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March 28, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD - *Supplement #1***
Customer Satisfaction Program 21P22
 Certain 2021 Model Year Mustang Mach-E Vehicles
 Software Calibration Update

REF: **NEW VEHICLE DELIVERY HOLD**
Customer Satisfaction Program 21P22
Date: November 22, 2021

New! REASON FOR THIS SUPPLEMENT

- *Affected Vehicles: additional population added to the program*

PROGRAM TERMS – INTRODUCTION OF P PROGRAM

P programs are utilized for non-safety repairs intended to improve customer vehicle experience. P programs are intended to be performed during normal service visits without requiring a separate visit. This allows dealers to provide additional value to the customer, to accompany any planned visit.

For vehicles involved with a Customer Satisfaction P type program, dealers are encouraged to complete this program on the next dealer service visit, including vehicles involved in for FSA 21C22 or 21S42. As this program is intended to be performed on vehicles already at the dealership for service, customer notifications will not be issued for this program.

Vehicles involved in this P program will be identified in OASIS.

This program will be in effect through November 30, 2022. In addition, the vehicle must still be within bumper-to-bumper warranty (e.g. less than 36,000 miles) for the P program to apply.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mach E	2021	Cuautitlan	<i>June 18, 2020 through September 30, 2021</i>

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the interest of customer satisfaction, we are enabling dealers to apply select software updates that will be available via future over-the-air (Power Up) updates.

The customer satisfaction updates include actions addressing downhill system fault, no start, handling performance, enhanced ability for multi-modal over the air updates, improved range in cold weather, DC fast charge total time improvements, display range accuracy, e-latch door robustness, and phone as a key detection.