

Stacy L. Balzer Director Service Engineering Operations Ford Customer Service Division Ford Motor Company PO Box 1904 Dearborn, Michigan 48121

July 22, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 24B47** 

Certain 2018 - 2024 Model Year Various Vehicles

Update SYNC Software

### **PROGRAM TERMS**

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

### **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ecosport	2020 – 2022	Chennai	August 12, 2019 through August 14, 2020
			October 5, 2020 through April 28, 2021
			February 7, 2022 through June 25, 2022
Fusion	2010 2020	Hermosillo	May 18, 2018 through July 31, 2020
MKZ	2019 – 2020		May 8, 2018 through July 31, 2020
Edge	2019 – 2020	Oakville	August 2, 2018 through December 22, 2020
Bronco Sport	2021 – 2024	Hermosillo	March 13, 2020 through June 5, 2024
Escape	2020 – 2022	Louisville	April 5, 2019 through December 22, 2020
			January 4, 2021 through December 13, 2022
Corsair			February 12, 2019 through December 8, 2022
Continental	2019 – 2020	Flatrock	August 1, 2018 through November 25, 2020
Ranger	2019 – 2023	Michigan	July 13, 2018 through June 28, 2023
F-150	2019 – 2020	Dearborn	July 23, 2018 through September 5, 2020
		Kansas City	August 11, 2018 through October 21, 2020
Super Duty	2020 - 2022	Kentucky Truck	August 2, 2019 through December 22, 2022
		Ohio	October 29, 2019 through December 5, 2022

### **AFFECTED VEHICLES** (Continued)

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2022 – 2024	Hermosillo	June 2, 2021 through January 9, 2024
Mustang	2019 - 2023	Flatrock	March 27, 2018 through December 22, 2021
			January 6, 2022 through April 5, 2023
Nautilus	2019 - 2020	Oakville	August 2, 2018 through December 21, 2020
Expedition	2020 – 2021	Kentucky Truck	July 16, 2019 through December 23, 2021
Navigator	2020 – 2021	Kentucky Truck	September 25, 2019 through December 21, 2021
	2020 - 2023	Chicago	February 4, 2019 through September 26, 2020
			September 28, 2020 through December 4, 2023
Aviator		Chicago Sho	September 29, 2020 through August 25, 2021
			August 31, 2021 through July 11, 2022
			July 21, 2022 through July 24, 2023
	2020 – 2023	Chicago	February 5, 2019 through April 24, 2024
Evalorer		Chicago Sho	October 3, 2020 through November 4, 2021
Explorer			November 12, 2021 through November 7, 2022
			December 5, 2022 through September 18, 2023
Transit	2020 – 2023	Kansas City	July 25, 2019 through December 5, 2023
	2018		June 23, 2018 through July 30, 2018
Transit Connect	2019	Valencia	August 1, 2018 through July 31, 2019
	2020		August 27, 2019 through July 30, 2020
	2021		August 25, 2020 through April 27, 2021
	2022		September 2, 2021 through May 30, 2022

US population of affected vehicles: 383,085. Affected vehicles are identified in OASIS and FSA VIN Lists.

**NOTE:** The following Special Service Message (SSM) include the same SYNC software reprogramming as contained in this FSA:

• SSM 52704

Therefore, 24B47 will be closed automatically if this SSM has been performed.

### **REASON FOR THIS PROGRAM**

In all the affected vehicles, due to an error in the SYNC software, you may experience SYNC system instability concerns and/or a failure to preserve certain settings across ignition cycles. This may result in a black infotainment screen that does not affect rear view camera, incorrect language setting, erased or unsaved radio presets, and potential inability to perform software updates.

### **SERVICE ACTION**

Dealers are to update the SYNC software. 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 when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
  - o Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and 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 August 5, 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/Vehicle Pick-Up & Delivery 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,

Stacy L. Balzer

### **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.
- Recommended specialty tools: Laptop with Ford Diagnosis and Repair System (FDRS)

### **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 July 22, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> on July 22, 2024. Owner names and addresses will be available by August 19, 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.

### **BRANDED / SALVAGED TITLE VEHICLES**

Affected branded / salvaged title vehicles are eligible for this service action.

### **OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires August 31, 2025.
- Dealers are also pre-approved to refund owner-paid <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Noncovered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with updating the SYNC software.

#### **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.

### **PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

• Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

#### PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

### **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.

### 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.
  - o 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.

### **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 April 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.
  - o When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 24B47
    - Customer Concern Code (CCC): A86
    - Condition Code (CC): 04
    - Causal Part Number: 14G371, Quantity 0
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Related Damage/Additional labor and/or parts: Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

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

### **CLAIMS PREPARATION AND SUBMISSION (Continued)**

• **Refunds:** Submit refunds on a separate repair line.

Program Code: 24B47
 Misc. Expense: ADMIN
 Misc. Expense: 0.2 Hrs.

- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- 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.

### Pick-Up & Delivery:

- o Dealers participating in the Remote Experience Program -
  - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- o Dealers NOT participating in the Remote Experience Program -
  - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
  - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

### • 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 24B47MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

### **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Update APIM software	24B47B	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.	24B47MM	0.5 Hours
If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.		
<b>Lincoln</b> vehicle PDL Allowance: Only vehicles outside of Lincoln PDL contract coverage of 4 years/50,000 miles.		
<b>NOTE:</b> This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24B47LL	0.5 Hours
Vehicle Pick-Up & Delivery Allowance:		
This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.	24B47PP	0.5 Hours
NOTE: This allowance is for dealer-performed vehicle Pick- Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.		

### 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

August 2024

Customer Satisfaction Program 24B47

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.

### Why are you receiving this notice?

Due to an error in the SYNC software, you may experience SYNC system instability concerns and/or failure to preserve certain settings across ignition cycles.

#### What is the effect?

This may result in a black infotainment screen (although it does not affect rear view camera), incorrect language setting, and/or erased or unsaved radio presets.

# What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update your SYNC software free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until August 31, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

#### How long will it take?

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?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 24B47.

Provide the dealer 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 dealer, you can access <u>ford.com/support</u> 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.

#### Mobile Service

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

### Pick-Up and Delivery

Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

# Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct SYNC software was used.

If the previously paid repair was performed <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to updating the SYNC software. To verify eligibility and <u>expedite</u> <u>reimbursement</u>, give your paid original receipt to your dealer before February 28, 2025. To avoid delays, do not send receipts to Ford Motor Company.

### 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 <a href="ford.com/support">ford.com/support</a>.

<u>FLEET OWNERS</u>: 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 <u>fleet.ford.com</u>.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Ford Customer Service Division



Lincoln PO Box 1904 Dearborn, Michigan 48121

August 2024

Customer Satisfaction Program 24B47

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.

### Why are you receiving this notice?

Due to an error in the SYNC software, you may experience SYNC system instability concerns and/or failure to preserve certain settings across ignition cycles.

#### What is the effect?

This may result in a black infotainment screen (although it does not affect rear view camera), incorrect language setting, and/or erased or unsaved radio presets.

## What will Lincoln and your retailer do?

In the interest of customer satisfaction, Lincoln has authorized your retailer to update your SYNC software free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until August 31, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

### How long will it take?

The time needed for this repair 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 24B47.

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.

## What should you do? (Continued)

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.

#### Mobile Service

Lincoln Mobile Service is offered by participating retailers, contact your retailer for details.

### **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.

## Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct SYNC software was used.

If the previously paid repair was performed <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to updating the SYNC software. To verify eligibility and <u>expedite</u> <u>reimbursement</u>, give your paid original receipt to your retailer before February 28, 2025. To avoid delays, do not send receipts to Lincoln.

### 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 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 lincoln.com/support.

<u>FLEET OWNERS</u>: 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 <u>fleet.ford.com</u>.

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
Lincoln

## CERTAIN 2018-2024 MODEL YEAR VARIOUS VEHICLES — UPDATE SYNC SOFTWARE

#### SERVICE PROCEDURE

- IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.
- 1. Verify that the SYNC 3 universal thumb drive is titled SG3v202405 or later. Later software levels will have a higher numerical value. Is the SYNC 3 universal drive title SG3v2020405 or later?
  - Yes Proceed to Step 2.
  - No Download the latest version of the SYNC 3 Universal USB Updater Application under the Service Tips section of PTS using at least a 64GB 3.2 GEN 2 flash drive or higher. The USB drive must be formatted to exFAT. Review the instructions and use Scan for Updates and update USB. Proceed to Step 2.

### **Module Programming**

- **NOTE**: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).
- **NOTE:** Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.
- 2. Turn the key on, engine on.
- 3. Launch Ford Diagnostic and Repair System (FDRS).
- **NOTE**: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.
- 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.
- 5. Select Toolbox tab.
- 6. From the list on the LH side of the screen, select the APIM Accessory Protocol Interface Module.

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

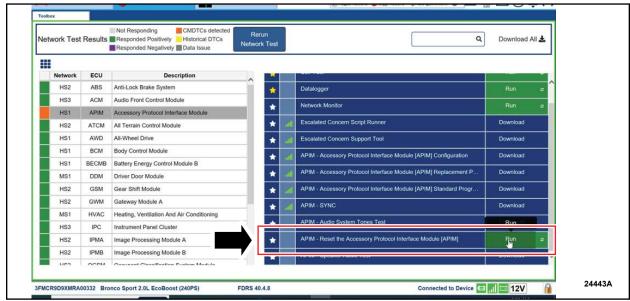


FIGURE 1

- 8. Click RUN. Follow all on-screen instructions carefully.
- 9. When prompted to select the desired function, click Clear User Data. See Figure 2.

NOTE: This will not remove any of the customer's devices that are already paired to the vehicle.

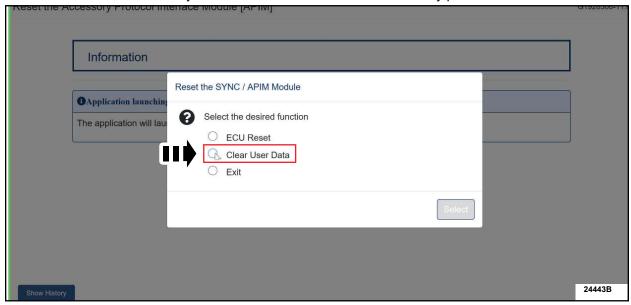


FIGURE 2

**NOTE:** It is recommended to watch the video for more detailed information on this programming procedure.

10. Watch the SYNC screen carefully. When the SYNC screen goes blank, insert the USB drive immediately, do not wait. Continue to follow on-screen instructions.

NOTE: The USB update could take up to 25 minutes. However, no tech interaction is needed.

11. FDRS will confirm that the procedure is complete. Click **OK**. See Figure 3.

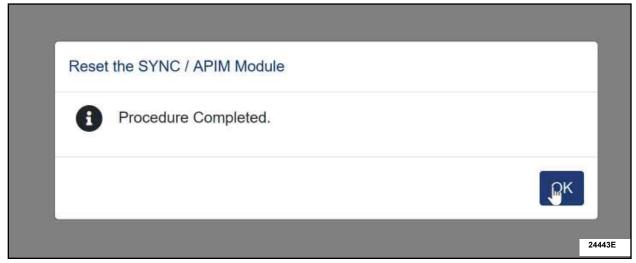


FIGURE 3

12. Once prompted click Exit. See Figure 4.

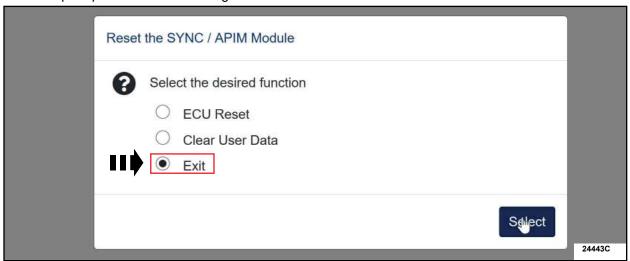


FIGURE 4

13. SYNC 3 USB update will display on SYNC screen, confirming the update is complete. See Figure 5.



FIGURE 5

- 14. SYNC will restart, do NOT remove the USB at this time.
- 15. Key off, engine off. Wait for the USB lighted hubs to turn off.
- 16. USB can be removed at this time.
- 17. In FDRS, 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 Diagnostic Trouble Codes (DTC's) in all modules.

**NOTE:** If the software update does not complete, attempt the update again, one time, starting with Step 1. If the concern persists raise a Technical Support Request for assistance. Do NOT replace the APIM prior to contacting Technical Support.

### **Important Information for Module Programming**

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

• Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio,etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

### Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

Certain 2018 - 2024 Model Year Various Vehicles Update SYNC software

### **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)

Certain 2018 - 2024 Model Year Various Vehicles Update SYNC software

### - 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

### Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN_			received (check one):					
	☐ Mobile Repair							
	☐ Pick-up and/or delivery service							
As outlined below for the 24B47 Field Service Action program.								
	□ Mobile Repair – Date:							
			OR					
	Pick-up	– Date:						
	Delivery	– Date:						
Repai	r Order #		Repair Order Date					
Service Manager Signature		gnature	Date					