



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

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

September 1, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Application Performance Upgrade 22G04
 Certain 2010 – 2012 Model Year Fusion / MKZ / Milan Hybrid Vehicles
 Hybrid Battery Reduced Electric Vehicle Operation BECM and PCM Software
 Update

PROGRAM TERMS

This program will be in effect until September 30, 2023. There is no mileage limit for this program. After September 30, 2023 the program will remain in effect for vehicles (if any) with less than 150,000 miles and 10 years in service.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
FUSION/MILAN/MKZ	2010	Hermosillo	July 3, 2008 through July 25, 2010
	2011		March 25, 2010 through June 4, 2011
	2012		February 28, 2011 through July 26, 2012

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all the affected vehicles, outdated software may result in reduced EV-only mode performance earlier in the life of the vehicle than intended.

SERVICE ACTION

Dealers are to update the battery engine control module (BECM) and the powertrain control module (PCM) software. 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 September 16, 2022. Dealers should ensure that the BECM and PCM software in any affected vehicles that arrive at their dealerships has been reprogrammed using the latest software level of the appropriate Ford diagnostic scan tool, whether or not the customer has received a letter.

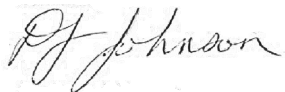
ATTACHMENTS

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

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

David J. Johnson

Application Performance Upgrade 22G04

Certain 2010 - 2012 Model Year Fusion / MKZ / Milan Hybrid Vehicles
Hybrid Battery Reduced Electric Vehicle Operation BECM and PCM Software Update

OASIS ACTIVATION

OASIS will be activated on September 1, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 1, 2022. Owner names and addresses will be available by September 30, 2022.

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

- 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

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires, within 90 days from the date of the owner letter, December 30, 2023.
- Refunds will only be provided for the cost associated with the BECM and PCM software update.

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 – Field Service Actions (FSA) – Related Damage.
- 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 22G04 is the sub code.
 - Customer Concern Code (CCC): D16
 - Condition Code (CC): 04
 - Causal Part Number: 10B759
 - 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22G04 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Application Performance Upgrade 22G04

Certain 2010 - 2012 Model Year Fusion / MKZ / Milan Hybrid Vehicles
Hybrid Battery Reduced Electric Vehicle Operation BECM and PCM Software Update

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Software Update (BECM and PCM)	22G04B	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2010-2011 MERCURY MILAN HEV, 2011-2012 LINCOLN MKZ HEV AND 2010-2012 FUSION VEHICLES — REDUCED VEHICLE OPERATION

SERVICE PROCEDURE

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (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: Make sure the IDS computer does not enter sleep mode during programming.

2. Reprogram the Battery Energy Control Module (BECM) and the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 126.05 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

Important Information for Module Programming

NOTE: When programming or reprogramming 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 IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) 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 IDS/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:
NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





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

September 2022

Application Performance Upgrade 22G04

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 Application Performance Upgrade for your vehicle with the VIN shown above.

Why are you receiving this notice?

Ford is offering a software update for your vehicle's battery energy control module (BECM) and the powertrain control module (PCM).

What is the effect?

Outdated software may result in reduced EV-only mode performance earlier in the life of your vehicle than intended.

What will Ford and your dealer do?

In the interest customer satisfaction, Ford Motor Company has authorized your dealer to update the BECM and PCM software (unless your vehicle already has the updated software). This will be done free of charge (parts and labor) under the terms of this program.

This Application Performance Upgrade will be in effect for one (1) year from the date of this notice, regardless of mileage. After one (1) year, you can still receive a free software update if your vehicle has been in service for less than 10 years and 150,000 miles. 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?

You may call your dealer and request a service date for Application Performance Upgrade 22G04. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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**What should you do?
(Continued)**

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.

NOTE: You can receive information about Recalls and Application Performance Upgrades 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

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 may also be eligible for reimbursement if you paid out-of-pocket for the software update when you still owned the vehicle.

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

Have you previously paid for this Software Update?

If you previously paid for this software update and the update was performed before the date of this letter, you may be eligible for a refund.

Ford will offer a one-time reimbursement for service time charges previously paid to an authorized Ford dealer for the installation of the software update. Ford will also offer reimbursement for the associated diagnostic fee charges paid to an authorized Ford dealer for the condition addressed by the BECM and the PCM software update.

This program does not provide reimbursements for repairs and/or servicing that are unrelated to the condition addressed by the BECM and the PCM software update. The program does not provide reimbursements for battery replacements. The claim will not be eligible for reimbursement if you have already received reimbursement for the charges or if the software update and any diagnosis time was previously provided under warranty. In order to be eligible for reimbursement, these charges must have been for services performed prior to the date of this letter.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer within ninety (90) days from receipt of this letter. See below for instructions on submitting a claim for reimbursement.

How do I submit a claim for reimbursement?

To qualify for reimbursement, you can request reimbursement from an authorized Ford dealer or submit a reimbursement claim directly to Ford Motor Company. If you submit your claim directly to Ford Motor Company, you must provide (i) your name; (ii) address; (iii) phone number; (iv) VIN; and (v) documentation showing that any charges were imposed for the installation of the software update and/or a diagnostic fee due to the

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**How do I submit a claim for reimbursement?
(Continued)**

condition addressed by the software update. You must also provide proof of payment (i.e., receipt, credit card statement, cancelled check, or bank statement) of the charges. The documentation must also show that the costs were paid by you.

If you have a reimbursement claim, you have 90 days from the date of this letter to submit the claim to a Ford dealer or mail it directly to Ford Motor Company. If you choose to submit your reimbursement claim directly to Ford Motor Company, the required documentation must be mailed to the address listed below, postmarked within ninety (90) days of the date of this letter and Ford must receive it within one hundred twenty days (120) days of the date of this letter.

If you choose to submit your reimbursement claim directly to Ford Motor Company, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

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: ford.com/support

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

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Lincoln
P. O. Box 1904
Dearborn, Michigan 48121

September 2022

Application Performance Upgrade 22G04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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 Application Performance Upgrade for your vehicle with the VIN shown above.

- Why are you receiving this notice?** Lincoln is offering a software update for your vehicle's battery energy control module (BECM) and the powertrain control module (PCM).
- What is the effect?** Outdated software may result in reduced EV-only mode performance earlier in the life of your vehicle than intended.
- What will Lincoln and your retailer do?** In the interest of customer satisfaction, Lincoln has authorized your dealer to update the BECM and PCM software (unless your vehicle already has the updated software). This will be done free of charge (parts and labor) under the terms of this program.
- This Application Performance Upgrade will be in effect for one (1) year from the date of this notice, regardless of mileage. After one (1) year, you can still receive a free software update if your vehicle has been in service for less than 10 years and 150,000 miles. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for your retailer to install the application upgrade is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.
- What should you do?** You may call your dealer and request a service date for Application Performance Upgrade 22G04. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter. If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions. Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Lincoln can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely

**What should you do?
(Continued)**

basis. Therefore, please make arrangements to have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Application Performance Upgrades through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

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To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer within ninety (90) days from receipt of this letter. See below for instructions on submitting a claim for reimbursement.

How do I submit a claim for reimbursement?

To qualify for reimbursement, you can request reimbursement from an authorized Lincoln dealer or submit a reimbursement claim directly to Lincoln. If you submit your claim directly to Lincoln, you must provide (i) your name; (ii) address; (iii) phone number; (iv) VIN; and (v) documentation showing that any charges were imposed for the installation of the software update and/or a diagnostic fee due to the condition addressed by the software update. You must also provide proof of payment (i.e., receipt, credit card statement, cancelled check, or bank statement) of the charges. The documentation must also show that the costs were paid by you.

If you have a reimbursement claim, you have 90 days from the date of this letter to submit the claim to a Lincoln dealer or mail it directly to Lincoln. If you choose to submit your reimbursement claim directly to Lincoln, the required documentation must be mailed to the address listed below,

**How do I submit a claim for reimbursement?
(Continued)**

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Thank you for your attention to this important matter.

Lincoln