



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

April 2023

Customer Satisfaction Program 23B21

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Why are you receiving this notice? On your vehicle, it may be possible for the vehicle's computers and its connectivity Gateway Module to not be able to connect to the internet.

What is the effect? This may result in inoperative smart phone applications with FordPass features not functioning properly (inability to review the vehicle's state of charge, inoperative remote start and/or inoperative remote lock and unlock).

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has released new software for the Gateway Module. Your vehicle is capable of Ford Power Up Software Updates.
When Automatic Software Updates are turned ON or the Gateway Module has been reset, the software will be downloaded to your vehicle over a private wi-fi network or through your vehicle's modem through the cellular network. The software installation will happen after the download.
Note: Refer to ford.com/support for further information on your Ford Power Up Software Updates system.
Should the software fail to load or install properly, Ford has authorized your dealer to install 4.2.1.2 Over-The-Air (OTA) software update, free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until March 31, 2024, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this software installation is approximately one hour. If you prefer to go to your dealer for the software update, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

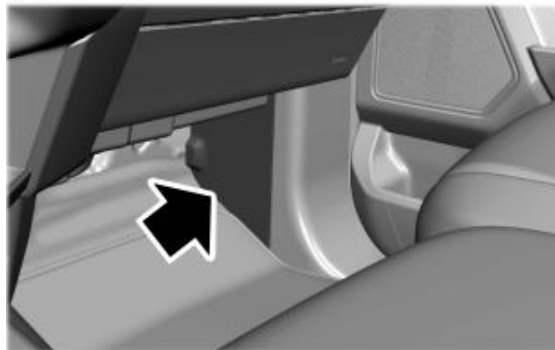
For your convenience, Ford is encouraging you to update your vehicle's software using Ford Power Up Software Update capabilities. By utilizing this option, you should not need to take your vehicle to your dealer unless you're unable to successfully perform the update.

Note: For vehicles already exhibiting inoperative Ford Pass and connectivity features, the Gateway Module will need to be reset to allow the Ford-Power-Up update to download to the vehicle. Follow the procedure specific to this action below to temporarily enable the Ford-Power-Up to download.

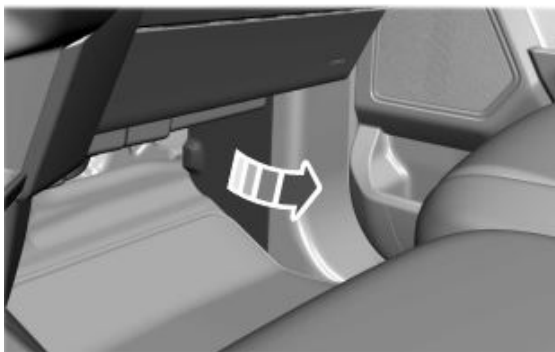
Recommendation: Set-up your vehicle. Park in a well-lit area. Make sure that your vehicle is turned off, your F-150 Lighting Charge Port is Not connected, and that your vehicle is fully charged prior to proceeding to the following procedure. Follow this easy procedure:

Beginning of Procedure:

Procedure - Step 1: Access your vehicles body control module fuse box (in passenger footwell)

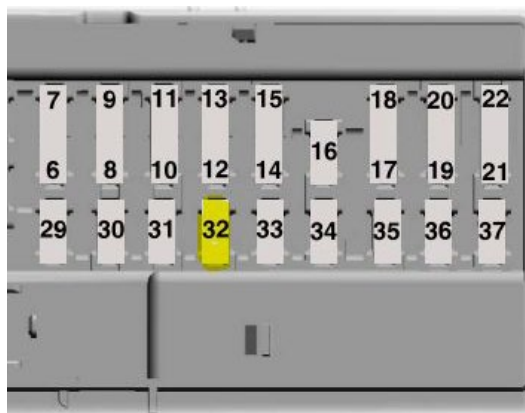


Procedure – Step 2: Remove the interior trim Body Control Module cover by pulling the front of the cover towards the center of the vehicle.



Procedure – Step 3: Remove (20 Amp) Fuse Number 32 for 60 seconds (1 minute) and then reinstall the Fuse. Continue on next page.

**What should you do?
(Continued)**



Procedure – Step 4: Reinstall the Body Control Module interior trim cover.
End of Procedure.

Note: To complete this software update you will need to confirm Automatic Software Updates are turned on (See included instructions sheet). You can look for icons on the in-vehicle screen, as well as see the progress of the update on your FordPass app or Owner website. The next time you are driving your vehicle the Automatic Software Update will be performed into your vehicle.

If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Customer Satisfaction Program 23B21. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

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

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

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

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division