



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

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

July 2, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Update Prior to Sale 21U04**

Certain 2021 Model Year Ford Explorer and Lincoln Aviator
Enable Engine Sound Enhancement and Active Noise Control

PROGRAM TERMS

This program will be in effect through July 31, 2022. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2021	Chicago	January 22, 2021 through June 07, 2021
Aviator	2021	Chicago	January 12, 2021 through June 07, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the effected vehicles the active noise cancelation (ANC) and electronic sound enhancement (ESE) features were not activated in the audio control module (ACM). This can cause undesirable powertrain sounds inside the vehicle, and less than optimal speaker sound from ST products, resulting in customer dissatisfaction.

SERVICE ACTION

Dealers are to enable the ESE on Explorer ST and ANC on Aviator vehicles using Ford Diagnostic and Repair System (FDRS) following the technical instructions. This service is to be performed on all affected vehicles prior to delivery to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

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

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

Update Prior to Sale 21U04

Certain 2021 Model Year Ford Explorer and Lincoln Aviator
Enable Engine Sound Enhancement and Active Noise Control

OASIS ACTIVATION

OASIS will be activated on July 2, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 2, 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.

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.

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
- 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.

Update Prior to Sale 21U04

Certain 2021 Model Year Ford Explorer and Lincoln Aviator
Enable Engine Sound Enhancement and Active Noise Control

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 21U04 is the sub code.
 - Customer Concern Code (CCC): A07
 - Condition Code (CC): X9 Incorrect configuration
 - Causal Part Number: Base 18K810
 - 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.

Update Prior to Sale 21U04

Certain 2021 Model Year Ford Explorer and Lincoln Aviator
Enable Engine Sound Enhancement and Active Noise Control

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Enable Engine Sound Enhancement and Active Noise Control in ACM using FDRS.	21U04B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR FORD EXPLORER AND LINCOLN AVIATOR— ENABLE ENGINE SOUND ENHANCEMENT AND ACTIVE NOISE CONTROL

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 the ACM. See Figure 1.

6. From the list on the RH side of the screen, select ACM - Enable Engine Sound Enhancement and Active Noise Control. See Figure 1.

7. Click RUN. Follow all on-screen instructions carefully. See Figure 1.



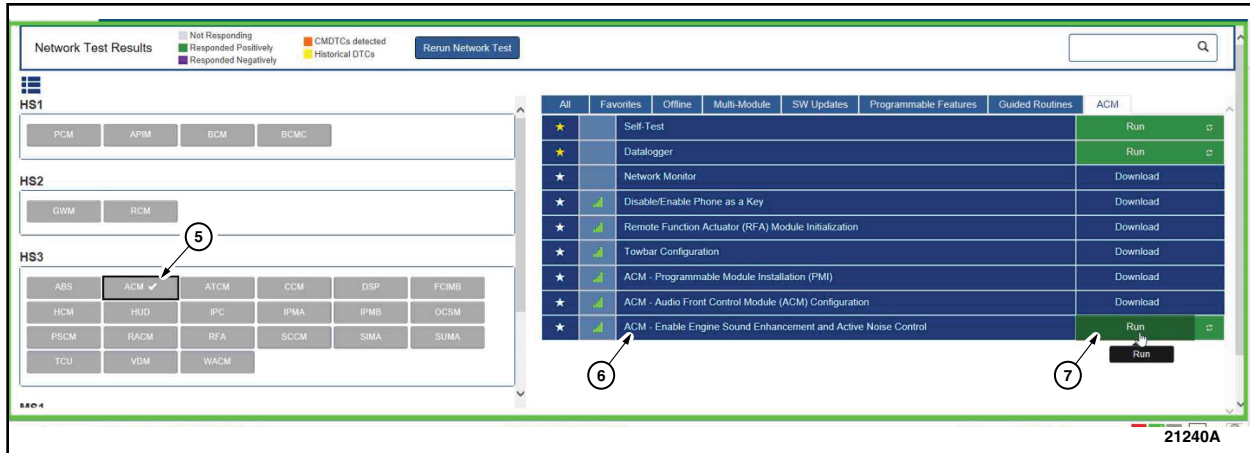


FIGURE 1

8. When prompted with "This procedure will enable the Engine Sound Enhancement (ESE) or Audio Noise Cancellation (ANC) features. Do you wish to continue?" select "Yes" and continue through the installation application.

NOTE: This feature may have already been enabled on the vehicle. If prompted with a window stating "Feature Not Supported," select "OK" and continue through the installation application.

9. From the list on the RH side of the screen, select Self-Test and click RUN.

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

11. Click the Clear & Retest button at the top of the screen to clear DTCs in all modules.

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



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.

