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May 25, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22P04**
Certain 2021 Model Year Mustang Mach-E Vehicles Equipped with Phone as a Key Option
Gateway Module Programming to Activate Phone as a Key

REF *:*   **NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B53**
Dated September 7, 2021

PROGRAM TERMS

P programs are utilized for non-safety repairs intended to improve customer vehicle experience.
P programs are intended to be performed during normal service visits without requiring a separate visit. This allows dealers to provide additional value to the customer, to accompany any planned visit.

For vehicles involved with a Customer Satisfaction P type program, dealers are encouraged to complete this program on the next dealer service visit. This program is intended to be performed on vehicles already at the dealership for service; customer notifications will not be issued for this program.

Vehicles involved in this P program will be identified in OASIS. We recommend dealers utilize OASIS at the vehicle's next dealer visit to identify if the vehicle is involved with this FSA.

This program will be in effect through May 31, 2023, for vehicles within the new bumper-to-bumper warranty coverage period.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021	Cuautitlan	June 11, 2021 through August 16, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: This program supersedes FSA 21B53.

REASON FOR THIS PROGRAM

In all of the affected vehicles, a misconfigured Enhanced Central Gateway (ECG) module prevents Phone as a Key from functioning.

SERVICE ACTION

Dealers are to reprogram the ECG module to the latest level. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

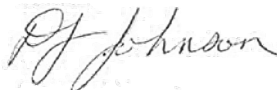Owner letters will not be mailed for this program.

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

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OASIS ACTIVATION

OASIS will be activated on May 25, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on May 25, 2022. Owner names and addresses will not be available for this program.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- 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 22P04 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
Reprogram Gateway Control Module to the latest level.	MT22P04B	Up to 1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR MACH-E VEHICLES — GATEWAY MODULE SOFTWARE UPDATE

SERVICE PROCEDURE

Module Programming

NOTE: A 8 GB USB flash drive is required for this procedure. Use a formatted flash drive for each vehicle.

1. Perform a FordPass reset by following these steps. On the display touch screen, select "Menu" (6 dots at the top of the screen), then select "Edit". Scroll down and select "General". Scroll to the bottom and select "Reset", then "FordPass Connect Reset" and then select "Reset All". Select "Ok".

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 Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

2. Launch 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 Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (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 GWM.

6. From the list on the RH side of the screen, select GWM - Gateway Module (GWM) Software Update.

NOTE: If the GWM is at the latest software version, Proceed to Step 8.

7. Click RUN. Follow all on-screen instructions carefully.

8. From the list on the LH side of the screen, select RFA.

9. From the list on the RH side of the screen, select RFA - Remote Function Actuator initialization.

10. Click RUN. Follow all on-screen instructions carefully.

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

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

13. Click the Clear & Retest button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

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

15. If the customers phone is available, activate the vehicle through the FordPass application.

16. The repair 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.