



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

September 20, 2024

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

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD**  
**Customer Satisfaction Program 24P21**  
Certain 2025 Model Year Explorer Vehicles  
Anti-Lock Brake System (ABS) Module Software Update

### **PROGRAM TERMS**

This program will be in effect through September 30, 2025, for vehicles within the new bumper-to-bumper warranty coverage period.

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Explorer	2025	Chicago	November 29, 2023 through July 19, 2024

US population of affected vehicles: 24,114. Affected vehicles are identified in OASIS.

**Note:** Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair.

### **REASON FOR THIS PROGRAM**

In some of the affected vehicles, the ABS Electronic Brake Booster may keep the electronic communication system awake, causing battery drain, potentially resulting in a no-start condition. Additionally, the ABS malfunction indicator lamp may illuminate improperly.

### **SERVICE ACTION**

Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership). Before delivering any new in-stock vehicles involved in this program, dealers are to update the ABS module software to the latest level and clear codes using the Ford Diagnostic and Repair System (FDRS). For Explorer hybrid vehicles, the ABS module will be coordinated with the PCM, BECM and SOBDMC. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on 2025 Explorer vehicles.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters will not be mailed for this program.

### **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment

## **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.

Customer Service Division

## Customer Satisfaction Program 24P21

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

All repairs in this program have the following assessment level:

🔧 - Mobile Reprogramming

- Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership) and Remote Experience reimbursement for just this repair is not allowed.

### **OASIS ACTIVATION**

OASIS will be activated on September 20, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

### **SOLD VEHICLES**

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.

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**

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.

### **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 FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

## Customer Satisfaction Program 24P21

### 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.
  - When entering claims:
    - Claim type 31: Field Service Action.
    - Sub Code: 24P21
    - Customer Concern Code (CCC): G29 Other Warning Lights/Alerts/Chimes
    - Condition Code (CC): 04 Software revision/Flash Module
    - Causal Part Number: 2C219, 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.

**Customer Satisfaction Program 24P21**

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Explorer Non-Hybrid Vehicles ONLY – Update the ABS module to the latest level using FDRS. NOTE: IDS cannot be used for programming on 2025 Explorer vehicles.	24P21B	0.4 Hours
Explorer Hybrid Vehicles ONLY – Update the ABS module, PCM, BECM and SOBDMC to the latest level using FDRS. NOTE: IDS cannot be used for programming on 2025 Explorer vehicles.	24P21C	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2025 MODEL YEAR EXPLORER VEHICLES — ANTI-LOCK BRAKE SYSTEM (ABS) SOFTWARE UPDATE

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15332 for more details.

### 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. 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).

2. 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.

3. 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.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **ABS**.

6. From the list on the RH side of the screen, select **ABS - Anti-Lock Brake System (ABS) Module Software Update**.

7. Click **RUN**. Follow all on-screen instructions carefully. Then, continue on next page.



**NOTE:** After the programming of the ABS, the FDRS will automatically prompt you to update the necessary modules based on the vehicles options and calibration levels. Follow the on-screen instructions to complete the update. You may be prompted to update one or more of the following modules.

- Powertrain Control Module (PCM) (Hybrid Only)
- Battery Energy Control Module (BECM) (Hybrid Only)
- Hybrid Powertrain Control Module (SOBDMC) (Hybrid Only)

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

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

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

11. Disconnect the battery charger from the 12V battery once the programming has completed.

### Important Information for Module Programming

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

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

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

- Inspect 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.



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**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)

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   – 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