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Ford Motor Company  
 P. O. Box 1904  
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February 19, 2024

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

**SUBJECT:** **Customer Satisfaction Program 23B21 – Supplement # 1**  
 Certain 2023 Model Year F-150 and Bronco Vehicles  
 Gateway Module Programing

**REF:** **Customer Satisfaction Program 23B21**  
 Certain 2023 Model Year F-150 Lightning  
 Dated March 29, 2023

**New! REASON FOR THIS SUPPLEMENT**

- **Program Terms:** *Section updated.*
- **Expiration Date:** *Section updated.*
- **Affected Vehicles:** *Section updated.*
- **Owner Notification Mailing Schedule:** *New updated Owner Letters.*
- **Customer Handout:** *Attachment updated.*
- **Technical Information:** *Updated Technical Information.*
- **Mobile Service Repair Assessment Level:** *Section added.*
- **Mobile Service Repair Assessment:** *Attachment added.*
- **Mobile Repair/Vehicle Pickup and Delivery Record:** *Attachment added.*
- **OASIS Activation:** *Section updated.*
- **FSA VIN List Activation:** *Section updated.*
- **Labor Allowances:** *Section updated.*

**New! PROGRAM TERMS**

*Program terms coverage:*

- *For the Initial vehicle population of F-150 Lightning launched on March 29, 2023. This coverage will be in effect through March 31, 2024. There is no mileage limit for this program.*
- *For Incremental vehicle population of F-150 and Bronco vehicles, this coverage will last through February 28, 2025. There is no mileage limit for this program.*
- *Coverage is automatically transferred to subsequent owners.*

<b>Vehicle Population</b>	<b>Vehicle Line</b>	<b>Expiration Date</b>
Initial	F-150 Lightning	March 31, 2024
<i>Incremental</i>	<i>F-150</i>	<i>February 28, 2025</i>
<i>Incremental</i>	<i>Bronco</i>	<i>February 28, 2025</i>

## **New! EXPIRATION DATE**

*For F-150 Lightning customers, this Customer Satisfaction Program has an expiration date of March 31, 2024 to encourage dealers and customers to have this service performed as soon as possible.*

*For incremental F-150 and BRONCO customers, this Customer Satisfaction Program has an expiration date of February 28, 2025 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 experience connectivity features that do not work, including Over The Air (OTA) updates, connected vehicle data and FordPass app connectivity.

FSA VIN Lists for F-150 Lighting were available on March 29, 2023.

*FSA VIN List for Incremental F-150 and Bronco will be available February 19, 2024.*

## **New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 Lightning	2023	Rouge Electrical	June 10, 2022 through December 23, 2022
<i>F-150</i>	<i>2023</i>	<i>Dearborn</i>	<i>April 29, 2022 through March 7, 2023</i>
<i>F-150</i>	<i>2023</i>	<i>Kansas City Plant</i>	<i>June 11, 2022 through March 1, 2023</i>
<i>Bronco</i>	<i>2023</i>	<i>Michigan</i>	<i>June 8, 2022 through March 17, 2023</i>

*U.S. population of affected vehicles: 201,252. 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.

## **REASON FOR THIS PROGRAM**

In all of the affected vehicles, the Gateway Module (GWM) may lose internet connection. This may cause the vehicle to experience an inoperative FordPass application (inability to review the vehicle's state of charge, inoperative remote start and/or inoperative remote lock and unlock). This may be combined with diagnostic trouble codes (DTC) U0146:09 stored in the Telematics Control Unit (TCU) and U2402:00 and/or U2402:92 stored in the GWM.

## **SERVICE ACTION**

Dealers are to correct the condition by updating the GWM to the latest software level via a coordinated module reprogramming. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **OVER-THE-AIR (OTA) UPDATES (FORD SOFTWARE UPDATE):**

- In addition to you being able to update vehicles now using FDRS, Ford deployed an OTA software update on March 20, 2023.
- 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 vehicle the FSA may still show as open)

## **OVER-THE-AIR (OTA) UPDATES (FORD SOFTWARE UPDATE) (Continued):**

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.)

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

*Owner Letters for the initial F-150 Lighting population were mailed April 21, 2023.*

*Owner Letters for the incremental F-150 and Bronco populations are expected to be mailed the week of March 18, 2024.*

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

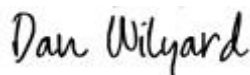
## **New! ATTACHMENTS**

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- *Technical Information*
- *Customer Handout – Ford Software Updates*
- *Mobile Service Repair Assessment*
- *Mobile Repair/Vehicle Pickup 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,



Dan Wilyard  
Chief Engineer Recall and CIDR

**Customer Satisfaction Program 23B21 – Supplement # 1**

Certain 2023 Model Year F-150 and Bronco Vehicles

Gateway Module Reprogramming

**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

*All repairs in this program have the following assessment level.*

Ⓢ - Not Mobile Service Capable

**New! OASIS ACTIVATION**

*OASIS was activated on March 29, 2023 for the initial population. For the new incremental population, OASIS will be activated on February 19, 2024.*

**New! FSA VIN LISTS ACTIVATION**

*FSA VIN Lists for initial F-150 Lighting population were available through <https://web.fsavinlists.dealerconnection.com> on March 29, 2023. Owner names and addresses were available on May 5, 2023.*

*FSA VIN Lists for the incremental F-150 and Bronco populations will be available through <https://web.fsavinlists.dealerconnection.com> on February 19, 2024. Owner names and addresses will be available week of April 1, 2024.*

**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.
- 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.

**Customer Satisfaction Program 23B21 – Supplement # 1**

Certain 2023 Model Year F-150 and Bronco Vehicles

Gateway Module Reprogramming

**PICK-UP AND DELIVERY**

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle. Refer to EFC14125, 2024 Remote Experience Program, Pickup & Delivery (PDL) Offset section for 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 prior to completing the repair.

**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
    - Sub Code: 23B21
    - Customer Concern Code (CCC): A93
    - Condition Code (CC): 04
    - Causal Part Number: 14G490. 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 same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

- **Pickup & Delivery:** Refer to EFC14125, 2024 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

Labor Allowances and Parts Ordering Information

Page 1 of 1

**Customer Satisfaction Program 23B21 – Supplement # 1**

Certain 2023 Model Year F-150 and Bronco Vehicles

Gateway Module Reprogramming

**New! LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<i>F-150 Reprogram the Gateway Module (GWM) to the latest level.</i>	<i>23B21B</i>	<i>0.4 Hour(s)</i>
<i>Bronco Reprogram the Gateway Module (GWM) to the latest level.</i>	<i>23B21C</i>	<i>0.4 Hour(s)</i>

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.



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

March 2024

## Customer Satisfaction Program 23B21

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?** On your vehicle, it may be possible for the vehicle's computers and its connectivity Gateway Module to not be able to connect to the internet.

**What is the effect?** This may result in inoperative smart phone applications with FordPass features not functioning properly (inability to review the vehicle's state of charge, inoperative remote start and/or inoperative remote lock and unlock).

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has released new software for the Gateway Module. Your vehicle is capable of Ford Software Updates.  
When Automatic Software Updates are turned ON or the Gateway Module has been reset, the software will be downloaded to your vehicle over a private wi-fi network or through your vehicle's modem through the cellular network. The software installation will happen after the download.  
**Note:** Refer to [ford.com/support](https://ford.com/support) for further information on your Ford Software Update system.  
Should the software fail to load or install properly, Ford has authorized your dealer to install 4.2.1.2 Over-The-Air (OTA) software update, free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until February 28, 2025, regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this software installation is approximately 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 software update capabilities. By choosing or utilizing one of the two following options:

1. **Option One** - For your convenience and if you prefer, go to your Ford dealer to receive your vehicle's Ford Software update.

### AND/OR

2. **Option Two** - You can also update your vehicle's software at home by following the steps below:

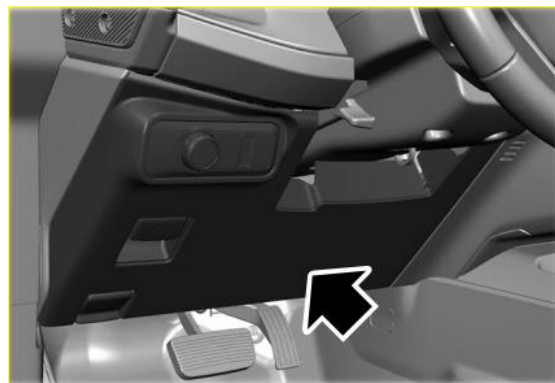
To get the Ford Software Update capabilities, you can remove and install your vehicle's Body Control Module (BCM) Gateway Module power Fuse. By utilizing or following this option, you should not need to take your vehicle to your dealer unless you're unable to successfully perform the update. Here is what you can do:

**Note:** For vehicles already exhibiting inoperative Ford Pass and connectivity features, the Gateway Module will need a reset, to allow the Ford Over-The-Air (OTA) software update to download to the vehicle. Following this specific procedure to this action below, will temporarily enable the software update to download.

**Recommendation:** Set-up your vehicle. Park in a well-lit area. Make sure that your BRONCO vehicle is turned off, and that your vehicle is fully charged prior to proceeding to the following procedure. Follow this easy procedure:

### Beginning of Procedure:

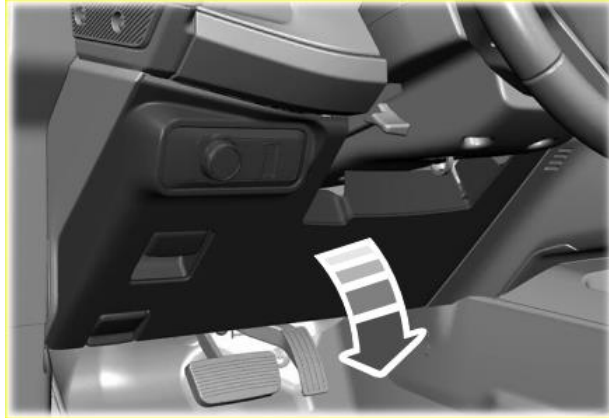
**Procedure - Step 1:** Access your vehicles BCM Fuse Box (Open the Drivers door, access the interior cover below steering wheel)



**Procedure – Step 2:** Lower down the complete interior trim cover of the BCM Fuse Box cover by pulling the cover. The BCM Fuse Box interior cover will swing down, towards the vehicles floor.



**What should you do?  
(Continued)**



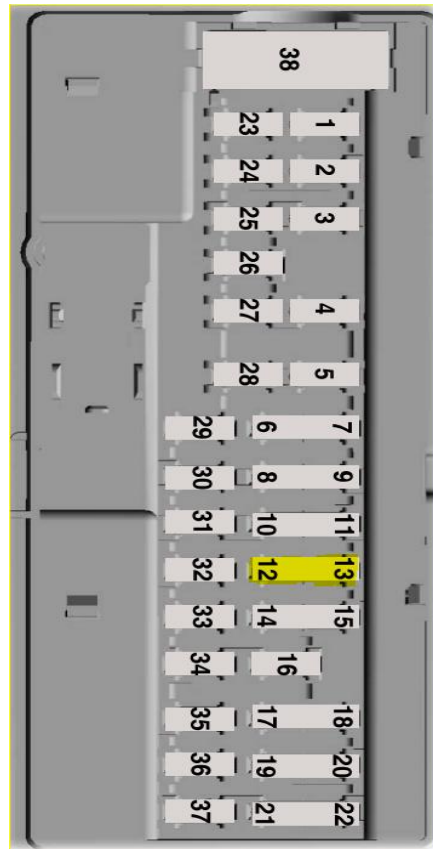
**Procedure – Step 3:** The BCM Fuse Box is located on the left side of the steering column.

**Note:** If your vehicle is equipped with the exterior Door Keypad feature, a white plastic card may be present and covering the BCM Fuse Box fuses. To gain access to the Fuses, remove the Key Code plastic card for this procedure.

On the Fuse Box panel, look for Fuse location 12.

(Use the Fuse Panel, Fuse location figure below).

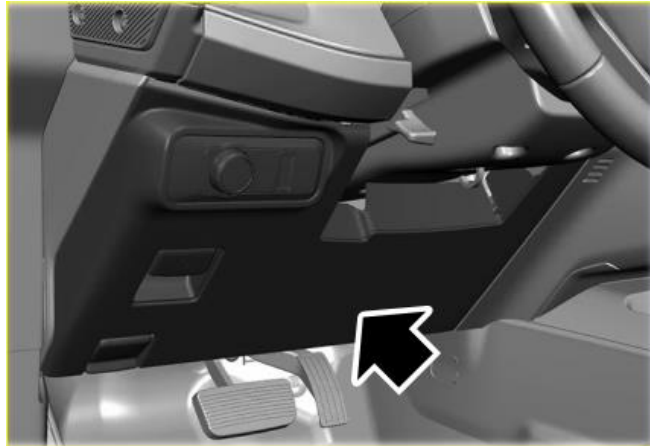
Remove the - 7.5 Amp - fuse number 12 for about 60 seconds (1 minute) and then re-install fuse Number 12 back on its original Fuse location. Continue on next page.



**What should you do?  
(Continued)**

**Procedure – Step 4:**

**Note:** If equipped with the door Keypad feature, re-install the Key Code plastic card on front of the fuses (fuse panel), as it originally came with. Slowly raise and reinstall the BCM Fuse Box interior trim cover. Apply even pressure, to ensure all the interior clips click and hold the interior trim cover back to its original position.



**End of Procedure.**

**Note:** To complete this software update you will need to confirm Automatic software updates are turned on (See included instructions sheet). You can look for icons on the in-vehicle screen, as well as see the progress of the update on your FordPass app or Owner website. The next time you are driving your vehicle the Automatic Software Update will be performed into your vehicle.

If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Customer Satisfaction Program 23B21. 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](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.

**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: 8:00 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).

Thank you for your attention to this important matter.

Ford Customer Service Division

## CERTAIN 2023 MODEL YEAR F-150 AND BRONCO VEHICLES — INOPERATIVE FORDPASS GATEWAY MODULE PROGRAMMING

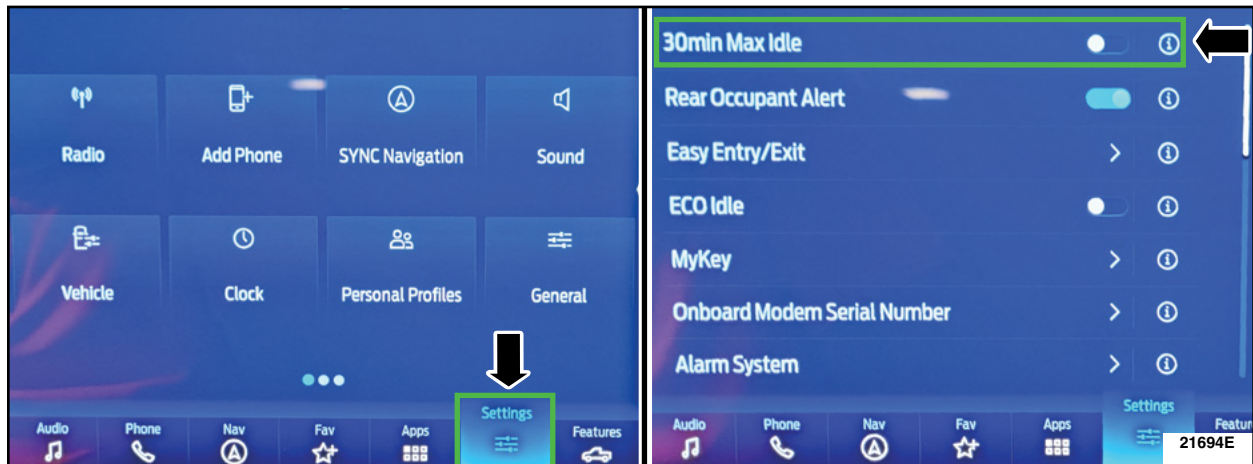
### **NEW!** SERVICE PROCEDURE

#### 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. From the vehicle settings menu disable the 30min Max Idle option.

- From the center display press the vehicle settings button and turn off the 30min Max Idle option setting. See Figure 1.



**FIGURE 1**

2. Install the Ford Diagnostic and Repair System (FDRS) Scan tool and required reprogramming or diagnostic components. Check the vehicle's State Of Charge Parameter Identification Data (PID) by performing the following:

- Launch the FDRS and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
- Ensure that the **BATT\_SOC PID** reads over 80%. If the PID is less than 80%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda battery tester and charger.
- Remove the charger from the vehicle and using FDRS, navigate to toolbox tab > BCM > **Reset Battery**.
- Monitor Sensor Learned Values application. Perform the BMS reset.
- Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to ensure that it is within this range.



3. Connect a battery charger to the 12V 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 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.

**NOTE:** VCM 3 is recommended for improved data download time.

4. Log into FDRS. Ensure FDRS is updated to the latest version.

**NOTE:** A 32GB or larger USB flash drive is required for Gateway Module (GWM) software updates. 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
  - Select Default Allocation Size for the Allocation Unit Size.
  - De-selecting Quick Format is not necessary and will result in a lengthier operation. See Figure 2.

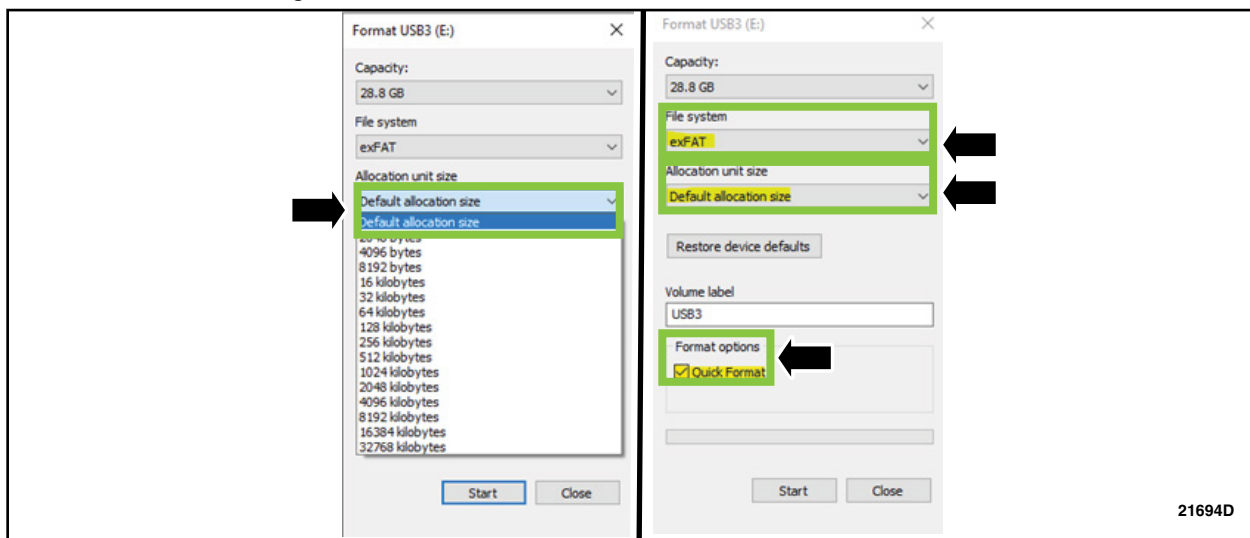


FIGURE 2

5. Start a new FDRS session.

**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.



6. Select **Toolbox** tab.

7. Select **Software Updates** tab to see updates available.

8. Are there any updates available for the GWM?

Yes – Proceed to Step 9.

No – This article does not apply. Refer to Workshop Manual (WSM), Section 415-00.

9. When prompted by the FDRS, connect the USB flash drive to the personal computer (PC).

10. When prompted by the FDRS, safely remove/eject the USB flash drive from the PC, turn the vehicle to Key On Engine Running (KOER), and connect the USB to the media hub to install the software update. The update starts automatically and may take 10 minutes or longer to complete.

**NOTE:** It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

11. For GWM USB software updates when SYNC touchscreen prompts to restart the vehicle:

- Turn the vehicle **OFF**.
- Wait ten minutes.
- Turn the vehicle to KOER.

12. Leave the USB drive inserted into the vehicle, until the vehicles infotainment display screen states **programming successful**.

**NOTE:** It may take up to 5 minutes before SYNC touchscreen displays Update Successful pop up. After 5 minutes if “Successful” pop up is not shown on SYNC touchscreen, remove the USB and select **YES** on the FDRS “Was the USB Update Successful” prompt (FDRS verifies if the module software update was successfully installed on the module).

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

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

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

*16. On the Vehicle's Center Display, go to the vehicle's Settings Menu and Re-Enable the 30Min Max Idle option.*

*17. Remove and disconnect the FDRS Scan tool and required reprogramming or diagnostic components. 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 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.
- Turn the accessories back on after programming has completed.
- 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.





**Customer Satisfaction Program 23B21 – Supplement # 1**  
Certain 2023 Model Year F-150, Bronco Vehicles  
Gateway Module Reprogramming

# Ford Software Updates

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

Ford 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, if 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.

### 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 (minimum of 2) 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 software updates are not deployed to all vehicles at the same time.
- If you choose to turn Automatic Updates OFF, you will not receive this software update unless you have previously consented to all prior updates.
- To confirm that this Customer Satisfaction program is included in the software update and is available or successfully installed in your vehicle, tap Settings on your vehicle's SYNC screen, select System (or Software) Updates and select Update Details to view the latest release notes. You will also get an Update Successful alert in the message center of your FordPass® app.

If you are unsure if you have received the software update for this Customer Satisfaction program or have any questions regarding software updates, please call our specially trained Software Update Customer Relationship Center at: 1-833-389-0848.



**Customer Satisfaction Program 23B21 – Supplement # 1**  
Certain 2023 Model Year F-150 and Bronco Vehicles  
Gateway Module Reprogramming

**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 the Administrative Information Attachment 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**

  - Light Mobile Service

**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 23B21 – Supplement # 1**  
Certain 2023 Model Year F-150 and Bronco Vehicles  
Gateway Module Reprogramming

   – 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

**Customer Satisfaction Program 23B21 – Supplement # 1**  
Certain 2023 Model Year F-150 and Bronco Vehicles  
Gateway Module Reprogramming

**Vehicle Pick-Up and Delivery Record**

VIN \_\_\_\_\_ received (check one):

Pick-up and/or delivery service

As outlined below for the **23B21** Field Service Action program.

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date



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

March 2024

## Customer Satisfaction Program 23B21

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?** On your vehicle, it may be possible for the vehicle's computers and its connectivity Gateway Module to not be able to connect to the internet.

**What is the effect?** This may result in inoperative smart phone applications with FordPass features not functioning properly (inability to review the vehicle's state of charge, inoperative remote start and/or inoperative remote lock and unlock).

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has released new software for the Gateway Module. Your vehicle is capable of Ford software updates.  
When Automatic Software Updates are turned ON or the Gateway Module has been reset, the software will be downloaded to your vehicle over a private wi-fi network or through your vehicle's modem through the cellular network. The software installation will happen after the download.  
**Note:** Refer to [ford.com/support](https://ford.com/support) for further information on your Ford Software Updates system.  
Should the software fail to load or install properly, Ford has authorized your dealer to install 4.2.1.2 Over-The-Air (OTA) software update, free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until February 28, 2025, regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this software installation is approximately 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 software update capabilities. By choosing or utilizing one of the two following options:

1. **Option One** - For your convenience and if you prefer, go to your Ford dealer to receive your vehicle's Ford software update.

### AND/OR

2. **Option Two** - You can also update your vehicles Ford software at home by following the steps below:

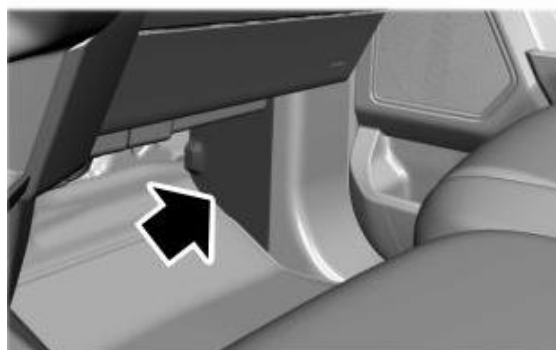
To get the Ford software updated capabilities, you can remove and install your vehicle's Body Control Module (BCM) Gateway Module power fuse. By utilizing or following this option, you should not need to take your vehicle to your dealer unless you're unable to successfully perform the update. Here is what you can do:

**Note:** For vehicles already exhibiting inoperative Ford Pass and connectivity features, the Gateway Module will need a reset, to allow the Ford Over-The-Air (OTA) software update to download to the vehicle. Following this specific procedure to this action below, will temporarily enable the Ford software update to download.

**Recommendation:** Set-up your vehicle. Park in a well-lit area. Make sure that your F-150 vehicle is turned off and that your vehicle is fully charged prior to proceeding to the following procedure. **Note:** If you own a F-150 Lighting, make sure the Charge Port is Not connected. Follow this easy procedure:

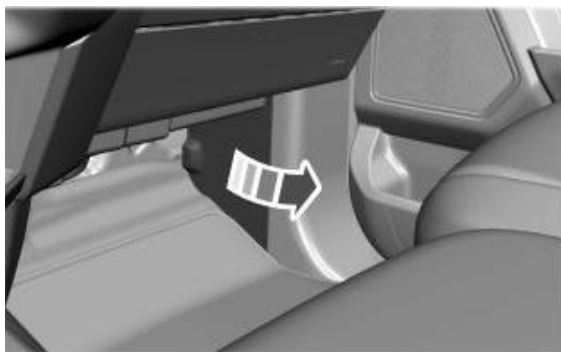
### Beginning of Procedure:

**Procedure - Step 1:** Access your vehicles body control module fuse box (in passenger footwell – open the front passenger door)

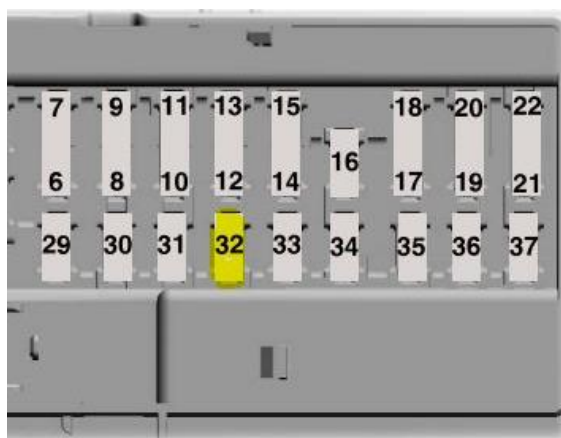


**Procedure – Step 2:** Remove the interior trim Body Control Module (BCM) Fuse Box cover by pulling the front of the cover towards the center of the vehicle. Continue on next page.

**What should you do?  
(Continued)**



**Procedure – Step 3:** Remove (20 Amp) Fuse Number 32, from the BCM Fuse Box, for about 60 seconds (1 minute) and then reinstall Fuse 32 back on its original location.



**Procedure – Step 4:** Reinstall the BCM Fuse Box interior trim cover.

**End of Procedure.**

**Note:** To complete this software update you will need to confirm Automatic Software Updates are turned on (See included instructions sheet). You can look for icons on the in-vehicle screen, as well as see the progress of the update on your FordPass app or Owner website. The next time you are driving your vehicle the Automatic Software Update will be performed into your vehicle.

If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Customer Satisfaction Program 23B21. 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](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.

**What should you do?  
(Continued)**

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](https://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).

Thank you for your attention to this important matter.

Ford Customer Service Division