

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

December 3, 2024

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

SUBJECT: Customer Satisfaction Program 24B47 - Supplement #1

Certain 2018 - 2024 Model Year Various Vehicles

Update SYNC Software

# New! <u>REASON FOR THIS SUPPLEMENT</u>

• Service Action – Updated language to include the Technical Support Request

 Additional Repair (Labor Time and/or Parts) – Updated language to include the Technical Support Request

• Labor Allowances - Updated language to include the Technical Support Request

#### **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	Flat Rock	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	

# **AFFECTED VEHICLES** (Continued)

Vehicle	Model Year	Assembly Plant	Build Dates		
Super Duty	2020 - 2022	Kentucky Truck	August 2, 2019 through December 22, 2022		
		Ohio	October 29, 2019 through December 5, 2022		
Maverick	2022 – 2024	Hermosillo	June 2, 2021 through January 9, 2024		
Mustang	2019 - 2023	Flat Rock	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		
Aviator			September 28, 2020 through December 4, 2023		
		Chicago Sho	September 29, 2020 through August 25, 2021		
			August 31, 2021 through July 11, 2022		
			July 21, 2022 through July 24, 2023		
Familiana	2020 – 2023	Chicago	February 5, 2019 through April 24, 2024		
		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	Valencia	June 23, 2018 through July 30, 2018		
Transit Connect	2019		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.

# New! 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.

If APIM module reprogramming fails and assistance is required, submit a Technical Support Request (TSR).

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were 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.

**Customer Service Division** 

# **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 has been activated since July 22, 2024.

#### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists has been available through <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> since July 22, 2024. Owner names and addresses have been available since 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.

# New! 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, Technical Support
  Request (TSR) approval is required when replacing the Accessory Protocol Interface Module
  (APIM), although related damage must be on a separate repair line with the "Related Damage"
  radio button checked. Follow the normal process for other related damage claims.
  - 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, <u>submit a TSR</u> before replacing the APIM and request a Repair Validation Code (RVC).
   Once you have an RVC:
  - o For this program <u>it is NOT necessary to contact the SSSC</u> for additional approvals, including additional labor hours, module replacement and related damage.

#### **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.
- 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).

# New! LABOR ALLOWANCES

<u>APIM – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)</u>
If you experience APIM software programming errors or multiple programming failures, or if
APIM module replacement is necessary and you require assistance, submit a Technical
Support Request (TSR) and request the following:

- o APIM programming assistance or APIM replacement from DSSH
- o Repair Validation Code (RVC)

## Once you are provided with an RVC:

 For this program <u>it is NOT necessary to contact the SSSC</u> for additional approvals, including additional labor hours, module replacement and related damage

Description	Labor Operation	Labor Time
Update APIM software	24B47B	0.4 Hours
APIM software failed and/or APIM module replacement required:  o TSR/DSSH contact required & Repair Validation Code o RVC provided	MT24B47C	Up To 1.8 Hours
Mobile Service:		
This allowance is only for non-eligible 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.	24B47MM	0.5 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.	24B47LL	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for non-eligible 2024 Remote Experience Program Dealers.  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.	24B47PP	0.5 Hours

#### PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

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

#### SERVICE PROCEDURE

**NOTE:** If Accessory Protocol Interface Module (APIM) reprogramming fails and assistance is required, submit a Technical Support Request (TSR).

## **Module Programming**

- 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 that 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 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. 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.
- 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.
- NOTE: Ablank 64GB or larger USB flash drive is required for APIM software update. 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.
- 4. Select Toolbox tab.

- 5. From the list on the LH side of the screen, select the APIM. See Figure 1.
- 6. From the list on the RH side of the screen, **select APIM Accessory Protocol Interface Module** [APIM] Standard Programming. See Figure 1.

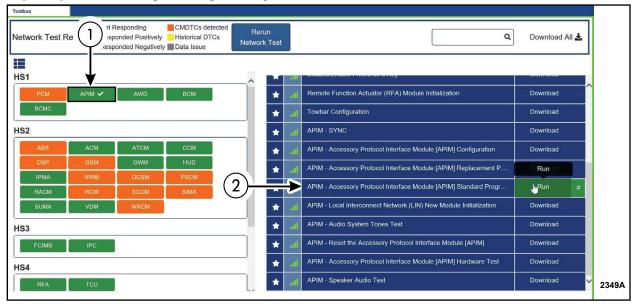


FIGURE 1

- 7. Click RUN. Follow all on-screen instructions carefully.
- 8. During the update, make sure to click NO when asked: Do you have a SYNC 3 Universal USB device? See Figure 2.

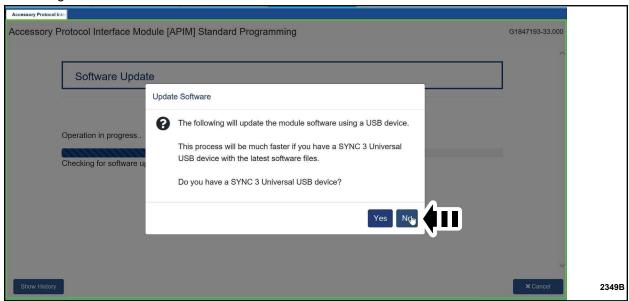


FIGURE 2

9. When the USB device has completed the upload to the vehicle, a confirmation will appear on the SYNC display. See Figure 3.



FIGURE 3

- 10. Return the USB thumb drive to the FDRS and follow the on-screen prompts to complete the procedure.
- 11. Click RUN. Follow all on-screen instructions carefully.
- 12. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
- 13. Click the **Run Selected Tests** button in the lower right.
- 14. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.
- 15. Disconnect the battery charger from the 12V battery.
- 16. The repair is complete.

# 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

#### 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.

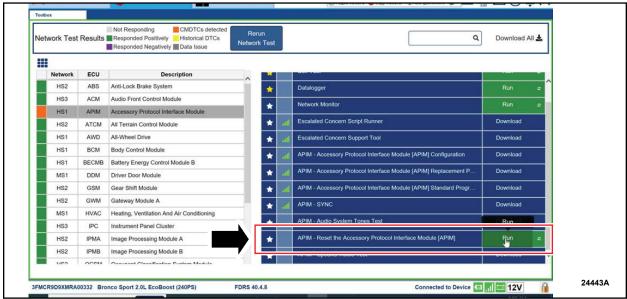


FIGURE 1

- 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.

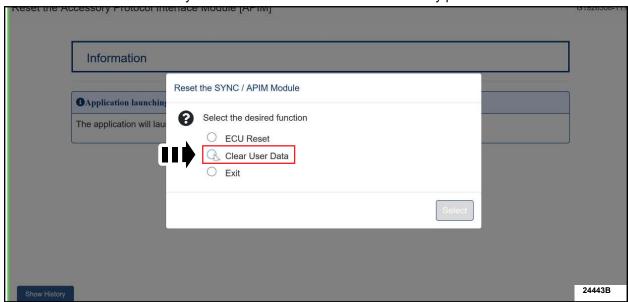


FIGURE 2

**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.

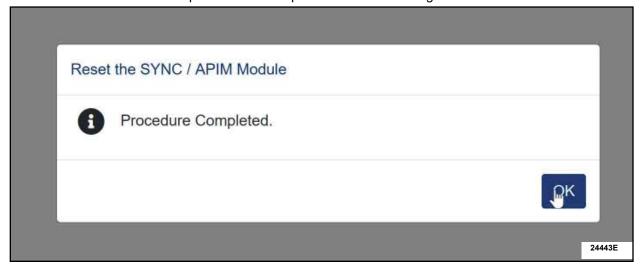


FIGURE 3

12. Once prompted click Exit. See Figure 4.

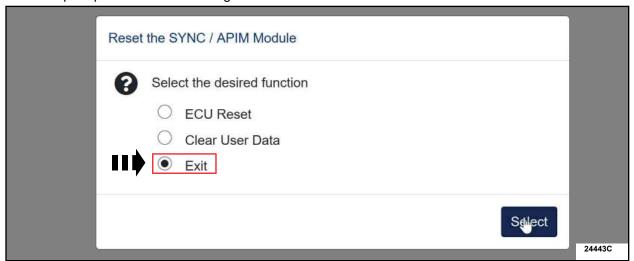


FIGURE 4

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.