David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

June 14, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD**
Customer Satisfaction Program 21B36
Certain 2021 Model Year Mustang Mach-E
Phone as a Key Software Update

REF: **Customer Satisfaction Program 21B02**
Certain 2021 Model Year Mustang Mach-E Vehicles
Software Calibration Update

PROGRAM TERMS

This program will be in effect from June 14, 2021 to June 30, 2022. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of June 30, 2022. FSA VIN Lists are expected to be available on July 7, 2021.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021	Cuautitlan	September 23, 2020 through April 21, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some 2021 Mustang Mach-E vehicles may exhibit Bluetooth disconnection when the customer is using Phone as a Key to unlock or start their vehicle. The customer can still unlock and/or start their vehicle using the key FOB. The customer can also unlock their vehicle using FordPass or the keypad code on the door, and they can start their vehicle using the Back Up Start passcode feature, if configured.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to update the Paak Software RFA Module. This service must be performed on all affected vehicles at no charge to the vehicle owner. Dealers are encouraged to offer Mobile Service or Pick Up and Delivery whenever possible (see Labor Allowance section).

Some of the affected vehicle may have 21B02 Mach-E Software Calibration update still open. Please check OASIS to see if 21B02 is open on 21B36 affected vehicles and complete both programs at the same time, either in dealership or Mobile Repair.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 21, 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
Attachment IV   Mobile Repair/Pick-up and Delivery Record
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,

David J. Johnson

NEW VEHICLE DELIVERY HOLD
Customer Satisfaction Program 21B36
Certain 2021 Model Year Mustang Mach-E - Phone as a Key Software Update

Mobile Repair Recommendations

- Confirm with customer a Mobile Repair is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed *i.e.*, 21B02.
- Transportation – due to the simplicity of this software update, 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 (for all outstanding FSA's).
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Hotspot and battery charger will be required to perform all software updates.
- Charged cell phone, and laptop (FDRS).
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.

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.

OASIS ACTIVATION

OASIS will be activated on June 14,2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on June 14, 2021. Owner names and addresses will be available by July 9, 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.

NEW VEHICLE DELIVERY HOLD
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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.

NON-TRADITIONAL REPAIR APPROACHES

- **MOBILE REPAIRS:** Mobile repairs are approved and encouraged for this action. By offering mobile repair services, dealers can:
    - o Increase customer base by reaching customers that may otherwise not do business with the dealership.
    - o Improve customer satisfaction by offering a more convenient and timely service solution.
    - o Free up service department space to accommodate retail work.
    - o Conveniently service affected fleets.
    - o Dealers are eligible to claim one-half labor hour to cover costs associated with completing a mobile repair.
    - o Dealers must retain a Mobile Repair Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.
    - o Dealers are encouraged to combine multiple repairs on the same trip for efficiencies.
- **VEHICLE PICK-UP AND DELIVERY**
    - o Dealers are authorized to claim one-half labor hour for vehicle pick-up and delivery services.
    - o Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.

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 21B36 is the sub code.
    - Customer Concern Code (CCC): A93
    - Condition Code (CC): 42
    - Causal Part Number: 14G617
    - 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
PaaK – RFA Software Update NOTE: This allowance accounts for disconnecting and reconnecting the 12V battery for 15 minutes if necessary.	21B36B	0.6 Hours
Mobile Repair or Vehicle Pick-up and Delivery Allowance – Claim with applicable repair labor operation, for all 21B36 reprograming repairs, and any other outstanding FSA repaired. NOTE: This allowance is for dealer-performed mobile repairs or vehicles pick-up/delivery for dealership repairs only. NOTE: 21B36MM can only be claimed once regardless of outstanding FSA's repaired.	21B36MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR MACH-E — PAAK SOFTWARE UPDATE

SERVICE PROCEDURE

Module Programming

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

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. 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.

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 LH side of the screen, select RFA.

6. From the list on the RH side of the screen, select RFA - Remote Function Actuator (RFA) 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 DTC's in all modules.

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

NOTE: The vehicle may remain in park, or not enter ready to drive mode, with potential for a wrench light to be illuminated in the IPC after module programming has been completed. If any of these issues occur, disconnect the 12V battery for 15 minutes.

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 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 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.
• 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 VCMII or VCMM from the data link connector (DLC) and your PC.
b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/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.

Customer Satisfaction Program 21B36
Certain 2021 Mustang Mach-E Vehicles Phone As A Key Software Update

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 21B36 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up   – Date: _____

☐ Delivery   – Date: _____

_____   _____
Repair Order #   Repair Order Date

_____   _____
Service Manager Signature   Date

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

June 2021

Customer Satisfaction Program 21B36

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 producing high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate our commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?	Your 2021 Mustang Mach-E vehicle may exhibit Bluetooth disconnection when you are using Phone as a Key to unlock or start your vehicle. You can still unlock and/or start your vehicle using the key FOB. You can also unlock your vehicle using FordPass or the keypad code on the door. As an alternative, you can start your vehicle using the Back Up Start passcode feature, if configured.
What is the effect?	This may result in the inability to unlock or start the vehicle using the Phone as a Key software.
What will Ford and your dealer do?	In the interest of customer satisfaction, Phone as a Key software update will be available via over-the-air updating later this year (2021). For more information, refer to your owner manual for over-the-air updates. If you are experiencing issues with your Phone as a Key feature and do not wish to wait for the over-the-air update option, please schedule a service appointment with your local dealership to have your software updated at your earliest convenience. Ford Motor Company has authorized your dealer to update the Phone as a Key software 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.
Mobile Repair	Ford has authorized dealers to perform this update as either a mobile repair (repair performed at the vehicle's location) or vehicle pick-up and delivery for free (confirm availability with your local Ford dealership).

- Mobile repair at the vehicle's location
- Vehicle pick-up and delivery

How long will it take? The software update will take approximately 30 min if performed via mobile repair at vehicle's location. However, if the software update is performed at your dealership, your dealer may need your vehicle for a longer period of time due to service scheduling requirements.

What should you do? If you are experiencing issues using Phone as a Key, please call your dealer to schedule a service appointment for Customer Satisfaction Program 21B36. 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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).

Phone as a Key best practices for optimal experience

Along with this software update, here are some tips to optimize your Phone as a Key's ability to be detected by your vehicle.

- Always keep the FordPass app open in the background – *i.e.* If you force close the FordPass app, be sure to re-open before trying to use the feature
- Ensure FordPass location permissions are set to 'Always' in your phone's app settings (not just only while using)
- When in your vehicle, keep your phone closest to the center console to ensure the phone is detected during passive start

Thank you for your attention to this important matter.

<div align="center">Ford Customer Service Division</div>