



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

December 2022

## Customer Satisfaction Program 22B28

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?**

We want you to have the best and most comfortable driving experience while driving your Mustang Mach-E. To ensure your vehicle is providing optimal output from its heating system, we have developed a software update to improve the heating capability, defrost and defog performance when exterior temperatures are at or below -15°C/5°F.

### **What is the effect?**

Without these updates, you may experience less than optimal cabin heating and possible window frost or fogging while driving at highway speeds in colder temperatures at or below -15°C/5°F.

### **What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has released software for 22B28. Your vehicle is capable of Ford Power Up Software Updates.

When Automatic Updates are turned ON (standard from the factory), the software will be downloaded to your vehicle over a private wi-fi network or through your vehicle's modem through the cellular network. Before the software will install you will have to schedule a day and time when you will not need the vehicle for up to 60 minutes while the installation completes.

**Note:** Refer to [ford.com/support](https://ford.com/support) for further information on your Ford Power Up Software Updates system.

Should the software fail to load or install properly, Ford has authorized your dealer to install 22B28 software free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until November 30, 2023 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this software installation is (approximately 60 minutes (or one hour). If you prefer to go to your dealer for the software update, 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?** For your convenience, Ford is encouraging you to update your vehicle's software using Ford Power Up Software Update capabilities. By utilizing this option, you should not need to take your vehicle to your dealer unless you're unable to successfully perform the update.

To complete this software update, your vehicle will have to be parked with the ignition off for a short period of time. Also, you will have to schedule (we suggest overnight or during work hours) the software installation to ensure that you will not need your vehicle during the update. You can check the progress of the installation via the icons on the in-vehicle screen, FordPass app, or on the Owner website.

To set a recurring schedule,

1. Tap Settings on your vehicle's SYNC screen
2. Choose System (or Software) Updates
3. Press Schedule Updates
4. Choose Schedule
5. Choose your preferred days and times (the more days you select the faster you will get updates)
6. Press Save

To confirm Automatic Updates is turned ON,

1. Tap Settings on your vehicle's SYNC screen
2. Choose System Updates
3. Confirm Automatic Updates is toggled to on

You will receive a reminder in your vehicle 24 hours prior and in your FordPass App as well. You can reschedule up to 2 mins before the update begins.

#### Important Notes

- Ford Power Up software updates are not deployed to all vehicles at the same time.
- If you choose to turn Automatic Updates OFF, you will need to have consented to all prior updates for this update to be deployed to your vehicle.
- Update Details will specify this recall as being included when this update is available/successfully installed on your vehicle.
- Refer to [Ford.com/support](https://ford.com/support) for further information.

If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Customer Satisfaction Program 22B28. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

(continued)

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) 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.

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. 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.

Ford has developed a video to assist you

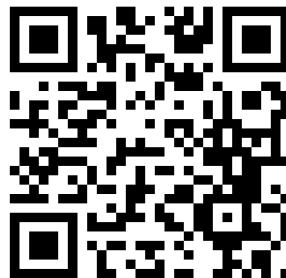
### How to maintain optimal cabin heating.

- **Preconditioning:** The best way to heat or cool your electric vehicle is to precondition it while it's plugged into a power source. (Can be set through the FordPass App.)
- **Defrost Settings:** You can use the max defrost settings to clear your windows before driving in cold weather.
- **Auto Mode:** Use auto mode to optimize the available hot or cold air. Auto mode uses input from sensors inside and outside the vehicle to automatically adjust the cabin temperature to a comfortable level.

**Any questions?** Go to [Ford.com/Support](https://Ford.com/Support).

Ford has created a short video describing these settings and how to optimize cabin heating. For your convenience, Ford has provided the QR code below which can take you directly to the video.

Scanning a QR code using a device is straightforward: Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.



### 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: [ford.com/support](https://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](https://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

# Ford Power-Up Software: Updates

## How to turn on Automatic Updates and Set a Recurring Schedule

Ford Power-Up software updates are downloaded and installed over-the-air using either an external WiFi or FordPass™ Connect (vehicle modem). Most software updates will happen seamlessly in the background, as long as both of the following have been done on your vehicle:

1. Automatic Updates is turned ON
2. A Recurring Schedule has been set.

We recommend scheduling updates for overnight or at a time that you will not need to enter or use the vehicle. See your Owner's Manual for more information on how to navigate your entertainment display.

### To set a recurring schedule:

1. Tap Settings on your vehicle's SYNC screen.
2. Choose System (or Software) Updates
3. Press Schedule Updates (or Recurring Update Schedule)

### Depending on your vehicle you will either:

4. Choose Schedule
  5. Choose your preferred days and times.
  6. Press Save
- or**
4. Select one of the Preset options OR Select Custom Schedule
  5. If Custom Schedule choose your preferred days (2 minimum) and time.
  6. Exit the screen (Schedule is auto saved).

### To confirm Automatic Updates is turned ON:

1. Tap Settings on your vehicle's SYNC screen.
2. Choose System (or Software) Updates
3. Confirm Automatic Updates is toggled to on

Prior to software download and installation, you will receive a reminder in your vehicle (24 hours prior) and in your FordPass App. You can reschedule up to 2 mins before the update begins.

### Important Notes

- Ford Power-Up software updates are not deployed to all vehicles at the same time.
- If you choose to turn Automatic Updates OFF, you will need to have consented to all prior updates for this update to be deployed to your vehicle.
- Update Details will specify this program as being included when this update is available / successful installed on your vehicle.
- Refer to [Ford.com/support](https://ford.com/support) for further information.

**NOTE:** In your vehicle's entertainment display the Update Details screen will specify this recall as being included when this update is available or successfully installed on your vehicle. You will also get an Update Successful alert in the message center of your Ford Pass app.

If you are unsure if you have received the software update for this recall or have any questions regarding software updates, please call our specially trained Software Update Customer Relationship Center at:

1-833-389-0848.