



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

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

June 26, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22B48 - Supplement #1**
Certain 2021-2022 Model Year Mustang Mach-E and 2022 Model Year E-Transit
Vehicles - Off-Board Charger Controller Module Programming

REF: **Customer Satisfaction Program 22B48**
Dated: June 2, 2023

New! REASON FOR THIS SUPPLEMENT

Technical Information: Correction - the OBCC software part number (P/N) is to be LJ98-14G684-AM or greater after 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: 17,993. 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.

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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

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).
 - 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 were 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title 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.

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

NEW ! 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.



NEW ! 11. Verify the OBCC software installation by selecting the **Vehicle Info** tab and confirming that the OBCC **Software 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 |
| GM | Control Function Module | | LJ9P-7P155-AE | LJ9P-14G395-AE |
| 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 | | NK48-14G568-AF | LJ98-14G684-AM |
| 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.

