



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

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 11, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 24B09
Certain 2024 Model Year Nautilus Vehicles
Update Infotainment Software**

PROGRAM TERMS

This program will be in effect through March 31, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Nautilus	2024	Hangzhou	April 7, 2023 through February 5, 2024

US population of affected vehicles: 13,842. 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

An Accessory Protocol Interface Module (APIM) software update has been released to address potential software reboot, freeze, and performance concerns while using the infotainment system. The update will provide several feature and quality refinements.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, it is recommended that dealers update the infotainment software to the latest version. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner’s vehicle and drive it to the dealership for repair
 - Re-deliver the owner’s vehicle after repairs have been completed
- Pick-Up & Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OVER-THE-AIR (OTA) UPDATES (LINCOLN SOFTWARE UPDATE):

- In addition to dealers being able to update vehicles using FDRS, Lincoln is planning to deploy an OTA software update in the 1st Quarter of 2024.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the FSA is still open (OASIS) and that 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

Owners' letters are expected to be mailed the week of April 1, 2024. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Vehicle Pick-Up & 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 24B09

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
-  - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on March 11, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 11, 2024. Owner names and addresses will be available by March 29, 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. Ford is also planning to deploy an OTA software update in the 1st Quarter of 2024.
- 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.

LINCOLN PICK-UP & DELIVERY

Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-Up & Delivery Updates.

- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below

Customer Satisfaction Program 24B09**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.
 - 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.

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: 24B09
 - Customer Concern Code (CCC): A45
 - Condition Code (CC): 04
 - Causal Part Number: 14H531, 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.
- **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 Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update Gateway Module (GWM) and APIM software to latest level.	MT24B09B	M-Time up to 2.4 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.	24B09LL	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



Lincoln
PO Box 1904
Dearborn, Michigan 48121

April 2024

Customer Satisfaction Program 24B09

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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?** We want you to have the best possible customer experience while driving your Nautilus. To ensure your infotainment system is operating optimally, we have developed a software update with several feature and quality refinements.
- What is the effect?** Without these updates, you may experience potential software reboot, freeze, and performance concerns while using the infotainment system.
- What will Lincoln and your retailer do?** In the interest of customer satisfaction, Lincoln has released software for 24B09. Your vehicle is capable of receiving Lincoln Software Updates using Automatic Updates.
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 through your vehicle's modem through the cellular network. The software installation will happen after the download.
Note: Refer to [Lincoln.com/support](https://www.lincoln.com/support) for further information on your Lincoln Software Updates system.
Should the software fail to load or install properly, Lincoln has authorized your retailer to install updated infotainment system software free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until March 31, 2025. Coverage is automatically transferred to subsequent owners.
- How long will it take?** If you prefer to go to your retailer for the software update, the time needed for this repair is less than one day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

What should you do?

For your convenience, Lincoln is encouraging you to update your vehicle's software using Lincoln Software Update capabilities. By utilizing this option, you should not need to take your vehicle to your retailer unless you're unable to successfully perform the update.

To complete this software update, you only need to turn the vehicle on if automatic updates are on. You can see the progress of the update on your Lincoln Way app or Owner website as well as look for icons on the in-vehicle screen.

If you choose to have your retailer install this software, please call your retailer to schedule a service appointment for Customer Satisfaction Program 24B09. Provide the retailer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing retailer, you can access Lincoln.com/support for retailer addresses, maps, and driving instructions.

Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Lincoln can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please make arrangements to have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Pick-Up and Delivery

Complimentary vehicle Pick-Up & Delivery service may also be available upon request from your retailer (with a Lincoln vehicle for use during service if still within 4 years or 50,000-miles). Your retailer will pick up your vehicle and return it with the repair completed.

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 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 retailer's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at Lincoln.com/support.

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (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

**Can we assist you
further? (continued)**

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.

Lincoln

Customer Satisfaction Program 24B09













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

-  - 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 24B09

 – 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

24B09

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 24B09 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2024 MODEL YEAR NAUTILUS VEHICLES — UPDATE INFOTAINMENT SOFTWARE

SERVICE PROCEDURE

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Check the vehicle's **State Of Charge Parameter Identification Data (PID)** by performing the following:

- Launch the Ford Diagnostic and Repair System (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.

2. 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 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 (VCM) is properly connected to the Data Link Connector (DLC).

3. 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.

4. 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 32GB or larger USB flash drive is required for APIM software update. USB 3.0 or higher is recommended for faster file transfer. 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.

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. From the list on the LH side of the screen, select the **GWM**. Is there a software update available for the Gateway Module A (GWM)?

Yes - Continue to Step 8.

No - GWM has already been updated. Continue to Step 13.

8. From the list on the RH side of the screen, select **GWM - Gateway Module A (GWM) Software Update**.

9. Click RUN. Follow all on-screen instructions carefully.

10. Update will be confirmed on center screen. See Figure 1.

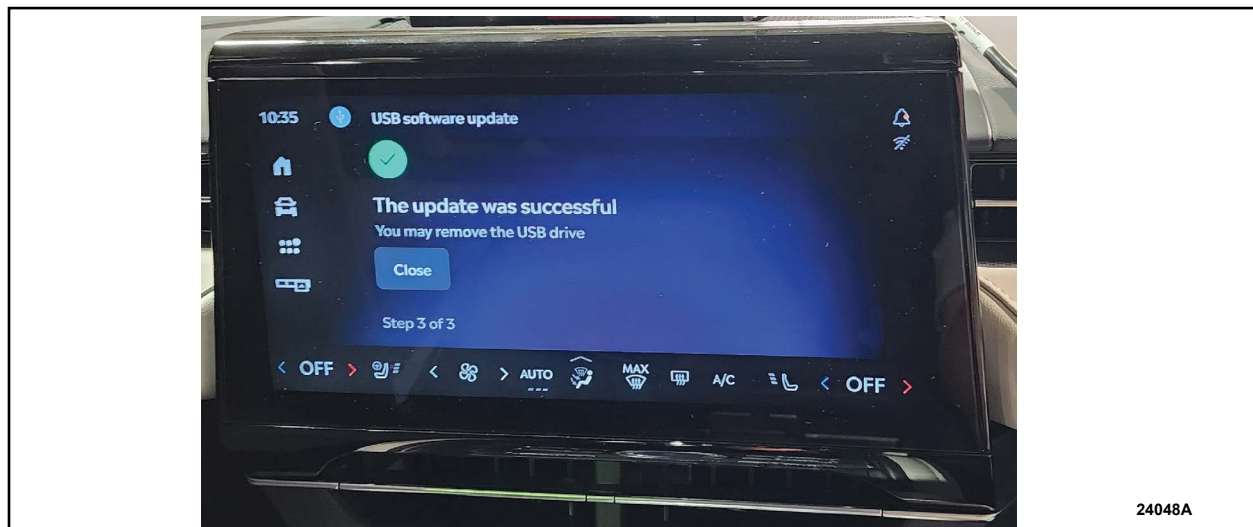


FIGURE 1



11. When the USB is removed from the vehicle an error screen may show. **Make sure to continue with the Field Service Action (FSA).** See Figure 2.

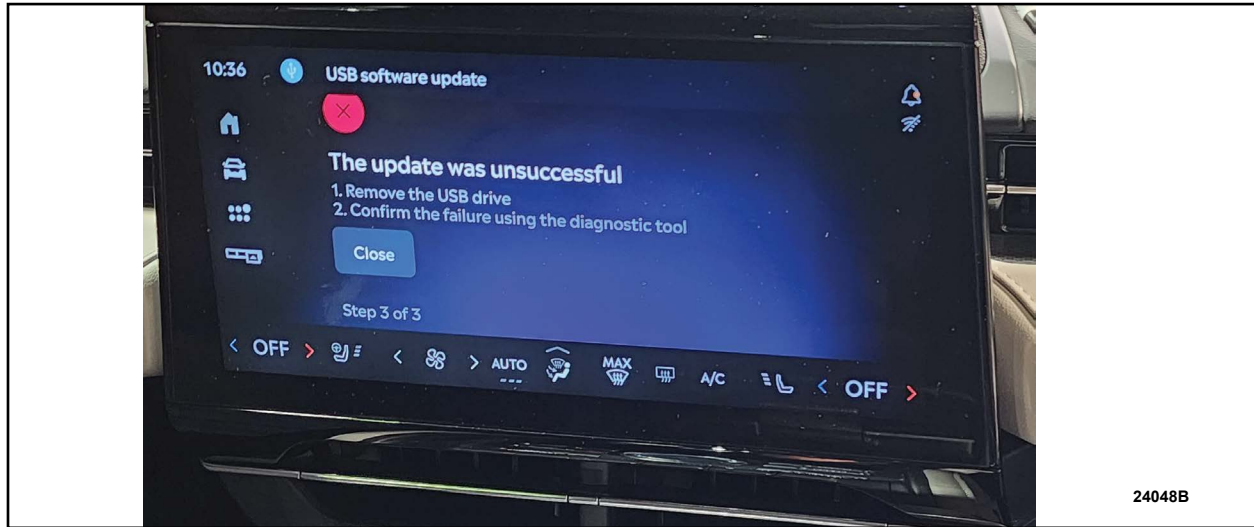


FIGURE 2

12. From the Toolbox screen, click on **Rerun Network Test**. See Figure 3.



FIGURE 3



13. From the list on the LH side of the screen, select the **APIM**.

14. From the list on the RH side of the screen, select **APIM - Accessory Protocol Interface Module [APIM] Software Update**.

NOTE: Transfer time from computer to USB could take up to 90 minutes. However, no technician interaction is needed once the transfer has started.

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

16. When the USB update has finished the successful screen will NOT appear. There will be an unsuccessful screen. **Make sure to continue with the Field Service Action (FSA)**. See Figure 4.

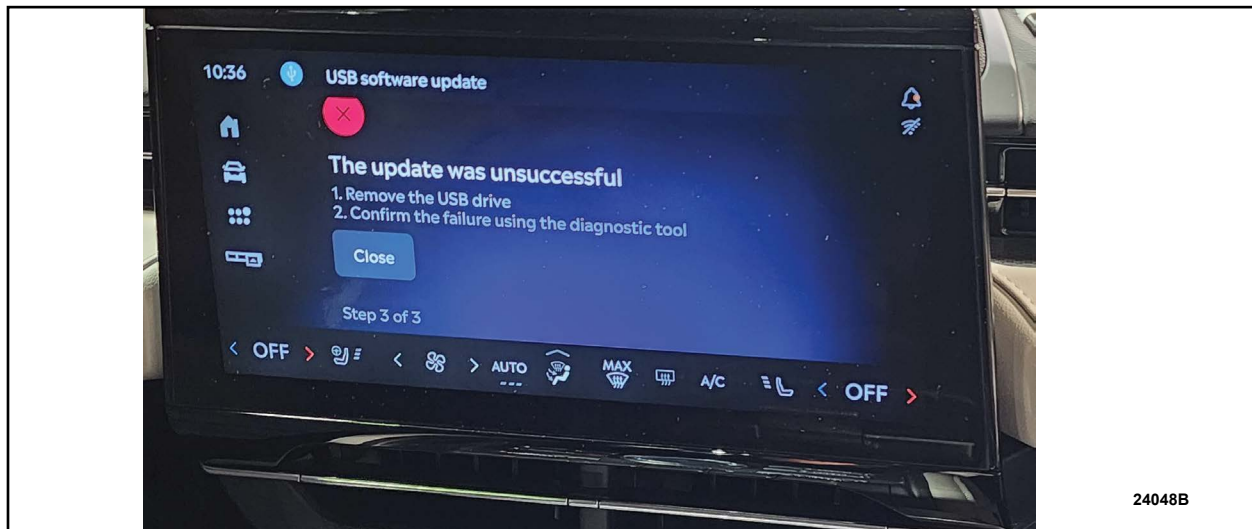


FIGURE 4



NOTE: Once USB has been returned to the computer and the software update continues, there will be verification that the update was successful while FDRS checks the part numbers. See Figure 5.

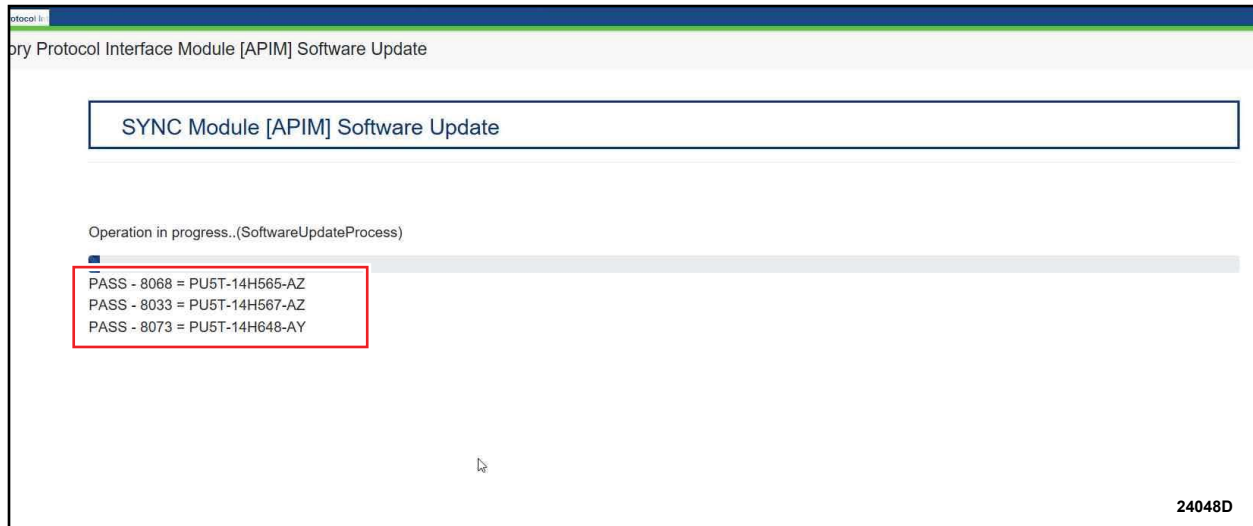


FIGURE 5

17. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
18. Click the **Run Selected Tests** button in the lower right.
19. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.



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.
- 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 VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- 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.

