



Stacy L. Balzer
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 Ford Customer Service Division

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

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.



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

October 2023

Customer Satisfaction Program 23B39

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** It may be possible the digital owner manual (DOM) was inadvertently removed from the vehicles SYNC system.
- What is the effect?** This may result in you not being able to find or access the DOM in your vehicle's SYNC screen. You can still access the digital version of the owner manual on your Ford Pass Mobile App or at [Ford.com/support](https://ford.com/support).
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram your vehicle's SYNC module free of charge (parts and labor) under the terms of this program.
To receive this update immediately, refer to the attached document titled **Ford Power-Up Software Updates** for directions how you can set up and schedule over-the-air software updates on your vehicle. Once set up, the SYNC system will update, and the DOM will be installed automatically.
Additionally, until your vehicle is updated, you can use the printed owner's manual, included with this mailing.
This Customer Satisfaction Program will be in effect until September 30, 2024 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B39. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
NOTE - You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.
You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing-impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division