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June 29, 2023

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

**SUBJECT:** *NEW VEHICLE RECOMMENDED DELIVERY HOLD*
**Customer Satisfaction Program 23P08**
Certain 2021-2023 Model Year Mustang Mach-E
Door Control Module Update

## PROGRAM TERMS

This program will be in effect through June 30, 2024, for vehicles within the new bumper-to-bumper warranty coverage period.

## AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|-----------|----------------|-------------|
| Mustang Mach-E | 2021-2023 | Cuautitlan | October 3, 2020 through April 18, 2023 |

US population of affected vehicles: 10,927.

## REASON FOR THIS PROGRAM

Some of the affected vehicles may exhibit a false alarm activation and/or a warning message in the FordPass application when the doors are locked.

## SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to update the door control modules E, F, G and H using the Ford Diagnosis and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

## OVER-THE-AIR (OTA) UPDATES (FORD POWER-UP/LINCOLN ENHANCE):

- In addition to you being able to update vehicles now using FDRS, Ford is deploying an OTA software update in July 2023.
- 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.
  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

Owner letters will not be mailed for this program.

## ATTACHMENTS

Attachment I:          Administrative Information
Attachment II:         Labor Allowances and Parts Ordering Information
Attachment III:        Technical Information
Attachment IV:         Mobile Service Repair Assessment
Attachment V:          Mobile Repair/Vehicle Pickup and Delivery Record

## 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

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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.
- Recommended specialty tools: Ford Diagnosis and Repair System (FDRS)

## 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.

## MOBILE REPAIR CLAIMING QUESTIONS

- Dealers participating in the Remote Experience Program:
  - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
- Dealers NOT participating in the 2023 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.

## OASIS ACTIVATION

OASIS will be activated on June 29, 2023.

## FSA VIN LISTS ACTIVATION

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

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## SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- Dealers are to prioritize repairs of customer vehicles over repairs of 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 title-branded and salvaged vehicles are eligible for this service action.

## OWNER REFUNDS

Refunds are not approved for this program.

## PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

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

## PICK-UP AND DELIVERY- Non-participating Dealers

Dealers not participating in the 2023 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.

## RENTAL VEHICLES

Rental vehicles are not approved for this program.

## 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 FSA's / 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.

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## CLAIMS PREPARATION AND SUBMISSION

- **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: 23P08
        - Customer Concern Code (CCC): L14 – Antitheft/Alarm System
        - Condition Code (CC): 04 – Software Revision/Flash Module
        - Causal Part Number: 58219A65, 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.

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## LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|---|---|
| Update Door Control Modules E, F, G and H using FDRS | 23P08B | 0.5 Hours |
| Mobile Service:<br>**This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.**<br>Can be used when the repair takes place away from the dealership<br>If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form | 23P08MM | 0.5 Hours |
| Vehicle Pick-up and Delivery Allowance:<br>**This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.**<br>**NOTE:** This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. | 23P08PP | 0.5 Hours |

## PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

## CERTAIN 2021-2023 MODEL YEAR MUSTANG MACH-E VEHICLES — DOOR CONTROL MODULE UPDATE

## SERVICE PROCEDURE

### Module Programming

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

1. Connect a battery charger to the 12 Volt (V) battery.

**NOTE:** Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE**: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS).

**NOTE**: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

**NOTE**: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **DCME**.

6. From the list on the RH side of the screen, select **DCME - Door Control Module E (DCME) Software Update**.

7. Click **RUN**. Follow all on-screen instructions carefully.

8. From the list on the LH side of the screen, select the **DCMF**.

9. From the list on the RH side of the screen, select **DCMF - Door Control Module F (DCMF) Software Update**.

10. Click **RUN**. Follow all on-screen instructions carefully.

11. From the list on the LH side of the screen, select the **DCMG**.

12. From the list on the RH side of the screen, select **DCMG - Door Control Module G (DCMG) Software Update**.

13. Click **RUN**. Follow all on-screen instructions carefully.

14. From the list on the LH side of the screen, select the **DCMH**.

15. From the list on the RH side of the screen, select **DCMH - Door Control Module H (DCMH) Software Update**.

16. Click **RUN**. Follow all on-screen instructions carefully.

17. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

18. Click the **Run Selected Tests** button in the lower right.

19. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

20. Disconnect the battery charger from the 12V battery once the programming has completed.

**NOTE:** Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

## Important Information for Module Programming

**NOTE:** When programming 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 FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

• Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
• A hardwired connection is strongly recommended.
• Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, 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 FDRS/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.

## Recovering a module when programming has resulted in a blank module

a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

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**Mobile Service Repair Assessment**

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

**Dealer Bulletin**
Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**
🔧 - Mobile Reprogramming
🔧 🔧 - Light Mobile Service
🔧 🔧 🔧 - Enhanced Mobile Service
🔧 🔧 🔧 🔧 - Advanced Mobile Service

⬤ - Wheel and Tire Mobile Service
🚫 - Not a Mobile Service Repair

**Description of each level that is used to determine the overall assessment.**
🔧 – Mobile Reprogramming
- Module Programming or similar type services
- Minimum tools maybe required other than an **IDS/FDRS** setup
- FDRS programming that requires internet connection (wi-fi or mobile hotspot)
- Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
- Repairs not greater than 1 hour in length (including time to wait for programming)
*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*

🔧 🔧 – Light Mobile Service
- Interior repair procedures that do not require seat, dash, or headliner removal
- Under hood repairs that do not require large component removal
- Exterior repairs that do not require large component/panel removal
- Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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🔧 🔧 🔧 – Enhanced Mobile Service
- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools
*Note: Wheel lock may be required.*

🔧 🔧 🔧 🔧 – Advanced Mobile Service
- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

⊚ – Wheel and Tire Mobile Service
- Tire Removal from Wheel
- Tire Balancing
- Tire Repair
*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

🚫 – Not a Mobile Service Repair
- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

**Customer Satisfaction Program 23P08**

# MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

☐ Mobile Repair

☐ Pick-up and/or delivery service

As outlined below for the 23P08 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

_____          _____
Repair Order #                                           Repair Order Date

_____          _____
Service Manager Signature                        Date