



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

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

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,

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

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 emergency 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.

Customer Satisfaction Program 22N15**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.

Customer Satisfaction Program 22N15

CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Pickup & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
 - 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.
 - 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:**
 - Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC12071 2023 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 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
<p>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.</p>	22N15B	0.4 Hour(s)
<p>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.</p>	22N15C	0.3 Hour(s)
<p>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.</p>	22N15D	0.4 Hour(s)
<p>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.</p>	22N015E	0.3 Hour(s)
<p>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.</p>	22N15F	0.4 Hour(s)

Customer Satisfaction Program 22N15

LABOR ALLOWANCES (Continued)

Description		
<p>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.</p>	22N15G	0.3 Hour(s)
<p>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.</p>	22N15MM	0.5 Hour(s)
<p>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.</p>	22N15PP	0.5 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



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

Customer Satisfaction Program 22N15
Mr. John Sample
123 Main Street
Anywhere, USA 12345

January 2024

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?

We are pleased to let you know that Ford Motor Company records indicate that your vehicle already received an update to your vehicle's Telematics Control Unit (TCU) software via an Over-The-Air (OTA) update.

What is the effect?

This update corrects a concern some customers were experiencing during annual emissions Inspection and Maintenance (I/M) testing required in certain regions. You may live in an area, or plan to move to an area, where emissions I/M testing is required to register your vehicle, and with this OTA update, your vehicle will be able to successfully communicate with the emissions I/M testing equipment.

What will Ford and your dealer do?

Your vehicle already received the OTA software update and was corrected. No further repairs are needed.

Have you previously paid for this repair?

If you have previously paid for a software update to the Gateway Module (GWM) that addresses the issue described in this letter, you may be eligible for a refund.

Refunds will only be provided for services related to GWM reprogramming. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before March 31, 2025. To avoid delays, do not send receipts to Ford Motor Company.

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VEHICLE SALE NOTIFICATION FOR 22N15

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567

TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



What if you no longer own this vehicle?

Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

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).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-866-906-9811**. Representatives are available 24 hours a day.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



L I N C O L N

Lincoln
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 22N15

January 2024

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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?

We are pleased to let you know that Lincoln records indicate that your vehicle already received an update to your vehicle's Telematics Control Unit (TCU) software via an Over-The-Air (OTA) update.

What is the effect?

This update corrects a concern some clients were experiencing during annual emissions Inspection and Maintenance (I/M) testing required in certain regions. You may live in an area, or plan to move to an area, where emissions I/M testing is required to register your vehicle, and with this OTA update, your vehicle will be able to successfully communicate with the emissions I/M testing equipment.

What will Lincoln and your retailer do?

Your vehicle already received the OTA software update and was corrected. No further repairs are needed.

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VEHICLE SALE NOTIFICATION FOR 22N15

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567
TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



Have you previously paid for this repair?

If you have previously paid for a software update to the Gateway Module (GWM) that addresses the issue described in this letter, you may be eligible for a refund.

Refunds will only be provided for services related to GWM reprogramming. To verify eligibility and expedite reimbursement, give your paid original receipt to your retailer before March 31, 2025. To avoid delays, do not send receipts to Lincoln.

What if you no longer own this vehicle?

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You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at [Lincoln.com/support](https://lincoln.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).

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln