

From: Mceachern, Matthew (M.) [mmceach6@ford.com]
Sent: 9/19/2024 9:15:03 PM
To: Pratt, David (D.S.) [dpratt20@ford.com]; Willard, Jeremy (J.) [jwillar1@ford.com]; Snapp, Dale (D.) [dsnapp@ford.com]
CC: Johnston, Steven (S.J.) [sjohnst6@ford.com]; Zachary Sova [zsova@renkim.com]; Michael Laden [mladen@renkim.com]
Subject: Re: 24S50 / [REDACTED]

Just to clarify, any VINs in that list with the "UA" suffix could actually be at the "UB" suffix currently, as was found with the subject VIN of this email.

Any with the "UB" suffix in the list can be taken as complete since they wouldn't be able to go backward in the lineage.

From: Pratt, David (D.S.) <dpratt20@ford.com>
Sent: Thursday, September 19, 2024 5:07:34 PM
To: Mceachern, Matthew (M.) <mmceach6@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Snapp, Dale (D.) <dsnapp@ford.com>
Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>; Michael Laden <mladen@renkim.com>
Subject: RE: 24S50 / [REDACTED]

I ran through the list to find the latest software levels.

"UB" suffix is the latest level.



David Pratt
Recall Analyst
Recall and Service Programs
Email: dpratt20@ford.com

From: Mceachern, Matthew (M.) <mmceach6@ford.com>
Sent: Thursday, September 19, 2024 1:32 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Pratt, David (D.S.) <dpratt20@ford.com>; Snapp, Dale (D.) <dsnapp@ford.com>
Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>; Michael Laden <mladen@renkim.com>
Subject: RE: 24S50 / [REDACTED]

Jeremy –

The module was updated as you found in the session history, but the history record was not added to the GIVIS database which is what we use for the VIN check, and what I believe was used to determine these VINs.

This database is separate from the runtime database (GVMS) used to determine the current level of the module. While it **should be** true that the current level in GVMS and the latest history in GIVIS are identical, we've found that is not always the case.

We will investigate why GIVIS wasn't updated.

From: Willard, Jeremy (J.) <jwillar1@ford.com>

Sent: Thursday, September 19, 2024 1:16 PM

To: Pratt, David (D.S.) <dpratt20@ford.com>; Snapp, Dale (D.) <dsnapp@ford.com>

Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>; Mceachern, Matthew (M.) <mmceach6@ford.com>; Michael Laden <mladen@renkim.com>

Subject: RE: 24S50 / [REDACTED]

Importance: High

Dale –

Could you please pull a list of VINs that are currently still open in 24S50 and send it back to this thread?

I show there are 584 still open.

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – WFH

(313)39-00940

From: Willard, Jeremy (J.) <jwillar1@ford.com>

Sent: Thursday, September 19, 2024 12:23 PM

To: Michael Laden <mladen@renkim.com>; Pratt, David (D.S.) <dpratt20@ford.com>; Mceachern, Matthew (M.) <mmceach6@ford.com>

Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>

Subject: RE: 24S50 / [REDACTED]

Importance: High

Michael –

I just checked FDRS and see the updates that were done on June 7, 2024. I also looked at available s/w and there is no BCM or PCM updates available for this VIN.

Please advise the dealer to submit the MTCLOSE we created and add the note we used for the last VIN like this (attached email).

Matt/David –

Any ideas why we've come across a couple of VINs now that we added to 24S50 but already received the update in 24S24?

We're assuming it's simply delayed timing for the claim submittal, but just making sure our VIN checks were clean.

Should we run the VIN check again on all of our open 24S50 VINs to make sure they do indeed have the PCM, and also possibly the BCM, s/w available for install?

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division
Service Engineering Operations
Diagnostic Service Center II – WFH
(313)39-00940

From: Michael Laden mladen@renkim.com
Sent: Thursday, September 19, 2024 12:11 PM
To: Willard, Jeremy (J.) jwillar1@ford.com
Cc: Johnston, Steven (S.J.) sjohnst6@ford.com; Zachary Sova zsova@renkim.com; Michael Laden mladen@renkim.com
Subject: 24S50 / [REDACTED]

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Hello Jeremy,

Regarding 24S50: We had one additional VIN today where both BCM and PCM updates were already completed. Please see below.

VIN: [REDACTED]

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⚠ As an internal Ford user, the events you create that are displayed in this view are not visible to external users.

Friday, June 7, 2024 | Mileage: 97481 km

All

All

Sessions		Sequence		Action
#	Date			
1	September 19, 2024	1	PTS : VIN [REDACTED]	
2	September 18, 2024	2	PTS - Connected Vehicle Status	
3	September 9, 2024	3	Network Test	
4	September 3, 2024	4	Powertrain Control Module (PCM) Software Update	
5	June 7, 2024	5	Powertrain Control Module (PCM) Software Update	
6	June 6, 2024	6	Body Control Module (BCM) Software Update	
7	June 5, 2024	7	Self Test	
8	February 1, 2024	8	PTS : VIN [REDACTED]	
9	January 31, 2024	9	PTS - Connected Vehicle Status	
10	January 30, 2024	10	PTS : VIN [REDACTED]	
		11	PTS - Connected Vehicle Status	

Thank you,

Michael Laden
SME
Ford Special Service
Support Center

Fax: (734) 374-8351
mladen@renkim.com

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