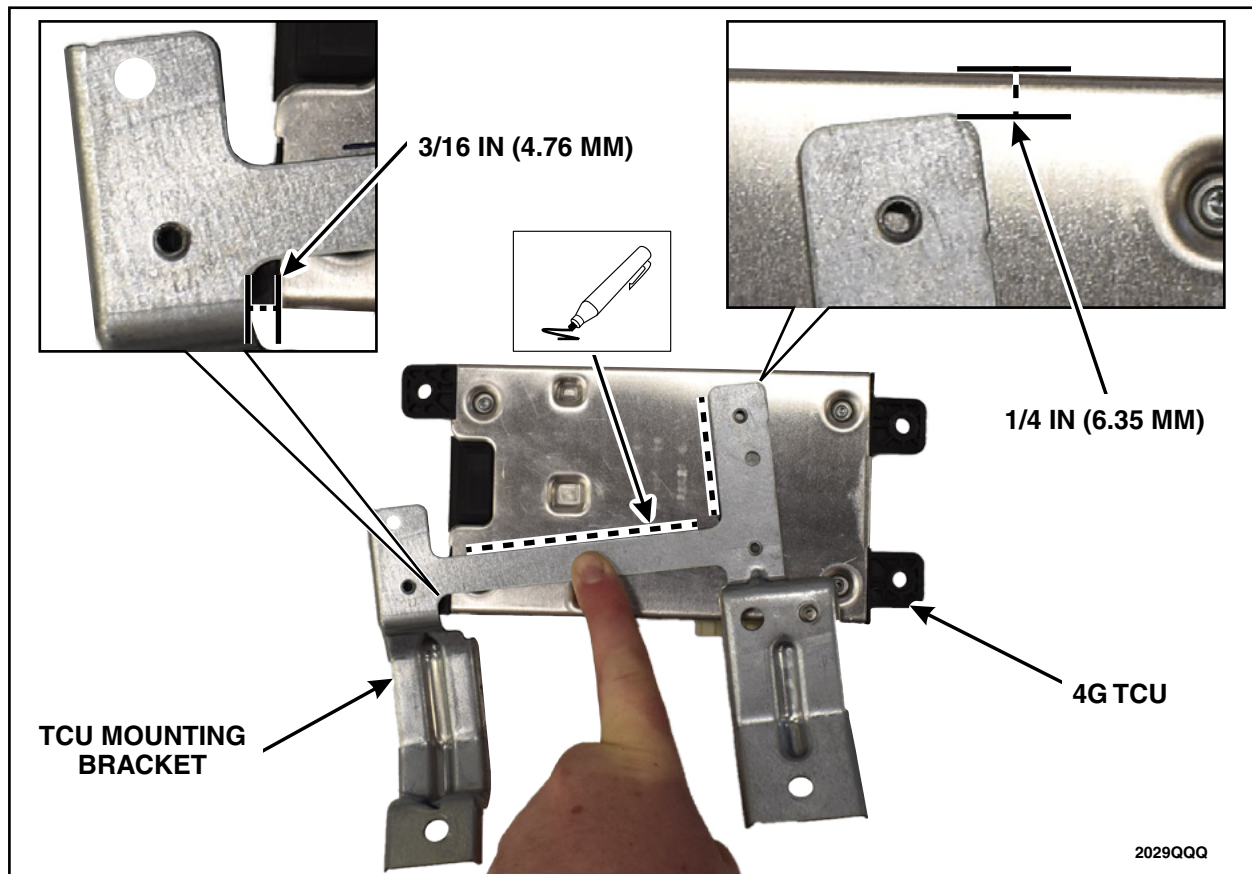


FIGURE 2



6. TCU Preparation. See Figure 3.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow the module to dry for 30 seconds.
- b. Measure and cut 1 1/2 in (38 mm) length off of one Dual Lock™ strip (rough).
- c. Remove the adhesive backing of the Dual Lock™ strips (rough).
- d. Apply the 1 1/2 in (38 mm) portion of the Dual Lock™ by aligning to the mark made above the heat sink.
- e. Apply the remainder of the cut Dual Lock™ off set but at the same angle as not to pass over top of the heat sink.
- f. Apply the full Dual Lock™ strip by aligning it to the edge of the lower left plastic tab and then along the horizontal marks made.
- g. Fully work out the air bubbles underneath the strips with a circular rubbing motion to ensure of proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

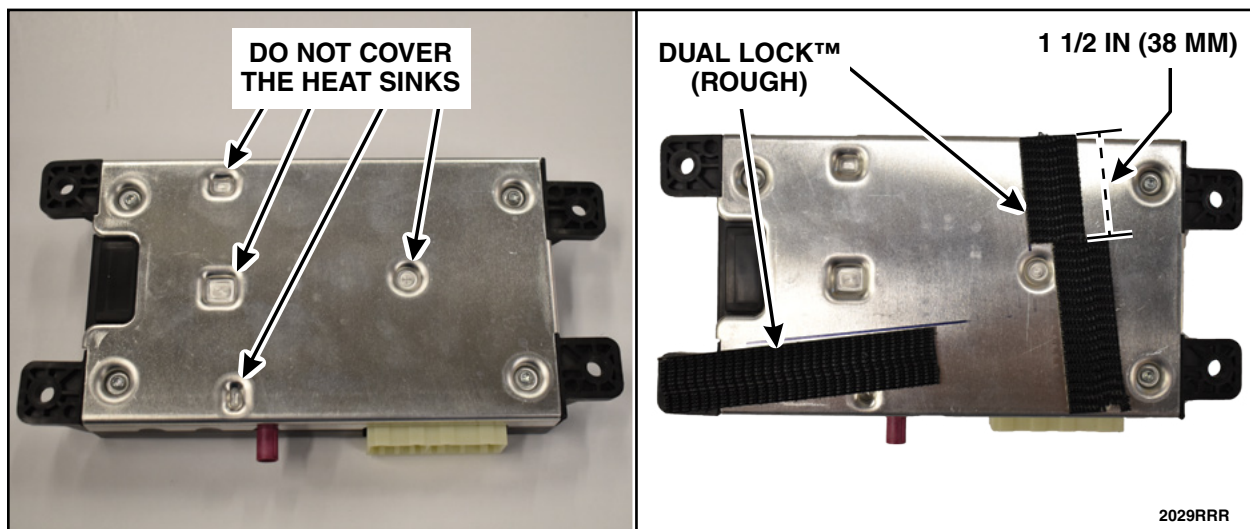


FIGURE 3



7. Clean the mounting bracket and apply loop strips. See Figure 4.

- a. Clean the mounting bracket first with a clean lint free rag.
- b. Clean the mounting bracket with supplied alcohol prep wipe and allow a 30 second dry time.
- c. Remove the adhesive backing of the loop strips and apply it to the mounting bracket over the stud holes.
- d. Fully work out the air bubbles underneath the strip with a circular rubbing motion to make sure of proper adhesion.

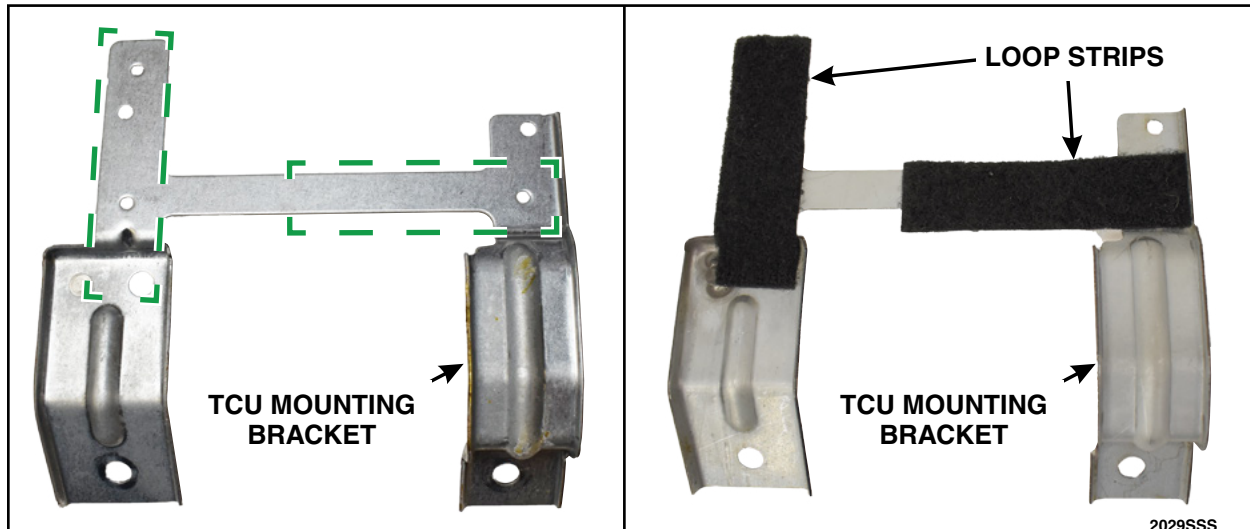


FIGURE 4

8. Install the 4G TCU: See Figure 5.

- a. Orient with electrical connection at bottom.
- b. Make sure Dual Lock™ and loop are fully seated by firmly pressing the bracket to the back of the module with a slight rotation to engage Dual Lock™ into the loop.

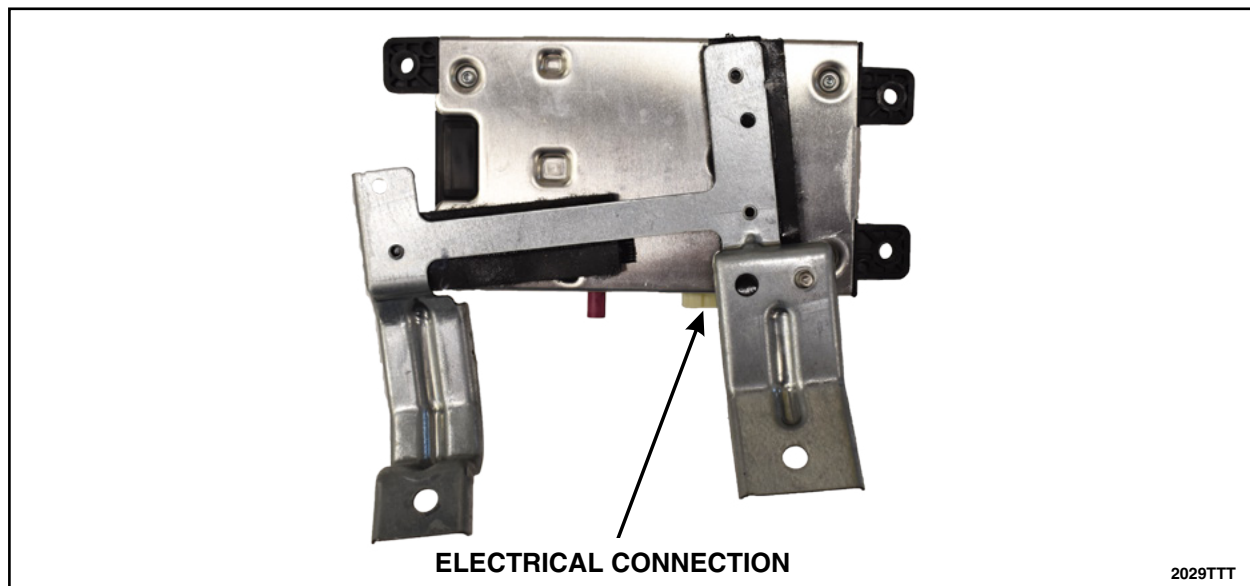


FIGURE 5



9. Install the *new* 4G Antenna: See Figures 6 and 7.
- Clean the highlighted area of the defrost vent trim panel first with a clean lint free rag.
 - Clean the highlighted area using the supplied alcohol prep wipe.
 - Remove the adhesive backing on the 4G antenna.
 - Press the 4G antenna to the defrost vent trim panel in the locations shown.
 - With firm evenly applied thumb pressure from center outward, work out air bubbles to make sure of good adherence of the antenna while supporting the topside of the defrost vent trim panel.
 - Remove the adhesive backing of the cable strain relief and press it onto the defrost cent trim panel as shown.

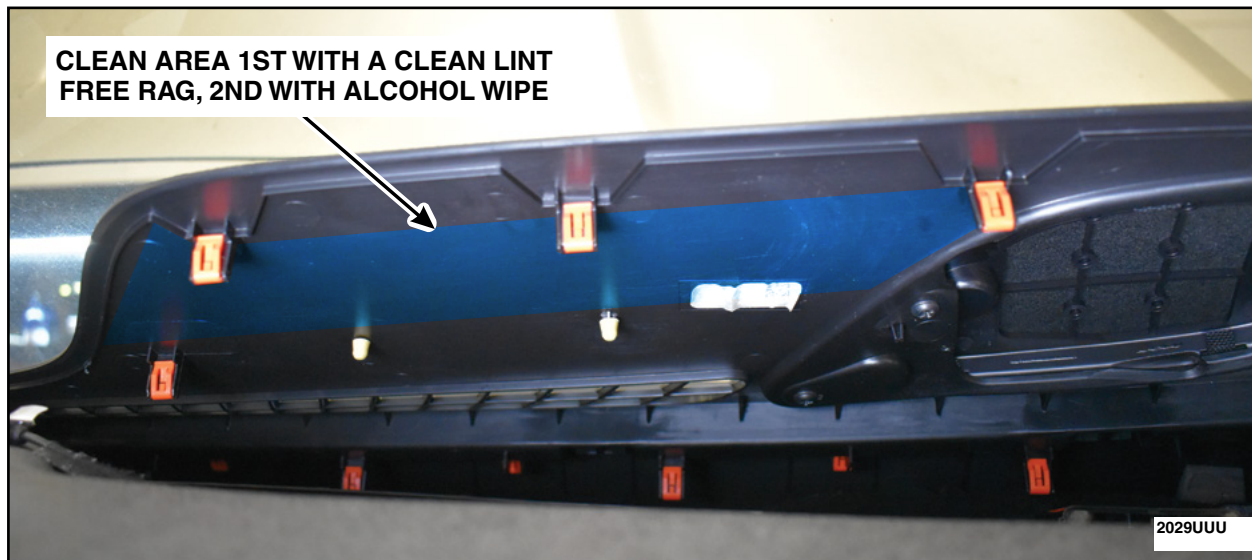


FIGURE 6



FIGURE 7



10. Route the coaxial extension cable. See Figures 8 and 9.

- a. Connect the coaxial extension cable to the 4G antenna.
- b. Route the coaxial extension cable down the right side of the instrument panel to the glove box area.
- c. Continue to route the coaxial extension cable across the top of the glove box area towards the center of the instrument panel.
- d. Route the coaxial extension cable over the instrument panel brace.
- e. Route the coaxial extension cable down through the instrument panel towards the center console.
- f. Route the coaxial extension cable towards the 4G TCU area.

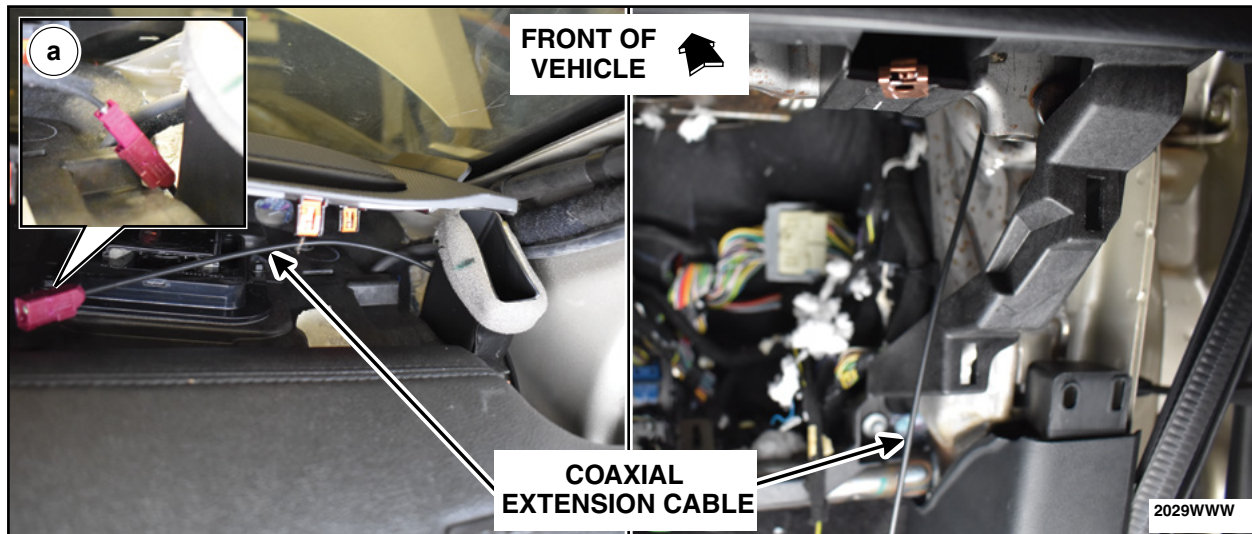


FIGURE 8



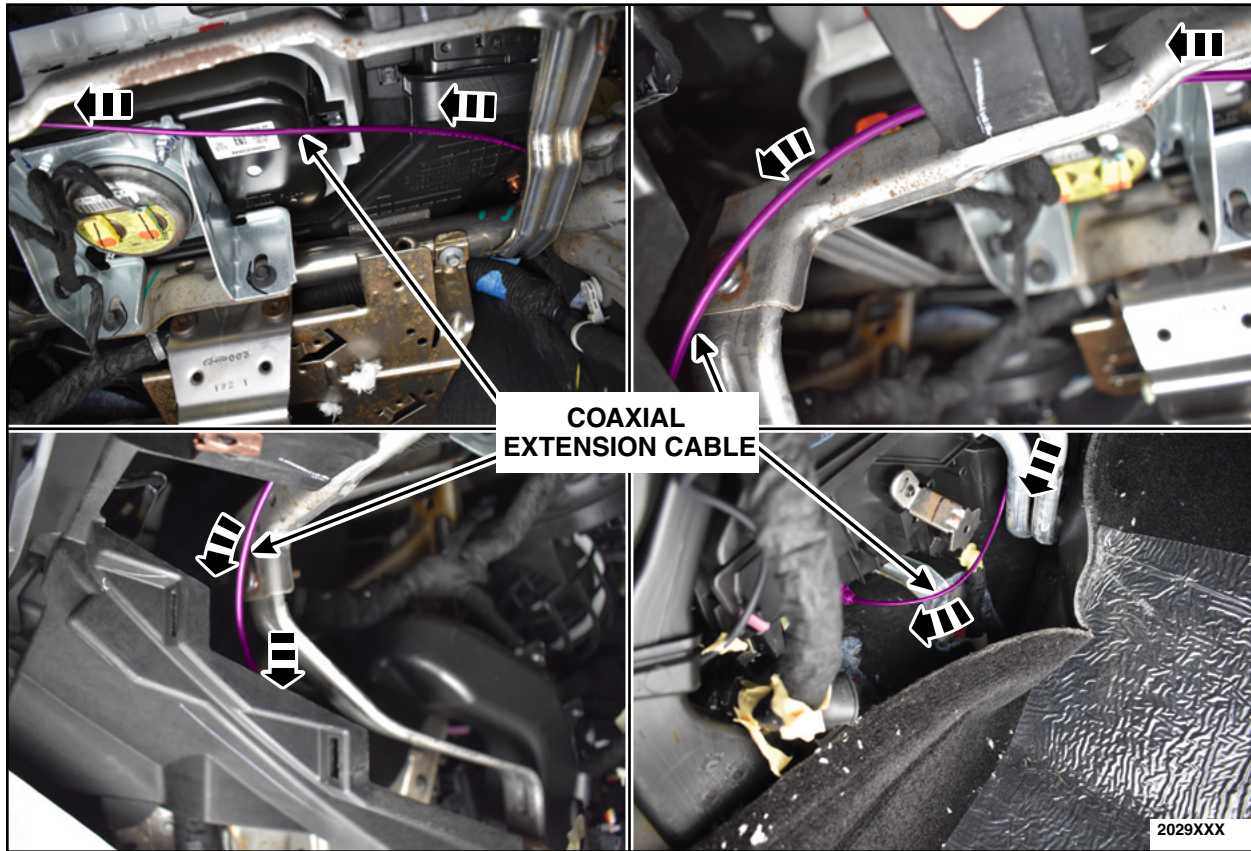


FIGURE 9



11. Install the 4G TCU and mounting bracket assembly. See Figure 10.

- a. Install the 4G TCU mounting bracket and the two bolts.
 - Torque: 30 lb.ft (40 Nm)
- b. Connect the TCU coaxial extension cable.
- c. Connect the TCU electrical connector.

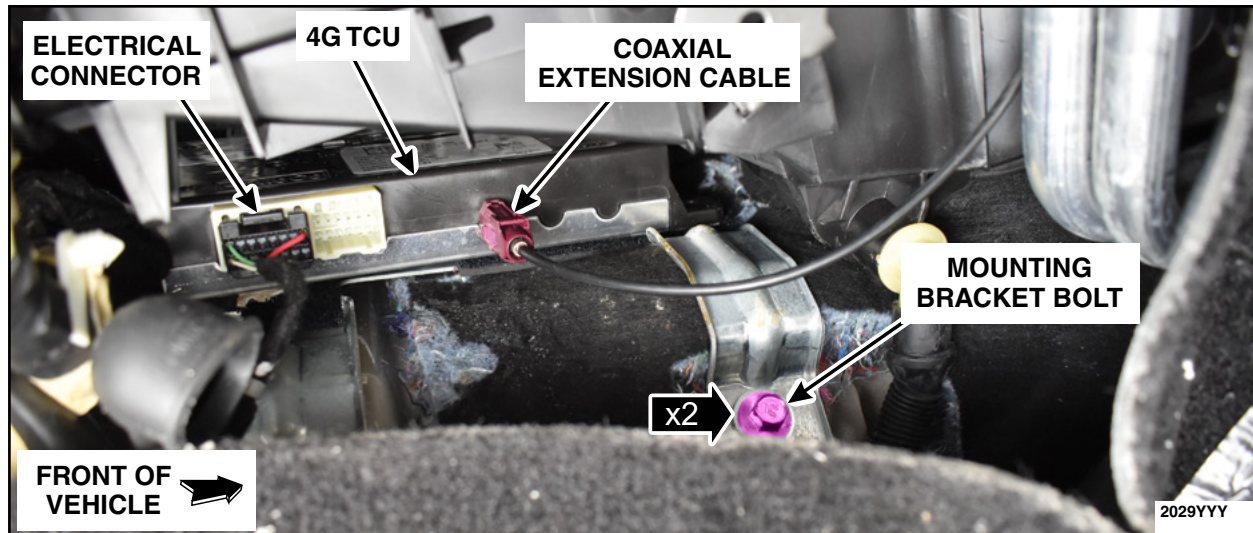


FIGURE 10

12. Install the glove compartment. Follow the WSM procedure in section 501-12.

13. Position back the defrost vent trim panel. Follow the WSM procedure in Section 501-12.



14. Install the lower LH side instrument panel insulator. See Figure 11.

- Connect the electrical connector.

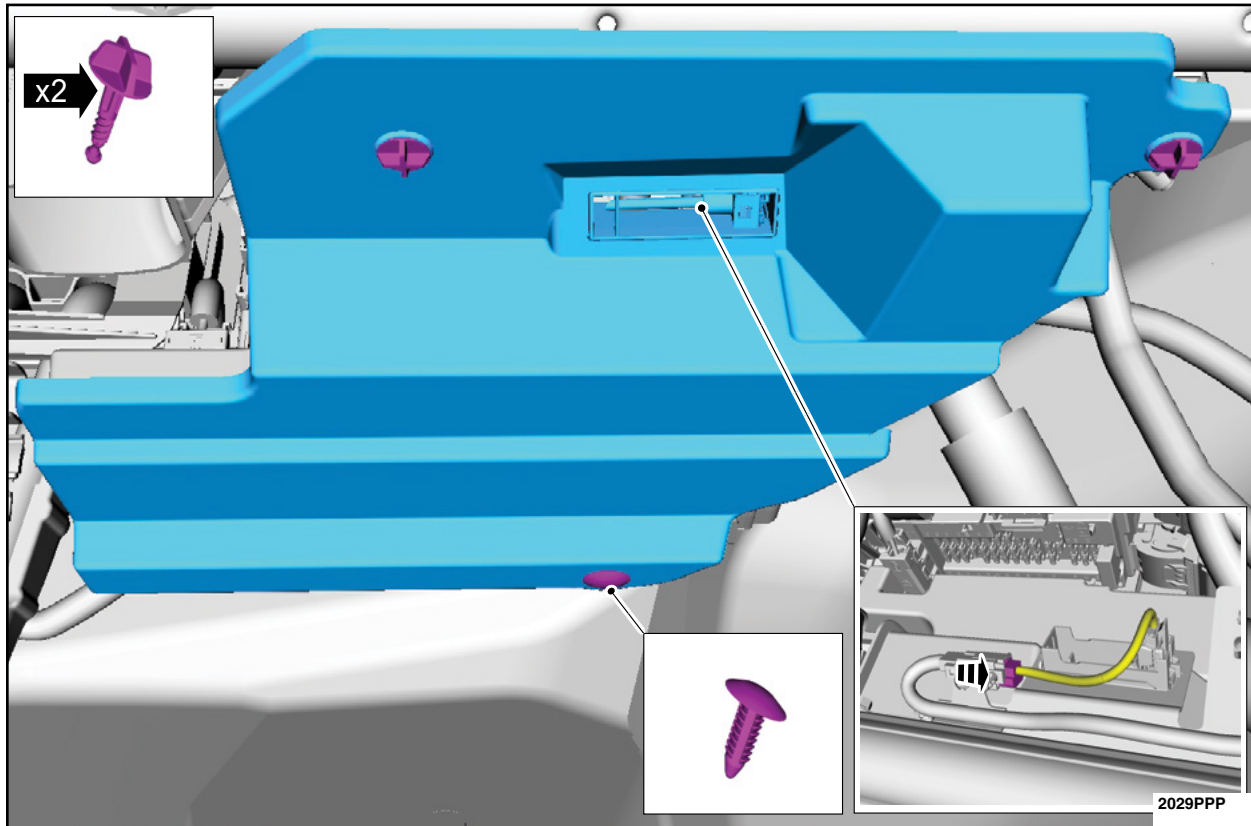


FIGURE 11



15. Position back the carpet. See Figure 12.

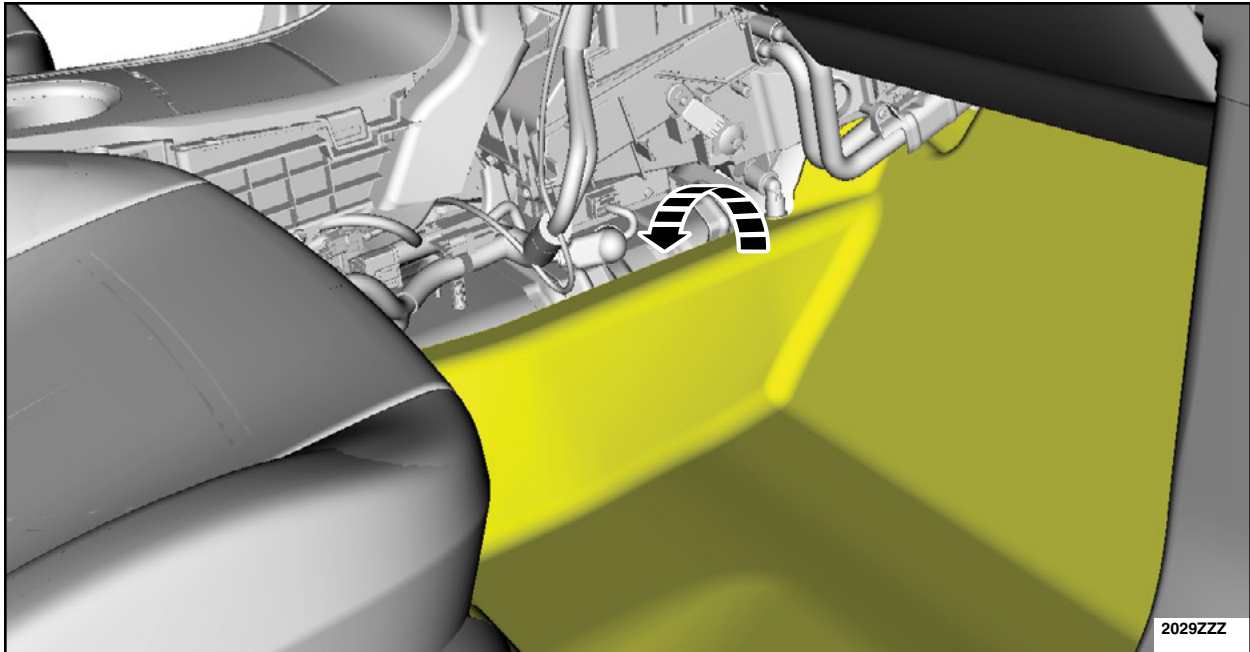


FIGURE 12

16. Install the RH finish panel. See Figure 13.

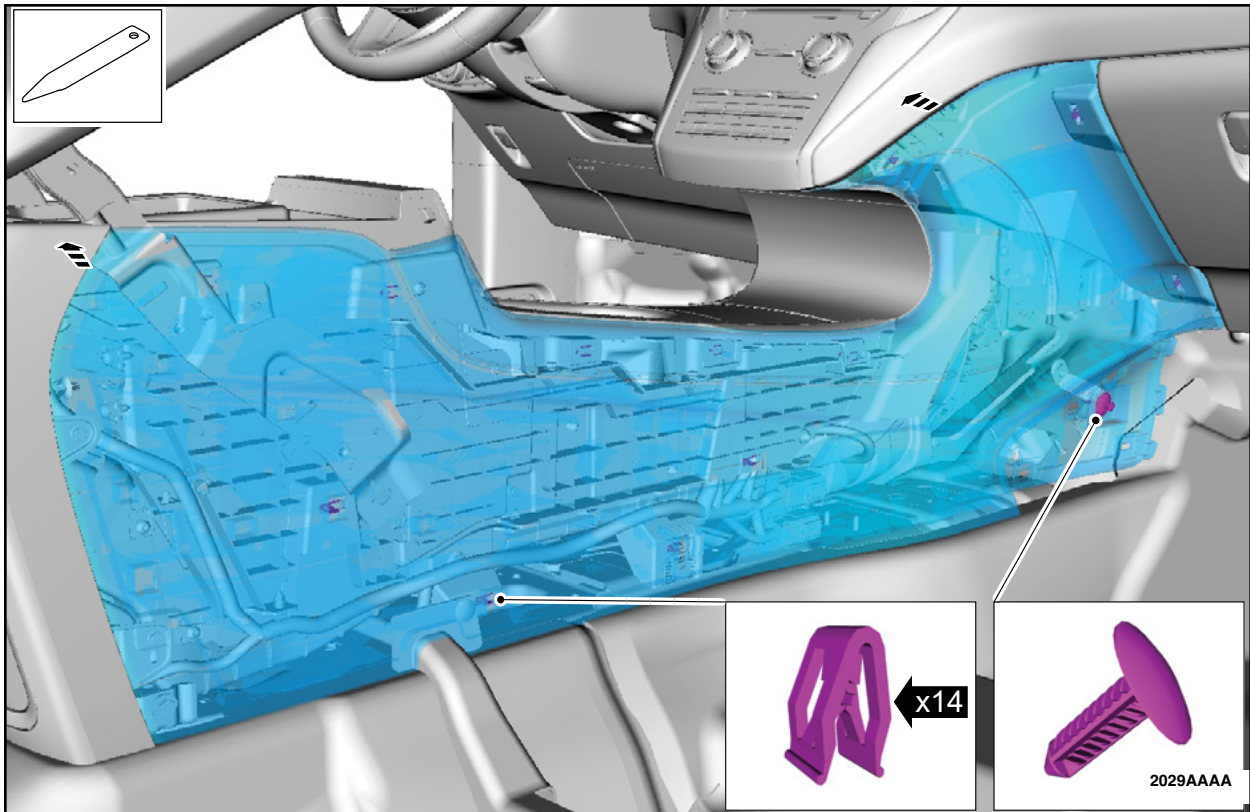


FIGURE 13



17. Install the RH trim panel. See Figure 14.

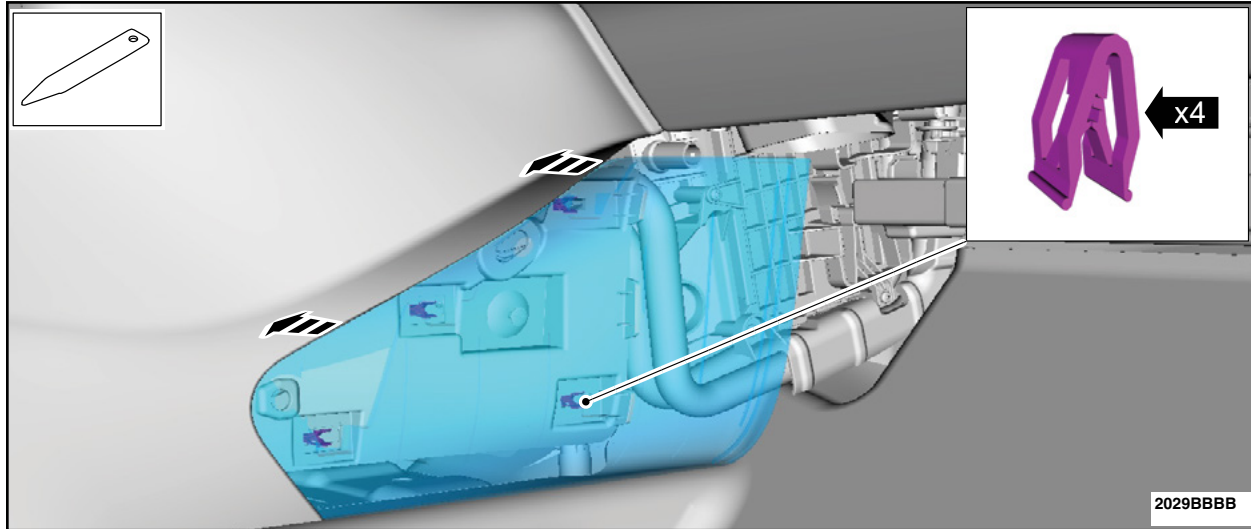


FIGURE 14

18. Close the floor console storage bin lid. See Figure 15.

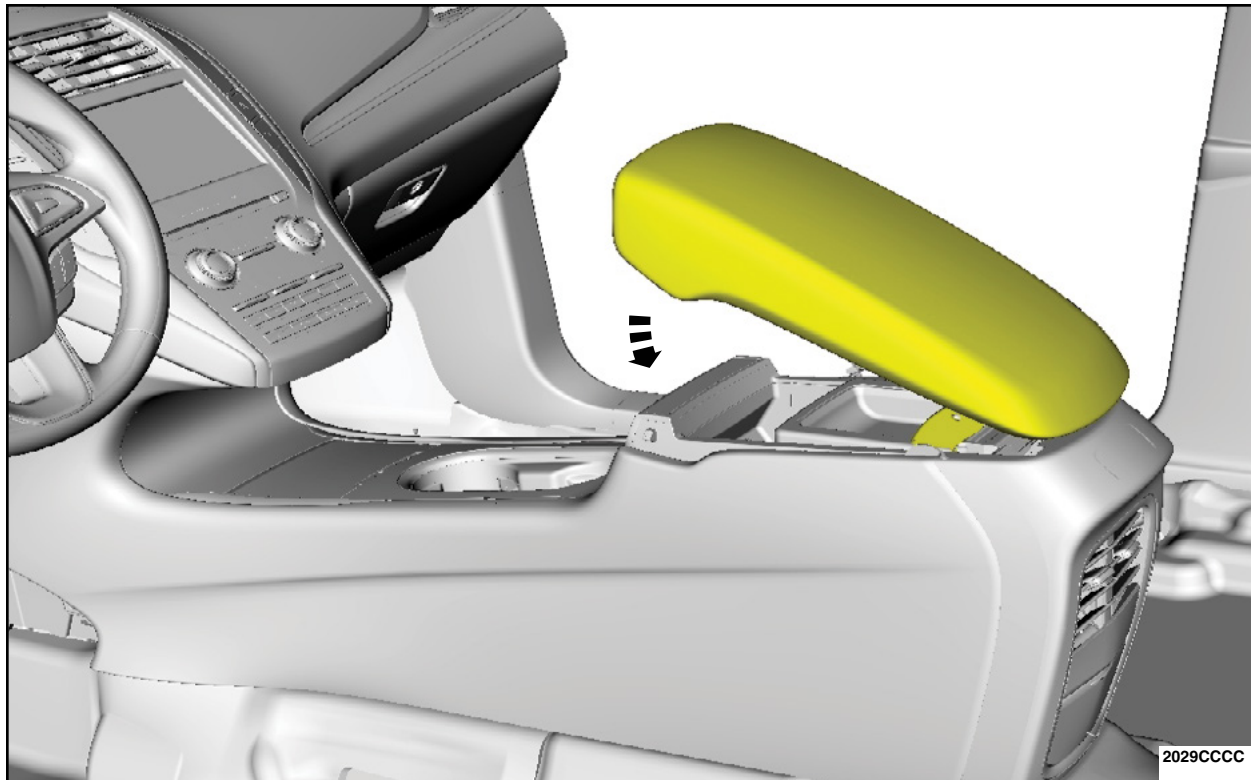


FIGURE 15



18. Finish the PMI process using IDS that is connected to the Internet.

NEW ! *NOTE: Turning off Valet mode is no longer required.*

19. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure of success.

20. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

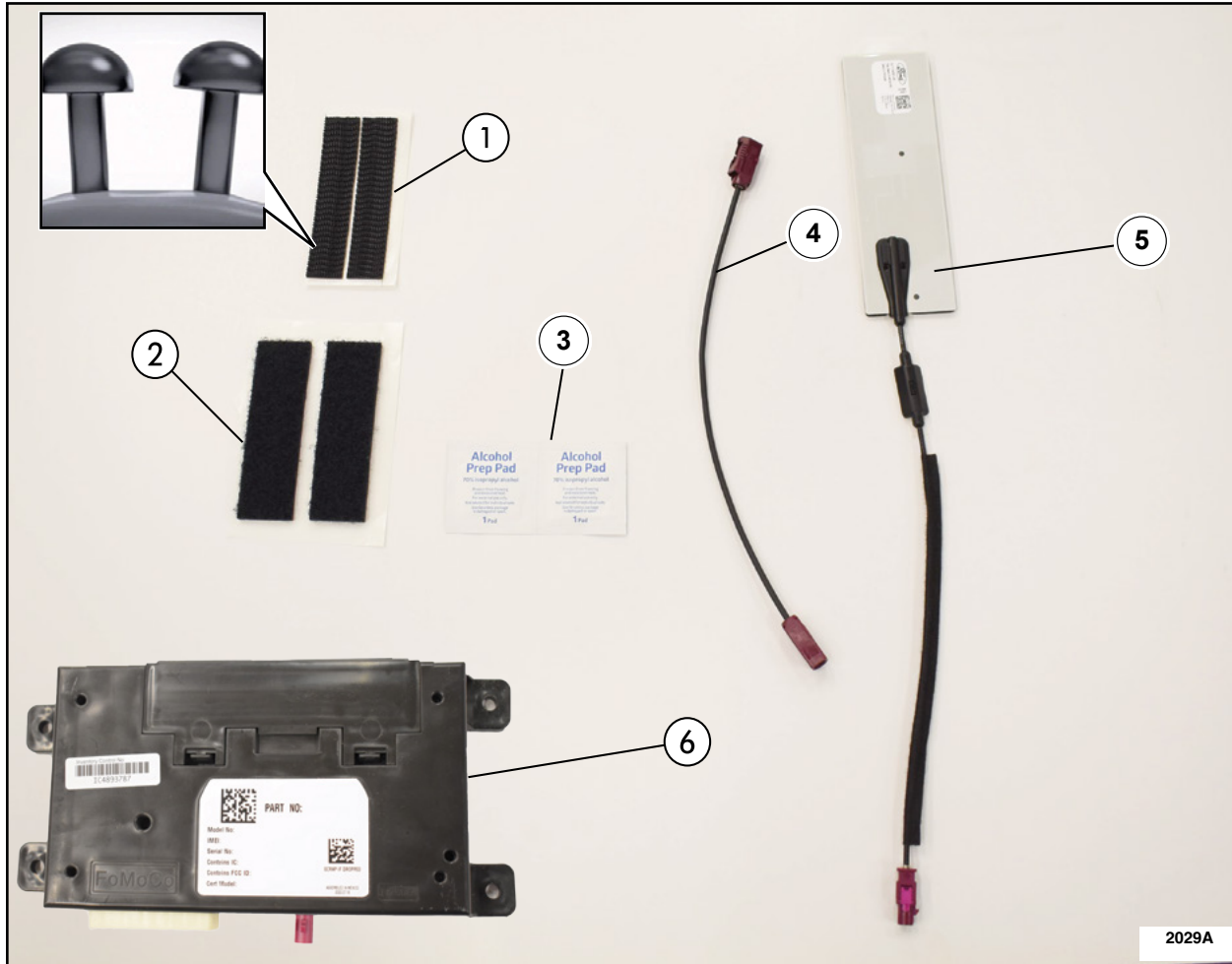
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**CERTAIN 2014-2020 MODEL YEAR MULTIPLE VEHICLE LINES — 3G
 TELEMATICS CONTROL UNIT TO 4G UPGRADE KIT**

NEW! SERVICE PROCEDURE - MKX

Kit contents



ITEM	DESCRIPTION	QUANTITY
1	Dual Lock™ (Rough)	1
2	Loop Side (Soft)	1
3	Alcohol Prep Wipe	1
4	Coaxial Extension Cable	2
5	4G Antenna	1
6	4G Telematics Control Unit (TCU)	1



NOTE: The PMI process must begin with the current 3G TCU installed. This step CANNOT be done with manual entry of As-Built Data as part of the repair.

- NEW !** 1. Follow the Workshop Manual (WSM) procedures in Section 415-00B which includes the PMI process and then the removal of the Telematics Control Unit Module (TCU).
- Use IDS version **128** or higher.
 - Requires IDS to be connected to the Internet which is unique to this procedure.

NOTE: Remove the Right Hand (RH) rear seat only.

2. Fold back the Right Hand (RH) loadspace trim panel NVH material and secure it with pieces of tape. See Figure 1.

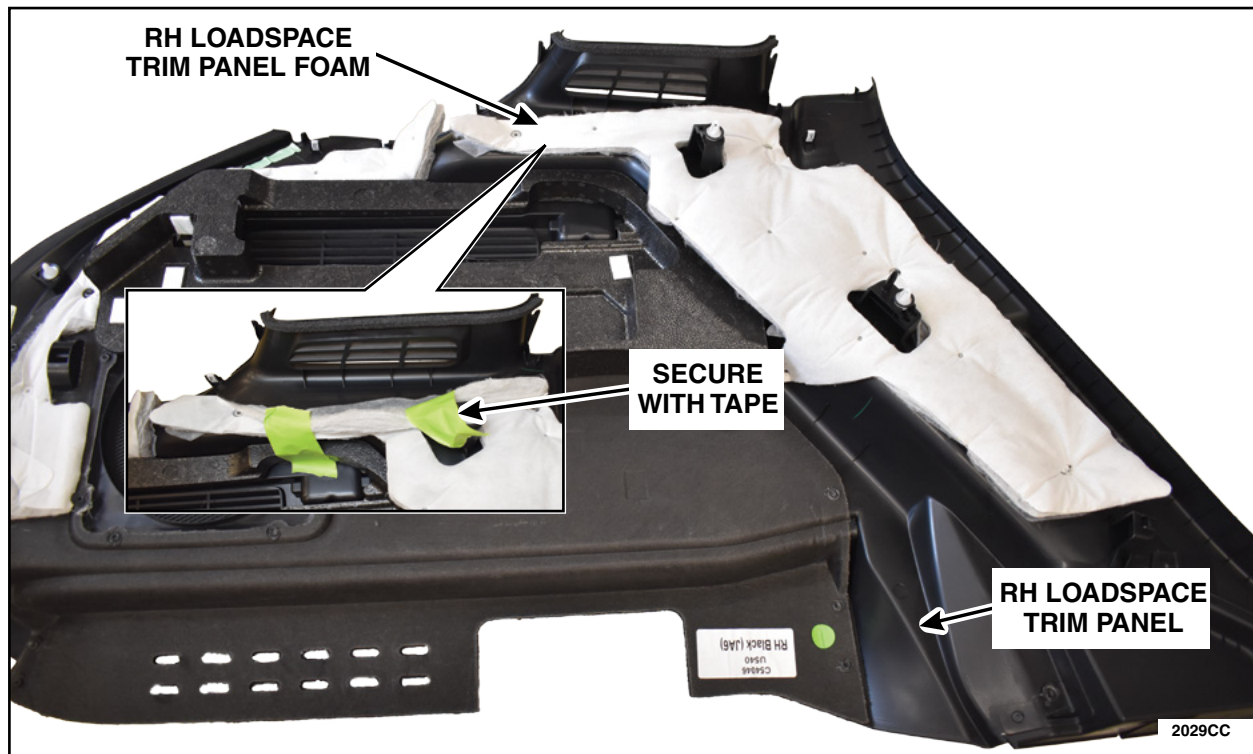


FIGURE 1



3. Using a clean lint free shop rag, clean any grime, grease, dust or dirt from the interior of the RH loadspace trim panel shown. See Figure 2.



FIGURE 2

4. Using the kit supplied alcohol prep wipe, clean the interior of the loadspace trim panel shown and allow the alcohol to dry for 30 seconds. See Figure 3.



FIGURE 3



5. Install the *new* 4G antenna. See Figure 4.

- a. Remove the antenna adhesive backing.
- b. Apply antenna to the RH loadspace trim panel surface.
- c. With firm evenly applied thumb pressure from center outward, work out air bubbles to ensure of good adherence of the antenna.
- d. Remove the cable strain-relief adhesive backing.
- e. Align the antenna's cable strain-relief and firmly press in place to the RH loadspace trim panel.

NOTE: It is acceptable for the antenna to follow the curvature of the RH loadspace trim panel.



FIGURE 4

6. Remove the tape and position back the RH loadspace trim panel foam pad. See Figure 5.



FIGURE 5



7. Temporarily place the 4G TCU in the position shown. Using a marker, mark the edges of the TCU onto the sheet metal of the vehicle. See Figure 6. Remove the TCU from the vehicle and place it on a bench metal side up.

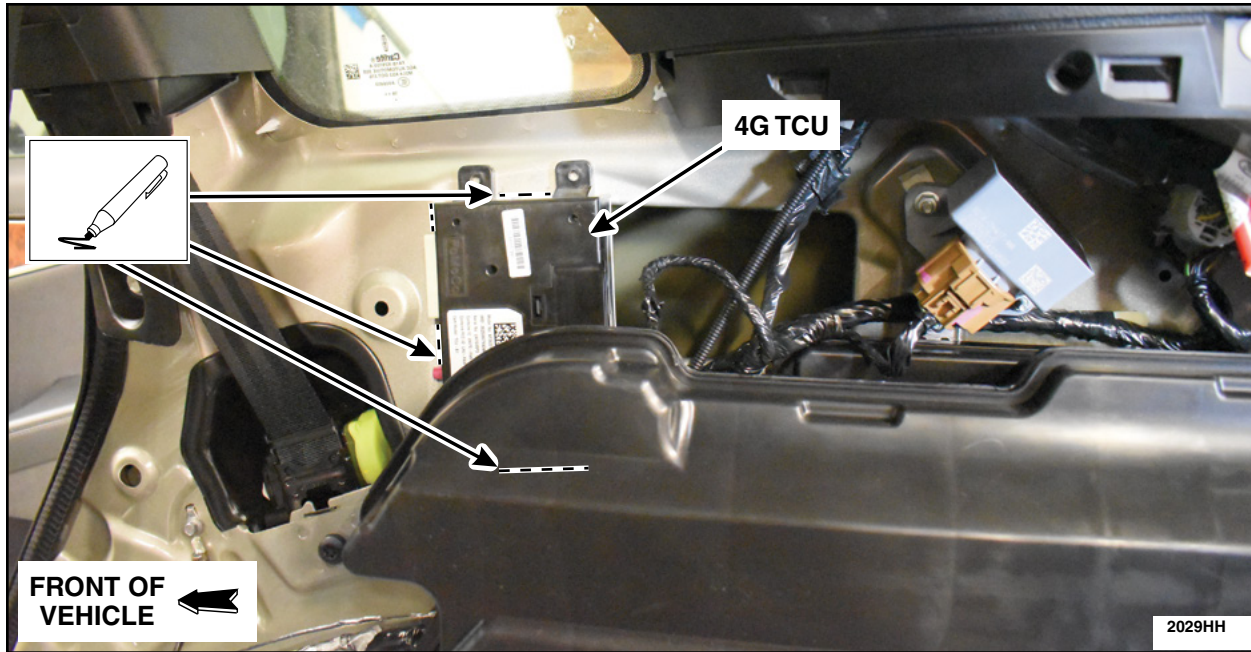


FIGURE 6



8. TCU Preparation. See Figure 7.

- a. Using a kit supplied alcohol prep wipe, clean the metal surface of the 4G TCU module and allow the module to dry 30 seconds.
- b. Remove the adhesive backing of the Dual Lock™ strips (rough).
- c. Apply the Dual Lock™ strips to each end of the 4G TCU module by aligning the tops and edge of the strips to the edges of the TCU.
- d. Fully work out the air bubbles underneath the strips with a circular rubbing motion to make sure of proper adhesion.

NOTE: Do not cover the heat sinks on the back of the 4G TCU module.

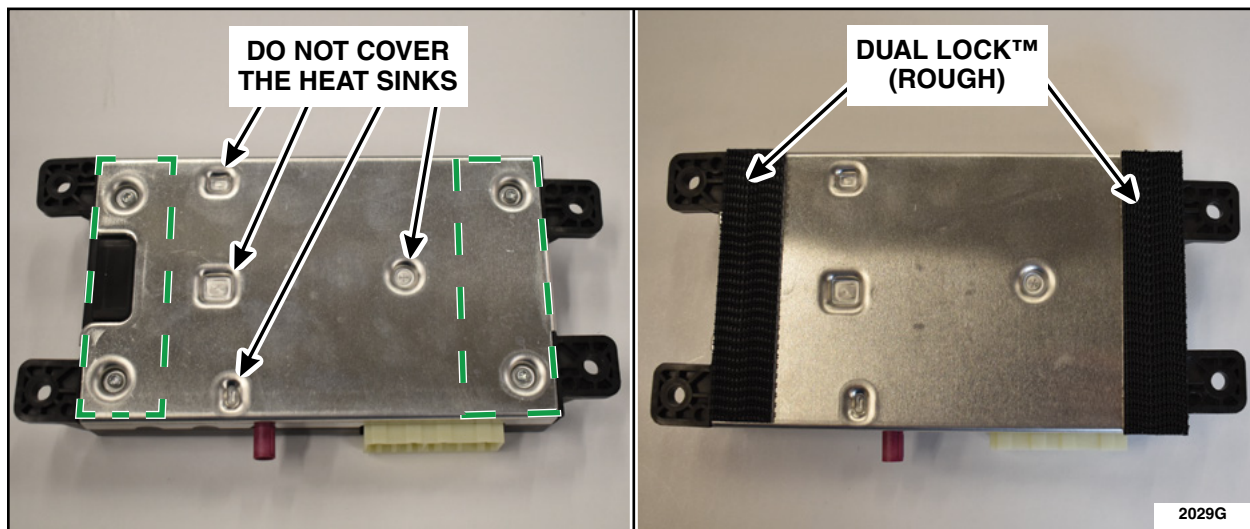


FIGURE 7



9. Clean the surface and apply loop strip. See Figure 8.

- a. Clean the area marked inside the vehicle first with a clean lint free rag.
- b. Clean the marked area with supplied alcohol prep wipe and allow a 30 second dry time.
- c. Remove the adhesive backing of the loop strip and apply it to the vehicle inside the marked location towards the front of the vehicle.
- d. Fully work out the air bubbles underneath the strip with a circular rubbing motion to make sure of proper adhesion.

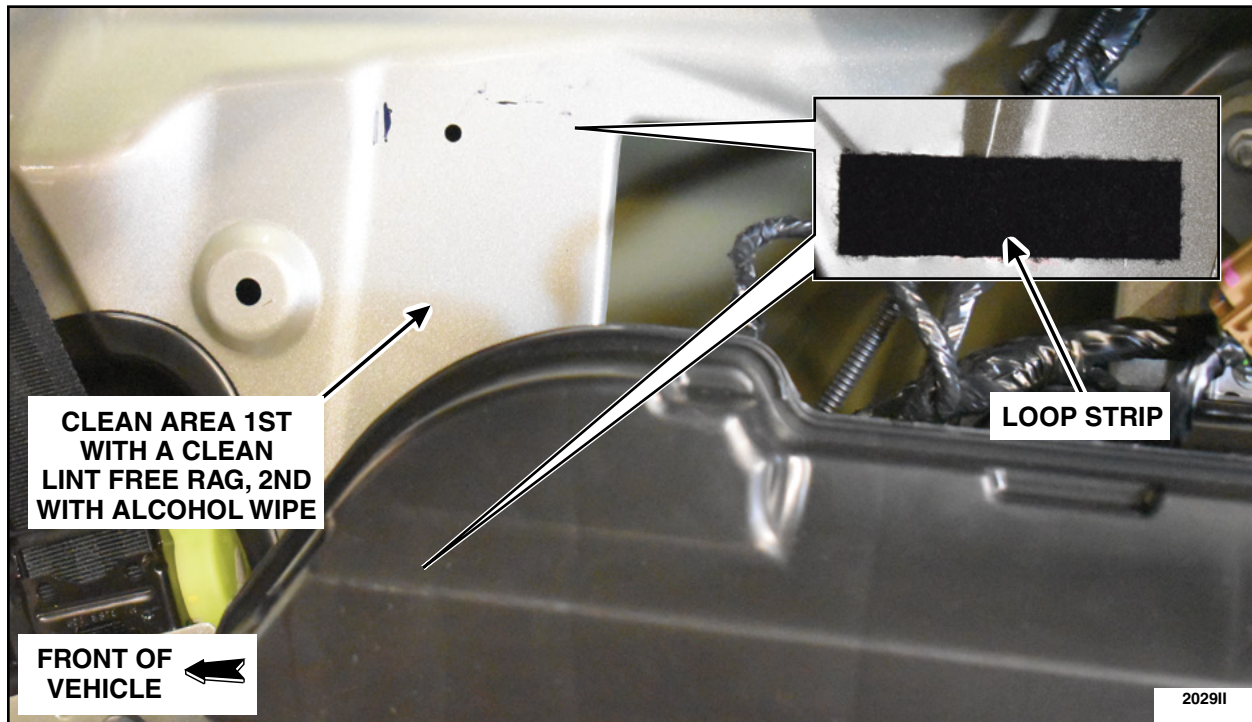


FIGURE 8



10. Install the 4G TCU. See Figure 9.

- a. Orient with electrical connection to the front of the vehicle.
- b. Position the 4G TCU with the marks made in Step 7.
- c. Make sure Dual Lock and loop are fully seated by firmly pressing module in place with a slight rotation to engage Dual Lock into the loop.
- d. Connect the coax cable extension.
- e. Connect the electrical connector.

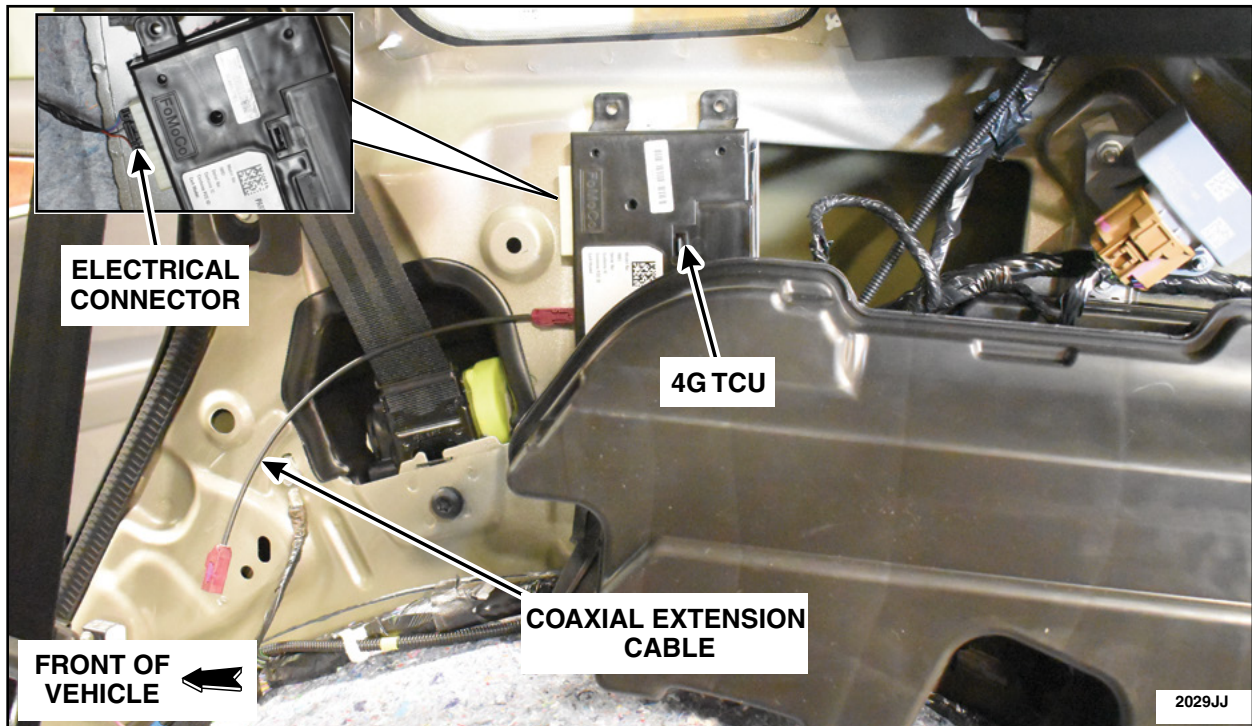


FIGURE 9



11. Connect the antenna coax cable to the coax cable extension and route as shown. See Figure 10.

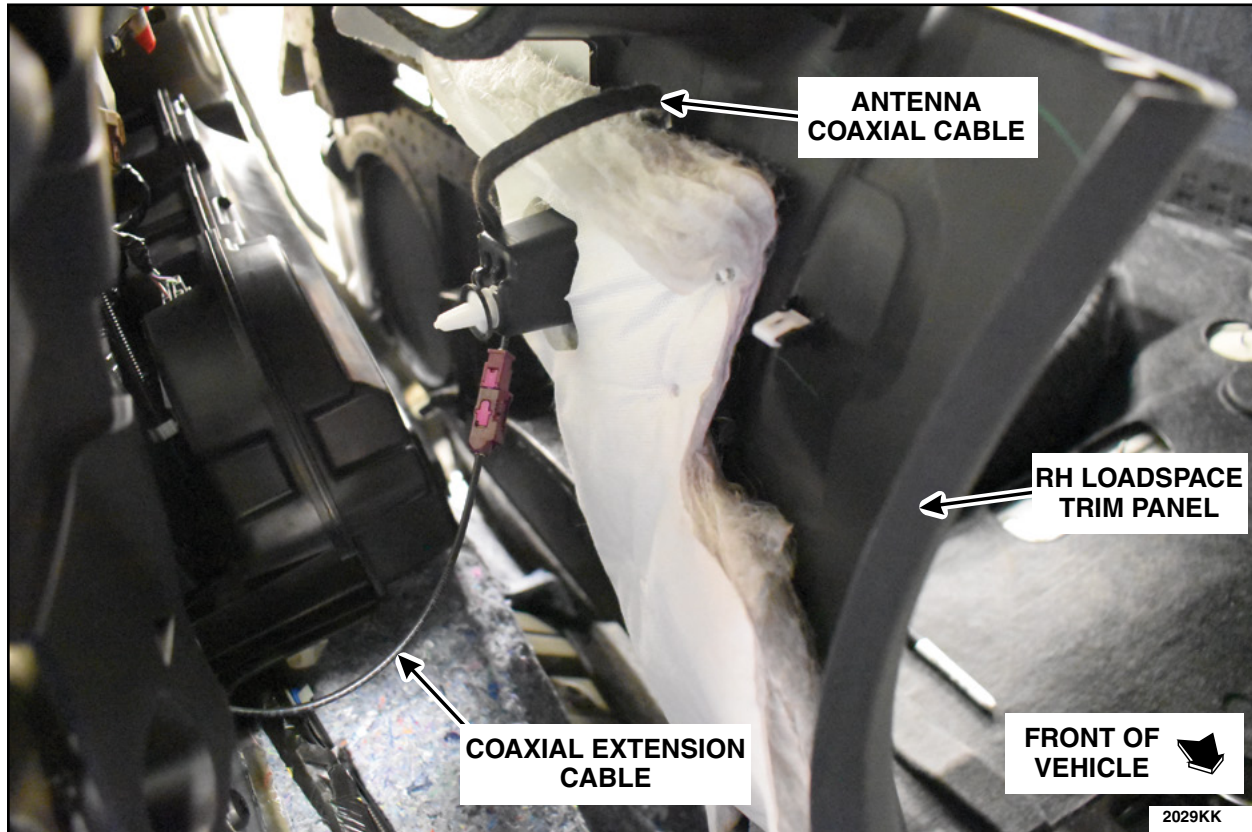


FIGURE 10

12. Install the RH loadspace trim panel. Follow the WSM procedures in Section 501-05.

13. Finish the PMI process using IDS that is connected to the Internet.

NEW! *NOTE: Turning off Valet mode is no longer required.*

14. Vehicle is now ready for the customer to connect their phone using the appropriate app (FordPass or Lincoln Way).

- Have the Customers do this step at the dealership to make sure of success.



15. Additional **Customer Owner Instructions For App** are available in PTS/FMC Dealer as separate attachments to this bulletin.

- Have Customer **Activate Vehicle** following the app instructions.
- Select **Allow** on vehicle display screen pop-up.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Customer Satisfaction Program 21B09

Certain 2014-2020 Model Year Multiple Vehicle Lines
3G Telematics Control Unit to 4G Upgrade Kit

Subject: Acknowledgement Form for Focus BEV, Fusion Energi, or C-Max Energi customers

Dear Valued Customer:

For those who use or depend on the **Value Charge Times** (“Charge later”) function, please see the important information below.

Value Charge Time: *Value Charge allows you to set your vehicle to charge when the electricity rates are at their lowest. You can create a Value Charge Profile at any location at which you’ve previously charged, such as home, work, or school.*

Be aware of the possible undesired system conditions with **Value Charge Times following the installation of the 3G-to-4G upgrade kit**:

- Vehicle may charge outside of the selected charging windows in these instances:
 - Customer modifies the weekend value charge times from the vehicles SYNC system
 - Customer creates two value charging windows from the Ford Pass mobile app
- If the customer creates two value charging windows from the Ford Pass mobile app, the window with the longer amount of time will be prioritized as the lowest cost window.

Customers who set-up and rely on Value Charge Times (also referred to as “Charge later”) should take the above information into consideration before they decide to have this 3G-to-4G upgrade performed.

Prior to installation of the 3G-to-4G upgrade kit under program 21B09 on a Focus BEV, Fusion Energi, or C-Max Energi, this acknowledgement form is to be signed by the customer.

Continued on Next Page

Acknowledgement:

By providing my signature and date below, I understand and agree to the following:

- With respect to my vehicle, the vehicle identification number (VIN) of which is indicated below, I am knowingly accepting the potential conditions with **Value Charge Times** after the 3G-to-4G upgrade is performed.
- I affirmatively acknowledge that any conditions of **Value Charge Times** after the 3G-to-4G upgrade is performed will not constitute a warranty defect with respect to my vehicle.
- All questions I have about the potential conditions with Value Charge Times that may result after the 3G-to-4G upgrade is performed have been answered by Ford and/or my dealer.

Customer Signature

Date

VIN Number (must be legible and confirmed by Dealer)

Vehicle Line / Model Year

Dealer Representative (printed)

Dealer P&A Code: