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

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

January 17, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 23B49** *Supplement #2*
Certain 2021 - 2023 Model Year Aviator Vehicles Equipped With SYNC
Reprogram Accessory Protocol Interface Module

REF :   **Customer Satisfaction Program 23B49 Supplement #1**
Dated November 15, 2023

New! *REASON FOR THIS SUPPLEMENT*

- *Administrative Information Update: Clarified language for Lincoln pick-up and delivery.*
- *Labor Allowances and Parts Ordering Information Update: Removed PP labor code and added Lincoln-specific LL labor code.*
- *Technical Instructions Update: The technical instructions have been updated to provide added detail and clarity.*

PROGRAM TERMS

This program will be in effect through August 31, 2024. There is no mileage limit for this program.

FSA VIN Lists were available on August 29, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2021 - 2023	Chicago	June 4, 2020 through April 6, 2023
		Chicago SHO Center	September 28, 2020 through March 13, 2023

US population of affected vehicles: 35,593. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair.

This program supersedes SSM 51338 for 2021 – 2023 Model Year vehicles.

REASON FOR THIS PROGRAM

In some of the affected vehicles, due to a software anomaly, the vehicle owner may intermittently observe multicolored lines on the SYNC screen.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to update the Accessory Protocol Interface Module (APIM) to the latest software version. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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

        o   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 Rental and Claiming sections for further details.

NOTE: Vehicle owners can also perform this update using a USB memory device.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed October 3, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

<mark>New!</mark> ATTACHMENTS

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- *Technical Instructions*
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up and Delivery Record
- 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,

Stacy L. Balzer

Customer Satisfaction Program 23B49 — *Supplement #2*

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 can also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Lincoln logos are recommended.

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:
  - Ford Dealers refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
  - Lincoln Retailers refer to Electronic Field Communication – EFC12074 2023 Lincoln Mobile Service Experience Program.

Dealers NOT participating in the 2023 Remote Experience Program:
- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION
OASIS was activated on August 15, 2023.

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FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through https://web.fsavinlists.dealerconnection.com on August 29, 2023. Owner names and addresses were available October 13, 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.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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

- 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 **February 15, 2024**.
- Dealers are also pre-approved to refund owner-paid underlined emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with APIM software update to address multicolored lines in the SYNC display.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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New! <u>**LINCOLN PICK-UP AND DELIVERY**</u>

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pick-up and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-up & Delivery Updates. *For vehicles outside of 4/50,000 miles, claim the LL labor op.*

<u>**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**</u>

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.
   - Lincoln vehicles – 4 years or 50,000 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.

<u>**CLAIMS PREPARATION AND SUBMISSION**</u>

- **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
   - When entering claims:
      - Claim type 31: Field Service Action
      - Sub Code: 23B49
      - Customer Concern Code (CCC): A86
      - Condition Code (CC): 04
      - Causal Part Number: 14G371, 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.

- **New!** **Lincoln Pick-up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. *Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details. For vehicles outside of 4/50,000 miles, claim the LL labor op.*

- **Refunds:** Submit refunds on a separate repair line.
   - Program Code: 23B49   - 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.

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- **Mobile Repair:**
  - o Dealers participating in the Remote Experience Program –
    - ▪ Ford Dealers refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
    - ▪ Lincoln Retailers refer to Electronic Field Communication – EFC12074 2023 Lincoln Mobile Service Experience Program.
  - o Dealers NOT participating in the Remote Experience Program –
    - ▪ Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - ▪ For dealer-performed mobile repairs, retain a copy of the Service Management signed record with the repair order documentation.
    - ▪ Claim the mobile repair allowance Labor Operation Code 23B49MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update APIM to latest software level	23B49B	0.8 Hours
Mobile Service: **This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.** Can be used when the repair takes place away from the dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form	23B49MM	0.5 Hours
*Lincoln vehicle PDL Allowance: **Only** vehicles **outside** of Lincoln PDL contract coverage of **4 years/50,000 miles**.* ***NOTE**: This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.*	*23B49LL*	*0.5 Hours*

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021-2023 MODEL YEAR LINCOLN AVIATOR VEHICLES — ACCESSORY PROTOCOL INTERFACE MODULE (APIM) SOFTWARE UPDATE

NEW! SERVICE PROCEDURE

Module Programming

1. Connect a battery charger to the 12 Volt (V) battery.
   - Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12V 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 Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

2. Launch 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 Vehicle Identification Number (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.

NOTE: A blank 64GB or larger USB flash drive is required for APIM software update. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. Make sure the Quick Format box is selected. If it is not selected, it will result in a lengthier operation.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **APIM**. See Figure 1.

6. From the list on the RH side of the screen, **select APIM - Accessory Protocol Interface Module [APIM] Standard Programming**. See Figure 1.
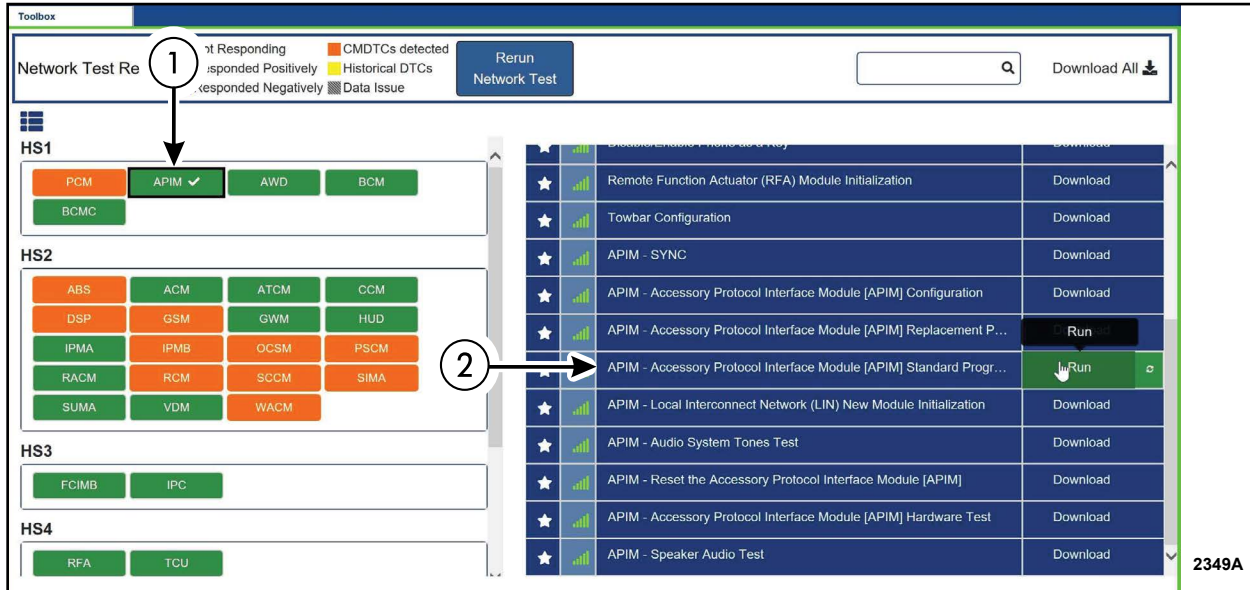

FIGURE 1

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

8. During the update, make sure to click NO when asked: Do you have a SYNC 3 Universal USB device? See Figure 2.
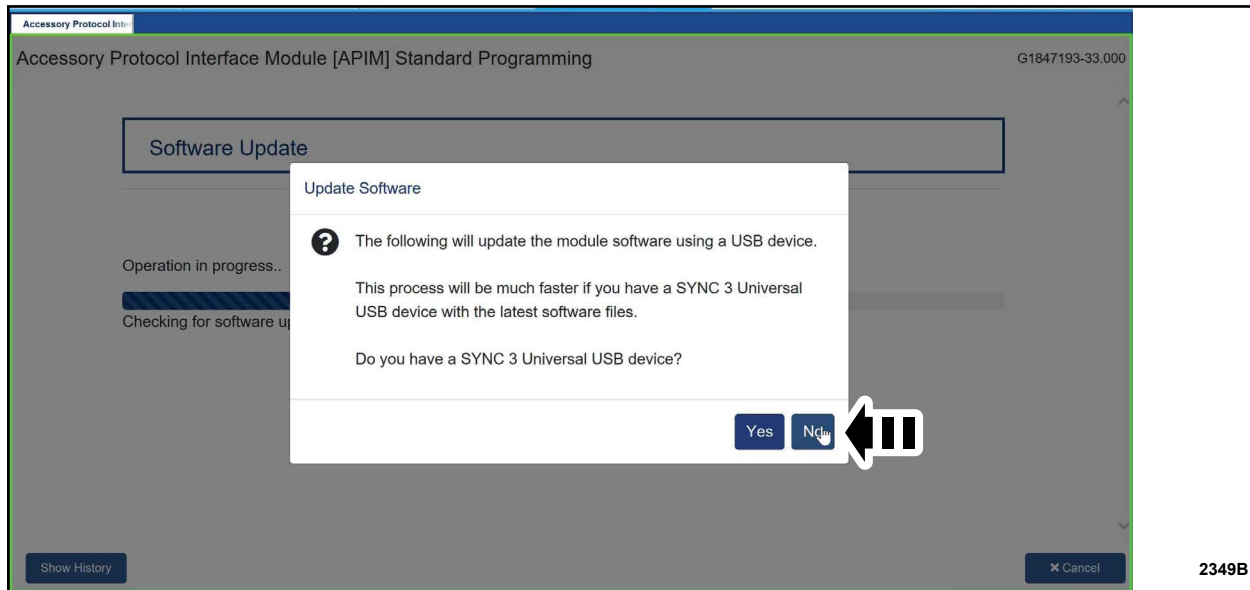

FIGURE 2

9. When the USB device has completed the upload to the vehicle, a confirmation will appear on the SYNC display. See Figure 3.
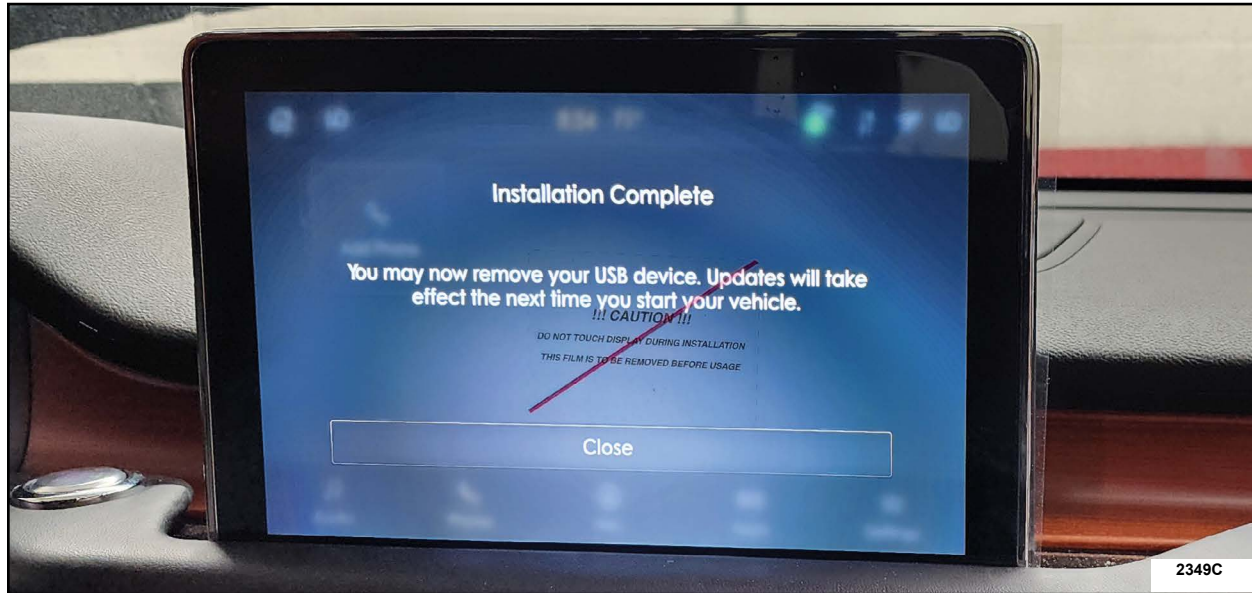

FIGURE 3

10. Return the USB thumb drive to the FDRS and follow the on-screen prompts to complete the procedure.

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

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

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

14. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

15. Disconnect the battery charger from the 12V battery.

16. The repair is complete.

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 Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) 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 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 VCMII or VCMM from the data link connector (DLC) and your PC.
b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/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.