

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

Marzo de 2025

Programa de satisfacción del cliente 25B06

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

#### 12345678901234567

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?

Es posible que en su vehículo se haya inhabilitado por accidente el registrador de datos de eventos (EDR). En caso de una situación de choque o casi choque, el registrador de datos de eventos dentro del módulo de control del sistema de protección (RCM) no recopilará ni almacenará datos usados para ayudar a comprender cómo funcionaron los sistemas de seguridad.

#### ¿Cuál es el efecto?

No hay ningún impacto en el funcionamiento normal del vehículo ni en los sistemas de seguridad del mismo.

## ¿Qué medidas adoptarán Ford y su concesionario?

En este momento se encuentra disponible el software para reparar su vehículo. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a reconfigurar el módulo de control del sistema de protección (RCM) sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 13 de marzo de 2026. La cobertura se transfiere automáticamente a los siguientes propietarios.

# ¿Cuánto tiempo tomará?

El tiempo necesario para la 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?

Llame a su concesionario lo antes posible para programar una cita de servicio con el fin de realizar el Programa de satisfacción del cliente 25B06. 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.

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.

#### Servicio móvil

El Servicio móvil Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

# Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

## ¿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 <u>ford.com/support</u>.

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.° 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es <u>fleet.ford.com</u>.

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



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

March 2025

Customer Satisfaction Program 25B06

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?

On your vehicle, the event data recorder (EDR) may have been inadvertently disabled. In the event of a crash or near-crash situation, the event data recorder within the restraint control module (RCM) will not collect and store data used to help understand how the safety systems performed.

#### What is the effect?

There is no impact to normal vehicle operation or the vehicle's safety systems.

# What will Ford and your dealer do?

<u>Software is now available to repair your vehicle</u>. In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reconfigure the Restraints Control Module (RCM) free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until March 13, 2026. 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 25B06.

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.

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.

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.

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

**Customer Service Division** 



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

March 13, 2025

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

**SUBJECT: Customer Satisfaction Program 25B06** 

Certain 2020-2021 Model Year P558 Super Duty Vehicles Super Duty Trucks with Event Data Recorder (EDR) Disabled

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 21P19 – Supplement #1 Certain 2020-2021 Model Year P558 Super Duty Vehicles Reconfigure the RCM with As-Built Data – June 2, 2022

#### **PROGRAM TERMS**

This program will be in effect through March 13, 2026. There is no mileage limit for this program.

#### **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date Range
Super Duty	2020	Kentucky Truck	February 18, 2019 through October 28, 2020
Super Duty	2021	Kentucky Truck	July 13, 2020 through July 10, 2021
Super Duty	2020	Ohio Assembly	April 2, 2019 through November 6, 2020
Super Duty	2021	Ohio Assembly	September 8, 2020 through July 30, 2021

U.S. population of affected vehicles: 333,523. Affected vehicles are identified in OASIS and FSA VIN Lists.

#### **REASON FOR THIS PROGRAM**

On the affected vehicles, the event data recorder (EDR) was inadvertently disabled. In the event of a crash or near-crash situation, the event data recorder within the restraint control module (RCM) will not collect and store data used to help understand how the safety systems performed. There is no impact to normal vehicle operation or the vehicle's safety systems.

#### **SERVICE ACTION**

Dealers are to reconfigure the As-Built Data in the Restraints Control Module (RCM) using Ford Diagnosis and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner. **This program does not require a Software Validation Code.** 

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 March 17, 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
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification

## **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)
  - o Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

## **MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

#### **OASIS ACTIVATION**

OASIS will be activated on March 13, 2025.

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

FSA VIN Lists will be available through <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> by March 13, 2025. Owner names and addresses will be available by April 4, 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.

#### MOBILE SERVICE CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

• Ford and Lincoln Dealers - refer to EFC16075, Announcing the 2025 Remote Experience Program.

Dealers NOT participating in the 2025 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.

#### FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
  - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 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.

#### 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

#### **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.
- 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: 25B06
    - Customer Concern Code (CCC): S40
    - Condition Code (CC): X9
    - Causal Part Number: 14B321, 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:

- o Dealers participating in the Remote Experience Program:
  - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 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 2025 Remote Experience Program
  - Ford and Lincoln Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
- o Dealers NOT participating in the 2025 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 25B06MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
  - & Revised Labor Time), with the repair order documentation.
  - Claim the mobile repair allowance Labor Operation Code 25B06MM 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
Reconfigure the Restraint Control Module (RCM) with As-Built Data.	25B06B	0.3 Hours
Mobile Service:		
This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.	25B06MM	0.5 Hours
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.		
Ford Vehicle Pick-Up & Delivery Allowance:	25B06PP	0.5 Hours
This allowance is only for <u>non-eligible</u> 2025 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.		

## PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

## 25B06

## 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 25B06 Field S	Service Action program.
☐ Mobile Repair – Date:	
	OR
□ Pick-up – Date:	<del></del>
□ Delivery – Date:	
Repair Order #	Repair Order Date
Service Manager Signature	Date

Certain 2020-2021 Model Year P558 Super Duty Vehicles Super Duty Trucks with Event Data Recorder (EDR) Disabled

#### **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)
- (I) 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)

Certain 2020-2021 Model Year P558 Super Duty Vehicles Super Duty Trucks with Event Data Recorder (EDR) Disabled

## ✓ ✓ ✓ – 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.
    - o 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 2020-2021 MODEL YEAR SUPER DUTY VEHICLES - RECONFIGURE THE RCM WITH AS-BUILT DATA

#### 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**

- **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.

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- 5. From the list on the LH side of the screen, select the RCM.
- 6. From the list on the RH side of the screen, select **RCM Restraints Control Module (RCM) Configuration**.
- 7. Click RUN. Follow all on-screen instructions carefully.
- 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.