



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

Octubre 2025

Programa de satisfacción del cliente 25B52

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 el icono/widget de audio en la pantalla de inicio central esté en blanco.

**¿Cuál es el efecto?**

Es posible que no pueda usar el icono de audio en la pantalla de inicio para cambiar rápidamente las fuentes de audio (AM, FM, Bluetooth). Sí podrá cambiar las bandas de medios a través del menú Aplicaciones. Las demás funciones de audio y pantalla permanecerán disponibles.

**¿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 autorizado a su concesionario a actualizar el software en el módulo de interfaz de protocolo de comunicación adicional (APIM), módulo de gateway A (GWM) y módulo de la unidad de control telemático (TCU), sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 15 de octubre de 2026, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

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?**

Llame a su distribuidor lo antes posible para programar una cita de servicio con el fin de realizar el Programa de satisfacción del cliente 25B52.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](https://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.

**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 usted 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.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC 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 RAC 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](http://ford.com/support).

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Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Abra la aplicación de lector QR o la cámara de su smartphone. Apunte al código QR y pulse el banner que aparece en su dispositivo. Siga las instrucciones en pantalla para finalizar.

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

October 2025

## Customer Satisfaction Program 25B52

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?** The audio tile/widget on the center display home screen may be blank.

**What is the effect?** You may be unable to use the Audio Tile on the home screen to quickly change audio sources (AM, FM, Bluetooth). You will be able to change media bands via the Apps menu. The other audio and screen functions will remain available.

**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 authorized your dealer to update the software in the Accessory Protocol Interface Module (APIM), Gateway Module A (GWM), and the Telematic Control Unit Module (TCU) free of charge under the terms of this program.  
This Customer Satisfaction Program will be in effect until October 15, 2026 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B52.  
If you do not already have a servicing dealer, you can access [ford.com/support](https://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.

**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.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC 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](http://ford.com/support).

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Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código o QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

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

October 15, 2025

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

**SUBJECT:** **Customer Satisfaction Program 25B52**  
Certain 2025 Model Year Explorer and Aviator  
Missing Audio Tile – Accessory Protocol Interface Module Software Update

**PROGRAM TERMS**

This program will be in effect through October 15, 2026. There is no mileage limit for this program.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 2):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2025	Chicago Assembly Plant	November 15, 2024 through April 28, 2025
Explorer	2025	Chicago Assembly Plant	November 12, 2024 through April 30, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

**REASON FOR THIS PROGRAM**

On the affected vehicles, customers may detect a blank audio title/widget on the home screen. The customer will not be able to use the Audio Tile on the home screen to quickly change audio sources (AM, FM, Bluetooth). Customers will be able to change media bands via the Apps menu. The other audio and screen functions remain available. If the vehicle goes into deep sleep, the audio tile can return to the home screen at the next key on, however, the missing audio tile will continue to re-occur without a software update.

**SERVICE ACTION**

Dealers are to update the software in the Accessory Protocol Interface Module (APIM), Gateway Module A (GWM), and Telematic Control Unit Module (TCU) to the latest level. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	Yes	See <b>Mobile Repair Assessment Level</b> section below.
Over-the-Air (OTA) Update	No	OTA not available.
Rentals	No	Rentals are not approved.
Alternative Transportation Available	No	Alternate Transportation is not approved.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	Towing is not approved.
Essential Special Service Tools (ESST)	No	ESST not required for this program.
Administrative Allowance	No	Administrative Allowance is not approved.
Owner Refunds	No	Owner Refunds are not approved.
Photo Submission	No	Repair Photo Submission is not required.

**Note:** For further information on any Service Item above, see the corresponding section with the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of October 20, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

- Technical Instructions
- Owner Notification Letters
- Mobile Repair/Vehicle Pick-Up & Delivery Record

## **REFERENCE MATERIAL**

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html)
- FSA Policy Document (located on FMCDealer FSA Resources Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/fsa/rsc.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html)

## **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 25B52****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location
  - 🔧 - Mobile Reprogramming (MRA1)

**OASIS ACTIVATION**

OASIS will be activated on October 15, 2025.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 15, 2025. Owner names and addresses will be available by November 10, 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.
- If OASIS is activated, identify and correct 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.

**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 software module replacement:**
  - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.

**Customer Satisfaction Program 25B52****ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) Continued**

- Claiming the MT25B52RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **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
  - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
  - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, 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: 25B52
    - Customer Concern Code (CCC): A45
    - Condition Code (CC): 04
    - Causal Part Number: 14H567, Quantity 0
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

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

Customer Satisfaction Program 25B52

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
Update APIM, GWM, and TCU.	MT25B52	Up to 4 Hours
APIM, GWM, or TCU software failed and/or APIM, GWM, or TCU module replacement required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with vehicle history on PTS.</b>	MT25B52RR	Up to 4.5 Hours
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> 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.	25B52MM	0.5
<b>Lincoln</b> Vehicle Pick-Up & Delivery Allowance: <b>Only</b> vehicles <b>outside</b> of Lincoln Pick-Up & Delivery contract coverage of <b>4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25B52LL	0.5
<b>Ford</b> Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25B52PP	0.5

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

**PARTS RETENTION, RETURN, & SCRAPPING**

Please refer to the FSA Policy Document for any and all questions on parts.

**EXCESS STOCK RETURN**

Please refer to the FSA Policy Document for any and all questions on parts.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Please refer to the FSA Policy Document for any and all questions on parts.



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

Octubre 2025

Programa de satisfacción del cliente 25B52

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

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En Lincoln, nuestro compromiso no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

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**¿Cuál es el efecto?**

Es posible que no pueda usar el icono de audio en la pantalla de inicio para cambiar rápidamente las fuentes de audio (AM, FM, Bluetooth). Sí podrá cambiar las bandas de medios a través del menú Aplicaciones. Las demás funciones de audio y pantalla permanecerán disponibles.

**¿Qué harán Lincoln y su minorista?**

**En este momento se encuentra disponible el software para reparar su vehículo.** En beneficio de la satisfacción del cliente, Lincoln ha autorizado a su minorista a actualizar el software en el módulo de interfaz de protocolo de comunicación adicional (APIM), módulo de gateway A (GWM) y módulo de la unidad de control telemático (TCU), sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 15 de octubre de 2026, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

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 minorista tarde un poco más

**¿Qué debe hacer?**

Llame a su minorista lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente 25B52.

Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://www.lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

Lincoln 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. Lincoln puede negar la cobertura en caso de

que el vehículo hubiese sufrido daños por no haber realizado esta acción de servicio de manera oportuna. Por lo tanto, le solicitamos que gestione la organización para realizar 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 The Lincoln Way: Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

**Servicio móvil**

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El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud de su minorista. Su minorista retirará el vehículo y lo regresará con la reparación realizada.

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**¿Podemos hacer algo más por usted?**

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC 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 RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

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**What will Lincoln and your retailer do?** **Software is now available to repair your vehicle.** In the interest of customer satisfaction, Lincoln has authorized your retailer to update the software in the Accessory Protocol Interface Module (APIM), Gateway Module A (GWM), and the Telematic Control Unit Module (TCU) free of charge under the terms of this program.  
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**What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 25B52.  
If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.  
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You received this notice because our records, which are based primarily on state registration and title data, indicate you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your retailer's Service Manager for assistance.

If you have questions or concerns, please contact our **Lincoln Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

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Thank you for your attention to this important matter.

Lincoln

25B52

## 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 25B52 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**Customer Satisfaction Program 25B52**

Certain 2025 Model Year Explorer and Aviator

Missing Audio Tile – Accessory Protocol Interface Module Software Update








**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)

## Customer Satisfaction Program 25B52

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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 2025 MODEL YEAR AVIATOR AND EXPLORER VEHICLES — MISSING AUDIO TILE

### 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 Vehicle Communication Module 3 (VCM3) is used when updating the Accessory Protocol Interface Module (APIM) software for 25B52. Using a VCM3 reduces the chances of programming failures on modules when very large files are being transferred.

#### APIM – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)

**If you experience APIM software programming errors, multiple programming failures, APIM module replacement and require assistance - submit a Technical Support Request (TSR) and request the following:**

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

**Once you are provided with an RVC:**

- **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

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

**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 12-volt 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**.



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, Telematics Control Unit (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.

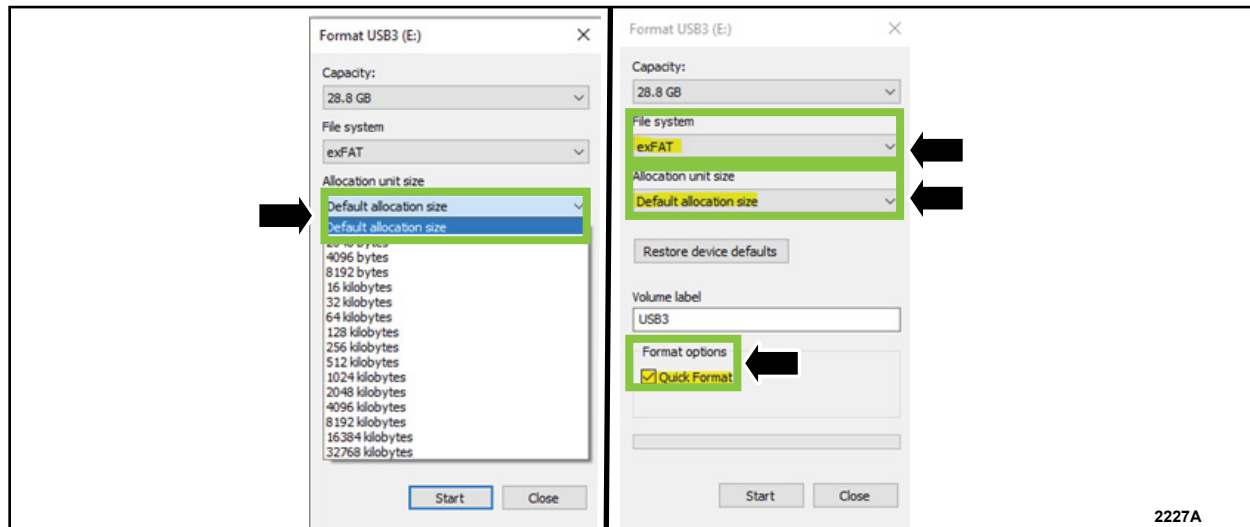


FIGURE 1

11. Using the FDRS, begin module programming by selecting the SW Updates tab. Download and run the application for the GWM. 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 GWM USB software updates, when the center display screen prompts to restart the vehicle:

- 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 "Programming 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 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. Select **Toolbox** tab.

18. From the list on the LH side of the screen, select the **APIM**.

19. From the list on the RH side of the screen, select **APIM - Accessory Protocol Interface Module [APIM] Software Update**.

20. Click **RUN**. Follow all on-screen instructions carefully.



21. 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.

22. When prompted, connect the USB flash drive to the FDRS.

23. When prompted by the FDRS, safely remove/eject the USB flash drive from the PC, turn the vehicle to 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.

24. For APIM USB software updates, when the center display screen prompts to restart the vehicle:

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



25. 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 "Programming 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).

**NOTE:** During the APIM SW update, the center display screen may display a message stating "The update was unsuccessful". See Figure 2. Disregard this message and select Close on the center display screen. Remove the USB flash drive from the USB hub and connect it to the FDRS. Select Yes on FDRS indicating the update installed successfully. Continue by following FDRS instructions carefully.

**NOTE:** Explorer shown, Aviator similar.



**FIGURE 2**

26. 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.



27. From the list on the LH side of the screen, select the **TCU**.
  28. From the list on the RH side of the screen, select **TCU - Telematics Control Unit (TCU) Module Configuration**.
  29. Click **RUN**. Follow all on-screen instructions carefully.
  31. For TCU USB software updates, 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**.
  32. 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 "Programming 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).
33. 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.
  34. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
  35. Click the **Run Selected Tests** button in the lower right.
  36. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTCs) in all modules.
  37. Disconnect the battery charger from the 12-volt battery.
  38. 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 12-volt 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 3 (VCM3) 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/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 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.

