



Dan Wilyard
 Chief Engineer Recall and CIDR
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

March 28, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**
Customer Satisfaction Program 24B09 - Supplement #1
 Certain 2024 Model Year Nautilus Vehicles
 Update Infotainment Software

REF: **NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**
Customer Satisfaction Program 24B09
 Dated March 11, 2024

New! REASON FOR THIS SUPPLEMENT

- **Claims Preparation and Submission:** *The causal part number for claiming has been corrected.*
- **Labor Allowances:** *The labor time has been updated.*
- **Technical Instructions:** *The technical instructions have been updated.*

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.

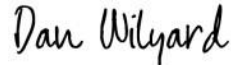
New! ATTACHMENTS

- *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,



Dan Wilyard

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 was activated on March 11, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists was 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.

New! 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: **14H522**, 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

Page 1 of 1

Customer Satisfaction Program 24B09

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update Gateway Module (GWM) and APIM software to latest level.	MT24B09B	M-Time up to 3.0 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.

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.

NEW ! 2. *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.*

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 *64GB* or larger USB flash drive is required for *Gateway Module A (GWM) and Accessory Protocol Interface Module (APIM)* software update. USB 3.0 or higher is recommended. 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.

NOTE: *For the fastest file transfer speed, the use of a USB 3.2 flash drive with a compatible Gen 2 USB 3.2 laptop is recommended.*

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. Within 10 minutes of inserting the USB into the vehicle, the software update should begin. Did the update begin?

Yes - Continue to Step 16.

No - Continue to Step 11.

11. Remove the USB flash drive.

12. Press and hold down the round volume button for 10 seconds. After releasing the button a system reset will take place.

13. Once the screens go black, re-insert the USB flash drive into the vehicle's media hub.

14. After the system resets, it should recognize the USB drive and begin updating. This could take approximately 5 minutes.

15. Continue to Step 16.



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



FIGURE 1

17. 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.

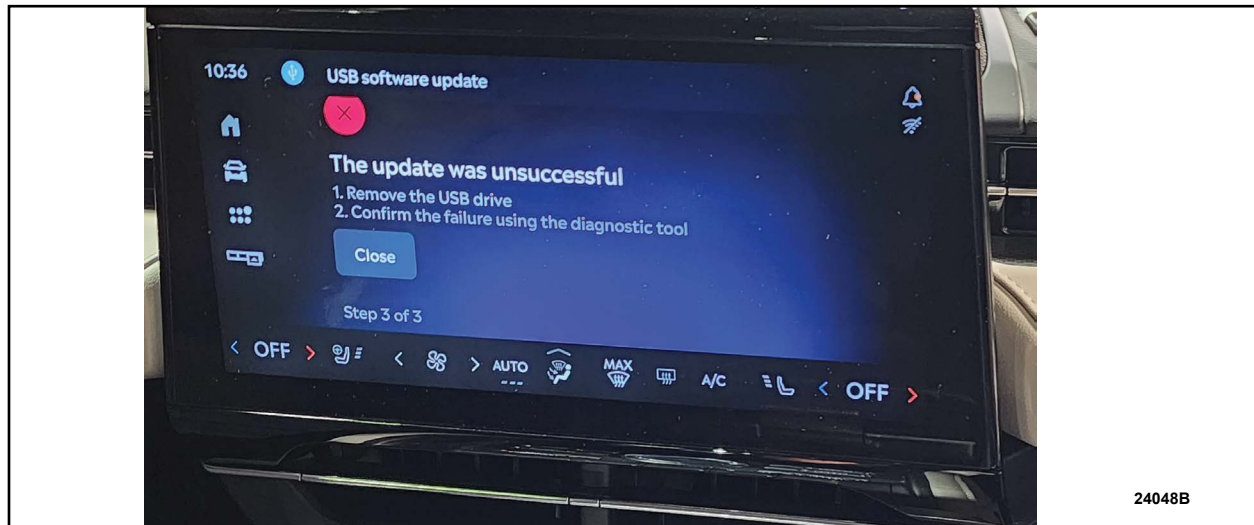


FIGURE 2



28. 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.

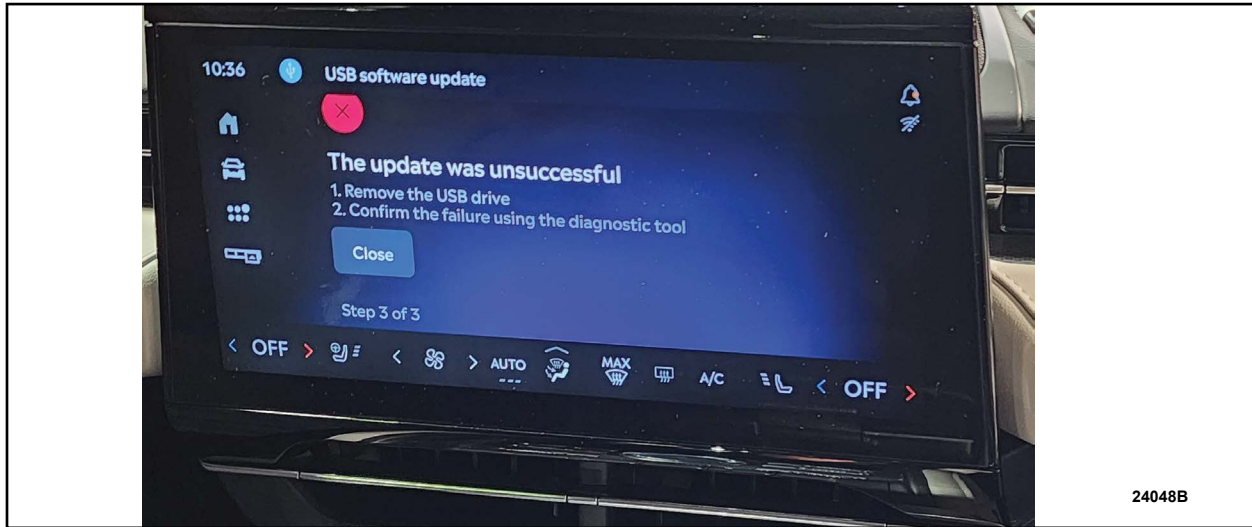


FIGURE 4

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.

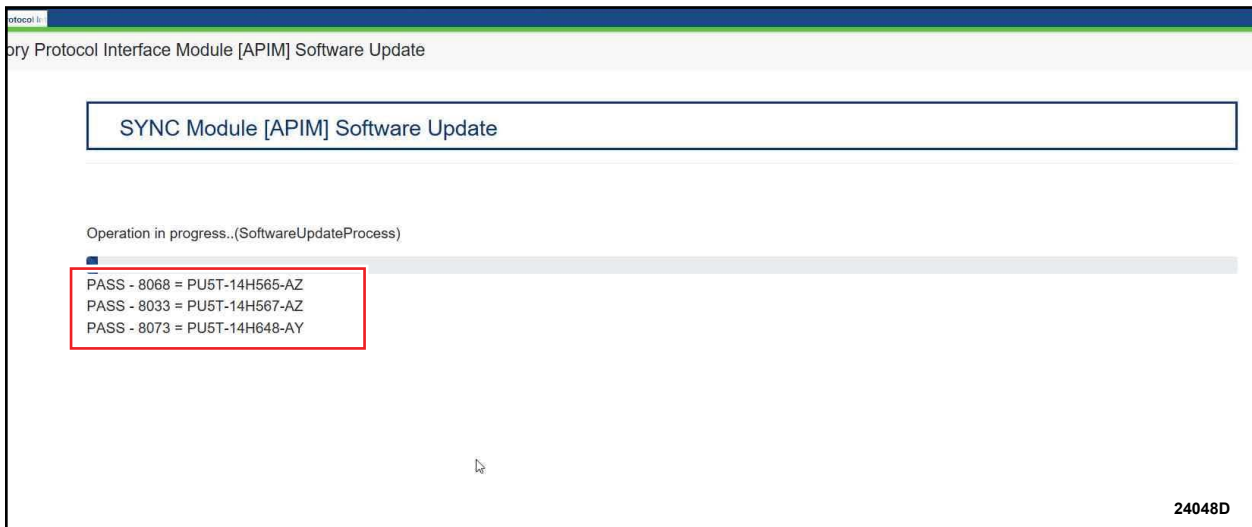


FIGURE 5

29. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
30. Click the **Run Selected Tests** button in the lower right.
31. 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.

