



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

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

May 16, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 24B25
 Certain 2022-2024 Model Year Expedition and Navigator Vehicles
 Rear Seat Entertainment Screen Software Update

PROGRAM TERMS

This program will be in effect through May 16, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2022-2024	Kentucky Truck Plant	March 24, 2022 through July 20, 2023
Navigator			April 5, 2022 through August 4, 2023

US population of affected vehicles: 6,791. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Rear Seat Entertainment (RSE) system screens may freeze and fail to turn off after the vehicle has been turned off due to an Amazon software issue. This can lead to the RSE system to continuously draw power which can drain the vehicle’s battery and may prevent the vehicle from starting.

SERVICE ACTION

Dealers are to verify the software version of the RSE screens and update if necessary. 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.
- Mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of May 20, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair Record
- Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer

Customer Satisfaction Program 24B25

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 could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford 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.

OASIS ACTIVATION

OASIS will be activated on May 16, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 16, 2024. Owner names and addresses will be available by June 7, 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.

Customer Satisfaction Program 24B25

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.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers – refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers – refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 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.

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
 - 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.

Customer Satisfaction Program 24B25**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after May 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **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: 24B25
 - Customer Concern Code (CCC): A18
 - Condition Code (CC): 42
 - Causal Part Number: 10E947, 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.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Ford Dealers – refer to EFC14125, 2024 Remote Experience Program.
 - Lincoln Retailers – refer to EFC14164, 2024 Remote Experience Program.
 - 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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 24B25MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Customer Satisfaction Program 24B25

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect RSE system screen software. NOTE: Use if <u>BOTH</u> RSE system screens are set-up and software is at version 2973 or higher.	24B25A	0.2 Hours
Inspect RSE system screen software level and update software. NOTE: Use if <u>ONE OR BOTH</u> RSE system screens are not set-up or are below software version 2973.	24B25B	0.4 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2024 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.	24B25MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

May 2024

Customer Satisfaction Program 24B25

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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, the Rear Seat Entertainment (RSE) system screens may freeze and fail to turn off after the vehicle has been turned off due to an Amazon software issue.

What is the effect? A RSE system screen that does not turn off after the ignition has been turned off may result in low vehicle battery power and may prevent the vehicle from starting.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company would like to verify the software version of the RSE screens and update the software if necessary.
This Customer Satisfaction Program will be in effect until May 16, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

You have two options of verifying and updating this software:

Option One: Ford Motor Company has authorized your dealer to verify the software version of the RSE screens and update if necessary free of charge (labor) under the terms of this program.

Option Two: You can verify the software version of the RSE screens and update the software following the attached instructions.

Should the software fail to update or install properly, Ford Motor Company has authorized your dealer to update the RSE screens software free of charge (labor) under the terms of this program.

How long will it take? The time needed for this inspection and software update is approximately 30 minutes. If you prefer to go to your dealer for this inspection and software update, the time needed 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? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 24B25. 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 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.

Mobile Service Ford Mobile Service is offered by participating dealers, contact your dealer for details.

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 (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

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

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.

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

Customer Inspection Sheet

Note before starting:

It is very important that a stable Wi-Fi or hotspot connection is available at the vehicle for proper Rear Seat Entertainment (RSE) screen set-up and to allow software to update. Failure to connect to Wi-Fi or a hotspot during this procedure may result in the RSE screens not properly auto updating.

You will also require your Amazon account information (username and password).

Step 1

With Wi-Fi or hotspot available at the vehicle, start the vehicle and ensure the RSE screens are powered up and displaying content.

Step 2

If the RSE screens have not been set-up, follow the on-screen instructions to complete the set-up process.

Step 3

On the profile selection screen, tap anywhere on the screen to open the Quick Access Menu.

Step 4

With the Quick Access Menu open, follow these steps:

- Select "Settings"
- Scroll left to show and select "Devices & Software"
- Select "About"
- Select "Your TV"

Step 5

Review the Software Version of the screen you are using. The last 4 digits of the Software Version should be "2973" or higher.

NOTE: Software Version will read as follows: Fire OS XXXX (XXXXXX/2973)

If the Software Version has been verified to be "2973" or higher, complete steps 2-5 on the other screen.

If the Software Version is below "2973" the system will complete an auto update. This is shown by a status message such as "Downloading Update" followed by "Installing Update".

Step 6

Wait approximately 15 minutes for the software update to complete. When the "Installing Update" status changes to "Reboot" the update is complete. Select "Reboot" and wait for the system to fully restart. This may take several minutes.

Repeat steps 3-5 to verify that the software has been updated to "2973" or higher.

Step 7

Repeat steps 2-5 on the other screen.

Step 8

If both RSE screen software levels have been verified to be at "2973" or higher, no further action is needed and the RSE screen software is up to date.

If one or both screens are not updating or you are otherwise unable to update the software to version "2973" or higher, it is recommended to bring your vehicle to your servicing dealership for completion of this customer satisfaction program.



Lincoln
PO Box 1904
Dearborn, Michigan 48121

May 2024

Customer Satisfaction Program 24B25

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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? On your vehicle, the Rear Seat Entertainment (RSE) system screens may freeze and fail to turn off after the vehicle has been turned off due to an Amazon software issue.

What is the effect? A RSE system screen that does not turn off after the ignition has been turned off may result in low vehicle battery power and may prevent the vehicle from starting.

What will Lincoln and your retailer do? In the interest of customer satisfaction, Lincoln would like to verify the software version of the RSE screens and update the software if necessary. This Customer Satisfaction Program will be in effect until May 16, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

You have two options of verifying and updating this software:

Option One: Lincoln has authorized your retailer to verify the software version of the RSE screens and update if necessary free of charge (labor) under the terms of this program.

Option Two: You can verify the software version of the RSE screens and update the software following the attached instructions.

Should the software fail to update or install properly, Lincoln has authorized your retailer to update the RSE screens software free of charge (labor) under the terms of this program.

How long will it take? The time needed for this inspection and software update is approximately 30 minutes. If you prefer to go to your retailer for this inspection and software update, the time needed is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

What should you do? Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 24B25. Provide the retailer with the VIN of your vehicle. The VIN 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

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.

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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.

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If you wish to contact us through the internet, our address is lincoln.com/support.

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Thank you for your attention to this important matter.

Lincoln

Customer Inspection Sheet

**Note
before
starting:**

It is very important that a stable Wi-Fi or hotspot connection is available at the vehicle for proper Rear Seat Entertainment (RSE) screen set-up and to allow software to update. Failure to connect to Wi-Fi or a hotspot during this procedure may result in the RSE screens not properly auto updating. You will also require your Amazon account information (username and password).

Step 1

With Wi-Fi or hotspot available at the vehicle, start the vehicle and ensure the RSE screens are powered up and displaying content.

Step 2

If the RSE screens have not been set-up, follow the on-screen instructions to complete the set-up process.

Step 3

On the profile selection screen, tap anywhere on the screen to open the Quick Access Menu.

Step 4

With the Quick Access Menu open, follow these steps:

- Select "Settings"
- Scroll left to show and select "Devices & Software"
- Select "About"
- Select "Your TV"

Step 5

Review the Software Version of the screen you are using. The last 4 digits of the Software Version should be "2973" or higher.

NOTE: Software Version will read as follows: Fire OS XXXX (XXXXXX/2973)

If the Software Version has been verified to be "2973" or higher, complete steps 2-5 on the other screen.

If the Software Version is below "2973" the system will complete an auto update. This is shown by a status message such as "Downloading Update" followed by "Installing Update".

Step 6

Wait approximately 15 minutes for the software update to complete. When the "Installing Update" status changes to "Reboot" the update is complete. Select "Reboot" and wait for the system to fully restart. This may take several minutes.

Repeat steps 3-5 to verify that the software has been updated to "2973" or higher.

Step 7

Repeat steps 2-5 on the other screen.

Step 8

If both RSE screen software levels have been verified to be at "2973" or higher, no further action is needed and the RSE screen software is up to date.

If one or both screens are not updating or you are otherwise unable to update the software to version "2973" or higher, it is recommended to bring your vehicle to your servicing dealership for completion of this customer satisfaction program.

24B25

Mobile Repair Record

VIN _____ received:

Mobile Repair

As outlined below for the 24B25 Field Service Action program.

Mobile Repair – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Customer Satisfaction Program 24B25

Certain 2022-2024 Model Year Expedition and Navigator Vehicles
Rear Seat Entertainment Screen Software Update













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 24B25

Certain 2022-2024 Model Year Expedition and Navigator Vehicles
Rear Seat Entertainment Screen Software Update

   – 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

CERTAIN 2022-2024 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES — REAR SEAT ENTERTAINMENT SCREEN SOFTWARE UPDATE

SERVICE PROCEDURE

NOTE: Before beginning this Field Service Action (FSA) the customer's Amazon information will be needed, or customer will need to be present.

1. Turn key on, engine on.
2. Ensure that the monitors in the Rear Seat Entertainment (RSE) system are fully powered up and displaying content.
3. Starting with the left-hand (LH) screen, is there an Amazon profile page displayed? See Figure 1.

Yes - Continue to Step 4.

No - Continue to Step 18.



FIGURE 1



4. Tap anywhere on the screen to display the quick access menu . See Figure 2.

5. Select the **Settings** icon from the quick access menu. See Figure 2.

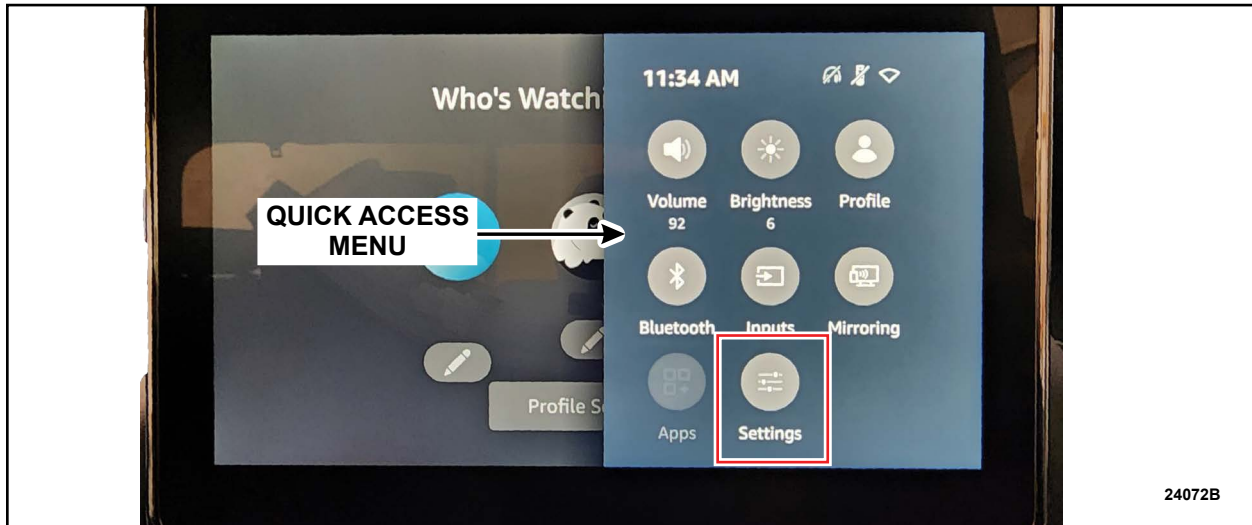


FIGURE 2

6. Swipe left to expose the **Device & Software** option and select it. See Figure 3.

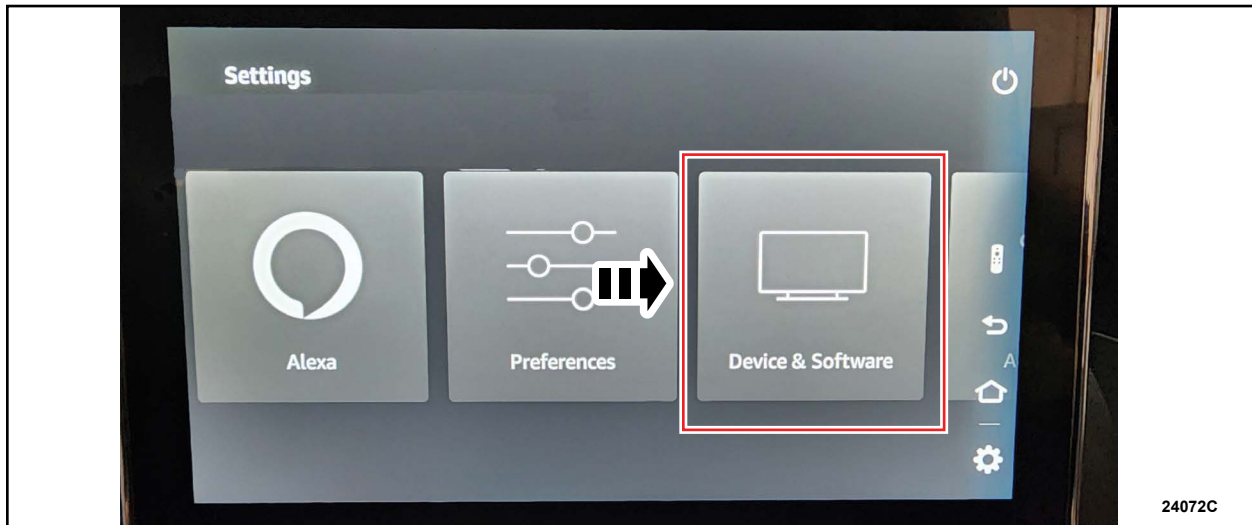


FIGURE 3



7. Once on the Device & Software screen, select the **About** option. See Figure 4.

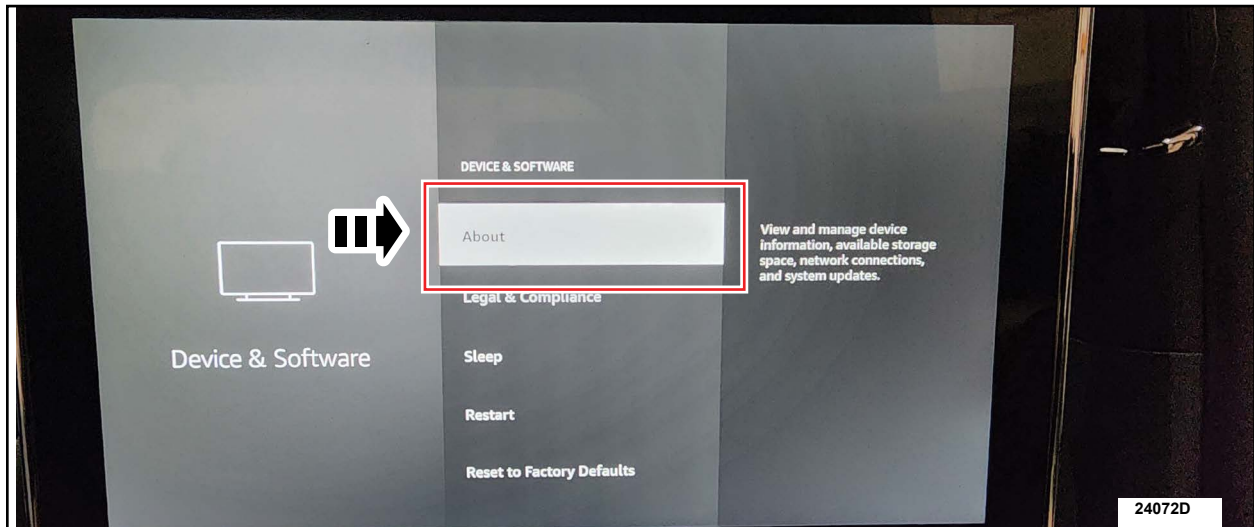


FIGURE 4

8. The next menu that will open displays the Software Version. Are the last 4-digits of the Software Version 2973 or higher? See Figure 5.

NOTE: Software update will read as follows: Fire OS XXXX (XXXXXX/2973)

Yes - Return to Step 3 to inspect the right-hand (RH) monitor.

No - Continue to Step 9 to update software.

NOTE: If both monitors have been inspected and verified to have the latest software version, this Field Service Action (FSA) is complete.

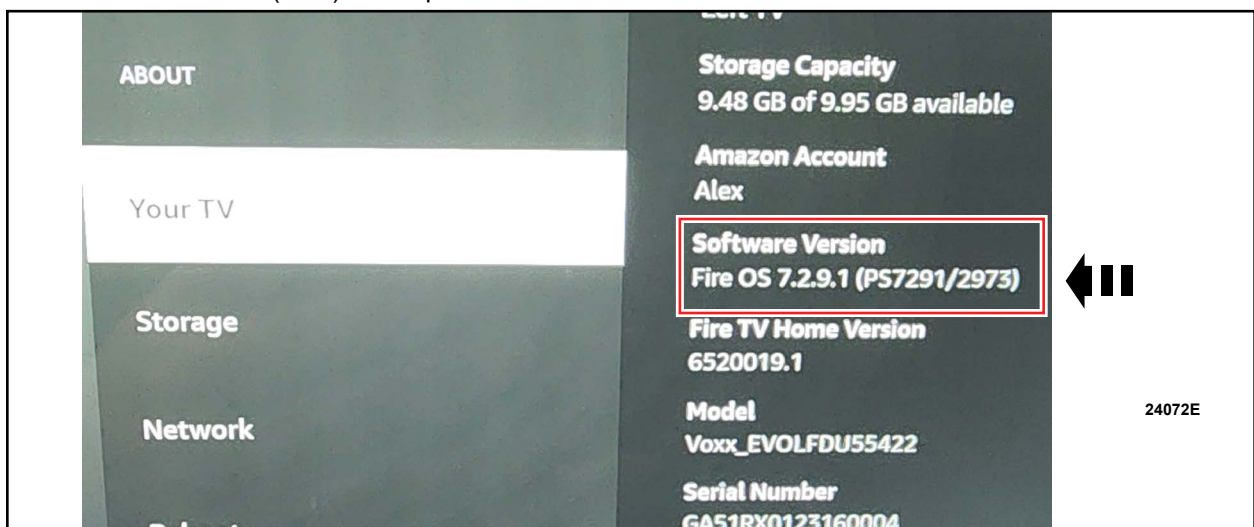


FIGURE 5



NOTE: Ensure that the monitor is connected to a network.

9. If your software is outdated, it will automatically start downloading the new software. This is shown by a status message such as "Downloading Update" followed by "Installing Update"

NOTE: Messages display quickly on the screen.

10. Wait approximately 15 minutes for the software update to complete. Once the "Installing Update" status changes to "Reboot", the update is complete.

11. Select "Reboot", wait for the system to fully restart. This may take several minutes.

12. Tap anywhere on the screen to display the quick access menu . See Figure 6.

13. Select the **Settings** icon from the quick access menu. See Figure 6.

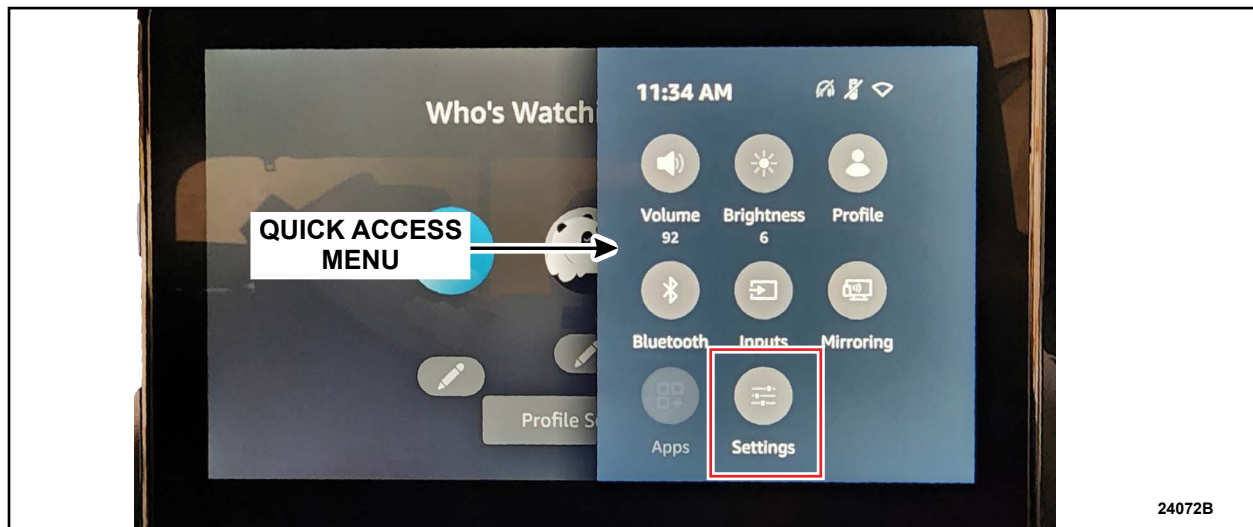


FIGURE 6



14. Swipe left to expose the **Device & Software** option and select it. See Figure 7.

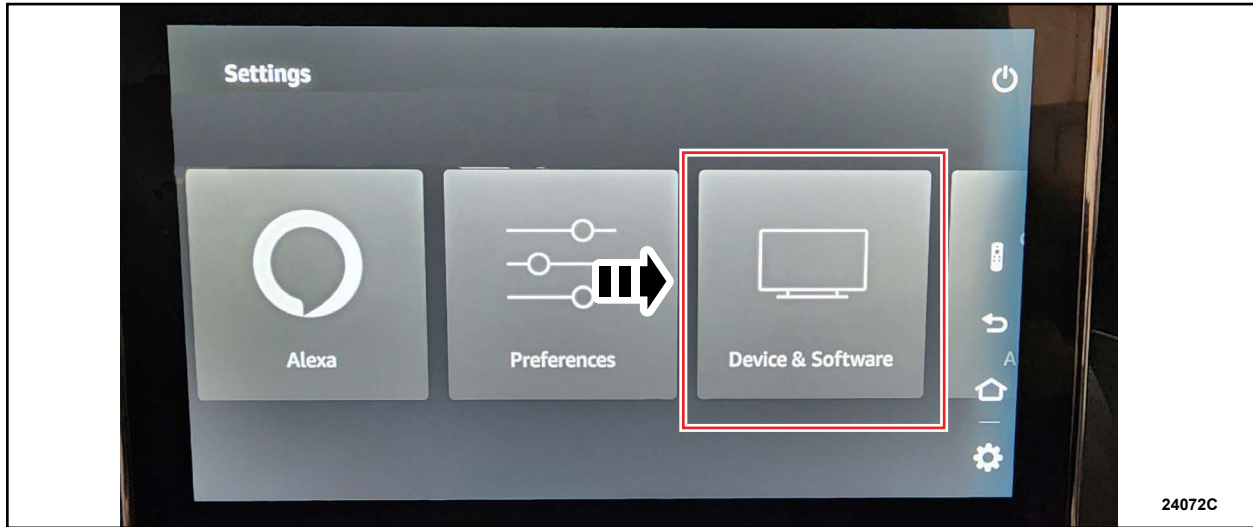


FIGURE 7

15. Once on the Device & Software screen, select the **About** option. See Figure 8.

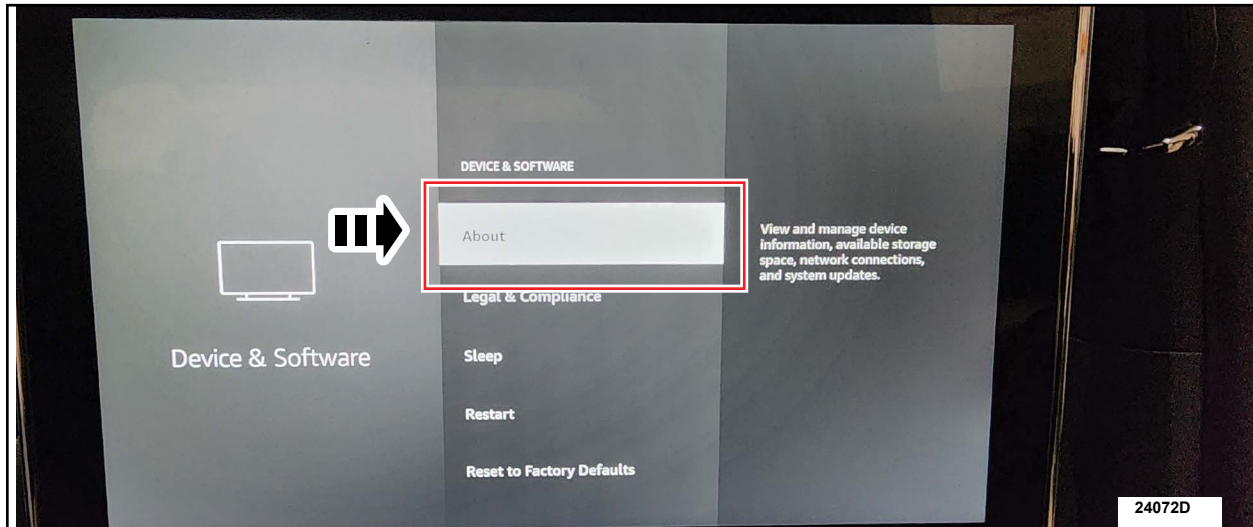


FIGURE 8



16. The next menu that will open displays the Software Version. Are the last 4-digits of the Software Version 2973 or higher? See Figure 5.

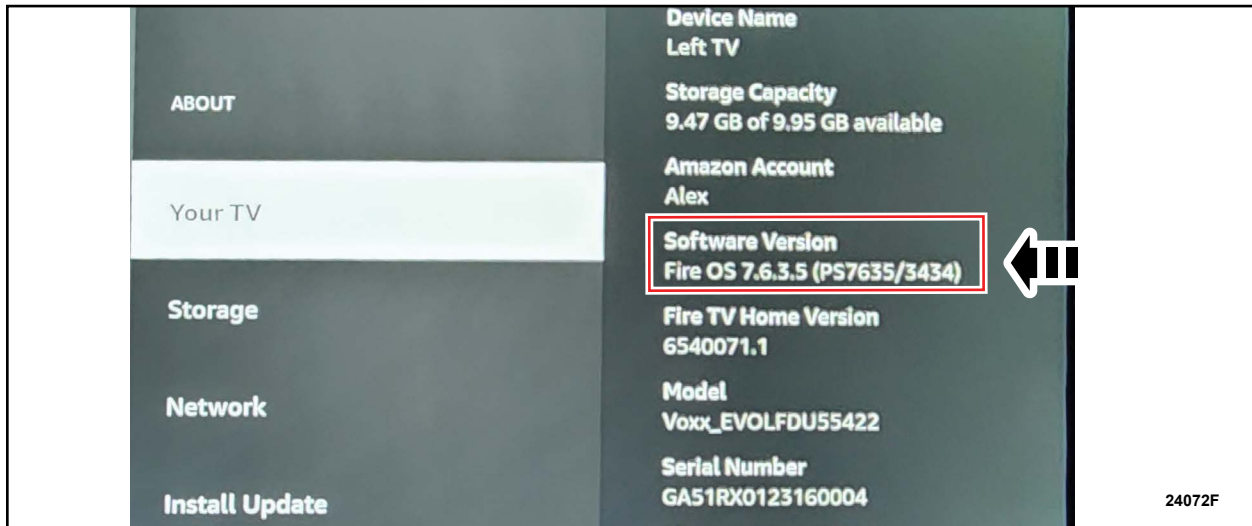


FIGURE 9

17. Return to Step 3 to inspect the RH monitor.



Initial User Set-up

18. From the "Choose Your Language" screen, select the desired language. See Figure 10.

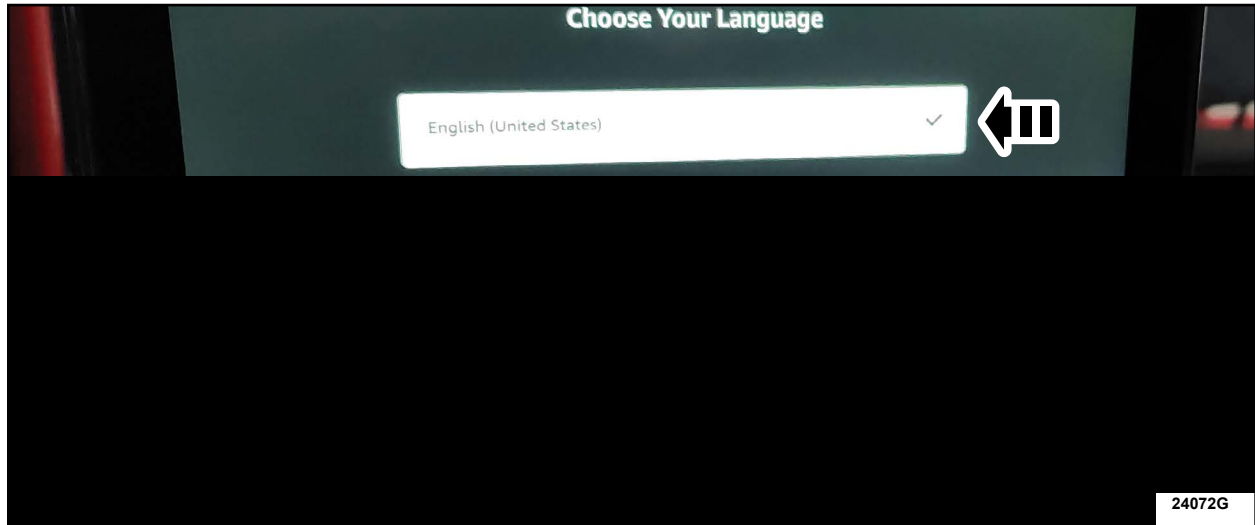


FIGURE 10

19. Pair the Bluetooth remote control provided. This is optional and can be done later. See Figure 11.

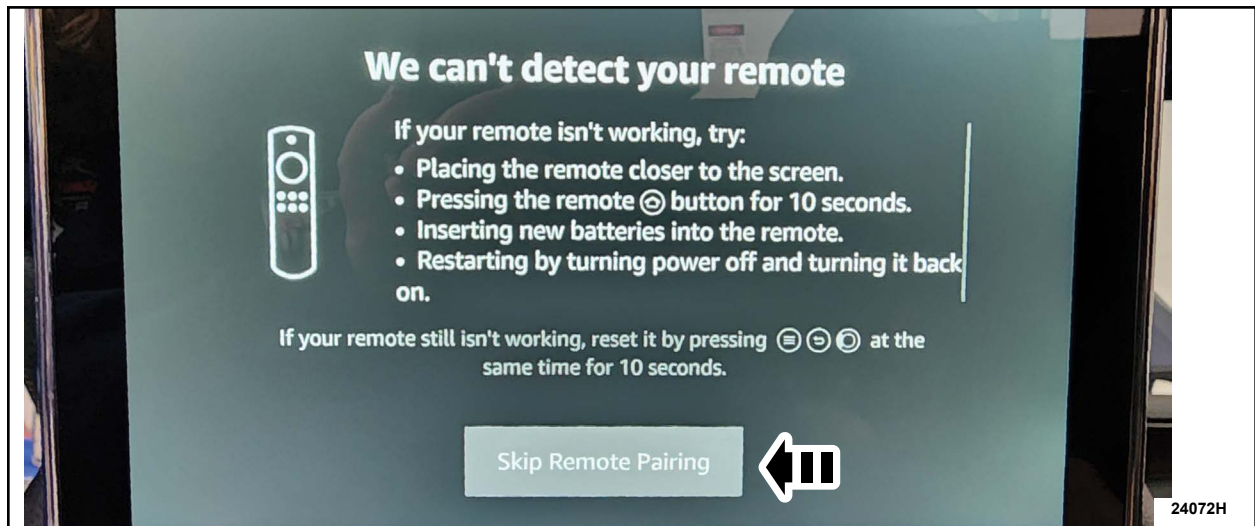


FIGURE 11



20. Select an available network (hotspot) of your choice to obtain WiFi connectivity.
21. Sign into the customer's Amazon account (or have the customer do so if they are available).
22. Follow the prompts to continue to the log-in process.
23. Select the appropriate "Left TV" or "Right TV" based on the position of the monitor. Select "Continue". See Figure 12.

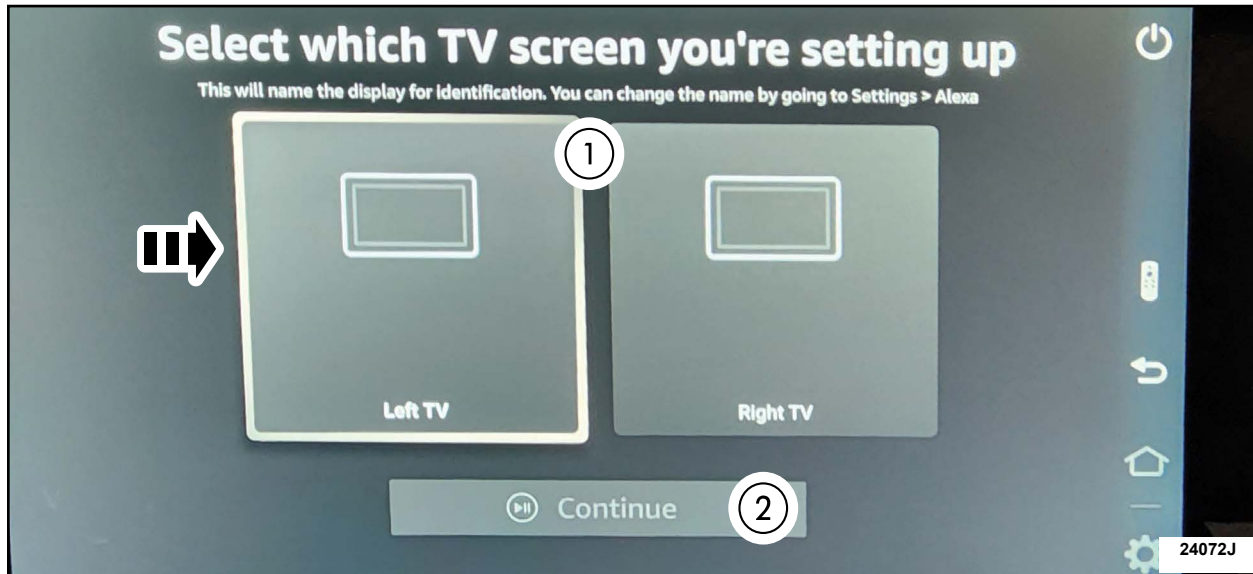


FIGURE 12

24. Continue through the Amazon prompts and streaming services.
25. Review the Welcome screen tips, and select "Got It". See Figure 13.



FIGURE 13



26. Select desired profile (only if multiple profiles have been set-up in the Amazon account).
27. Verify the software version by tapping anywhere on the screen to display the quick access menu. See Figure 14.
28. Select the **Settings** icon from the quick access menu. See Figure 14.

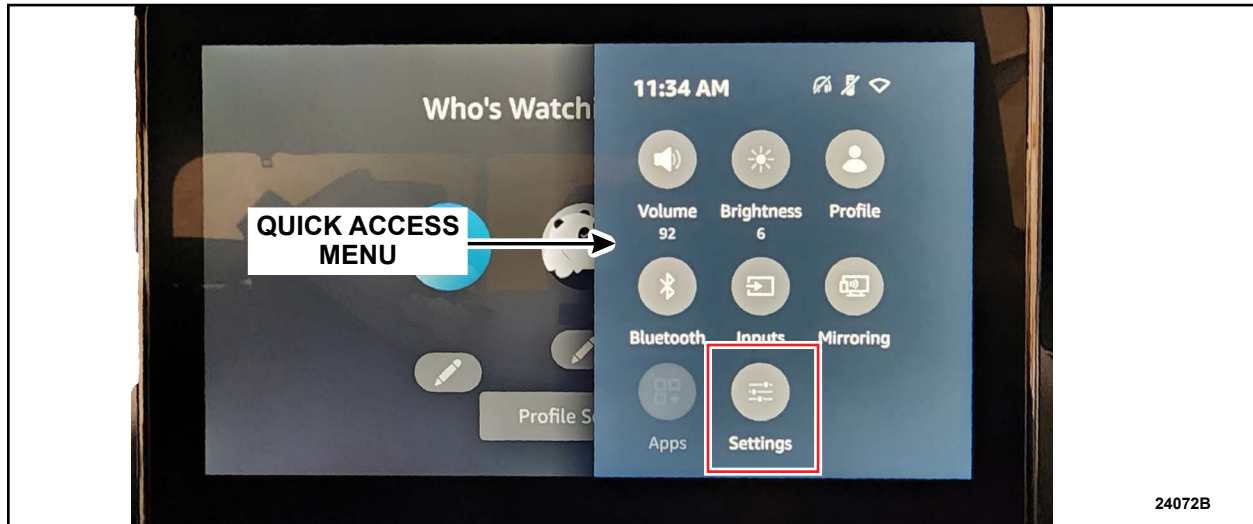


FIGURE 14

29. Swipe left to expose the **Device & Software** option and select it. See Figure 15.

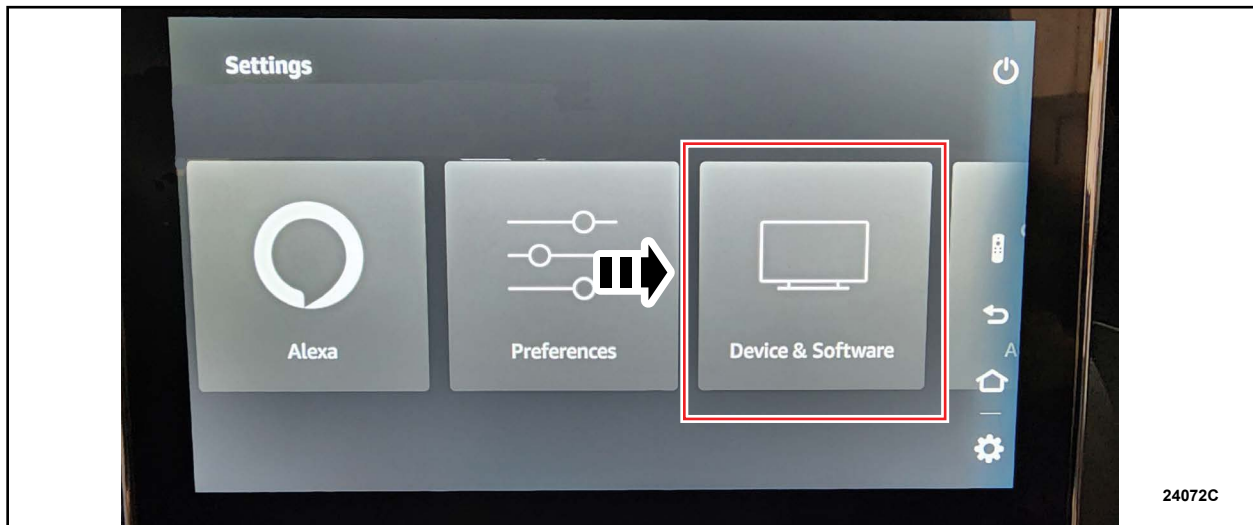


FIGURE 15



30. Once on the Device & Software screen, select the **About** option. See Figure 16.

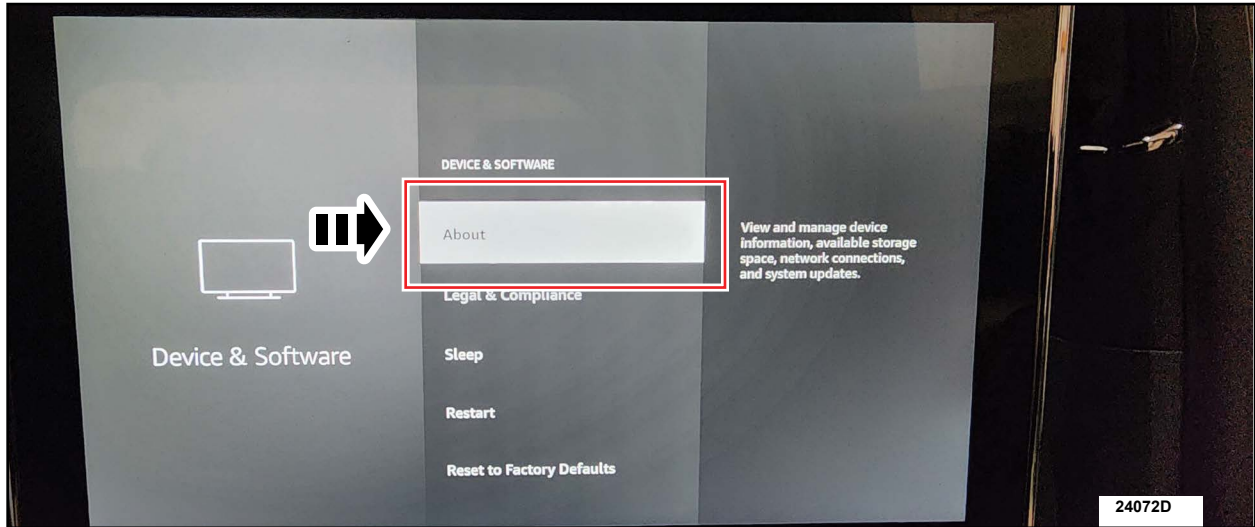


FIGURE 16

31. The next menu that will open displays the Software Version. See Figure 17.

NOTE: Software update will read as follows: Fire OS XXXX (XXXXXX/2973)

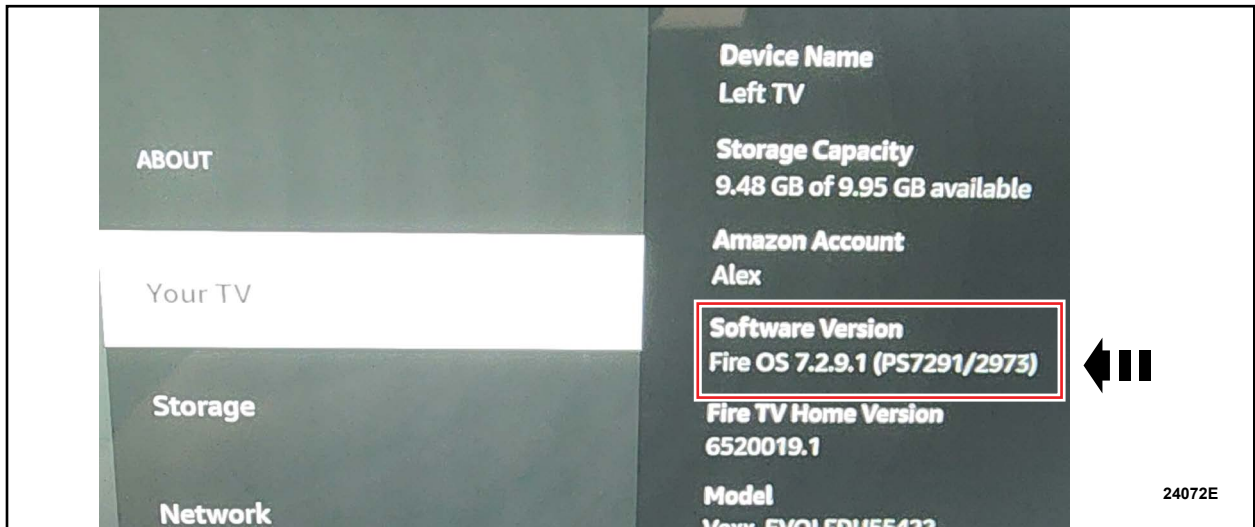


FIGURE 17



32. If your software is outdated, it will automatically start downloading the new software. This is shown by a status message such as "Downloading Update" followed by "Installing Update"

NOTE: Messages display quickly on the screen.

33. Wait approximately 15 minutes for the software update to complete. Once the "Installing Update" status changes to "Reboot", the update is complete.

34. Select "Reboot", wait for the system to fully restart. This may take several minutes.

35. Tap anywhere on the screen to display the quick access menu . See Figure 6.

36. Repeat steps 27-31 again to verify that the software version is now 2973 or higher.

37. Return to Step 3 and follow the procedures to do the RH screen.

