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 Ford Customer Service Division

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

December 17, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B37 – Supplement #1**
 Certain 2021 Model Year F-150 Vehicles with a 5.0L Engine
 Powertrain Control Module (PCM) Calibration for Oil Minder Update

REF: **NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B37**
 Dated: June 24, 2021

REF: TSB 21-2126 - Dated: April 19, 2021
 TSB 21-2159 - Dated: May 17, 2021

New! REASON FOR THIS SUPPLEMENT

- **Program Terms:** The program expiration date has been extended through September 30, 2022.
- **Follow Up Owner Notifications:** Owner letters advising of the extended expiration date will be sent.

New! PROGRAM TERMS

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

New! URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of *September 30, 2022*. FSA VIN Lists are expected to be available by June 24, 2021.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	Dearborn	October 5, 2020 through April 3, 2021
		Kansas City	June 1, 2020 through April 22, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: The following Technical Service Bulletins (TSBs) include the same PCM reprogramming as contained in this FSA:

- TSB 21-2126
- TSB 21-2159

Therefore, 21B37 will be closed automatically when repairs for either of these TSBs are performed.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the PCM may enter a non-recoverable reset condition at key-on when the software detects a low oil level AND the oil life remaining is between 5-20%. When the PCM is in the reset condition, the driver may experience a condition where the engine will not attempt to turn on when the driver turns the key or presses the “engine start” button.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to reprogram the PCM. This service must be performed on all affected vehicles at no charge to the vehicle owner.

For unsold units, vehicles without Ford Power-Up software update capability, and customers requesting the PCM software update, dealers will reflash the PCM per standard workshop manual procedures. For vehicles exhibiting a condition where the engine will not attempt to turn on when the driver turns the key or presses the "engine start" button, dealers will reflash the PCM and perform an oil change.

Once the Ford Power-Up software update is available, owners with Ford Power-Up enabled will be given the option of installing the software update themselves.

New! OWNER NOTIFICATION MAILING SCHEDULE

Follow up owner letters advising of the new program expiration date are expected to be mailed by the end of December 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

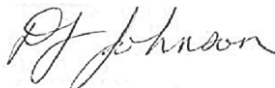
Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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,



David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 21B37 – Supplement #1
Certain 2021 Model Year F-150 Vehicles with a 5.0L Engine
PCM Calibration for Oil Minder Update

OASIS ACTIVATION

OASIS was activated on June 24, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on June 24, 2021. Owner names and addresses were available by July 31, 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.

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.

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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 21B37 is the sub code.
 - Customer Concern Code (CCC): E29
 - Condition Code (CC): 04
 - Causal Part Number: 12A650
 - 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.

NOTE: The following TSBs include the same PCM reprogramming as contained in this FSA:

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- TSB 21-2159

Therefore, 21B37 will be closed automatically when repairs for either of these TSBs are performed.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PCM to the latest level using FDRS.	21B37B	0.4 Hours
Reprogram and reset the pcm, includes time to change the engine oil and filter, reset oil change reminder (do not use with any other labor operations)	21B37C	0.8 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION (only claim below parts with 21B37C)

Part Number	Description	Order Quantity	Claim Quantity
XO-5W30-Q1SP	Motorcraft® SAE 5W-30 Synthetic Blend Motor Oil	1	8
AA5Z-6714-A	Engine Oil Filter (1 req/case of 12)	1	1

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 8% of the affected vehicle population is expected to require engine oil and filter replacement.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).

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REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021 MODEL YEAR F-150 VEHICLES WITH A 5.0L ENGINE - PCM CALIBRATION FOR OIL MINDER UPDATE

SERVICE PROCEDURE

1. Does the vehicle start?
Yes - Proceed to Step 2.
No - Proceed to PCM and Oil Minder Reset, on Page 2.
2. Connect the FDRS. Does the FDRS communicate with the PCM?
Yes - Proceed to Step 3.
No - Proceed to PCM and Oil Minder Reset, on Page 2.

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.

3. 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.

4. 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.

5. Click 'Read VIN from Vehicle' or manually enter the VIN then 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.

6. Select Toolbox tab.

7. Select the Software Updates tab on the top of the RH side of the screen.

8. From the list on the RH side of the screen, find PCM - Powertrain Control Module (PCM) Software Update.

9. Click Download and then click RUN. Follow all on-screen instructions carefully.



10. From the list on the RH side of the screen, select Self-Test and click RUN.
11. Click the Run Selected Tests button in the lower right.
12. Click the Clear & Retest button at the top of the screen to clear DTC's in all modules.
13. Disconnect the battery charger from the 12V battery once the programming has completed.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

14. This recall is complete.

PCM and Oil Minder Reset

1. Perform a reset of the PCM by following the instructions and running the reset program found in the ZIP file:

[Click here to obtain the file](#)

2. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool. Refer to Module Programming on Page 1.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

3. Change the engine oil and engine oil filter. Refer to the Workshop manual (WSM), Section 303-01E.
4. Perform a reset of the engine oil change reminder. Refer to the vehicle Owner's Manual.
5. This recall is complete.



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.





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

December 2021

Customer Satisfaction Program 21B37

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.

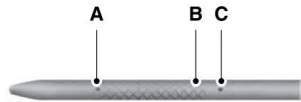
Why are you receiving this notice? On your vehicle, the Powertrain Control Module (PCM) may enter an engine no-start condition at key-on if the software detects a low oil level AND the oil life remaining is between 5-20%.

What is the effect? If your oil level is low AND the oil life remaining is between 5-20%, the engine may not attempt to turn on when the driver turns the key or presses the "engine start" button.

What will Ford and your dealer do? In the interest of customer satisfaction, a Ford Power-Up (over-the-air) PCM software update is expected to be available by the end of September 2022. For more information on how your vehicle receives a Ford Power-Up software update, refer to "Over-The-Air Updates" in your owner manual. If you do not wish to wait for the Ford Power-Up software update, please schedule a service appointment with your local dealership to have your software updated. Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program expiration date has been extended until September 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?



Engine Oil Dipstick

Regularly check and maintain a full engine oil level, between the B and C marks on the vehicle's engine oil dipstick, per the owner manual. Additionally, confirm Ford Power-Up is enabled on your vehicle to accept the software update when available. Refer to "Over-The-Air Updates" in your owner manual. It is also recommended that you not let your oil life drop below 20% until after you have received the PCM update (either through the Ford Power-Up software update or by visiting your dealership).

If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

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. FordPass has other features such as reserving parking in certain locations and the ability to remotely control certain functions on your vehicle (lock or unlock doors, remote start) if your vehicle is equipped.

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