



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 12M02 - Supplement #2**
Certain 2011-2014 Model Year Vehicles Equipped with SYNC[®] and MyFord/MyLincoln Touch[™]
Warranty Extension Covering Accessory Protocol Interface Module (APIM) Software and Hardware

REF: **Customer Satisfaction Program 12M02 - Supplement #1**
Dated August 6, 2013

DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 13A01 – Supplement #3

Certain 2012-2013 Focus Electric, 2013 C-MAX Hybrid and C-MAX Energi, and 2013 Fusion Hybrid Vehicles Equipped with MyFord Touch[®]
Application Performance Upgrade

DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 12A04 – Supplement #4

Certain 2011-2014 Model Year Vehicles Equipped with SYNC[®] and MyFord/MyLincoln Touch[™]
Application Performance Upgrade

DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 11A01 – Supplement #3

Certain 2011 Model Year Explorer, 2011-2012 Model Year Edge, MKX, and 2012 Model Year Focus Vehicles Equipped with SYNC[®] with MyFord/MyLincoln Touch[™]
Containing Early Vehicle Interface Processor (VIP) Level Software
Performance Upgrade

New! REASON FOR THIS SUPPLEMENT

- **Affected vehicle population:** *This program has been expanded to include additional vehicle lines and model years.*
- **APIM software upgrade:** *Certain affected vehicles are unable to accept APIM software upgrades using a USB drive. For these vehicles, a service procedure and labor operation are available to allow for PTS-based APIM programming.*
- **Flow chart:** *A flow chart is now available in Attachment III which indicates the appropriate programming method and software level that should be used for each vehicle.*
- **Expired programs:** *Repair procedures from expired customer satisfaction programs 11A01, 12A04, and 13A01 have been consolidated into this program, along with unique labor allowances and parts.*

PROGRAM TERMS

This program provides additional warranty coverage for APIM software upgrades and APIM replacement. Coverage has been extended to five years of service from the warranty start date of the vehicle on Ford vehicles, and six years on Lincoln vehicles, regardless of mileage. Coverage is automatically transferred to subsequent owners.

New! VEHICLES COVERED BY THIS PROGRAM

Certain 2011-2014 model year vehicles equipped with SYNC® and MyFord/MyLincoln Touch™ as noted below.

	2011 MY	2012 MY	2013 MY	2014 MY
C-MAX			X	X
Edge	X	X	X	X
Explorer	X	X	X	X
Escape			X	X
F-150			X	X
F-Super Duty			X	X
Fiesta				X
Flex			X	X
Focus		X	X	X
Fusion			X	X
MKS			X	X
MKT			X	X
MKX	X	X	X	X
MKZ			X	X
Taurus			X	X
<i>Transit Connect</i>				<i>X</i>

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Affected vehicles, which are beyond the terms of the New Vehicle Limited Warranty, may require APIM software upgrades or APIM replacement.

New! SERVICE ACTION

Dealers are authorized to perform APIM software upgrades under this program on vehicles that meet all of the following criteria:

- The vehicle does not contain the latest available software level. NOTE: Service Management should check the software level on the vehicle touchscreen prior to initiating a Repair Order. *Reference the software verification process and flow chart in Attachment III to determine the appropriate software level and programming method for each vehicle. Some early model electrified vehicles may require additional module programming and/or component replacement.*
- The vehicle is beyond the terms of the New Vehicle Limited Warranty (NVLW).
NOTE: Repairs to vehicles within the terms of the NVLW should be claimed under the NVLW.

If there is a software download issue or the vehicle's SYNC with MyFord/MyLincoln Touch® is unresponsive, and the APIM diagnostic pinpoint test indicates that the APIM requires replacement, dealers are authorized to claim APIM replacement without contacting the Special Service Support Center.

These repairs are to be performed under this program at no charge to the vehicle owner.

Vehicle owners should be reminded that future software upgrades will be announced and available for free customer download at the support.ford.com and support.lincoln.com websites.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Software Verification and Flow Chart
Attachment IV: Technical Information (USB Upgrade)
Attachment V: Instructions for Updating a USB Flash Drive
Attachment VI: Technical Information (PTS Upgrade)
Attachment VII: Technical Information (2012 through 2013 MY Focus Electric)
Attachment VIII: Technical Information (2013 MY Fusion Hybrid and C-MAX Hybrid)
Attachment IX: Technical Information (2013 MY C-MAX Energi)
Attachment X: C-MAX Energi and Focus Electric TCU Replacement Reference Table
Owner Notification Letters

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 12M02 - *Supplement #2*
Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

New! OASIS ACTIVATED?

Yes, the incremental vehicles will be activated in OASIS on November 26, 2014.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this service action.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Owners of affected vehicles have been notified of the extended warranty coverage, and that future software upgrades will also be available for download at support.ford.com and support.lincoln.com.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Additional parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

Customer Satisfaction Program 12M02 - *Supplement #2*

Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

CLAIMS PREPARATION AND SUBMISSION

- **NOTE:** Claims should only be submitted under this program on vehicles that are beyond the terms of the New Vehicle Limited Warranty coverage.
- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- **PROGRAM TERMS:** This program extends the coverage of APIM software and hardware to five years of service from the Warranty Start Date of the vehicle on Ford vehicles, and six years on Lincoln vehicles, regardless of mileage. Coverage is automatically transferred to subsequent owners.

Customer Satisfaction Program 12M02 - Supplement #2

Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram APIM software using a USB Flash Drive . NOTE: For vehicles equipped with the Automatic Engine Idle Shutdown (AEIS) feature, temporarily disable prior to performing the reprogramming procedure.	12M02W	0.3 Hours
<i>Reprogram APIM software using PTS and IDS scan tool.</i>	<i>12M02B</i>	<i>1.1 Hours</i>
<i>Replace Telematic Control Unit (TCU) and reprogram PCM and APIM using PTS and IDS scan tool (2012-2013 Focus Electric – VIN is identified in Attachment X).</i>	<i>12M02L</i>	<i>2.2 Hours</i>
<i>Reprogram TCU, PCM, and APIM using PTS and IDS scan tool (2012-2013 Focus Electric – VIN is not identified in Attachment X).</i>	<i>12M02P</i>	<i>1.7 Hours</i>
<i>Reprogram PCM and APIM using PTS and IDS scan tool (2013 Fusion Hybrid).</i>	<i>12M02C</i>	<i>1.4 Hours</i>
<i>Reprogram PCM and APIM using PTS and IDS scan tool (2013 C-MAX Hybrid).</i>	<i>12M02F</i>	<i>1.4 Hours</i>
<i>Replace TCU and reprogram PCM and APIM using PTS and IDS scan tool (2013 C-MAX Energi – VIN is identified in Attachment X).</i>	<i>12M02H</i>	<i>1.7 Hours</i>
<i>Reprogram PCM and APIM using PTS and IDS scan tool (2013 C-MAX Energi – VIN is not identified in Attachment X).</i>	<i>12M02K</i>	<i>1.4 Hours</i>
Diagnose and Replace APIM on 2011-2014 Explorer	12M02BB	1.6 Hours
Diagnose and Replace APIM on 2011-2014 Edge	12M02CC	1.7 Hours
Diagnose and Replace APIM on 2011-2014 MKX	12M02DD	1.6 Hours
Diagnose and Replace APIM on 2012-2014 Focus	12M02EE	1.6 Hours
Diagnose and Replace APIM on 2013-2014 Escape	12M02FF	1.6 Hours
Diagnose and Replace APIM on 2013-2014 Flex	12M02GG	1.6 Hours
Diagnose and Replace APIM on 2013-2014 Fusion	12M02HH	1.6 Hours
Diagnose and Replace APIM on 2013-2014 Taurus	12M02JJ	2.1 Hours
Diagnose and Replace APIM on 2013-2014 MKS	12M02KK	2.3 Hours
Diagnose and Replace APIM on 2013-2014 MKT	12M02LL	1.8 Hours
Diagnose and Replace APIM on 2013-2014 F-150	12M02PP	2.2 Hours
Diagnose and Replace APIM on 2013-2014 F-150 – with floor console	12M02QQ	2.6 Hours
Diagnose and Replace APIM on 2013-2014 F-Super Duty	12M02VV	1.6 Hours

Customer Satisfaction Program 12M02 - Supplement #2

Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

New! LABOR ALLOWANCES, continued

Description	Labor Operation	Labor Time
Diagnose and Replace APIM on 2013-2014 C-MAX	12M02RR	1.6 Hours
Diagnose and Replace APIM on 2014 Fiesta	12M02TT	1.5 Hours
Diagnose and Replace APIM on 2013-2014 MKZ	12M02UU	2.0 Hours
<i>Diagnose and Replace APIM on 2014 Transit Connect</i>	<i>12M02VVV</i>	<i>1.4 Hours</i>

NOTE: Labor times for APIM Diagnosis and Replacement include time for the APIM Hardware Test, which is part of the diagnostic pinpoint test.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels. The APIM and TCU (if needed) should be ordered using the On-line 1878 form.

To order an APIM or TCU:

- Go to FMCDealer.com
- Go to OASIS, enter the VIN and click GO
- Select the On-Line 1878 (scroll to the bottom)
- Select the SYNC Module (APIM) or TCU from the System drop-down box
- Complete the On-line 1878 Ford order process

Part Number	Description	Quantity
- 14D212 -	Accessory Protocol Interface Module (APIM) (Gen 2 Module)	1
<i>DM5Z-19K350-B</i>	<i>Telematic Control Unit (TCU) – 2013 C-MAX Energi</i>	<i>1</i>
<i>DM5Z-19A387-C</i>	<i>Telematic Control Unit (TCU) – 2012-2013 Focus Electric</i>	<i>1</i>

Questions regarding APIM or TCU availability and ordering should be directed to 313-390-3635 or fesq@ford.com.

DEALER PRICE

APIMs and TCUs are Advance Exchange parts.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

NEW ! CERTAIN 2011-2014 MODEL YEAR VEHICLES EQUIPPED WITH SYNC® AND MYFORD/MYLINCOLN TOUCH™ — WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE (APIM) SOFTWARE AND HARDWARE

OVERVIEW

Dealers are authorized to perform APIM software upgrades under this program on vehicles that meet all of the following criteria:

- The vehicle is beyond the terms of the New Vehicle Limited Warranty.
NOTE: Repairs to vehicles within the terms of the New Vehicle Limited Warranty should be claimed under the New Vehicle Limited Warranty.
- The vehicle does not contain the latest available software level.
NOTE: Service Management should check the software level on the vehicle touchscreen prior to initiating a Repair Order.

In addition, if Workshop Manual diagnostics identify the APIM as the causal part of a concern with the MyFord/MyLincoln Touch™ system, dealers are authorized to replace the APIM under this program.

SOFTWARE VERIFICATION AND FLOW CHART

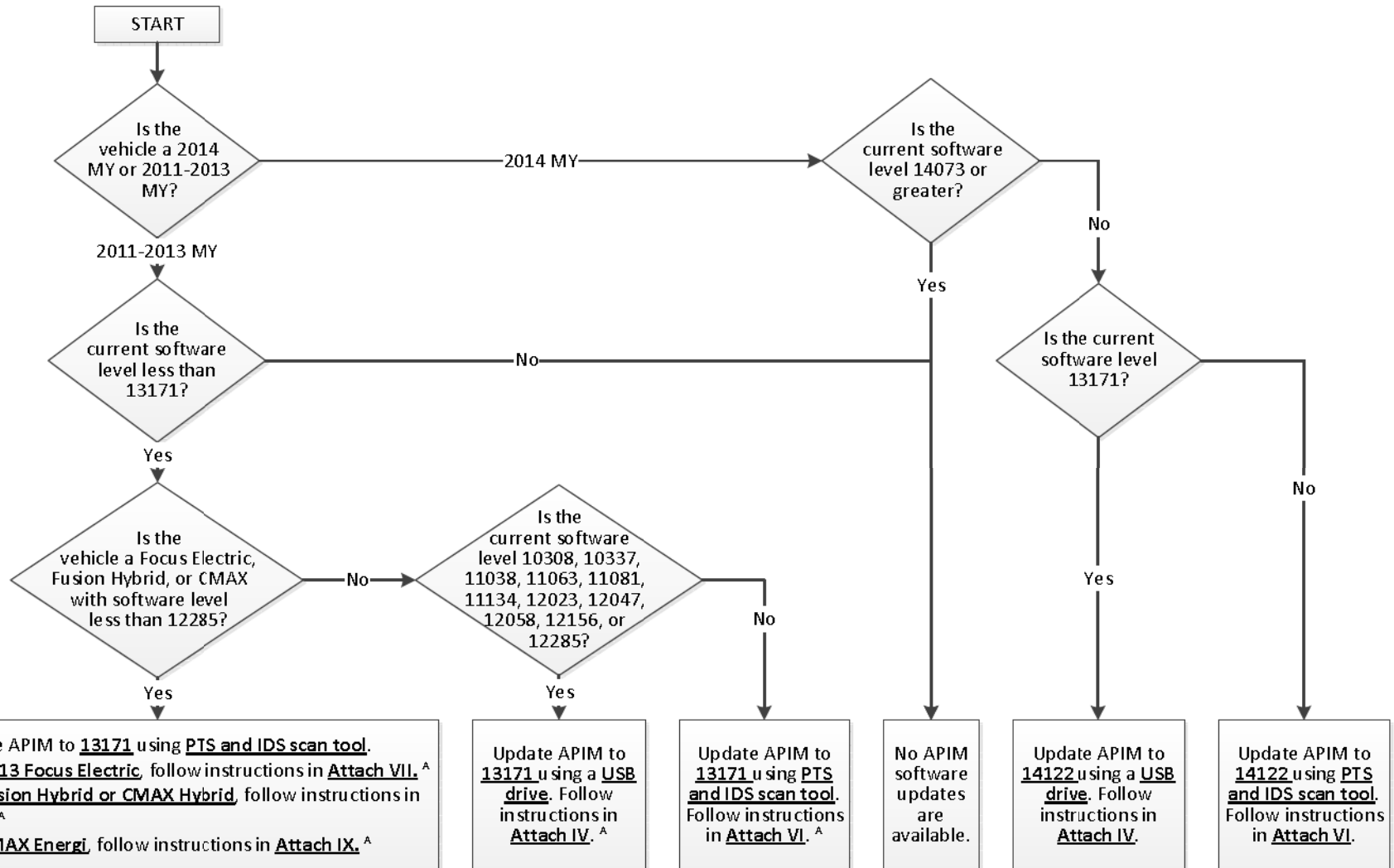
Verify The Vehicle APIM Software Level

1. Determine the vehicle's current Accessory Protocol Interface Module (APIM) software level (CCPU/CIP level). See Figure 1.
 - a. On the Front Display Interface Module (FDIM), select "Menu" then select "Help".
 - b. Select "System Information".
 - c. Note the last five digits of the CCPU/CIP#. See Figure 1.

NOTE: Refer to the flow chart on Page 2 for available updates and repair criteria.



FIGURE 1



^A Vehicles which display an SD Card fault after programming may require replacement of the Navigation Map SD Card. Replacement Navigation Map SD Cards require prior approval from the Special Service Support Center at 1-800-325-5621.



NEW ! Accessory Protocol Interface Module (APIM) Reprogramming Using USB Drive

NOTE: Before attempting this procedure, refer to the Software Verification procedure and Flow Chart in Attachment III to ensure that the correct software calibration and programming procedure is used.

NOTE: Refer to Attachment V for instructions on updating a USB drive with the correct version of software based on the results of the Software Verification and Flow Chart in Attachment III.

NOTE: If the MyFord/MyLincoln Touch™ system is unresponsive, inoperative, or if the vehicle software update was unsuccessful, perform normal Workshop Manual (WSM) diagnostic procedures. If WSM diagnostics identify the APIM as the causal part of a concern, replace the APIM. For additional information, refer to WSM, Section 415-00.

1. Starting with the 2013 Model Year, push button start vehicles equipped with the Automatic Engine Idle Shutdown (AEIS) feature will need this feature disabled through the left hand instrument cluster display to have uninterrupted reprogramming. To disable this feature perform the following:

- a. Select "Settings".
- b. Select "Vehicle".
- c. If equipped, locate the "Auto Engine Off" setting and select "OFF".

NOTE: The AEIS will automatically reset to "ON" after the next key cycle.

USB Reflash Procedure

Reprogramming Notes

- The installation may take up to 30 minutes.
- The vehicle must be running and in "Park" with the park brake applied, when you begin the installation process.
- Do not remove the flash drive or turn off the vehicle until the installation process has completed.
- During the reflash process, the system may verbally notify you that portions of the reflash process are complete.
- The reflash process is completed after the "Installation Complete!" message appears and "OK" is pressed on the center screen.

NOTE: The reprogramming procedure can take up to 30 minutes. Do not remove the USB drive or turn the vehicle off, until the "Installation Complete!" screen appears.



- NOTE:** This installation procedure may cause the system to reboot several times and/or cause the screen to go dark/blank for a period of time, this is normal. The USB drive needs to remain installed during this time and should not be removed until the "Installation Complete!" screen appears.



FIGURE 1

4. After the installation starts, a verbal and onscreen message will confirm that the installation is about to start, tap "OK". See Figure 2.



FIGURE 2

5. During the reprogramming process a series of screens may appear and/or the system will reboot with a blank screen. See Figures 3, 4, and 5.



FIGURE 3



FIGURE 4



FIGURE 5



6. When the programming is completed, a screen stating the software update was successful will appear, tap "OK". See Figure 6.

- **DO NOT** remove the USB flash drive.



FIGURE 6

7. When the "Installation Complete!" screen appears tap "OK". See Figure 7.



FIGURE 7

NOTE: The entire upgrade is complete when you see an "Installation Complete!" message and you press "OK" on the center screen or when the home screen appears.

8. Remove the USB drive from the vehicle's USB port.



Vehicles Equipped With Navigation

NOTE: If an SD Card fault appears on the screen after the reprogramming procedure completes, the vehicle may contain an early level Navigation Map SD Card. Replacement of the SD Card requires prior approval from the Special Service Support Center (1-800-325-5621).

All Vehicles

NOTE: If the MyFord Touch® system is unresponsive, inoperative, or if the vehicle software update was unsuccessful, perform normal WSM diagnostic procedures. If WSM diagnostics identify the APIM as the causal part of a concern, replace the APIM. For additional information, refer to WSM, Section 415-00.

9. Notify the customer that they may need to re-establish their MyFord® mobile account.



Customer Satisfaction Program 12M02 - Supplement #2

Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

Instructions for Updating a USB Drive with the Correct APIM Software Level

Minimum 2 gigabyte (GB) USB drive required. USB drives previously provided for FSAs 11A02 and 11A03 are preferred for compatibility. This procedure will clear any saved data stored on the USB flash drive. Save any important data stored on the USB drive to another location prior to starting this procedure.

NOTE: Prior to updating a USB drive, be sure that the correct software level is chosen for the vehicle. Refer to Attachment III.

1. Format the USB Drive.
 - a. Insert USB Flash drive into computer.
 - b. From Windows start button or desktop, select my computer.
 - c. Right click on the USB drive/temporary disk.
 - d. Select "Format".
 - e. Under File System, select "FAT32".
 - f. Under Allocation Unit Size, select Default allocation size.
 - g. Under Format Options, select "Quick Format".
 - h. Select "start" to reformat.
 - i. Select "OK", for pop up warning, "Reformatting will erase all data stored on this disk."
 - j. Close all open pop-up windows once complete.
 - k. Tag the USB Drive to identify the new software level it will contain (i.e., "13171" or "14122").
2. **New!** *Download the software. A hard wired internet connection is recommended.*
 - a. *Select the correct software level.*
 - i. *For certain 2011 through 2013 model year vehicles, select the link below for software level 13171:* <http://www.syncmyride.com/syncmedia/swparts/Gen2v361build13171serviceNARev1.exe>
 - ii. *For certain 2014 model year vehicles, select the link below for software level 14122:* <http://syncmediaproduct.blob.core.windows.net/swparts/Gen2v3713build14122serviceNARev3.exe>
 - b. A download pop-up window will appear with selections "Run, Save, or Cancel". Select "Save".
 - c. A "Save-As" pop up window will appear. Choose a folder on your computer to save the file temporarily.
 - d. Select "Save".
 - e. When the "Download Complete" pop up window appears, select "Open folder".
 - f. The file will be highlighted. Double click on the file.
 - g. A download warning may appear. If so, agree to continue by choosing "Yes", "OK", or "Run".
 - h. An extract pop up window will appear. The extract destination to the USB drive will need to be selected.
 - i. To browse for the USB drive, select the button with three dots located to the right of the pop up window.
 - ii. Scroll down and select "Computer"
 - iii. Select the USB drive/removable disk and click "OK". USB drives previously provided for FSA 11A02 and 11A03 will be titled "SYNC".
 - i. Select Extract.
 - j. Confirm USB drive contents. Select USB drive located under "My Computer". A folder named "SyncMyRide" and two files (autoinstall.lst and DONTINDEX.msa) will be present on the USB drive; it is now ready for the USB upgrade procedure located in Attachment IV.

NEW ! Accessory Protocol Interface Module (APIM) Reprogramming Using PTS and IDS Scan Tool

NOTE: Before attempting this procedure, refer to the Software Verification procedure and Flow Chart in Attachment III to ensure that the correct software calibration and programming procedure is used.

NOTE: Use this procedure to update the APIM and any installed applications to the latest level.

NOTE: A blank USB flash drive with a minimum storage size of 2 gigabyte (GB) will be required for this procedure (obtain locally).

NOTE: Some programming files are large (greater than 2 gigabytes). It is important that the scan tool have enough available hard drive free space to accommodate the programming file download. If a "Disk Space Error" is received, additional free space must be created on the hard drive.

NOTE:

- To prevent timeout errors and to minimize programming time, a hardwired internet connection is strongly recommended when programming.
- During programming, the vehicle display may go blank momentarily.
- Make sure the scan tool is plugged into a power supply due to the length of programming time.
- The IDS program must be closed before attempting to perform this procedure.

1. Connect a battery charger to the vehicle.

- When connecting the charger, the negative battery charger lead must be connected to a clean chassis ground, not the negative battery post.

2. Place the ignition in the "RUN" position, "ON" for Intelligent Access (IA) vehicles.

3. Connect the scan tool and Vehicle Communication Module (VCM) to the vehicle.

4. Open Internet Explorer on the scan tool and go to the technician service publication web site. On the OASIS tab, select "Read VIN & DTCs", and select "Go".

5. **NOTE:** This procedure will clear all CMDTCs. The DTCs must be recorded now if other diagnoses are to be performed after this procedure.

Select Toolbox from the technician service publication web site to retrieve and record all CMDTCs.

6. **NOTE:** If unable to complete programming because the operation stops or errors are received, the web browser settings may need to be configured. Refer to "Software Programming v1.1" on the technician service publication web site "Service Tips" tab.

From the OASIS tab, select the "SYNC" button. The Last Recorded State — Software is displayed.



7. Scroll to the bottom of the screen, select "Standard" and click the "Read SYNC" button to compare the current APIM VIP, CIP, and application software levels to the last reported state in the Ford online database.

- After the compare is performed, the scan tool automatically selects software for programming. Applications with check marks next to them indicate the APIM already has the latest level installed (no re-installation required).
- Depending on the software level required, the scan tool automatically selects either the Service Pack or Full Flash programming method.
- Verify appropriate applications are selected, if equipped. See Figure 1.

Applications				
Install	Uninstall	Part #	Version	Description
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-DA	Gen2 - V1.0	SERVICE PROVISIONING. ONLY SELECT WHEN A NEW MODULE IS INSTALLED.
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-FB	Gen2 - V1.1	App to correct modules that report null ESN
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-BD	Gen2 - V1.3	TDI and VHR Application.
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-DD	Gen2 - V1.3	Emergency Assistance application (911Assist).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-FD	Gen2 - V1.3	Geo-Fencing application (ONLY SELECT IF THE VEHICLE IS IN EUROPE AND EMERGENCY ASSISTANCE IS BEING INSTALLED).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-AK	Gen2 - V1.9	8" Ford Graphics Pack (ONLY SELECT FOR A FORD VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-BK	Gen2 - V2.23	8" Lincoln Graphics Pack (ONLY SELECT FOR A LINCOLN VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-MC	Gen2 - V1.4	Custom Animation application (FOR FORD F-150 RAPTOR VEHICLES ONLY).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-AL	Gen2 - V1.23	English (US) Language Pack (ONLY SELECT IF THE VEHICLE IS IN NORTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-HK	Gen2 - V8.12	South American Language Pack (ONLY SELECT IF THE VEHICLE IS IN SOUTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-JE	Gen2 - V1.4	Chinese Mandarin Language Pack (ONLY SELECT IF THE VEHICLE IS IN CHINA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F657-AN	Gen2 - V1.24	Global Navigation Application
<input type="checkbox"/>	<input type="checkbox"/>	EA5T-14D546-AMA	Gen2 - V1.0	Ambient Light Settings Restore.

FIGURE 1



8. **NOTE:** Only applications on a flash drive may be loaded to the APIM through the media hub.

Remove the media hub. For additional information, refer to Workshop Manual (WSM) Section 415-00.

9. **NOTE:** Do not disconnect the scan tool or cable from the APIM during programming unless directed by the scan tool on-screen prompts.

Connect the CCMSYNC-KIT between the scan tool USB port and the vehicle USB cable.

10. **NOTE:** Scan tools that have never been used to program SYNC may encounter a Hardware Wizard pop-up requesting a "WMA SBOOT" driver installation. If this request is encountered, install the driver and click the scan tool retry button to continue programming.

Select the "Program SYNC" button to begin the APIM programming process.

- When prompted by the scan tool, disconnect the battery charger, start the engine, and select OK. Once OK is selected, do not interrupt this step (which may take up to 20 minutes or longer).
- The updates are downloaded to the scan tool or to the USB flash drive.

11. **NOTE:** If the scan tool does not have an available USB port, the cable from the CCMSYNC-KIT can be unplugged at this time to make room for the USB flash drive. Do **not** disconnect the VCM from the scan tool.

Connect the USB flash drive to the scan tool and follow the on-screen instructions for downloading service packs and applications onto the USB flash drive.

- This step may take up to 20 minutes or longer.

12. **NOTE:** If the media hub was removed, install it before connecting the USB flash drive to the vehicle. For additional information, refer to WSM Section 415-00.

When prompted by the scan tool, remove the USB flash drive and connect it to the media hub in order to install the applications into the APIM.

- The update should start automatically, and may take up to 20 minutes or longer once begun.
- It is normal for the APIM to reset during this step.

13. Once scan tool programming and USB flash drive programming are complete, re-install the flash drive into the scan tool and select "OK" to report software installation to the Ford online database.



14. Recalibrate the touchscreen by following the scan tool prompts or the steps below.
 - a. While in AM/FM mode, press and hold the EJECT button, and within 1 second, press the SEEK UP button.
 - b. Press and hold SEEK DOWN to enter Touch Screen Calibration.
 - c. Touch the touch points (a stylus is not required) as instructed by the touchscreen.
 - d. To accept the new settings, touch anywhere on the screen once "Press the Enter key to accept the new settings" is displayed.
15. Clear all CMDTCs.

Vehicles Equipped With Navigation

NOTE: If an SD Card fault appears on the screen after the reprogramming procedure completes, the vehicle may contain an early level Navigation Map SD Card. Replacement of the SD Card requires prior approval from the Special Service Support Center (1-800-325-5621).

All Vehicles

NOTE: If the MyFord Touch® system is unresponsive, inoperative, or if the vehicle software update was unsuccessful, perform normal WSM diagnostic procedures. If WSM diagnostics identify the APIM as the causal part of a concern, replace the APIM. For additional information, refer to WSM, Section 415-00.

16. Notify the customer that they may need to re-establish their MyFord® mobile account.



**NEW ! CERTAIN 2012-2013 MODEL YEAR FOCUS ELECTRIC VEHICLES —
REPROGRAMMING USING PTS AND IDS SCAN TOOL**

NOTE: Before attempting this procedure, refer to the Software Verification procedure and Flow Chart in Attachment III to ensure that the correct software calibration and programming procedure is used.

If directed by the Flow Chart in Attachment III, dealers are to perform the following in the order listed below, using IDS 86.04 or higher:

- Telematic Control Unit Module (TCU) - Reprogram using IDS 86.04 or higher.
 - Certain vehicles, which are listed in Attachment X, will require TCU replacement.
- PCM - Reprogram using IDS 86.04 or higher.
- APIM - Reprogram using IDS to BD/13171/V3.6.2.

SERVICE PROCEDURE

Important Information for Module Programming

NOTE: When programming or reprogramming 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 IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, 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 IDS/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 Reprogramming

1. Certain vehicles, which are listed within Attachment X, will require TCU replacement.

- If the VIN **is listed** within Attachment X, proceed to Step 2.
- If the VIN **is not listed** within Attachment X, proceed to Step 3.

IMPORTANT: The TCU WSM procedure contains steps for Programmable Module Installation (PMI). These steps must be followed to properly install the *new* TCU.

2. If the VIN is listed within Attachment X, replace the TCU. Refer to Workshop Manual (WSM) Section 415-00. After TCU replacement proceed to Step 4.

NOTE: If a master reset is not performed the vehicle will not have full system functionality.

3. Perform the SYNC/MyTouch Master Reset.

- a. Select the "Settings/Gear" icon.
- b. Select "Settings".
- c. Select "System".
- d. Select "Master Reset" and then "Yes" then "Yes" to start the reset procedure.

NOTE: You must scroll down on Select System screen to see the Master Reset option.

4. **NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

NOTE: If the MyFord® Mobile system prompts for user permissions select "Allow".

Connect battery charger to the 12v battery. For additional information, refer to WSM Section 414-01.



5. Reprogram the following modules to the latest software level in the order instructed below, using IDS 86.04 or higher:

- TCU - Reprogram using IDS 86.04 or higher.
 - The TCU is unique from other modules and may need to be reprogrammed more than once to reach the latest software level. The TCU can only be updated one software level at a time. If the TCU needs a second reprogramming, the following message may appear on IDS. See Figure 1a.
 - TCU programming is not complete until "The TCU is now at the latest software level" is displayed. See Figure 1b.
 - **After reprogramming the TCU, turn the ignition "OFF", open/close the door, and wait for 30 seconds, this will force the vehicle into sleep mode. After the vehicle enters sleep mode, turn the ignition "ON" and wait 30 seconds.**
- PCM - Reprogram using IDS 86.04 or higher.
 - If the PCM is not reprogrammed before the APIM, BD/13171/V3.6.2 will not be shown as an option in PTS.
- APIM - Follow the "SYNC Module (APIM) Custom Programming" procedure to reprogram the APIM to BD/13171/V3.6.2. For additional information, refer to WSM Section 415-00.

NOTE: Calibration files may also be obtained at www.motorcraft.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedures.

**The TCU has been updated, but it is not yet at the latest software level.
Run module reprogramming on the TCU again to update it to the latest software level.**

FIGURE 1a

The TCU is now at the latest software level.

FIGURE 1b



NOTE: When prompted to manually select vehicle applications, select only the applications that are applicable to the vehicle. See Figure 2.

Applications				
Install	Uninstall	Part #	Version	Description
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-DA	Gen2 - V1.0	SERVICE PROVISIONING. ONLY SELECT WHEN A NEW MODULE IS INSTALLED.
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-FB	Gen2 - V1.1	App to correct modules that report null ESN
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-BD	Gen2 - V1.3	TDI and VHR Application.
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-DD	Gen2 - V1.3	Emergency Assistance application (911Assist).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-FD	Gen2 - V1.3	Geo-Fencing application (ONLY SELECT IF THE VEHICLE IS IN EUROPE AND EMERGENCY ASSISTANCE IS BEING INSTALLED).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-AK	Gen2 - V1.9	8" Ford Graphics Pack (ONLY SELECT FOR A FORD VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-BK	Gen2 - V2.23	8" Lincoln Graphics Pack (ONLY SELECT FOR A LINCOLN VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-MC	Gen2 - V1.4	Custom Animation application (FOR FORD F-150 RAPTOR VEHICLES ONLY).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-AL	Gen2 - V1.23	English (US) Language Pack (ONLY SELECT IF THE VEHICLE IS IN NORTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-HK	Gen2 - V8.12	South American Language Pack (ONLY SELECT IF THE VEHICLE IS IN SOUTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-JE	Gen2 - V1.4	Chinese Mandarin Language Pack (ONLY SELECT IF THE VEHICLE IS IN CHINA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F657-AN	Gen2 - V1.24	Global Navigation Application
<input type="checkbox"/>	<input type="checkbox"/>	EA5T-14D546-AMA	Gen2 - V1.0	Ambient Light Settings Restore.

FIGURE 2

NOTE: Touchscreen calibration is required after reprogramming the APIM. After the reprogram procedure completes, a "Tick" button will appear on the bottom left of the IDS screen (this may require scrolling to the bottom of the page to view).

Vehicles Equipped With Navigation

NOTE: If an SD Card fault appears on the screen after the reprogramming procedure completes, the vehicle may contain an early level Navigation Map SD Card. Replacement of the SD Card requires prior approval from the Special Service Support Center (1-800-325-5621).

All Vehicles

NOTE: If the MyFord Touch® system is unresponsive, inoperative, or if the vehicle software update was unsuccessful, perform normal WSM diagnostic procedures. If WSM diagnostics identify the APIM as the causal part of a concern, replace the APIM. For additional information, refer to WSM, Section 415-00.

6. Notify the customer that they may need to re-establish their MyFord® mobile account.



Recovering a PCM when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
4. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



**NEW ! CERTAIN 2013 MODEL YEAR FUSION HYBRID AND C-MAX HYBRID VEHICLES —
REPROGRAMMING USING PTS AND IDS SCAN TOOL**

SERVICE PROCEDURE

NOTE: Before attempting this procedure, refer to the Software Verification procedure and Flow Chart in Attachment III to ensure that the correct software calibration and programming procedure is used.

If directed by the Flow Chart in Attachment III, dealers are to perform the following in the order listed below, using IDS 86.04 or higher:

NOTE: The Powertrain Control Module (PCM) must be reprogrammed before reprogramming the SYNC Module (APIM).

- PCM - Reprogram using IDS 86.04 or higher.
- APIM - Reprogram using IDS to BD/13171/V3.6.2.

Important Information for Module Programming

NOTE: When programming or reprogramming 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 IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, 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 IDS/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 Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect battery charger to the 12v battery. For additional information, refer to Workshop Manual (WSM) Section 414-01.



2. Reprogram the following modules to the latest software level in the order instructed below, using IDS 86.04 or higher:

- PCM - Reprogram using IDS 86.04 or higher.
 - If the PCM is not reprogrammed before the APIM, BD/13171/V3.6.2 will not be shown as an option in PTS.
- APIM - Follow the "SYNC Module (APIM) Custom Programming" procedure to reprogram the APIM to BD/13171/V3.6.2. For additional information, refer to WSM Section 415-00.

NOTE: Calibration files may also be obtained at www.motorcraft.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

NOTE: When prompted to manually select vehicle applications, select only the applications that are applicable to the vehicle. See Figure 1.

Applications				
Install	Uninstall	Part #	Version	Description
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-DA	Gen2 - V1.0	SERVICE PROVISIONING. ONLY SELECT WHEN A NEW MODULE IS INSTALLED.
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-FB	Gen2 - V1.1	App to correct modules that report null ESN
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-BD	Gen2 - V1.3	TDI and VHR Application.
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-DD	Gen2 - V1.3	Emergency Assistance application (911Assist).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-FD	Gen2 - V1.3	Geo-Fencing application (ONLY SELECT IF THE VEHICLE IS IN EUROPE AND EMERGENCY ASSISTANCE IS BEING INSTALLED).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-AK	Gen2 - V1.9	8" Ford Graphics Pack (ONLY SELECT FOR A FORD VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-BK	Gen2 - V2.23	8" Lincoln Graphics Pack (ONLY SELECT FOR A LINCOLN VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-MC	Gen2 - V1.4	Custom Animation application (FOR FORD F-150 RAPTOR VEHICLES ONLY).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-AL	Gen2 - V1.23	English (US) Language Pack (ONLY SELECT IF THE VEHICLE IS IN NORTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-HK	Gen2 - V8.12	South American Language Pack (ONLY SELECT IF THE VEHICLE IS IN SOUTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-JE	Gen2 - V1.4	Chinese Mandarin Language Pack (ONLY SELECT IF THE VEHICLE IS IN CHINA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F657-AN	Gen2 - V1.24	Global Navigation Application
<input type="checkbox"/>	<input type="checkbox"/>	EA5T-14D546-AMA	Gen2 - V1.0	Ambient Light Settings Restore.

FIGURE 1

NOTE: Touchscreen calibration is required after reprogramming the APIM. After the reprogram procedure completes, a "Tick" button will appear on the bottom left of the IDS screen (this may require scrolling to the bottom of the page to view).



Vehicles Equipped With Navigation

NOTE: If an SD Card fault appears on the screen after the reprogramming procedure completes, the vehicle may contain an early level Navigation Map SD Card. Replacement of the SD Card requires prior approval from the Special Service Support Center (1-800-325-5621).

All Vehicles

NOTE: If the MyFord Touch® system is unresponsive, inoperative, or if the vehicle software update was unsuccessful, perform normal WSM diagnostic procedures. If WSM diagnostics identify the APIM as the causal part of a concern, replace the APIM. For additional information, refer to WSM, Section 415-00.

3. Notify the customer that they may need to re-establish their MyFord® mobile account.

Recovering a PCM when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
4. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



**NEW ! CERTAIN 2013 MODEL YEAR C-MAX ENERGI VEHICLES — REPROGRAMMING
USING PTS AND IDS SCAN TOOL**

SERVICE PROCEDURE

NOTE: Before attempting this procedure, refer to the Software Verification procedure and Flow Chart in Attachment III to ensure that the correct software calibration and programming procedure is used.

If directed by the Flow Chart in Attachment III, dealers are to perform the following in the order listed below, using IDS 86.04 or higher:

- Telematic Control Unit Module (TCU) - TCU reprogramming is not required however, certain vehicles which are listed in Attachment X will require TCU replacement.
- PCM - Reprogram using IDS 86.04 or higher.
- APIM - Reprogram using IDS to BD/13171/V3.6.2.

Important Information for Module Programming

NOTE: When programming or reprogramming 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 IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, 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 IDS/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 Reprogramming

1. Certain vehicles, which are listed within Attachment X, will require TCU replacement.

- If the VIN **is listed** within Attachment X, proceed to Step 2.
- If the VIN **is not listed** within Attachment X, proceed to Step 3.

IMPORTANT: The TCU WSM procedure contains steps for Programmable Module Installation (PMI). These steps must be followed to properly install the *new* TCU.

2. If the VIN is listed within Attachment X, replace the TCU. Refer to Workshop Manual (WSM) Section 415-00.

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

NOTE: If the MyFord® Mobile system prompts for user permissions select "Allow".

3. Connect battery charger to the 12v battery. For additional information, refer to WSM Section 414-01.



4. Reprogram the following modules to the latest software level in the order instructed below, using IDS 86.04 or higher:

- PCM - Reprogram using IDS 86.04 or higher.
 - If the PCM is not reprogrammed before the APIM, BD/13171/V3.6.2 will not be shown as an option in PTS.
- APIM - Follow the "SYNC Module (APIM) Custom Programming" procedure to reprogram the APIM to BD/13171/V3.6.2. For additional information, refer to WSM Section 415-00.

NOTE: Calibration files may also be obtained at www.motorcraft.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedures.

NOTE: When prompted to manually select vehicle applications, select only the applications that are applicable to the vehicle. See Figure 1.

Applications				
Install	Uninstall	Part #	Version	Description
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-DA	Gen2 - V1.0	SERVICE PROVISIONING. ONLY SELECT WHEN A NEW MODULE IS INSTALLED.
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-FB	Gen2 - V1.1	App to correct modules that report null ESN
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-BD	Gen2 - V1.3	TDI and VHR Application.
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-DD	Gen2 - V1.3	Emergency Assistance application (911Assist).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-FD	Gen2 - V1.3	Geo-Fencing application (ONLY SELECT IF THE VEHICLE IS IN EUROPE AND EMERGENCY ASSISTANCE IS BEING INSTALLED).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-AK	Gen2 - V1.9	8" Ford Graphics Pack (ONLY SELECT FOR A FORD VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-BK	Gen2 - V2.23	8" Lincoln Graphics Pack (ONLY SELECT FOR A LINCOLN VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-MC	Gen2 - V1.4	Custom Animation application (FOR FORD F-150 RAPTOR VEHICLES ONLY).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-AL	Gen2 - V1.23	English (US) Language Pack (ONLY SELECT IF THE VEHICLE IS IN NORTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-HK	Gen2 - V8.12	South American Language Pack (ONLY SELECT IF THE VEHICLE IS IN SOUTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-JE	Gen2 - V1.4	Chinese Mandarin Language Pack (ONLY SELECT IF THE VEHICLE IS IN CHINA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F657-AN	Gen2 - V1.24	Global Navigation Application
<input type="checkbox"/>	<input type="checkbox"/>	EA5T-14D546-AMA	Gen2 - V1.0	Ambient Light Settings Restore.

FIGURE 1

NOTE: Touchscreen calibration is required after reprogramming the APIM. After the reprogram procedure completes, a "Tick" button will appear on the bottom left of the IDS screen (this may require scrolling to the bottom of the page to view).



Vehicles Equipped With Navigation

NOTE: If an SD Card fault appears on the screen after the reprogramming procedure completes, the vehicle may contain an early level Navigation Map SD Card. Replacement of the SD Card requires prior approval from the Special Service Support Center (1-800-325-5621).

All Vehicles

NOTE: If the MyFord Touch® system is unresponsive, inoperative, or if the vehicle software update was unsuccessful, perform normal WSM diagnostic procedures. If WSM diagnostics identify the APIM as the causal part of a concern, replace the APIM. For additional information, refer to WSM, Section 415-00.

5. Notify the customer that they may need to re-establish their MyFord® mobile account.

Recovering a PCM when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
4. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



Customer Satisfaction Program 12M02 - Supplement #2

Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

Use the following to identify the VINs that require replacement of the Telematics Control Unit (TCU).

To search for a VIN:

- In Adobe Reader menu, click "EDIT", then click "FIND", then insert the complete VIN or the last 6 characters, then press ENTER, *Or*
- Press Ctrl and F simultaneously, then insert the complete VIN or the last 6 characters, then press ENTER.

C-MAX Energi VINs
1FADP5CU0DL500100
1FADP5CU0DL500193
1FADP5CU0DL500212
1FADP5CU0DL500243
1FADP5CU0DL503823
1FADP5CU1DL500090
1FADP5CU1DL500199
1FADP5CU1DL500204
1FADP5CU1DL500218
1FADP5CU1DL500221
1FADP5CU1DL503328
1FADP5CU1DL503331
1FADP5CU1DL507539
1FADP5CU1DL507704
1FADP5CU2DL500096
1FADP5CU2DL509364
1FADP5CU3DL500088
1FADP5CU3DL500110
1FADP5CU3DL500219
1FADP5CU3DL500222
1FADP5CU3DL500236
1FADP5CU3DL503329
1FADP5CU4DL500083
1FADP5CU4DL500097
1FADP5CU4DL500200
1FADP5CU4DL500214
1FADP5CU5DL500089
1FADP5CU5DL500108
1FADP5CU5DL500190
1FADP5CU5DL500206

C-MAX Energi VINs
1FADP5CU5DL500223
1FADP5CU5DL500237
1FADP5CU5DL500240
1FADP5CU6DL500148
1FADP5CU6DL500179
1FADP5CU6DL500196
1FADP5CU6DL500215
1FADP5CU6DL503342
1FADP5CU7DL500093
1FADP5CU7DL500109
1FADP5CU7DL500238
1FADP5CU7DL503818
1FADP5CU8DL500149
1FADP5CU8DL500183
1FADP5CU8DL500197
1FADP5CU8DL500216
1FADP5CU8DL503827
1FADP5CU8DL503830
1FADP5CU9DL500192
1FADP5CU9DL500208
1FADP5CU9DL500239
1FADP5CU9DL500242
1FADP5CU9DL503822
1FADP5CU9DL507708
1FADP5CUXDL500086
1FADP5CUXDL500203
1FADP5CUXDL500217
1FADP5CUXDL503330
1FADP5CUXDL500220

Customer Satisfaction Program 12M02 - Supplement #2

Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

Focus Electric VINs
1FADP3R43DL100009
1FAHP3R41CL263659
1FADP3R4XDL100010
1FAHP3R41CL263662
1FAHP3R40CL208135
1FAHP3R41CL263676
1FAHP3R40CL237893
1FAHP3R41CL333807
1FAHP3R40CL237909
1FAHP3R41CL333824
1FAHP3R40CL237912
1FAHP3R42CL237894
1FAHP3R40CL237926
1FAHP3R42CL237913
1FAHP3R40CL237943
1FAHP3R42CL237927
1FAHP3R40CL239613
1FAHP3R42CL237930
1FAHP3R40CL258789
1FAHP3R42CL237944
1FAHP3R40CL263636
1FAHP3R42CL263637
1FAHP3R40CL263667
1FAHP3R42CL263640
1FAHP3R40CL263670
1FAHP3R42CL263668
1FAHP3R40CL274832
1FAHP3R42CL263671
1FAHP3R40CL333801
1FAHP3R42CL333802
1FAHP3R40CL333829
1FAHP3R42CL333833
1FAHP3R40CL333832
1FAHP3R43CL237905
1FAHP3R41CL217829
1FAHP3R43CL237919
1FAHP3R41CL237899

Focus Electric VINs
1FAHP3R43CL263632
1FAHP3R41CL237949
1FAHP3R43CL263646
1FAHP3R41CL237952
1FAHP3R43CL263663
1FAHP3R41CL258798
1FAHP3R43CL263677
1FAHP3R41CL263628
1FAHP3R43CL263680
1FAHP3R41CL263631
1FAHP3R43CL333811
1FAHP3R41CL263645
1FAHP3R43CL333825
1FAHP3R44CL208137
1FAHP3R46CL237946
1FAHP3R44CL237895
1FAHP3R46CL258795
1FAHP3R44CL237914
1FAHP3R46CL263625
1FAHP3R44CL237928
1FAHP3R46CL263639
1FAHP3R44CL237931
1FAHP3R46CL263642
1FAHP3R44CL237945
1FAHP3R46CL263673
1FAHP3R44CL258794
1FAHP3R46CL333799
1FAHP3R44CL263638
1FAHP3R46CL333804
1FAHP3R44CL263641
1FAHP3R46CL333821
1FAHP3R44CL263669
1FAHP3R47CL208133
1FAHP3R44CL263672
1FAHP3R47CL237891
1FAHP3R44CL333798
1FAHP3R47CL237907

Focus Electric VINs
1FAHP3R45CL237906
1FAHP3R47CL258787
1FAHP3R45CL237937
1FAHP3R47CL263634
1FAHP3R45CL237940
1FAHP3R47CL263648
1FAHP3R45CL263633
1FAHP3R47CL263651
1FAHP3R45CL263647
1FAHP3R47CL263665
1FAHP3R45CL263650
1FAHP3R47CL263682
1FAHP3R45CL263664
1FAHP3R47CL333813
1FAHP3R45CL263678
1FAHP3R47CL333830
1FAHP3R45CL263681
1FAHP3R48CL208092
1FAHP3R45CL333812
1FAHP3R48CL237897
1FAHP3R45CL333826
1FAHP3R48CL237902
1FAHP3R46CL208091
1FAHP3R48CL237916
1FAHP3R46CL237896
1FAHP3R48CL237933
1FAHP3R46CL237901
1FAHP3R48CL237947
1FAHP3R46CL237915
1FAHP3R48CL237950
1FAHP3R46CL237929
1FAHP3R48CL258796
1FAHP3R46CL237932
1FAHP3R48CL258930
1FAHP3R48CL263626
1FAHP3R4XCL263627
1FAHP3R48CL263643

Customer Satisfaction Program 12M02 - Supplement #2
Certain 2011-2014 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module Software and Hardware

Focus Electric VINs
1FAHP3R43CL237922
1FAHP3R41CL237904
1FAHP3R43CL237936
1FAHP3R41CL237918
1FAHP3R43CL237953
1FAHP3R41CL237921
1FAHP3R43CL263629
1FAHP3R41CL237935
1FAHP3R48CL333836
1FAHP3R4XCL263675
1FAHP3R48CL333822
1FAHP3R4XCL333823
1FAHP3R49CL208134
1FAHP3R49CL237892
1FAHP3R49CL237908
1FAHP3R49CL237911
1FAHP3R49CL237925
1FAHP3R49CL237939

Focus Electric VINs
1FAHP3R44CL333803
1FAHP3R47CL237910
1FAHP3R44CL333820
1FAHP3R47CL237924
1FAHP3R44CL333834
1FAHP3R47CL237938
1FAHP3R45CL237890
1FAHP3R47CL237941
1FAHP3R49CL237942
1FAHP3R49CL258788
1FAHP3R49CL263635
1FAHP3R49CL263652
1FAHP3R49CL263666
1FAHP3R49CL274831
1FAHP3R49CL333795
1FAHP3R49CL333828
1FAHP3R49CL333831
1FAHP3R4XCL217828

Focus Electric VINs
1FAHP3R4XCL263630
1FAHP3R48CL263660
1FAHP3R4XCL263644
1FAHP3R48CL263674
1FAHP3R4XCL263661
1FAHP3R48CL333805
1FAHP3R45CL237937
1FAHP3R4XCL333806
1FAHP3R4XCL237898
1FAHP3R4XCL237903
1FAHP3R4XCL237917
1FAHP3R4XCL237920
1FAHP3R4XCL237934
1FAHP3R4XCL237948
1FAHP3R4XCL237951
1FAHP3R4XCL258797
1FAHP3R4XCL258931



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

December 2014

Customer Satisfaction Program 12M02
Programa de satisfacción del cliente 12M02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 12M02) for your vehicle with the VIN shown above.

Why are you receiving this notice?

Although your vehicle's SYNC with MyFord Touch® is likely functioning just fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the coverage on the Accessory Protocol Interface Module (APIM). The APIM is a key component in your vehicle's SYNC system.

For Ford vehicles, the APIM coverage is extended to a total of **five** years from the warranty start date, regardless of mileage, which exceeds the original warranty coverage provisions of your vehicle for this part. Coverage is automatically transferred to subsequent owners.

As a Ford owner, you'll also benefit from the **support.ford.com** website. This cutting-edge site can now be used as a one-stop shop to get questions answered, watch how-to videos, manage your SYNC account and a whole lot more. Online content can be accessed from all your devices (computer, tablet and phone). This means you can experience the latest SYNC enhancements without scheduling a service appointment with your dealer.

What will Ford and your dealer do?

In the future, if you experience any of the concerns below, and your vehicle is within the indicated time limitations, Ford Motor Company has authorized your dealer to repair your vehicle free of charge (parts and labor).

- You need dealer assistance to install software updates from **support.ford.com**
- Your vehicle's SYNC with MyFord Touch® exhibits symptoms which your dealer determines can be repaired by upgrading the APIM software
- Your vehicle's SYNC with MyFord Touch® exhibits symptoms which your dealer determines can be repaired by replacing the APIM

How long will it take?

If you choose to perform a software update using **support.ford.com** at home, the installation time is typically less than 45 minutes.

How long will it take? (continued)	<p>The time needed for your dealer to either update your vehicle's software or replace the APIM is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.</p>
What should you do?	<p>To be notified of future software updates, simply log in or register at support.ford.com to access your SYNC owner account, then click on your name to set up your Owner Profile Information in "Account Settings."</p> <p>You do not need to schedule a service appointment unless you are either having difficulty installing software updates from support.ford.com or your vehicle's SYNC with MyFord Touch[®] is inoperative. Please keep this letter as a reminder of this extended coverage.</p> <p>If it is necessary to schedule a service appointment, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle, which is printed near your name at the beginning of this letter, and request a service date for Customer Satisfaction Program 12M02.</p> <p>If you need assistance installing software updates, or your dealer determines that symptoms with your vehicle's SYNC system can be corrected by upgrading the software or replacing the APIM, and your vehicle is within the extended coverage period, your dealer will perform the required repair at no charge under this program.</p> <p>If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have questions regarding the operation of your MyFord Touch system, please visit us at support.ford.com or call 800-392-FORD.</p> <p>If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.</p> <p>RETAIL OWNERS: If you have questions or concerns, please contact our Customer Relationship Center at 1-866-436-7332, where one of our representatives will be happy to assist you. Or visit us at www.Fordowner.com.</p> <p>For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).</p> <p>Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.</p> <p>FLEET OWNERS: If you have questions or concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). Or you can contact us at www.fleet.ford.com.</p>

Thank you for your attention to this important matter, and remember to save this letter as a reminder of the extended coverage in case you need to take advantage of this program in the future.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

December 2014

Customer Satisfaction Program 12M02
Programa de satisfacción del cliente 12M02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At The Lincoln Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 12M02) for your vehicle with the VIN shown above.

Why are you receiving this notice?

Although your vehicle's SYNC with MyLincoln Touch® is likely functioning just fine, we are pleased to let you know that, for your peace of mind, The Lincoln Motor Company is extending the coverage on the Accessory Protocol Interface Module (APIM). The APIM is a key component in your vehicle's SYNC system. For Lincoln vehicles, the APIM coverage is extended to a total of six years from the warranty start date, regardless of mileage, which exceeds the original warranty coverage provisions of your vehicle for this part. Coverage is automatically transferred to subsequent owners.

As a Lincoln owner, you'll also benefit from the **support.lincoln.com** website. This cutting-edge site can now be used as a one-stop shop to get questions answered, watch how-to videos, manage your SYNC account and a whole lot more. Online content can be accessed from all your devices (computer, tablet and phone). This means you can experience the latest SYNC enhancements without scheduling a service appointment with your dealer.

What will Lincoln and your dealer do?

In the future, if you experience any of the concerns below, and your vehicle is within the indicated time limitations, The Lincoln Motor Company has authorized your dealer to repair your vehicle free of charge (parts and labor).

- You need dealer assistance to install software updates from **support.lincoln.com**
- Your vehicle's SYNC with MyLincoln Touch® exhibits symptoms which your dealer determines can be repaired by upgrading the APIM software
- Your vehicle's SYNC with MyLincoln Touch® exhibits symptoms which your dealer determines can be repaired by replacing the APIM

How long will it take?

If you choose to perform a software update using **support.lincoln.com** at home, the installation time is typically less than 45 minutes.

- How long will it take?**
(continued)
- The time needed for your dealer to either update your vehicle's software or replace the APIM 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 be notified of future software updates, simply log in or register at **support.lincoln.com** to access your SYNC owner account, then click on your name to set up your Owner Profile Information in "Account Settings."
- You do not need to schedule a service appointment unless you are either having difficulty installing software updates from **support.lincoln.com** or your vehicle's SYNC with MyLincoln Touch[®] is inoperative. Please keep this letter as a reminder of this extended coverage.
- If it is necessary to schedule a service appointment, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle, which is printed near your name at the beginning of this letter, and request a service date for Customer Satisfaction Program 12M02.
- If you need assistance installing software updates, or your dealer determines that symptoms with your vehicle's SYNC system can be corrected by upgrading the software or replacing the APIM, and your vehicle is within the extended coverage period, your dealer will perform the required repair at no charge under this program.
- If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.
- 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 questions regarding the operation of your MyLincoln Touch system, please visit us at **support.lincoln.com** or call **800-521-4140**.
- If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Lincolnowner.com.
- For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.
- FLEET OWNERS:** If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). Or you can contact us at www.fleet.ford.com.

Thank you for your attention to this important matter, and remember to save this letter as a reminder of the extended coverage in case you need to take advantage of this program in the future.

The Lincoln Motor Company