



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

March 2025

Customer Satisfaction Program 24B50

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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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?

On your vehicle, it may be possible to have a condition where the Connected Vehicle Features options under Vehicle Connectivity menu may not be visible on the SYNC® screen.

What is the effect?

You may not be able to manage data transmission and connected services as intended. By default, vehicle connectivity is “enabled” from the factory. If a user authorizes the modem (via FordPass), the default for the vehicle is to share additional data, including driving data and precise vehicle location.

What will Ford and your dealer do?

Software is now available to repair your vehicle. In the interest of customer satisfaction, Ford Motor Company has released software to resolve this SYNC® Settings concern. Your vehicle is capable of Ford Software Updates.

When Automatic Updates are turned ON (standard from the factory), the software will be downloaded to your vehicle over a private wi-fi network or through your vehicle’s modem through the cellular network. Before the software will install you will have to schedule a day and time when you will **not need the vehicle for up to 240 minutes** while the installation completes.

Note: Refer to ford.com/support for further information on your Ford Software Updates system.

Should the software fail to load or install properly, Ford has authorized your dealer to install updated SYNC® system software updates, free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until March 31, 2026 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this automatic software update is approximately four hours. If you prefer to go to your dealer for the software installation, 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.

What should you do? For your convenience, Ford is encouraging you to update your vehicle's software using Ford Software Update capabilities. By utilizing this option, you should not need to take your vehicle to your dealer unless you are unable to successfully perform the update.

To complete this software update, your vehicle will have to be parked with the ignition off for a short period. Also, you will have to schedule (we suggest overnight or during work hours) the software installation to ensure that you will not need your vehicle during the update. You can check the progress of the installation via the icons on the in-vehicle screen, the FordPass app, or on the Owner's website.

If you choose to have your dealer install this software, please call your dealer to schedule a service appointment for Customer Satisfaction Program 24B50.

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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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.

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 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

Can we assist you further? (continues)

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

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.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Marzo de 2025

Programa de satisfacción del cliente 24B50

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

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El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

¿Por qué recibe este aviso?

En su vehículo, es posible que exista una condición en la que las opciones de funciones de vehículo conectado en el menú Conectividad del vehículo podrían no estar visibles en la pantalla de SYNC®.

¿Cuál es el efecto?

Es posible que no pueda administrar la transmisión de datos y los servicios conectados según lo previsto. De forma predeterminada, la conectividad del vehículo está "habilitada" de fábrica. Si un usuario autoriza el módem (a través de FordPass), el valor predeterminado para el vehículo es compartir datos adicionales, incluidos datos de conducción y la ubicación precisa del vehículo.

¿Qué medidas adoptarán Ford y su concesionario?

En este momento se encuentra disponible el software para reparar su vehículo. En beneficio de la satisfacción del cliente, Ford Motor Company ha lanzado un software para resolver este problema de Ajustes de SYNC®. El vehículo tiene la capacidad de recibir actualizaciones del software de Ford.

Cuando Actualizaciones automáticas esté activado (estándar de fábrica), el software se descargará en el vehículo a través de una red wifi privada o mediante el módem del vehículo, a través de la red celular. Antes de instalar el software, deberá programar un día y hora en algún momento que **no necesite el vehículo durante unos 240 minutos**, mientras se realiza la instalación.

Nota: Consulte ford.com/support para obtener información adicional sobre el sistema de actualizaciones de software de Ford.

Si el software no se puede cargar o instalar correctamente, Ford ha autorizado a su concesionario a instalar las actualizaciones de software del sistema SYNC®, sin costo alguno, conforme a los términos de este programa.

¿Qué medidas adoptarán Ford y su concesionario? (Continuación)

Este Programa de satisfacción del cliente estará vigente hasta el 31 de marzo de 2026, independientemente del millaje. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para esta actualización automática de software es de aproximadamente cuatro horas. Si prefiere ir al concesionario para instalar el software, el tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

Para su conveniencia, Ford recomienda que actualice usted mismo el software del vehículo con las capacidades de actualización del software de Ford. Al utilizar esta opción, no será necesario que lleve el vehículo al concesionario, a menos que no pueda realizar correctamente la actualización.

Para completar esta actualización de software, su vehículo deberá estar estacionado con el encendido apagado durante un breve período. Adicionalmente, deberá programar (sugerimos hacerlo durante la noche o durante horas de trabajo) la instalación del software para asegurarse de que no necesitará el vehículo durante la actualización. Puede comprobar el progreso de la instalación a través de los iconos en la pantalla en el vehículo, en la aplicación FordPass o en el sitio web del propietario.

Si opta por que el concesionario instale este software, llame para programar una cita de servicio con el fin de llevar a cabo el Programa de satisfacción del cliente 24B50.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la acción de servicio de manera oportuna. Por lo tanto, le solicitamos que realice esta acción de servicio lo antes posible.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

¿Qué pasa si ya no es el propietario del vehículo?

Si ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos de registro y propiedad de los EE. UU., aparece como el propietario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el gerente de servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes (CRC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El CRC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el CRC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

PROPIETARIOS DE FLOTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.º 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es fleet.ford.com.

Los representantes atienden de lunes a viernes, de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

Customer Satisfaction Program 24B50
Certain 2024 Model Year Ranger Vehicles
SYNC® Software Update for Customer Connectivity Setting Menu














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 (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - 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 (MRA2)
 - 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 (MRA3)


- **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 (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

CERTAIN 2024 MODEL YEAR RANGER VEHICLES — SYNC SOFTWARE UPDATE FOR CUSTOMER CONNECTIVITY SETTING MENU - COORDINATED MODULE REPROGRAMMING

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)15936 for more details.

Module Programming

VCM3

It is highly recommended that a VCM3 be used when updating the APIM software for 24B50. Using a VCM3 reduces the chances of programming failures on modules when very large files are being transferred.

NOTE: Before beginning programming ensure the vehicle has enough fuel to idle for 2 hours.

NOTE: The following modules may each require more than one software update:
Gateway Module (GWM), Telematic Control Unit (TCU) and/or Accessory Protocol Interface Module (APIM).

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Check the vehicle's **State Of Charge Parameter Identification Data (PID)** by performing the following:
 - a. Launch the Ford Diagnostic and Repair System (FDRS) and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
 - b. Ensure that the **BATT_SOC PID** reads over 50%. If the PID is less than 50%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda GRX-3590 or DCA-8000 testers to verify battery condition.
 - c. Remove the charger from the vehicle once the battery is fully charged. Using FDRS, navigate to toolbox tab > BCM > **Reset Battery**. Monitor Sensor Learned Values application. Perform the BMS reset.



2. Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to make sure that it is within this range. **The battery state of charge (SOC) must be greater than 50% to continue with this FSA.**

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 (VCM) 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.

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. Select **Multi-Module** tab.

7. Select **Read the Configuration Data**. Click **RUN**.

8. From the list on the LH side of the screen, select **GWM**.

9. From the list on the RH side of the screen, select **GWM - Gateway Module (GWM) Software Update**.

NOTE: If the GWM is at the latest software version, proceed to Step 17.



10. Perform the Module Software Updating Procedures outlined below for the GWM module:
Continue performing software updates to the GWM module until all software updates are complete.
If any error conditions are experienced during programming, refer to WSM
Section 418-01A > General Procedures > Module Programming for the Error Condition Table.

NOTE: A 64GB or larger USB flash drive is required for APIM, TCU, and GWM software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

- To format the USB flash drive:
 - a. Right click on the USB flash drive.
 - b. Select Format, select exFAT for the File System.
 - c. Select Default Allocation Size for the Allocation Unit Size.
 - d. De-selecting Quick Format is not necessary and will result in a lengthier operation.

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

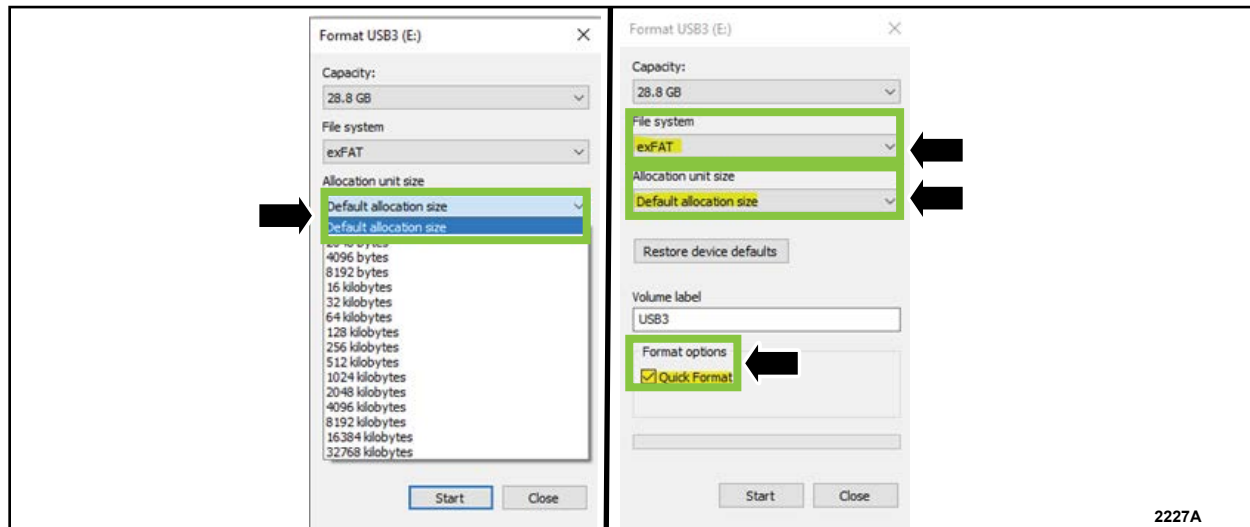


FIGURE 1



11. Using the FDRS, begin module programming by selecting the SW Updates tab. Download and run the application for desired module. Follow all on-screen instructions carefully.
12. When prompted, connect the USB flash drive to the FDRS.
13. When prompted by the FDRS, safely remove/eject the USB flash drive from the PC, turn the vehicle to Key On Engine Running (KOER), and connect the USB to the media hub to install the software update.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

14. For APIM, TCU, and GWM USB software updates, when center display screen prompts to restart the vehicles:
 - a. Turn the vehicle **OFF**.
 - b. Wait ten (10) minutes.
 - c. Turn the vehicle to **KOER**.

15. Leave the USB drive inserted into the vehicle, until the vehicles center display screen states **programming successful**.

NOTE: It may take up to 5 minutes before center display screen displays a "Programing Successful" pop-up. After 5 minutes if "Successful" pop-up is not shown on center display screen, remove the USB and select YES on the FDRS "Was the USB Update Successful" prompt (FDRS verifies if the module software update was successfully installed on the module).

16. Once the pop-up stating Update Successful appears on the touchscreen, select Close, remove the USB flash drive from the USB hub and connect it to the FDRS, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module assembly, vehicle interface processor (VIP), calibration, customer interface processor (CIP), and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

NOTE: Update the gateway module (GWM) before performing the APIM update. Updated APIM software will not show as being available in FDRS until the GWM has been successfully updated.

17. Is an APIM software update available?

- Yes - Proceed to Step 23.
- No - Proceed to Step 18.

18. Is a TCU software update available?

- Yes - Proceed to Step 19.
- No - Proceed to Step 23.



19. Select the **Toolbox** tab.
20. From the list on the LH side of the screen , select the **TCU**.
21. From the list on the RH side of the screen, select **TCU - Telematics Control Unit (TCU) Module Configuration**.
22. Click **RUN**. Follow all on-screen instructions carefully.
23. Is an APIM software update available?
 - Yes - Proceed to Step 28.
 - No - Proceed to Step 24.
24. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
25. Click the **Run Selected Test** button in the lower right.
26. Click the **Clear & Retest** button at the top of the screen to clear DTC's in all modules.
27. Disconnect the battery charger from the 12V battery once the programming has been completed.
28. Download and run the APIM Software Update application on the FDRS and follow the on-screen prompts. If any error conditions are experienced during programming, refer to WSM Section 418-01A > General Procedures > Module Programming for the Error Condition Table.

NOTE: A 64GB or larger USB flash drive is required for APIM, TCU, and GWM software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

- To format the USB flash drive:
 - a. Right click on the USB flash drive.
 - b. Select Format, select exFAT for the File System.
 - c. Select Default Allocation Size for the Allocation Unit Size.
 - d. De-selecting Quick Format is not necessary and will result in a lengthier operation.

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



29. Return the USB thumb drive to the FDRS and follow the on-screen prompts carefully until the following screen is reached. See Figure 2.

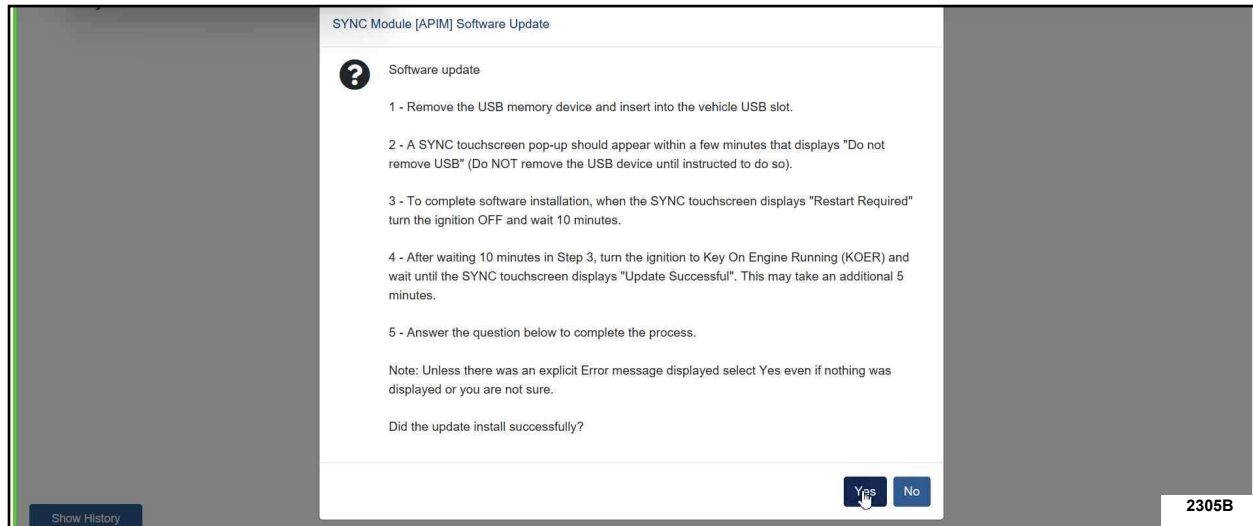


FIGURE 2

30. When center display screen prompts to restart the vehicle:

- a. Turn the vehicle **OFF**.
- b. Wait ten (10) minutes.
- c. Turn the vehicle to **KOER**.

31. After 10 minutes continue to follow all on-screen instructions carefully.

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

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

34. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTCs) in all modules.

35. Disconnect the battery charger from the 12V battery.

36. The repair is complete.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure the 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.





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 27, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 24B50
Certain 2024 Model Year Ranger Vehicles
SYNC Software Update for Customer Connectivity Setting Menu

PROGRAM TERMS

This program will be in effect through March 31, 2026. There is no mileage limit for this program.

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Date Range |
|----------------|-------------------|-----------------------|--------------------------------------|
| Ranger | 2024 | Michigan | April 19, 2023 through July 14, 2023 |

U.S. population of affected vehicles: 31. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may have received an OTA, have been repaired or were repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS PROGRAM

In some of the affected vehicles, if the language option on the SYNC® screen is changed to any language other than U.S. English, the “Connected Vehicle Features” options under Vehicle “Connectivity” menu may not be visible. With this condition the user is unable to perform any changes to the connectivity and data transmission settings. By default, vehicle connectivity is “enabled” from the factory. If a user authorizes the modem (via FordPass), the default for the vehicle is to share additional data, including driving data and precise vehicle location.

SERVICE ACTION

Dealers are to reprogram the Gateway Module (GWM) using Ford Diagnosis and Repair System (FDRS). Along with the GWM module update, FDRS will automatically update software on two additional modules, based on vehicle options. The Accessory Protocol Interface Module (APIM), and Telematics Control Unit (TCU) software will also be updated to the latest version via coordinated module reprogramming. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OVER-THE-AIR (OTA) UPDATE:

Note: Ford will attempt to remotely update the firmware on the above vehicles using a technology called **Over-The-Air (OTA)** update; however, there is a chance that some vehicles may not have this firmware successfully updated due to several reasons including, but not limited to:

- No Internet connection available during OTA deployment
- Automatic Software Update setting is set to OFF and/or
- User did not accept the software update message on the SYNC® screen

In addition to you being able to update vehicles using FDRS, Ford deployed an OTA software update on 4th Quarter, 2024.

- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the FSA is still open (OASIS), and that the vehicle has not already received the OTA update.

OVER-THE-AIR (OTA) UPDATE: (continued)

1. Verify FSA is still open by viewing the “Outstanding Field Service Actions” on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open).
2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled “Connected Vehicle”. In the “Over the Air Update 60-Day History”, you can determine if an OTA update occurred on the affected module by viewing the “Completion Status”, which should show “Campaign Successful”. The “Release Notes” will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 31, 2025 or sooner. 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
- Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Customer Service Division

Customer Satisfaction Program 24B50

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level.

⊘ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on March 27, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 27, 2025. Owner names and addresses will be available by March 31, 2025.

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

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.

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.

Customer Satisfaction Program 24B50

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)

- For software module replacement:
 - **Submit a Technical Support Request (TSR)** before replacing the, GWM, APIM or TCU, request a Repair Validation Code (RVC) – only needed for module replacement.
 - Claiming the MT24B50RR labor operation code does **not** require an RVC code, however clock times should be consistent with vehicle history on PTS.
 - **It is not necessary to contact the SSSC** for additional approvals (this includes additional labor hours, module replacement, or 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.

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 August 31, 2024. FSA repairs will reject, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:** This program is exempt from the Software Verification Approval Code Requirement.
- **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: 24B50
 - Customer Concern Code (CCC): A45
 - Condition Code (CC): 04
 - Causal Part Number: 14G490, 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.

- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program:
 - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.

Customer Satisfaction Program 24B50

LABOR ALLOWANCES

GWM, APIM or TCU – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)

- **If you experience GWM, APIM, or TCU software programming errors, multiple programming failures, or GWM, APIM, or TCU module replacement, and require assistance - submit a TSR and request the following:**
- GWM, APIM or TCU programming assistance or GWM, APIM, or TCU replacement from DSSH:
 - An RVC is only required for GWM, APIM, or TCU Module Replacement.
 - An RVC is not required for additional labor hours.
 - Use labor operation code MT24B50RR for additional labor hours required for programming failures.
 - Clock times should be consistent with vehicle history on PTS and may be requested for review.
- **For this program it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
 - additional labor hours
 - module replacement
 - related damage

| Description | Labor Operation | Labor Time |
|---|-----------------|------------------------|
| <p><u>No Module reprogramming is required.</u> GWM, APIM, TCU “Connected Data” indicates ALL Modules are at the latest software level. This closes Customer Satisfaction Program 24B50.</p> | 24B50A | 0.3 Hours |
| <p><u>Coordinated Module reprogramming is required.</u> Update GWM, APIM and TCU software. Run Trusted Real-Time Operation Network (TRON) application. Check for additional GWM, APIM, and TCU updates. This labor operation closes Customer Satisfaction Program 24B50.</p> | MT24B50B | M-Time up to 4.0 Hours |
| <p>GWM, APIM or TCU software failed and/or GWM, APIM or TCU replacement is required:</p> <ul style="list-style-type: none"> ○ <u>TSR/DSSH contact required.</u> ○ RVC provided for GWM, APIM or TCU module replacement only. <p>SSSC approval is not required unless M-Time is exceeded.</p> | MT24B50RR | M-Time up to 6.2 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.