



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

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

June 20, 2023

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 23N02**  
Certain 2022 Model Year Expedition  
Connected Navigation Embedded Navigation Issue

### **PROGRAM TERMS**

This program provides a no-cost, one-time software update that automatically converts customers to the correct "Connected Built-In Navigation" subscription and will require no further action from the customer.

Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Expedition	2022	Kentucky Truck	May 13, 2021 through September 12, 2022

US population of affected vehicles: 631. Affected vehicles are identified in OASIS.

### **REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR**

All of the affected vehicles were configured with "Connected Navigation" instead of "Connected Built-In Navigation." "Connected Navigation" comes with a 90-day free trial, whereas "Connected Built-In Navigation" includes three years of service and Embedded Navigation.

### **SERVICE ACTION**

Ford has already enrolled affected vehicles in the correct "Connected Built-In Navigation" service. Customers will be notified and receive one additional complimentary year of "Connected Built-In Navigation" service for their inconvenience, for a total of five years of service, effective from their Expedition's warranty start date. Customers that paid for a Connected Navigation subscription will receive a refund back to the same payment method used to pay for the subscription within the next 4-6 weeks. No action is required from the dealers or customer.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of June 26, 2023.

### **OASIS ACTIVATION**

OASIS will be activated on June 26, 2023.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

### **ATTACHMENT**

Owner Notification Letter

## **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 initial 'S'.

Stacy L. Balzer



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

Customer Satisfaction Program 23N02

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

June 2023

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 goal, we are providing a complimentary Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

We made a mistake. We initially configured your 2022MY Expedition with 'Connected Navigation' instead of the "Connected Built-In Navigation" feature that it was supposed to have. We have rectified this error and you should now be enrolled in the correct service.

**What is the effect?**

"Connected Navigation" comes with a 90-day free trial, whereas "Connected Built-In Navigation" includes three years of service and Embedded Navigation. You can learn more about these services here:

<https://www.ford.com/support/how-tos/sync/sync-4/what-are-the-sync-4-navigation-options/>



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

We want to help make it right. First, we have enrolled your vehicle in the correct "Connected Built-In Navigation" service. There is nothing more for you to do. Second, we are providing you with an additional year of navigation to restore the three years of included service you were supposed to receive with the purchase of your vehicle. Additionally, we are providing a further complimentary year of service for your inconvenience. In total, the expiration date for your service is now five years from your Expedition's warranty start date. If you have already paid for a "Connected Navigation" subscription, Ford will refund your money back to the same payment method you used to pay for your subscription within 4 to 6 weeks.

**What should you do?** To check the status of your connected navigation service and expiration date, please go to your [Ford.com](https://www.ford.com) account and click on "Connected Services". You can also go to your FordPass app, tap on "Account", then tap the "Connected Services" tile. If you have not yet activated your modem, please do so with a FordPass account to enjoy the features that come with Connected Built-In Navigation and your additional complimentary year of service.<sup>1</sup> You can learn more about how to activate your Connected Built-In Navigation service here: <https://www.ford.com/support/how-tos/support-search-only/topic-index/how-do-i-activate-my-sync-connected-navigation-trial/>



**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 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://www.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](https://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).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

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<sup>1</sup> After the complimentary trial, the connected navigation service will terminate, and the system will revert to embedded offline navigation. Service contract is required for connected navigation services. Connected service and features depend on compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features. FordPass App, compatible with select smartphone platforms, is available via a download. Message and data rates may apply.