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December 12, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N15**
Certain 2020-2023 Model Year Bronco Sport, Escape, Corsair, E-Series,
F-650/F-750, F-53 Motorhome Chassis, F-59 Commercial Stripped Chassis Vehicles
Equipped with Smart Data Link Connector (SDLC)
Gateway Module Reprogramming for Inspection and Maintenance (I/M) Testing

REF: SSM 50974 – Dated July 29, 2022

PROGRAM TERMS

This customer satisfaction program provides a one-time repair to reprogram the Gateway Module (GWM) for unlimited years of service and unlimited miles from the warranty start date of the vehicle.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	February 5, 2020 through October 8, 2021
Bronco Sport	2022	Hermosillo	June 9, 2021 through August 12, 2021
Escape	2020	Louisville	November 13, 2018 through December 22, 2020
Escape	2021	Louisville	August 26, 2020 through November 16, 2021
Corsair	2020	Louisville	January 7, 2019 through October 2, 2020
Corsair	2021	Louisville	October 24, 2019 through November 16, 2021
E-Series	2021	Ohio	May 11, 2019 through December 23, 2020
E-Series	2022	Ohio	August 4, 2020 through December 20, 2021
F-650/F-750	2021	Ohio	May 13, 2019 through December 22, 2020
F-650/F-750	2022	Ohio	July 22, 2020 through February 9, 2022
F-650/F-750	2023	Ohio	September 8, 2021 through February 28, 2022
F-53/F-59	2020	Detroit Chassis	May 13, 2019 through December 11, 2020
F-53/F-59	2021	Detroit Chassis	October 13, 2020 through December 28, 2021
F-53/F-59	2022	Detroit Chassis	October 7, 2021 through February 11, 2022

U.S. Population of affected vehicles: 633,445. Affected vehicles are identified in OASIS.

Note: Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

Note: The following Special Service Message (SSM) includes the same software calibration update of the GWM as this Recall:

- SSM 50974

Customer Satisfaction Program 22N15 will be closed automatically if repairs for this SSM are claimed.

This SSM have been removed from OASIS upon the release of Customer Satisfaction Program 22N15.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In the affected vehicles, the GWM may not properly communicate with Inspection and Maintenance (I/M) emissions equipment due to a GWM software concern. This concern may cause the vehicle to fail an I/M test in a state or region that requires annual I/M testing for vehicle registration.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to reprogram the GWM to the latest software level via a coordinated module reprogramming. This service must be performed at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed when software is available, 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 Rental and Claiming sections for further details.

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

- Ford deployed an Over-The-Air (OTA) update to remedy this issue on August 18, 2023. That OTA update applied to the Telematics Control Unit (TCU) and provided an equivalent remedy to the FDRS-based GWM software update described above.
- Customers who received the OTA update do not require the GWM software update.

OWNER NOTIFICATION MAILING SCHEDULE

For vehicle customers with NO Over-The-Air (OTA) Software Update capability; pending Agency approval, owner letters are expected to be mailed during the week of March 18, 2024.

For vehicle customers who did receive Over-The-Air (OTA) Software Update; pending Agency approval, owner letters are expected to be mailed during the week of March 18, 2024. Owners will be notified that their vehicle received an OTA update for this issue and given the option to request a refund for owner-paid GWM reprogramming.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pickup and Delivery Record
- Owner Notification Letters

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

Customer Satisfaction Program 22N15

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) Programming Service Tool.
  - If required or needed during Gateway Module (GWM) reprogramming: Connect a 12V Battery charger, such as Rotunda GRX-3590, DCA-8000 or equivalent on the 12-volt battery, to help maintain optimum 12V battery voltage during module reprogramming.

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 December 12, 2023.

FSA VIN LISTS ACTIVATION

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

Customer Satisfaction Program 22N15

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

BRANDED / SALVAGED TITLE VEHICLES

Branded / salvaged title vehicles and vehicles with canceled warranty coverage is eligible for this program unless emission coverage is explicitly canceled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTIES CANCELLED INCLUDING EMISSIONS

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires March 31, 2025.
- Dealers are also pre-approved to refund owner-paid <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with reprogramming the GWM.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

TOWING

Towing is 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.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC12060, 2023 Lincoln Pickup & Delivery Updates.

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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
  - Lincoln vehicles – 4 years or 50,000 miles
  - F-650/F-750 trucks – 2 years, regardless of miles driven

CLAIMS PREPARATION AND SUBMISSION
- **Note**: All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N15 if the vehicle is still within time and mileage limits.

- **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: 22N15
    - Customer Concern Code (CCC): A93 - Module network module (TCU)
    - Condition Code (CC): 42 – Does not operate properly
    - Causal Part Number: 14F642, 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.

- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC12060, 2023 Lincoln Pickup & Delivery Updates for details.

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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Pickup & Delivery:**
  - o Dealers participating in the Remote Experience Program –
    - ▪ Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
  - o Dealers NOT participating in the Remote Experience Program –
    - ▪ Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
    - ▪ Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.
- **Refunds:** Submit refunds on a separate repair line.

- Program Code: 22N15	- Misc. Expense: ADMIN
- Misc. Expense: REFUND	- Misc. Expense: 0.2 Hrs.

  - o 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.

- **Mobile Repair:**
  - o Dealers participating in the Remote Experience Program –
    - ▪ Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
  - o 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 22N15MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances and Part Ordering Information Attachment).

Customer Satisfaction Program 22N15

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Not - Over-The-Air (OTA) capable: **2021 - 2022 Bronco Sport** Requires reprogramming of the Gateway Module (GWM) to the latest level. **Includes time to:** Install FDRS tool, follow **FDRS USB Based Programming** (if required) - Install 12V Battery charger.	22N15B	0.4 Hour(s)
Not - Over-The-Air (OTA) capable: **2021 - Bronco Sport** Requires reprogramming of the Gateway Module (GWM) to the latest level. **Includes time to:** Install FDRS tool, follow **FDRS Only Based Programming.** Install 12V Battery charger.	22N15C	0.3 Hour(s)
Not - Over-The-Air (OTA) capable: **2020-2021 Escape/Corsair** Requires reprogramming of the Gateway Module (GWM) to the latest level. **Includes time to:** Install FDRS tool, follow **FDRS USB Based Programming** (if required) Install 12V Battery charger.	22N15D	0.4 Hour(s)
Not - Over-The-Air (OTA) capable: **2021 - 2022 E-Series** Requires reprogramming of the Gateway Module (GWM) to the latest level. **Includes time to:** Install FDRS tool, follow **FDRS Only Based Programming.** Install 12V Battery charger.	22N015E	0.3 Hour(s)
Not - Over-The-Air (OTA) capable: **2021 - 2023 F-650/F-750** Requires reprogramming of the Gateway Module (GWM) to the latest level. **Includes time to:** Install FDRS tool, follow **FDRS Only Based Programming.** Install 12V Battery charger.	22N15F	0.4 Hour(s)

Customer Satisfaction Program 22N15

LABOR ALLOWANCES (Continued)

Description		
Not - Over-The-Air (OTA) capable: **2020 - 2022 – F-53/F-59** Requires reprogramming of the Gateway Module (GWM) to the latest level. **Includes time to:** Install FDRS tool, follow **FDRS Only Based Programming.** Install 12V Battery charger.	22N15G	0.3 Hour(s)
Mobile Service: **This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.** Can be used when the repair takes place away from the dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	22N15MM	0.5 Hour(s)
Vehicle Pick-up and Delivery Allowance: **This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.** **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.	22N15PP	0.5 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

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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 22N15 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up   – Date: _____

☐ Delivery   – Date: _____

_____   _____
Repair Order #   Repair Order Date

_____   _____
Service Manager Signature   Date

Customer Satisfaction Program 22N15

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 the Administrative Information Attachment 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

CERTAIN 2020-2023 MODEL YEAR BRONCO SPORT, ESCAPE, CORSAIR, E-SERIES, F-650/F-750, AND F-59 COMMERCIAL STRIPPED CHASSIS VEHICLES EQUIPPED WITH SMART DATA LINK CONNECTOR (SDLC) — GATEWAY CONTROL MODULE (GWM) REPROGRAMMING FOR INSPECTION AND MAINTENANCE TESTING

SERVICE PROCEDURE

NOTE: For module programming of the Gateway Module (GWM) it can be reprogrammed by either one of the service procedures below:

1. VEHICLES WITH FDRS ONLY BASED PROGRAMMING.
   And/Or
2. VEHICLES WITH FDRS USB PROGRAMMING.

NOTE: Each vehicle line and model year procedure may be different, due to vehicle package options and build combinations.

1. VEHICLES WITH FDRS ONLY BASED PROGRAMMING

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.

   • Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

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 **GWM**.

6. From the list on the RH side of the screen, select **GWM - Gateway Module (GWM) Software Update**.

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

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

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

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

11. 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.

2. VEHICLES WITH FDRS USB BASED PROGRAMMING

Module Programming

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

1. From the vehicle settings menu disable the 30 minute max idle option.

   • From the center display press the vehicle settings button and turn off the 30 minute max idle setting. See Figure 1.

NOTE: Each vehicle package center display may be different between Ford and Lincoln products. IF Available - In the information display locate the Settings Icon. A new window display will open, search for the "30min Max Idle" setting bar menu and turn it off. Use Figure 1 below as guidance.
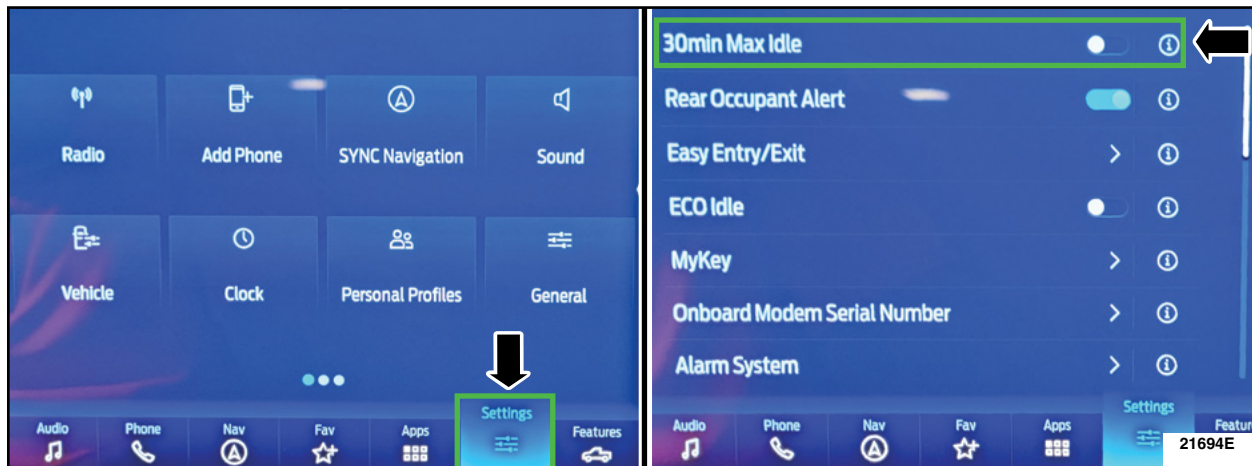

FIGURE 1

2. Check the vehicle's **State Of Charge Parameter Identification Data (PID)** by performing the following:

   • Launch the Ford Diagnostic and Repair System (FDRS) and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
   • Ensure that the **BATT_SOC PID** reads over 80%. If the PID is less than 80%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda battery tester and charger.
   • Remove the charger from the vehicle and using FDRS, navigate to toolbox tab > BCM > **Reset Battery**.
   • Monitor Sensor Learned Values application. Perform the BMS reset.
   • Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to ensure that it is within this range.

3. Connect a battery charger to the 12V battery.

   • Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground and not the 12 volt 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 VCM is properly connected to the DLC.

NOTE: VCM 3 is recommended for improved data download time.

4. Log into Ford Diagnostic and Repair System (FDRS). Ensure FDRS is updated to the latest version at 37.4.7 or higher.

NOTE: A 32GB or larger USB flash drive is required for Gateway Module (GWM) software updates. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.
   • To format the USB flash drive:
      • Right click on the USB flash drive
      • Select Format, select exFAT for the File System
      • Select Default Allocation Size for the Allocation Unit Size.
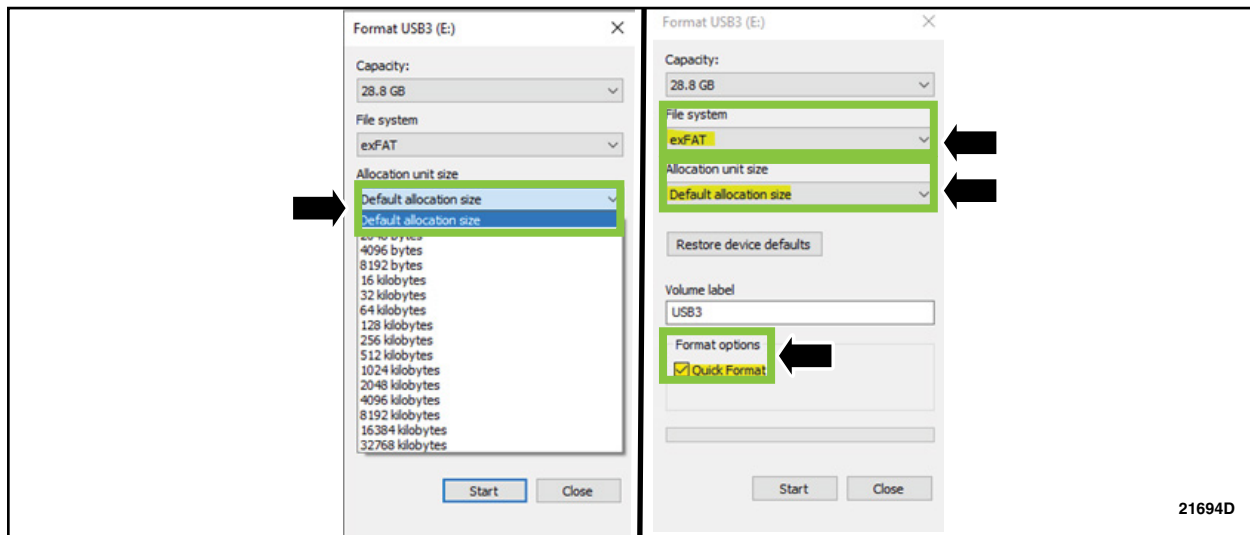   • De-selecting Quick Format is not necessary and will result in a lengthier operation. See Figure 2.

FIGURE 2

5. Start a new FDRS session.

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.

6. Select **Toolbox** tab.

7. Select **Software Updates** tab to see updates available.

8. Select **GWM - Gateway Module (GWM) – software update**.

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

10. When prompted by the FDRS, connect the USB flash drive to the personal computer (PC).

11. When prompted by the FDRS, safely remove/eject the USB flash drive from the PC, turn the vehicle to Key On Engine Running (KOER), and connect the USB to the media hub to install the software update. The update starts automatically and may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

12. For GWM USB software updates when SYNC touchscreen prompts to restart the vehicle:

   • Turn the vehicle **OFF**.
   • Wait ten minutes.
   • Turn the vehicle to KOER.

13. Leave the USB drive inserted into the vehicle, until the vehicles infotainment display screen states **programming successful**.

NOTE: It may take up to 5 minutes before SYNC touchscreen displays Update Successful pop up. After 5 minutes if "Successful" pop up is not shown on SYNC touchscreen, remove the USB and select **YES** on the FDRS "Was the USB Update Successful" prompt (FDRS verifies if the module software update was successfully installed on the module).

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

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

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

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

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.
• Turn the accessories back on after programing has completed.
• 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.