



David J. Johnson
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Ford Customer Service Division

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

June 07, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD
Customer Satisfaction Program 21B33
Certain 2021 Model Year F-150 Vehicles
Gateway Module Reconfiguration with As-Built Data

PROGRAM TERMS

This program will be in effect through June 30, 2022. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
2021	F-150	Dearborn	April 29, 2021 through May 19, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the Gateway Module (GWM) was not properly configured at the assembly plant. Affected vehicles present the following symptoms: "Activate" button is not visible to customer when trying to activate vehicle via FordPass; Sync4 system displays the message "vehicle hot spot feature is not enabled in this vehicle"; and all connected features (software updates, alerts, bug reports, command & control, vehicle location, connected navigation, etc.) are disabled.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to reconfigure the Gateway Module with updated as-built data using Ford Diagnostic and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 28, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

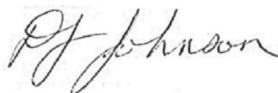
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

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, appearing to read "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on June 07, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 07, 2021. Owner names and addresses will be available by July 12, 2021.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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. The FSA number 21B33 is the sub code.
 - Customer Concern Code (CCC): A93 – Embedded Modem
 - Condition Code (CC): X9 – Incorrect Configuration of Programmable ECU
 - Causal Part Number: 14G650 – Gateway Module
 - Part 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 same claim type and sub code 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
Reconfigure the Gateway Module with As-Built Data Using FDRS	21B33B	0.3 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 F-150 VEHICLES — GATEWAY MODULE RECONFIGURATION WITH AS-BUILT DATA

SERVICE PROCEDURE

Gateway Module Reconfiguration

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

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.

2. Ensure that the Key is On and the Engine is Off. 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 VIN and click 'GO'.

NOTE: Available modules are shown on the LH side of the screen, and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

4. Select Toolbox tab.

5. From the list on the RH side of the screen, select the 'RUN' button to the right of GWM - Gateway Module A (GWM) Configuration.

6. Follow all on-screen instructions carefully.

7. From the list on the LH side of the screen select GWM and then on the RH side of the screen next to Self-Test select RUN.

8. Click the Run Selected Tests button in the lower right.

9. Click the Clear & Retest button at the top of the screen to clear DTC's.

10. Cycle the ignition after clearing DTC's.

11. Disconnect the battery charger from the 12V battery.



Important Information for Module Reconfiguring

NOTE: When reconfiguring a module, use the following basic checks to ensure the reconfiguring 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 Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during the reconfiguration process.
- 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.





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

June 2021

Customer Satisfaction Program 21B33

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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? On your vehicle, the Gateway Module (GWM) was not properly configured at the assembly plant, and all connected vehicle features are disabled.

What is the effect? The affected vehicles present the following symptoms: "Activate" button is not visible when trying to activate vehicle via FordPass; Sync4 system displays the message "vehicle hot spot feature is not enabled in this vehicle"; and all connected features (software updates, alerts, bug reports, command & control, vehicle location, connected navigation, etc.) are disabled.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reconfigure the GWM free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until June 30, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B33. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

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: owner.ford.com

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, 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: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division