

**From:** mmceach6@ford.com [mmceach6@ford.com]  
**Sent:** 5/24/2024 11:40:14 AM  
**To:** Michael Laden [Mladen@renkim.com]; West, Devin (D.) [dwest90@ford.com]; Willard, Jeremy (J.) [jwillar1@ford.com]; Zachary Sova [zsova@renkim.com]; Diwakar, Sujatha (S.) [sdiwakar@ford.com]; Pratt, David (D.S.) [dpratt20@ford.com]; Swanson, Bruce (.) [bswanso3@ford.com]  
**CC:** Johnston, Steven (S.J.) [sjohnst6@ford.com]; Venkatesan, Pavithra (P.) [PVENKA47@ford.com]  
**Subject:** RE: 24S24 / PCM / [REDACTED]

We were able to identify an issue in the data that was corrected with an overnight update. The software is now available for this vehicle.

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**From:** Michael Laden <Mladen@renkim.com>  
**Sent:** Thursday, May 23, 2024 10:46 AM  
**To:** West, Devin (D.) <dwest90@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Zachary Sova <zsova@renkim.com>; Mceachern, Matthew (M.) <mmceach6@ford.com>; Diwakar, Sujatha (S.) <sdiwakar@ford.com>; Pratt, David (D.S.) <dpratt20@ford.com>; Swanson, Bruce (.) <bswanso3@ford.com>  
**Cc:** Johnston, Steven (S.J.) <sjohnst6@ford.com>  
**Subject:** RE: 24S24 / PCM / [REDACTED]

Hello,

Thank you for the help on this one. I have directed the dealer to open a Tech Hotline ticket, and to request that the Module Programming group review for further guidance.

Thank you,

**Michael Laden**  
SME  
Ford Special Service  
Support Center

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

Renkim Corporation  
13333 Allen Road  
Southgate, MI 48195  
[www.renkim.com](http://www.renkim.com)



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**From:** West, Devin (D.) <dwest90@ford.com>  
**Sent:** Thursday, May 23, 2024 7:28 AM  
**To:** Willard, Jeremy (J.) <jwillar1@ford.com>; Michael Laden <Mladen@renkim.com>; Zachary Sova <zsova@renkim.com>; Mceachern, Matthew (M.) <mmceach6@ford.com>; Diwakar, Sujatha (S.) <sdiwakar@ford.com>; Pratt, David (D.S.) <dpratt20@ford.com>; Swanson, Bruce (.) <bswanso3@ford.com>

**Cc:** Johnston, Steven (S.J.) <[sjohnst6@ford.com](mailto:sjohnst6@ford.com)>

**Subject:** RE: 24S24 / PCM / [REDACTED]

**Importance:** High

Hi Jeremy,

I looked at history this one. There is no PCM update in history and it likely should have an update available. First we need to get this one escalated to the Module Programming group at the hotline. They will get it into the programming triage team under Bruce Swanson. As I understand it the SSSC already has a process for this.

In parallel, we need to have the MCP team look at it, to determine if there is a broader issue with the service action. So, if needed we can shut down the FSA quickly to prevent incomplete repairs.

@Mceachern, Matthew (M.), @Diwakar, Sujatha (S.), @Pratt, David (D.S.), @Swanson, Bruce (.). This is a good example of an issue brought to us from the SSSC. We need a process for communicating to your team. Can one of you take a look at this one in the meantime?

Best Regards,

**Devin West**

Recall Analyst - Operations

FCSD-SEO

Ford Motor Company

(313)390-6692



LINCOLN



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**From:** Willard, Jeremy (J.) <[jwillar1@ford.com](mailto:jwillar1@ford.com)>

**Sent:** Wednesday, May 22, 2024 10:08 PM

**To:** West, Devin (D.) <[dwest90@ford.com](mailto:dwest90@ford.com)>

**Cc:** Johnston, Steven (S.J.) <[sjohnst6@ford.com](mailto:sjohnst6@ford.com)>

**Subject:** Fwd: 24S24 / PCM / [REDACTED]

Devin -

Where should we start to look into this one? We need to find out why there isn't a PCM update available, and should there be.

Thank you,

Jeremy Willard

Recall & Service Programs

FCSD Service Engineering

(313)39-00940

[Outlook for Android](#)

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**From:** Michael Laden <[mladen@renkim.com](mailto:mladen@renkim.com)>

**Sent:** Wednesday, May 22, 2024 5:30:34 PM

RQ24-014\_0000001762



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

Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Michael Laden <Mladen@renkim.com>; Zachary Sova <zsova@renkim.com>; Carolynn Morton <Cmorton@renkim.com>; Nakiya Hamilton <NHamilton@renkim.com>; Mary Burroughs <mburroughs@renkim.com>

Subject: 24S24 / PCM [REDACTED]

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Hello Jeremy,

**Regarding 24S24:** VIN [REDACTED] (2022 Maverick) had the BCM reprogramming performed today, but according to the dealer, a PCM update is not available. They are running the latest version of FDRS. I do not see a PCM update performed in the past on this VIN. I have attached the FDRS screen images the dealer provided.

Is there any further action the dealer can take? Or would they claim the repair for just performing the BCM update?

Thank you,

**Michael Laden**

SME  
Ford Special Service  
Support Center

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