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September 28, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 23B39**
Certain 2022 Model Year Mustang Mach-E Vehicles
Install Digital Owner's Manual – Reprogram Accessory Protocol Interface Module

PROGRAM TERMS

This program will be in effect through September 30, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2022	Cuautitlan	August 20, 2021 through October 31, 2022

US population of affected vehicles: 89. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired by an over-the-air (OTA) update. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS PROGRAM

In affected vehicles, the digital owner's manual (DOM) was inadvertently removed from the vehicle's SYNC system.

SERVICE ACTION

Dealers are to inspect the vehicle's SYNC screen to confirm whether the DOM is installed. For vehicles that do not have the DOM installed, dealers are to program the accessory protocol interface module (APIM) using the Ford Diagnostic and Repair System (FDRS). Additionally, it's possible the gateway module (GWM) may also require updating. 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 Mustang Mach-E vehicles.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
- Re-deliver the owner's vehicle after repairs have been completed.
- Pick Up and Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OVER-THE-AIR (OTA) UPDATES (FORD POWER-UP):

- In addition to you being able to update vehicles now using FDRS, Ford previously deployed OTA software update on March 14, 2023.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the Field Service Action (FSA) is still open (OASIS), and that the vehicle has not already received the OTA update.

OVER-THE-AIR (OTA) UPDATES (FORD POWER-UP): (continued)

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 the 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 October 9, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. NOTE: In order for customers to have access to the information included in the owner’s manual prior to having their vehicle’s software updated, a printed hard copy will be mailed along with the program notification.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Ford Power-Up Software Updates - How To
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick Up and Delivery Record
- 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

Customer Satisfaction Program 23B39**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

All repairs in this program have the following assessment level.

 – Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on September 28, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 28, 2023. Owner names and addresses will be available by October 20, 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title 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.

PICK UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pick Up & Delivery (PDL) Offset section for additional details.

Customer Satisfaction Program 23B39

PICK UP AND DELIVERY- Non-participating Dealers

Dealers not participating in the 2023 Remote Experience Program for Pick Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick Up & delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick Up & Delivery Record with the repair order documentation.

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 FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 23B39
 - Customer Concern Code (CCC): A47 – Display Touchscreen
 - Condition Code (CC): 04 – Software Revision/Flash Module
 - Causal Part Number: 14G371, 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.

- **Pick Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pick Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers are authorized to claim one-half labor hour per repair for vehicle Pick Up and delivery services.
 - Dealers must retain a Vehicle Pick Up and Delivery Record with the repair order documentation.

Customer Satisfaction Program 23B39

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect SYNC screen, DOM present.	23B39A	0.2 Hours
Inspect SYNC screen, DOM is not present. Reprogram the APIM using latest level of FDRS.	23B39B	1.5 Hours
Inspect SYNC screen, DOM is not present. Reprogram the GWM and APIM using latest level of FDRS.	23B39C	2.0 Hours
Vehicle Pick Up and Delivery Allowance: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick Up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23B39PP	0.5 Hours

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

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2022 MODEL YEAR MUSTANG MACH-E VEHICLES — INSTALL DIGITAL OWNER'S MANUAL - REPROGRAM ACCESSORY PROTOCOL INTERFACE MODULE (APIM)

SERVICE PROCEDURE

1. Click the Owner's Manual button on the SYNC screen. See Figure 1.
2. Click the Categories or Bookmarks button. See Figure 1.

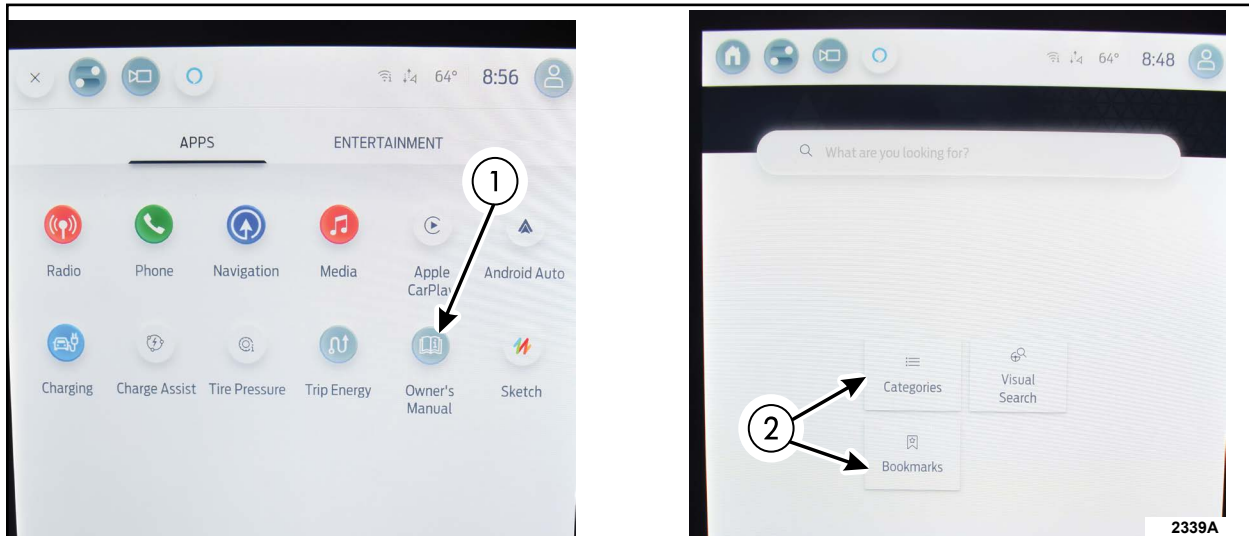


FIGURE 1

3. Does an error appear on the SYNC screen? See Figure 2.
No - This recall does not apply.
Yes - Continue to Module Programming.

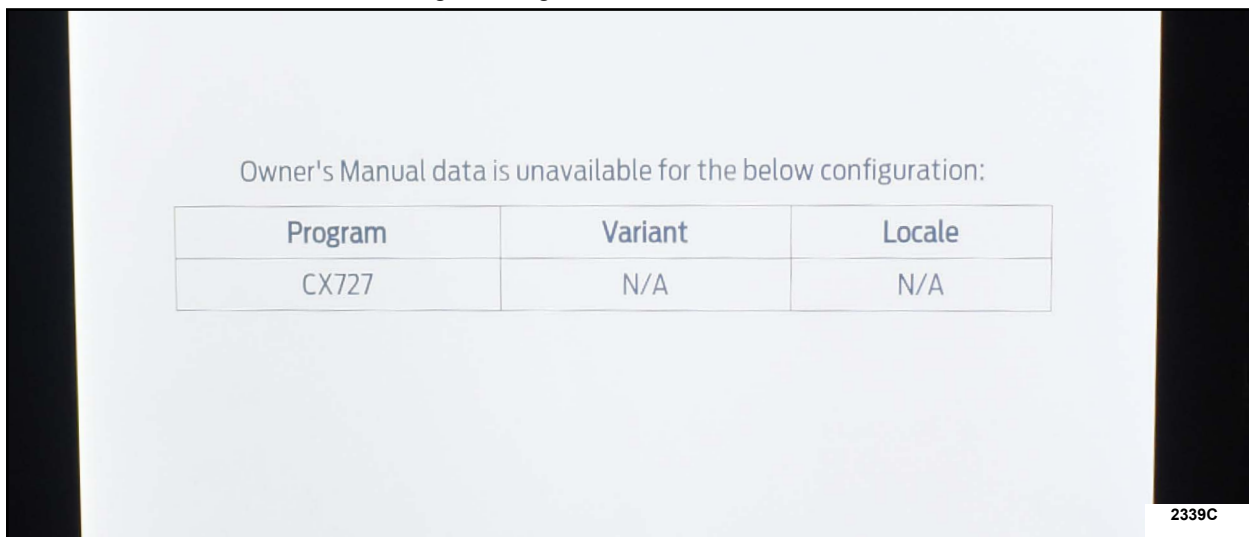


FIGURE 2



Module Programming

4. Connect a battery charger to the 12 Volt (V) battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12V 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).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

5. Launch 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.

6. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

7. Select **Toolbox** tab.

8. Click on the **SW Updates** tab.

NOTE: A blank 64GB or larger USB flash drive is required for APIM software update. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. Make sure the Quick Format box is selected. If it is not selected, it will result in a lengthier operation.

9. Check for an update to the APIM. Is there an update available for APIM - SYNC Module [APIM] Software Update?

No - Continue to Step 10.

Yes - Continue to Step 19.

10. Update the Gateway Module. On the RH side of the screen, click **GWM - Gateway Module A (GWM) Software Update**.

11. Click **Download** and then click **RUN**. Follow all on-screen instructions carefully.



12. There will be a prompt to restart the vehicle in the vehicle SYNC touchscreen. With the USB drive still in the vehicle, turn the vehicle ignition OFF and open the driver's door to allow the vehicle to power down. The SYNC touchscreen may stay turned on for a few more seconds after turning off the vehicle and opening the driver's door. Allow the vehicle to sit powered down for at least 5 minutes.
13. With the USB drive still in the vehicle and after waiting 5 minutes, close the driver's door and turn the vehicle ignition ON. Allow the vehicle to power on and look for a Update Successful pop up in the vehicle SYNC touchscreen.
14. Once the pop-up stating Update Successful appears in the SYNC screen, select Close, remove the USB flash drive from the USB media hub and connect it to the FDRS diagnostic scan tool, and select OK on the FDRS. This initiates the remaining automated configuration steps and reports the GWM assembly, vehicle interface processor (VIP), calibration, customer interface processor (CIP), and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the GWM to reset during this step.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive. All doors must remain closed until the SYNC screen prompts A RESTART IS REQUIRED. To view the progress, you can drop down the updating screen in the SYNC screen.

15. When the USB has downloaded to the vehicle, the touchscreen indicates a message for Restart Required. The ignition needs to be turned off for 10 minutes. Open the driver's door, then close it to allow the vehicle to completely power down. During this ignition off time, the screen continues through a reboot process.
16. After the 10 minutes, start the vehicle and allow another 5 minutes for the Update Successful message to appear in SYNC screen. Once the Update Successful message appears, the USB flash drive may be removed, and the doors opened.
17. Return the USB thumb drive to the FDRS and follow the on-screen prompts to complete the procedure.
18. Click **Rerun Network Test**.

NOTE: A blank 64GB or larger USB flash drive is required for APIM software update. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. Make sure the Quick Format box is selected. If it is not selected, it will result in a lengthier operation.

19. Under the **SW Updates** tab, click on **APIM - SYNC Module [APIM] Software Update**.
20. Click **Download** and then click **RUN**. Follow all on-screen instructions carefully.



21. There will be a prompt to restart the vehicle in the vehicle SYNC touchscreen. With the USB drive still in the vehicle, turn the vehicle ignition OFF and open the driver's door to allow the vehicle to power down. The SYNC touchscreen may stay turned on for a few more seconds after turning off the vehicle and opening the driver's door. Allow the vehicle to sit powered down for at least 5 minutes.
 22. With the USB drive still in the vehicle and after waiting 5 minutes, close the driver's door and turn the vehicle ignition ON. Allow the vehicle to power on and look for a Update Successful pop up in the vehicle SYNC touchscreen.
 23. Once the pop-up stating Update Successful appears in the SYNC screen, select Close, remove the USB flash drive from the USB media hub and connect it to the FDRS diagnostic scan tool, and select OK on the FDRS. This initiates the remaining automated configuration steps and reports the GWM assembly, vehicle interface processor (VIP), calibration, customer interface processor (CIP), and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the GWM to reset during this step.
- NOTE:** It may take up to 5 minutes for the vehicle to recognize the USB flash drive. All doors must remain closed until the SYNC screen prompts A RESTART IS REQUIRED. To view the progress, you can drop down the updating screen in the SYNC screen.
24. When the USB has downloaded to the vehicle, the touchscreen indicates a message for Restart Required. The ignition needs to be turned off for 10 minutes. Open the driver's door, then close it to allow the vehicle to completely power down. During this ignition off time, the screen continues through a reboot process.
 25. After the 10 minutes, start the vehicle and allow another 5 minutes for the Update Successful message to appear in SYNC screen. Once the Update Successful message appears, the USB flash drive may be removed, and the doors opened.
 26. Return the USB thumb drive to the FDRS and follow the on-screen prompts to complete the procedure.
 27. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
 28. Click the **Run Selected Tests** button in the lower right.
 29. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.
 30. Disconnect the battery charger from the 12V battery.



31. Verify that the **Owner's Manual** option on the SYNC screen is now available and operational.

See Figure 3.

To verify operation of Owner's Manual click on Visual Search (1) and then verify the search options appear (2).

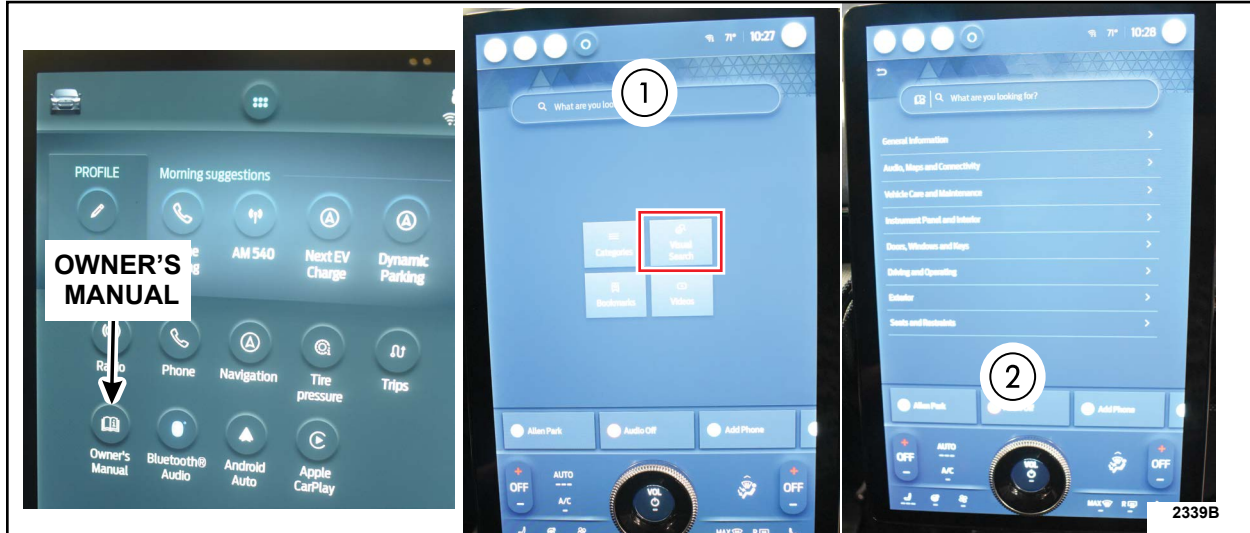


FIGURE 3

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Module Recovery instructions on next page



Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Ford Power-Up Software Updates

How to turn on Automatic Updates and Set a Recurring Schedule

Ford Power-Up software updates are downloaded and installed over-the-air using either an external WiFi or FordPass™ Connect (vehicle modem). Most software updates will happen seamlessly in the background, if both of the following have been done on your vehicle:

1. Automatic Updates is turned ON.
2. A Recurring Schedule has been set.

We recommend scheduling updates for overnight or at a time that you will not need to enter or use the vehicle.

To set a recurring schedule:

1. Tap Settings on your vehicle's SYNC screen.
2. Choose System (or Software) Updates.
3. Press Schedule Updates (or Recurring Update Schedule).

Depending on your vehicle you will either:

4. Choose Schedule.
 5. Choose your preferred days and times.
 6. Press Save.
- or**
4. Select one of the Preset options OR Select Custom Schedule.
 5. If Custom Schedule choose your preferred days (minimum of 2) and time.
 6. Exit the screen (Schedule is auto saved).

To confirm Automatic Updates is turned ON:

1. Tap Settings on your vehicle's SYNC screen.
2. Choose System (or Software) Updates.
3. Confirm Automatic Updates is toggled to ON.

Prior to software download and installation, you will receive a reminder in your vehicle (24 hours prior) and in your FordPass® App. You can reschedule up to 2 mins before the update begins.

Important Notes:

- Ford Power-Up software updates are not deployed to all vehicles at the same time.
- If you choose to turn Automatic Updates OFF, you will not receive this software update unless you have previously consented to all prior updates.
- To confirm that this recall is included in the software update and is available or successfully installed in your vehicle, tap Settings on your vehicle's SYNC screen, select System (or Software) Updates and select Update Details to view the latest release notes. You will also get an Update Successful alert in the message center of your FordPass® app.

If you are unsure if you have received the software update for this recall or have any questions regarding software updates, please call our specially trained Software Update Customer Relationship Center at:

1-833-389-0848.

Customer Satisfaction Program 23B39

**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY
RECORD**

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 23B39 Customer Satisfaction program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Customer Satisfaction Program 23B39













Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Customer Satisfaction Program 23B39

   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
 - Brake Inspection and Brake Repair/Replacement
 - Limited Suspension Component replacement (no alignment)
 - Under Vehicle access for limited repairs (no large component removal)
 - Vehicle Check Up - VCU
 - Pre-Delivery Inspection - PDI
 - Used Car Inspection/Presale Inspection
 - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle