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May 10, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: RECOMMENDED NEW VEHICLE DELIVERY HOLD
Customer Satisfaction Program 24B17
Certain 2024 Model Year Mach-E Vehicles
Reprogram Secondary On-Board Diagnostic Module (SOBDM)**

PROGRAM TERMS

This program will be in effect through May 31, 2025. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of May 31, 2025 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may not charge to the expected level. FSA VIN Lists are expected to be available on May 10, 2024.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2024	Cuautitlan	January 08, 2024 through February 07, 2024

US population of affected vehicles: 727. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have already been repaired. Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS PROGRAM

In all of the affected vehicles, an incorrect calibration may cause the secondary on-board diagnostic module (SOBDM), also known as the battery charger control module (BCCM), to falsely determine that the charge port inlet pin temperature is heating up too quickly while the vehicle is charging on a Direct Current Fast Charger (DCFC).

Customers may notice the Charge Status Indicator (CSI) on the vehicle charge port blinking red and the DCFC may stop charging their vehicle prior to achieving the desired High Voltage Battery State Of Charge (SOC).

SERVICE ACTION

NOTE: It is recommended this service action is completed before demonstrating or delivering any new in-stock vehicles involved in this program.

Dealers are to update the software in the Secondary On-Board Diagnostic Module A (SOBDM) using the Ford Diagnosis and Repair System (FDRS). There may also be coordinated updates to the following:

- Anti-lock Brake System (ABS) Module,
- Body control module (BCM)
 - Tire pressure monitoring system (TPMS)
- Secondary On-Board Diagnostic Module B (SOBDMB)
- Secondary On-Board Diagnostic Module C (SOBDMC)
- Powertrain Control Module (PCM)
- Battery Energy Control Module (BECM)

This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

Mobile Repair and Pick-up and Delivery: to assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- 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, and mobile service should be made available for all customers. Refer to the Claiming sections for further details.

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

- In addition to you being able to update vehicles now using FDRS, Ford is planning to deploy an OTA software update in the second quarter of 2024.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the FSA is still open (OASIS) and that the vehicle has not already received the OTA update.
 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

Owners' letters are expected to be mailed the week of May 27, 2024. Once the OTA update is available, expecting for second quarter of 2024, owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & 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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
 - 🔧 - Mobile Reprogramming

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on May 10, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 10, 2024. Owner names and addresses will be available by June 14, 2024.

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.

Customer Satisfaction Program 24B17

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.

TOWING

Restriction: only for a vehicle that has a dead/drained battery that cannot be charged.

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 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.

Customer Satisfaction Program 24B17**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

- **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
 - Sub Code: **24B17**
 - Customer Concern Code (CCC): **D15** - HV Plug In Charging System
 - Condition Code (CC): **04** - Software Revision/Flash Module
 - Causal Part Number: **10B689**, 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 EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
 - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
 - Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record, with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 24B17MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - **Restriction:** only for a vehicle that has a dead/drained battery that cannot be charged.
 - Program Code: 24B17
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 24B17

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the SOBDM to the latest level using FDRS. May include coordinated updates, as needed, to the following: <ul style="list-style-type: none"> • Anti-lock brake system (ABS) module • Battery energy control module (BECM) • Body Control Module (BCM), includes reprogramming the Tire Pressure Monitoring System (TPMS) • Powertrain control module (PCM) • Secondary on-board diagnostic control module B (SOBDMB) • Secondary on-board diagnostic control module C (SOBDMC) 	MT24B17B	Up To 0.9 Hours
Mobile Service Allowance: <u>Non-eligible Remote Experience Program Ford or Lincoln Dealers Only</u> If additional travel time is required, submit an SSSC Approval Form	24B17MM	0.5 Hours
Vehicle Pick-Up & Delivery (PDL) Allowance: <u>Non-eligible Remote Experience Program Dealers Only</u> NOTE: Dealer-performed vehicle PDL and repairs only. Claim once	24B17PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.