Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

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

June 2, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22B48**
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit
Vehicles - Off-Board Charger Controller Module Programming

PROGRAM TERMS

This program will be in effect through June 30, 2024. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of June 30, 2024 to encourage dealers
and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with
affected vehicles. This will help minimize the number of vehicles that may not be able to charge at
certain charger locations. FSA VIN Lists are expected to be available on June 2, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021-2022	Cuautitlan	February 24, 2020 through November 4, 2022
E-Transit	2022	Kansas City	February 26, 2021 through August 26, 2022

US population of affected vehicles: 17,996. Affected vehicles are identified in OASIS and FSA VIN
Lists.

Note: Some vehicles may be in the process of being repaired at the plant or by Ford Power-Up
delivered over-the-air (OTA). Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS PROGRAM

Some Mustang Mach-E, and E-Transit battery electric vehicles (BEV) may experience inability to
charge at certain charging stations. The customer will receive a charge failure notification on the touch
screen panel (SYNC) and the FordPass App or Charge Assist App. The charging station will also
report a failure to charge and prompt the customer to disconnect and reconnect; however, when the
customer does this, it may fail again.

SERVICE ACTION

Dealers are to reprogram the off-board charger controller (OBCC) module to the latest software level (LJ98-14G684-**AM** or greater) using the Ford Diagnosis and Repair System (FDRS) scan tool. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Participating dealers: To assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner's location, or:
  - Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
- Re-deliver the owner's vehicle after repairs have been completed.
- Pick-up and delivery and mobile service should be made available for all customers. Refer to the Claiming sections for further details.

OVER-THE-AIR (OTA) UPDATES (FORD POWER-UP)

- In addition to dealers being able to update vehicles using FDRS, Ford has also deployed an OTA software update for **Mustang Mach-E vehicles**.
- **NOTE:** E-Transit vehicles under this program are not OTA capable.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the Field Service Action (FSA) is still open (OASIS), and the vehicle has not already received the OTA update.
  1. Verify FSA is still open by viewing the "Outstanding Field Service Actions" on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open)
  2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled "Connected Vehicle". In the "Over the Air Update 60-Day History", you can determine if an OTA update occurred on the affected module by viewing the "Completion Status", which should show "Campaign Successful". The "Release Notes" will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 19, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

Mustang Mach-E - Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Mobile Service Repair Assessment
Owner Notification Letter – E-Transit
Owner Notification Letter – Mach-E Ford Power-Up
Owner Instruction – Mach-E Ford Power-Up Software Updates

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,

Stacy L. Balzer

Customer Satisfaction Program 22B48
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit Vehicles
Off-Board Charger Controller Module Programming

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
  - 🔧 - Mobile Reprogramming

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s).
  - o Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies: fully charged laptop with most current FDRS software loaded, Vehicle Communication Module II (VCM II), cables, and handheld portable vehicle battery booster.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

OASIS ACTIVATION

OASIS will be activated on June 2, 2023.

- Before scheduling service for an OTA-capable vehicle (Mach-E), verify through PTS that the Field Service Action (FSA) is still open (OASIS). See OVER-THE-AIR (OTA) UPDATES above.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on June 2, 2023. Owner names and addresses will be available by July 7, 2023.

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.

Customer Satisfaction Program 22B48
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit Vehicles
Off-Board Charger Controller Module Programming

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.

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:
- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.

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 FSAs / 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 before completing the repair.

Customer Satisfaction Program 22B48
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit Vehicles
Off-Board Charger Controller Module Programming

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 **22B48** is the sub code.
        - Customer Concern Code (CCC): **D15** - HV plug in charging system
        - Condition Code (CC): **42** - Does Not Operate Properly.
        - Causal Part Number: **14G672** (OBCC module hardware), 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 the same claim type and subcode as described in Claim Entry above.

    IMPORTANT: Click the Related Damage Indicator radio button.
- **Pickup & Delivery:**
    - Dealers participating in the Remote Experience Program –
        - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:**
    - Dealers participating in the Remote Experience Program –
        - Refer to EFC12071 2023 Remote Experience Program.

Customer Satisfaction Program 22B48
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit Vehicles
Off-Board Charger Controller Module Programming

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
E-Transit: Update OBCC module to the latest software level, LJ98-14G684-**AM** or greater, using the FDRS scan tool.	22B48B	0.3 Hours
Mach-E: Update OBCC module to the latest software level, LJ98-14G684-**AM** or greater, using the FDRS scan tool.	22B48C	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021-2022 MODEL YEAR MUSTANG MACH-E AND 2022 MODEL YEAR E-TRANSIT VEHICLES VEHICLES — OFF-BOARD CHARGER CONTROLLER MODULE PROGRAMMING

SERVICE PROCEDURE

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs 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 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 **OBCC.**

NOTE: The search box can be used to find this module.

6. From the list on the RH side of the screen, select **OBCC - Off-Board Charger Controller Software Update.**

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

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

9. Click the **Run Selected Tests** button in the lower right.

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

11. Verify the OBCC software installation by selecting the **Vehicle Info** tab and confirming that the OBCC Engineering Assembly P/N is **LJ98-14G684-AM** or greater (example: -AN, -AP, etc). See Figure 1.

Module Overview

ECU	Description	View CMDTCs	Engineering Assembly P/N	Software P/N
GFM	Generic Function Module		L00B-14F000-AL	L00B-14H121-AL
GSM	Gear Shift Module		LJ9P-7P155-AE	LJ9P-14G395-AE
GWM	Gateway Module A		DSMU5T-14G650-AS	LJ8T-14H021-AM
HVAC	Heating, Ventilation And Air Conditioning		LJ8T-18C612-AM	LJ8T-18D619-AL
IPC	Instrument Panel Cluster		DSLJ8T-1A292-AK	LU5T-10F906-AA
IPMA	Image Processing Module A		LJ8T-14G647-FJ	ML3T-14H102-ABJ
OBCC	Off-Board Charger Controller	← →	**LJ98-14G684-AM**	LJ98-14G684-AL
OCSM	Occupant Classification System Module		LJ8B-603B16-AC	LJ6B-14F595-AA
PACM	Pedestrian Alert Control Module		LJ8T-14G113-AD	ML3T-14G492-BB

Module Details

22463A

FIGURE 1

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 the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the 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 VCM II/VCM III or the VCMM from the data link connector (DLC) and your PC.

b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the 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.

Customer Satisfaction Program 22B48
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit Vehicles
Off-Board Charger Controller Module Programming

Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

Dealer Bulletin
Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels
🔧 - Mobile Reprogramming
🔧 🔧 - Light Mobile Service
🔧 🔧 🔧 - Enhanced Mobile Service
🔧 🔧 🔧 🔧 - Advanced Mobile Service

⚙ - Wheel and Tire Mobile Service
🚫 - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.
🔧 – Mobile Reprogramming
- Module Programming or similar type services
- Minimum tools maybe required other than an **IDS/FDRS** setup
- FDRS programming that requires internet connection (wi-fi or mobile hotspot)
- Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
- Repairs not greater than 1 hour in length (including time to wait for programming)
Note: The location will need a charging station or wall box to maintain the 12-volt battery.

🔧 🔧 – Light Mobile Service
- Interior repair procedures that do not require seat, dash, or headliner removal
- Under hood repairs that do not require large component removal
- Exterior repairs that do not require large component/panel removal
- Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Customer Satisfaction Program 22B48
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit Vehicles
Off-Board Charger Controller Module Programming

🔧🔧🔧 – Enhanced Mobile Service
- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools
Note: Wheel lock may be required.

🔧🔧🔧🔧 – Advanced Mobile Service
- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

⊛ – Wheel and Tire Mobile Service
- Tire Removal from Wheel
- Tire Balancing
- Tire Repair
Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

🚫 – Not a Mobile Service Repair
- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

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

June 2023

Customer Satisfaction Program 22B48

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?	Ford Motor Company has a software update that will ensure you will have a better charging experience. Some battery electric vehicles (BEV) may experience an inability to charge at certain charging stations.
What is the effect?	You may receive a charge failure notification on the touch screen panel (SYNC) and the FordPass App or Charge Assist App. In these instances, the charging station will also report a failure to charge and prompt you to disconnect and reconnect; however, even when performed as instructed, it may fail again.
What will Ford and your dealer do?	In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the off-board charger controller (OBCC) free of charge (parts and labor) under the terms of this program.
	This Customer Satisfaction Program will be in effect until June 30, 2024 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?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program **22B48**. Provide the dealer with your VIN, 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.

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.
	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.
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.
	For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).
	MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

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Ford Customer Service Division

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

June 2023

Customer Satisfaction Program 22B48

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?	Ford Motor Company has a software update that will ensure you will have a better charging experience. Some battery electric vehicles (BEV) may experience an inability to charge at certain charging stations.
What is the effect?	You may receive a charge failure notification on the touch screen panel (SYNC) and the FordPass App or Charge Assist App. In these instances, the charging station will also report a failure to charge and prompt you to disconnect and reconnect; however, even when performed as instructed, it may fail again.
What will Ford and your dealer do?	In the interest of customer satisfaction, Ford Motor Company has released software for your off-board charger controller (OBCC). Your vehicle is capable of Ford Power Up Software Updates so this can happen automatically.
	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 over the cellular network. Before the software installs you will have to schedule a day and time when you will not need the vehicle for up to 15 minutes while the installation completes.
	Note: Refer to 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 OBCC software free of charge (parts and labor) under the terms of this program.
	This Customer Satisfaction Program will be in effect until **June 30, 2024** regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?	The time needed for this software installation is approximately 30 minutes depending on setup (see the FORD POWER-UP SOFTWARE UPDATES instruction page included with this letter).
	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.
	If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Customer Satisfaction Program **22B48**. Provide the dealer with your VIN, 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.
	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.
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.
	For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

Can we assist you further? (continued)

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

FORD POWER-UP SOFTWARE UPDATES
Mustang Mach-E - SYNC 4A

How to Activate FordPass Connect

1. Download **FordPass** from the **App Store®** or **Google Play™**
2. Log in with your Ford account or create an account if you don't already have one
3. Press the + sign to add your vehicle to **FordPass**
4. Scan or type in your **VIN** and select "**Activate Vehicle**"
5. Start your vehicle and select "**Yes**" to enable **FordPass** Connected Services on the dashboard **SYNC® 4A** touchscreen to complete activation

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STEP ONE - GET CONNECTED – With FordPass enabled, connect your vehicle to Wi-Fi. Choose a network you want to automatically connect with (whenever you're in range).

How do I connect to Wi-Fi with SYNC® 4A?

1. Tap the **Vehicle image** on the left-hand side of the **SYNC screen**.
2. Press **Settings**.
3. Select **Connectivity**.
4. Press **Manage Wi-Fi Networks**.
5. Toggle **System Wi-Fi** to **ON**.
6. Press **View Available Networks**. Your system will display available networks. You can also search for hidden networks by selecting **Add a Network**.
7. Select an available **Wi-Fi network**.
8. Enter the network password if prompted.

When you are connected, a **Wi-Fi Connectivity** icon will show in the top right corner of your SYNC screen. After you add a network, your vehicle will automatically connect to it when in range.
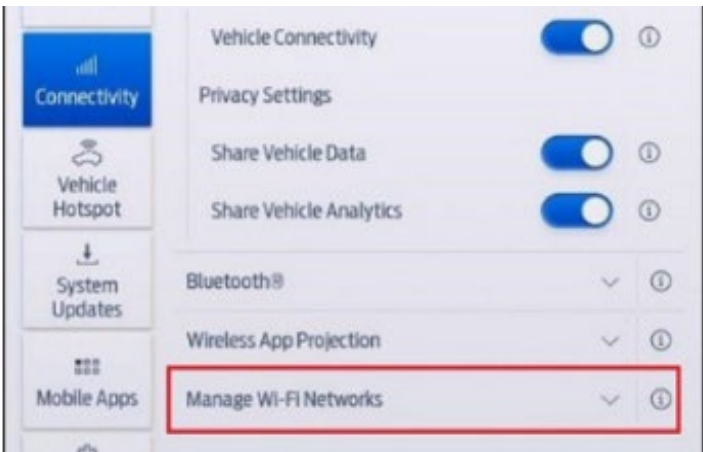
<u>STEP TWO - SET A SCHEDULE</u> - Certain updates require your vehicle to be parked with the ignition off. You can plan ahead by scheduling these updates to happen overnight or whenever it's convenient.

Note: Once the install starts, your vehicle cannot be driven for up to a few hours. If certain preconditions aren't met, such as the vehicle being turned off, the install process will not initiate and will retry at your next scheduled day and time.

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<u>Scheduling Updates from your SYNC® screen</u>

1. Press the **vehicle icon** (top left)
2. Press **Settings**
3. Press **System Updates**
4. Press **Schedule Updates**
   a. If no schedule has been set, select the **day(s)** and **time** that work best for you.
   b. Your set schedule will be recurring, so every time a non-drivable update becomes available, it will be installed at your selected day(s) and time unless changed. You'll be notified when an update is scheduled to install, with an option to change the schedule.
   c. If a schedule has already been set, you can come back at any time to change it
5. Press **Save**

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<u>STEP THREE - DOWNLOAD AND INSTALL</u> - Wi-Fi connected + schedule set = ready for automatic updates.

In-Vehicle Ford Power-Up Software Update Icons - Inform you about your update once clicked:

⬇ There is an update available. Appears only if Automatic Updates are turned off.

🔔 A previously scheduled update is about to occur.

🕐 An update is available but needs to be scheduled.

🔒 An update is available but needs your permission to proceed.

✓ An update has completed and is ready for your review.

! An update has failed to complete.

<u>Video Tutorial and other information:</u>

<u>Ford.com/support</u> → Take Control of Ownership → Ford Power-Up