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

**SUBJECT:** **Optional Product Improvement Program 21G01 – Supplement #4**  
 Certain 2021 Model Year F-150 and Mustang Mach-E Vehicles with Ford Co-Pilot360™ Active 2.0 Prep Package (Includes Ford BlueCruise Prep Kit)  
 BlueCruise Module Programming

**REF:** **Optional Product Improvement Program 21G01 – Supplement #3**  
 Dated May 22, 2023  
**TSB: 22-2404** - Unable to Update Modules with USB - Module Recovery  
**TSB: 23-2040** - Driver Assistance Feature Concerns and/or IPMA DTCs  
**TSB: 22-2121** - Pro Trailer Backup Assist™ - System Is Not Available Message

**New! REASON FOR THIS SUPPLEMENT**

- **Program Terms:** This program has been extended until December 31, 2024.
- **Service Action:** Updates regarding Technical Information and Pick-Up and Delivery (PDL)
- **Claims Preparation and Submission:**
  - STST Competency 10 certification requirement for Technicians in the US market
  - PDL clarifications
- **Technical Information:** Updates, corrections, and steps added and removed

**New! PROGRAM TERMS**

This program has been extended until *December 31, 2024*. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	Dearborn	January 13, 2020 through July 22, 2021
		Kansas City	May 27, 2020 through October 7, 2021
Mustang Mach-E	2021	Cuautitlan	February 24, 2020 through July 7, 2021

US population of affected vehicles: 46,126. Affected vehicles are identified in OASIS.

## **REASON FOR THIS COMMUNICATION**

To inform you that Ford Motor Company is notifying vehicle owners of an optional product improvement program on the affected vehicles. This communication will help you answer customer questions. Customers of early-launch 2021 F-150 or 2021 Mustang Mach-E with Ford Co-Pilot360™ Active 2.0 Prep Package (includes BlueCruise Prep Kit 43C/50G) will receive:

- Ford *Software Updates* that have the ability to deliver the BlueCruise hands-free driver assist feature over-the-air (OTA), which began deployment to customer vehicles in the first quarter of 2022. Software updates delivered OTA could take several weeks or more before all software is delivered, and the feature is fully functional. The updates also will include some new features while accelerating the pace of future features and enhancements.
- Or, the option of complimentary dealer installation of the BlueCruise hands-free driver assist feature software (Dealer software installation takes 2 to 8+ hours).
- One (1) year of complimentary BlueCruise service once the hands-free driver assist feature is fully installed on the vehicle.

**NOTE:** Program 21G01 does not include those vehicles equipped with full BlueCruise functionality produced after the dates in the Affected Vehicle table above (approximately 35,000 Job 2 and 22MY vehicles as of January 2022).

## **REASON FOR THIS OPTIONAL PRODUCT IMPROVEMENT PROGRAM**

The Active Drive Assist (BlueCruise) hands-free software was not yet available on early-launch vehicles that included the Prep Kit. The Ford Co-Pilot360™ Active 2.0 Prep Package was created to ensure early customers have access to the BlueCruise feature when software is available. F-150 (43C) / Mustang Mach-E (50G) vehicles equipped with the Ford Co-Pilot360™ Active 2.0 Prep Package contain hardware through the Active Drive Assist (BlueCruise) Prep Kit that will enable the activation of the full BlueCruise hands-free feature once the software is installed on the vehicle.

## **New! SERVICE ACTION**

Upon customer request, dealers are to install the BlueCruise hands-free driver assist feature software on all necessary modules using *the latest version of the* Ford Diagnosis and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

### ***NOTES Regarding details for Supplement #4: See Technical Instructions.***

- *SYNC software version/revision number update*
- *New corrections and clarifications*
- *BlueCruise subscription will be converted to a part number*
- *Added steps/notes including if BlueCruise hands free is still not functional at drive test*

### **NOTES Regarding details for Supplement #3: See Technical Instructions.**

- Verifying SYNC software level may save hours of time
- New Applications to run in sequence per Technical Information:
  - GWM - Read the Gateway Module A (GWM) Configuration Data
  - APIM - SYNC - Module [APIM] Software Update
  - Multi-Module - Enable Blue Cruise Prep Kit
- Other Supplement #3 updates:
  - Several steps have been removed keeping the overall labor time the same
  - The order of several steps has changed
  - Instrument Panel Cluster (IPC) step has new requirements
  - Ten (10) ignition cycles are now required

**New! SERVICE ACTION (continued)**

**Pick-Up and Delivery - For Remote Experience Participating Dealers ONLY:** To assist vehicle owners to have this repair completed dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles)
- Re-deliver the owner's vehicle after repairs have been completed.
- Refer to the Rental and Claiming sections for further details.

**NOTE:** Prior to the customer leaving their vehicle at the dealership, please ensure the customer has enabled FordPass Connected Services on their vehicle using their FordPass application. BlueCruise will not work unless FordPass is enabled.

*Activate FordPass Connect*

1. Download FordPass from the App Store® or Google Play™
2. Log in with your Ford account or create an account if you don't already have one
3. Press the + sign to add your vehicle to FordPass
4. Scan or type in your VIN and select "Activate Vehicle"
5. Start your vehicle and select "Yes" to enable FordPass Connected Services on the dashboard SYNC® 4A touchscreen to complete activation

**NOTE:** BlueCruise works with multiple modules. The actual service action is dependent upon vehicle status with the Ford *Software Update*/OTA software updates.

**Testing BlueCruise to confirm function:** A 0.5 Hour labor allowance is given to test drive BlueCruise Hands-Off functionality in a Blue Zone.

- Determine the nearest hands-free Blue Zone roadway entry ramp locations near your Dealership.
- See **Blue Zone Information** (attachment)- GPS Coordinates can be used with online mapping to provide directions from dealer. Ranked per closest entry point.
- Online detail can be found at: <https://www.ford.com/technology/bluecruise/>
  - See **Blue Zone Information** for more instruction.
- If test drive can be completed within the allocated Labor Time of 0.5 hours, perform test drive. NOTE: BlueCruise Test drive over 0.5 hours is optional.
- The Hands-On function can still be tested on any open highway with clearly defined lane markings with a vehicle speed above 40 mph (64kmh).
- Some dealers may not have a Blue Zone within a reasonable distance but can still test the Hands-On function as noted above.

**OVER-THE-AIR (OTA) UPDATES (FORD *SOFTWARE UPDATE*):**

To help customers receive their BlueCruise software updates as quickly as possible with the Ford *Software Update*/OTA, please encourage customers to connect their vehicle to Wi-Fi and have them set a schedule for their software updates in their vehicle. While many Ford *Software Updates* will be delivered in one step, there will be multiple updates that help enable BlueCruise. Most BlueCruise updates will happen in the background while customers are driving, so feature activation timing will vary based on driving patterns. There will be several updates that require the vehicle to be parked and turned off and include an "Update Now" option for quicker updates than pre-scheduled times that customers may have set. For more information on Ford *Software Updates*/OTA Software Updates, please visit: <https://www.ford.com/support/category/sync-and-technology/software-updates/>

- 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 *SOFTWARE UPDATE*): (continued)**

- 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)
- 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.)

## **FORD BLUECRUISE FEATURE DESCRIPTION**

BlueCruise hands-free highway driving allows drivers to operate their vehicle hands-free while a driver-facing camera monitors that their eyes remain on the road. This technology is available on certain sections of prequalified, divided highways referred to as “Hands-Free Blue Zones.” This feature grants an additional level of comfort during long drives and is designed to reduce stress while driving with the driver’s eyes on the road.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of May 23, 2022. Revised owner letters for non-updated vehicles were mailed the week of June 5, 2023.

Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them. Customers will be encouraged to ensure their vehicle is configured to receive updates via OTA.

## **New! ATTACHMENTS**

- *Administrative Information*
- Labor Allowances and Parts Ordering Information
- *Technical Instructions*
- Blue Zone Information
- Ford *Software Updates* / OTA Help Guide – F-150
- Ford *Software Updates* / OTA Help Guide – Mach-E
- Mobile Service Repair Assessment
- *Vehicle Pick-Up & Delivery Record*
- Owner Notification Letter – Updated (2023)

## **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

**Optional Product Improvement Program 21G01 – Supplement #4**

**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:  
Ⓢ - Not Mobile Service Capable due to labor time.

**OASIS ACTIVATION**

OASIS was activated on March 31, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**SOLD VEHICLES**

- Owners will be encouraged to ensure their vehicle is configured to receive updates via OTA or they can have their dealer perform the service for them.
- Upon customer request, correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize software installation in customer vehicles over software installation in 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**

- Ford Motor Company had offered a refund for owner-paid software installations covered by this program if the software was installed before the date of the Updated Owner Notification Letter. This refund offer expired **November 30, 2023**.
- Refunds will only be provided for the cost associated with programming BlueCruise hands-free driver assist feature software.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for the upgrade. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

**Optional Product Improvement Program 21G01 – Supplement #4****New! PICK-UP AND DELIVERY - *Participating Dealers***

*Dealers participating in the Remote Experience Program only:*

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

**PICK-UP & DELIVERY- Non-participating Dealers**

- *Legacy Program – funding only available for Remote Experience eligible dealers.*

**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 – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
  - 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.

**New! CLAIMS PREPARATION AND SUBMISSION**

- ***Technician Competency Requirement:*** *The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.*
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action
    - The FSA number (**21G01**) is the sub code
    - Customer Concern Code (CCC): **A29** – Adaptive Cruise Speed Control
    - Condition Code (CC): **42** – Does Not Operate Properly
    - Causal Part Number: **14G647** - ADAS ECU; Part Quantity: **0**
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

Optional Product Improvement Program 21G01 – *Supplement #4*

**New!** CLAIMS PREPARATION AND SUBMISSION (continued)

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21G01
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Pick-Up & Delivery:**
  - *Dealers participating in the Remote Experience Program –*
    - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - *Dealers NOT participating in the Remote Experience Program –*
    - *Legacy Program – funding only available for Remote Experience eligible dealers.*

Optional Product Improvement Program 21G01 – *Supplement #4*

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reprogram up to eight (8) vehicle modules to enable BlueCruise with FDRS per Technical Information. <b>NOTE:</b> Vehicle program time (majority is hands off) will vary from actual labor time. If actual Technician time is above stated labor time, please provide documentation to SSSC (e.g. - list of modules reprogrammed and number of times to reprogram each module or clock times etc.).	MT21G01B	Up To 8 Hours
If APIM or TCU module fails to update, and TSB <b>22-2404</b> is utilized.	MT21G01C	Up To 1 Hour
If IPC module fails to update over USB, follow FDRS prompts and flash via DLC. Reprogram time takes approximately 5 hours. No tech interaction is needed once programming has started.	MT21G01D	Up To 3 Hours
Allowance to test drive BlueCruise in a Hands-Free Blue Zone - prequalified, divided highway – refer to Attachment IV – Blue Zone Information.	21G01E	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this software installation.