



Lincoln
PO Box 1904
Dearborn, Michigan 48121

March 2026

Special Field Action 24L10

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

It has come to our attention that the Digital Owner's Manual for your vehicle incorrectly states your vehicle can be recreationally flat towed with all wheels on the ground. We apologize for this inconvenience and want to correct this condition. Our commitment, together with your retailer, is to provide you with the highest level of service and support.

- | | |
|--|--|
| What is the issue? | Documentation in your owner manual incorrectly states that your vehicle can be recreationally flat towed. You cannot recreationally flat tow your vehicle with all wheels on the ground because damage to the powertrain may occur. |
| What will Lincoln and your retailer do? | <u>Software is available to repair your vehicle.</u> Lincoln has authorized your retailer to update the digital owner's manual in your vehicle free of charge. This Special Field Action will be in effect until March 31, 2027, regardless of miles. |
| How long will it take? | The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. |
| What should you do? | Please call your retailer without delay to schedule a service appointment for Special Field Action 24L10. Provide the retailer with your VIN, which is printed near your name at the beginning of this letter. This Special Field Action will be in effect until March 31, 2027, regardless of mileage.
If you do not already have a servicing retailer, you can access lincoln.com/support for retailer addresses, maps, and driving instructions. |
| Pickup and Delivery | Complimentary vehicle Pickup & Delivery service may also be available upon request from your retailer. Your retailer 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 or lessee.

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.

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

To view the letter in Spanish

visit: lincolntranslatehub.com

Para ver la carta en español

viste: lincolntranslatehub.com



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 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.

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It has come to our attention that the Digital Owner's Manual for your vehicle incorrectly stated your vehicle can be recreationally flat towed with all wheels on the ground. We apologize for this inconvenience and have now corrected this condition through a previous Over-The-Air update. Our commitment, together with your retailer, is to provide you with the highest level of service and support.

What was the issue? Documentation in your owner manual incorrectly stated that your vehicle can be recreationally flat towed. You cannot recreationally flat tow your vehicle with all wheels on the ground because damage to the powertrain may occur.

What will Lincoln and your retailer do? Our records indicate that this special field action has been fully remedied for your vehicle through a free-of-charge Over-The-Air (OTA) software update. The software update was designed to resolve the issue described above.
No visit to the dealership is required for this special field action.

What should you do? No further action is required to remedy this special field action. Your vehicle is now operating with the most up-to-date software to address this special field action, and Lincoln recorded that the remedy has been 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 or lessee.

Can we assist you further? If you have questions or concern, please contact your retailer's Service Manager for assistance.

You may also 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



Lincoln
PO Box 1904
Dearborn, Michigan 48121

March 2026

Acción en campo especial 24L10

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

12345678901234567

Nos hemos percatado de que el manual digital del propietario de su vehículo indica erróneamente que su vehículo puede ser remolcado recreativamente con todas las ruedas en el suelo. Pedimos disculpas por las molestias ocasionadas y ya hemos corregido este problema mediante una actualización remota previa. Nuestro compromiso, junto con el de su minorista, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?

La documentación en el Manual del propietario indica incorrectamente que su vehículo puede remolcarse con las cuatro ruedas en el suelo para fines recreativos. No puede remolcar su vehículo de manera recreativa con todas las ruedas en el suelo porque podría dañar el tren motriz.

¿Qué harán Lincoln y su minorista?

Nuestros registros indican que esta acción de servicio en campo ha solucionado por completo el problema en su vehículo, gracias a una actualización gratuita del software por aire (OTA). La actualización de software fue diseñada para resolver el problema descrito anteriormente.

Para esta acción en campo especial, no es necesario realizar ninguna visita al concesionario.

¿Qué debe hacer?

No se requiere ninguna otra acción para remediar esta acción especial sobre el terreno. Su vehículo ahora está funcionando con el software más actualizado que aborda esta acción en campo especial y Lincoln registró que la solución se ha completado.

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

Si ya no es propietario de este vehículo y tiene la dirección del propietario actual, por favor, envíe esta carta al nuevo propietario.

Usted recibió este aviso porque nuestros registros, que se basan principalmente en datos de registro y título estatales, indican que usted es el propietario o arrendatario actual.

¿Podemos hacer algo más por usted?

Si tiene alguna pregunta o inquietud, comuníquese con el gerente de servicio de su distribuidor para obtener ayuda.

También puede ponerse en contacto con nuestro **Centro de Asistencia para Retiradas de Lincoln (RAC) en 1-866-436-7332** y uno de nuestros

¿Podemos hacer algo más por usted?
(continuación)

representantes estará encantado de ayudarle. 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 lincoln.com/support.

Para ver la carta en español

visite: lincolntranslatehub.com

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visite: lincolntranslatehub.com



la Abra 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.

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March 2026

Acción en campo especial 24L10

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Nos hemos percatado de que el manual digital del propietario de su vehículo indica erróneamente que su vehículo puede ser remolcado recreativamente con todas las ruedas en el suelo. Nos disculpamos por las molestias y deseamos corregir este problema. Nuestro compromiso, junto con el de su minorista, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?

La documentación en el Manual del propietario indica incorrectamente que su vehículo puede remolcarse con las cuatro ruedas en el suelo para fines recreativos. No puede remolcar su vehículo de manera recreativa con todas las ruedas en el suelo porque podría dañar el tren motriz.

¿Qué harán Lincoln y su minorista?

El software para reparar su vehículo ya se encuentra disponible.

Lincoln ha autorizado a su concesionario a actualizar el manual del propietario digital de su vehículo sin coste alguno.

Esta acción en campo especial tendrá vigencia hasta el 31 de marzo de 2027, independientemente del kilometraje.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación es inferior a medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más.

¿Qué debe hacer?

Por favor, llame a su distribuidor sin demora para programar una cita de servicio para la Acción Especial de Campo 24L10. Proporcione el VIN a su distribuidor, el cual está impreso debajo de sus datos al comienzo de esta carta. Esta medida especial estará vigente hasta el 31 de marzo de 2027, independientemente del kilometraje.

Si aún no tiene un distribuidor de servicio, puede acceder a lincoln.com/support para obtener direcciones de distribuidores, mapas e instrucciones para llegar.

Recogida y entrega

También puede solicitar a su concesionario un servicio gratuito de recogida y entrega del vehículo. Su concesionario recogerá su vehículo y se lo devolverá una vez realizada la reparación.

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

Si ya no es propietario de este vehículo y tiene la dirección del propietario actual, por favor, envíe esta carta al nuevo propietario.

Usted recibió este aviso porque nuestros registros, que se basan principalmente en datos de registro y título estatales, indican que usted es el propietario o arrendatario actual.

¿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.

Si desea contactarnos a través de Internet, nuestra dirección es lincoln.com/support.

Gracias por su atención en este asunto sumamente importante.

Lincoln

Special Field Action 24L10
Vehicle Pickup and Delivery Record

VIN _____ received (check one):

☐ Pickup and/or delivery service

As outlined below for the 24L10 Field Service Action program.

☐ Pickup – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2021-2025 MODEL YEAR CORSAIR VEHICLES — FLAT TOW RATING CHANGE

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 24L10. 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

Each model year in this program may require a different number of software updates to the Gateway Module (GWM), Telematics Control Unit (TCU), and/or Accessory Protocol Interface Module (APIM), to complete this FSA. Please make sure to track the number of updates that have been attempted.

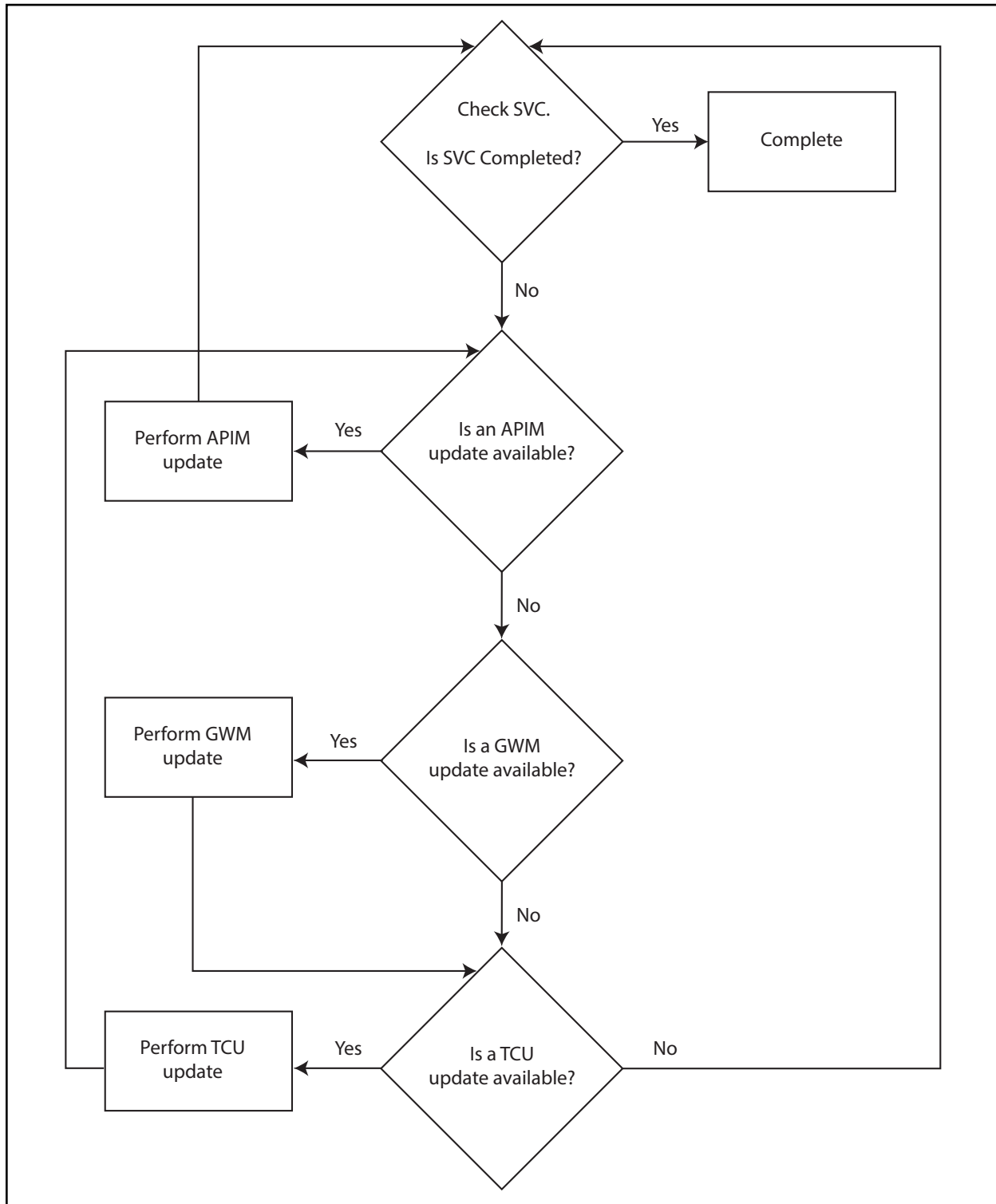
For 2023 Model Year: There may be up to three software updates required for the APIM and GWM, and/or TCU software update.

For 2024 Model Year: There may be at least one software update for the APIM and/or the GWM required.

For 2025 Model Year: The vehicle may be at the correct software level needed or may require an additional APIM software update.



NOTE: Flow Chart is a high level overview only. Read ALL technical instructions for full detail.



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. 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.

2. 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.

3. Select the **SW Updates** tab (1). See Figure 1.

4. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

5. Select the **FSA** (3) from the drop-down menu. See Figure 1.

6. Select **Submit** (4). See Figure 1.

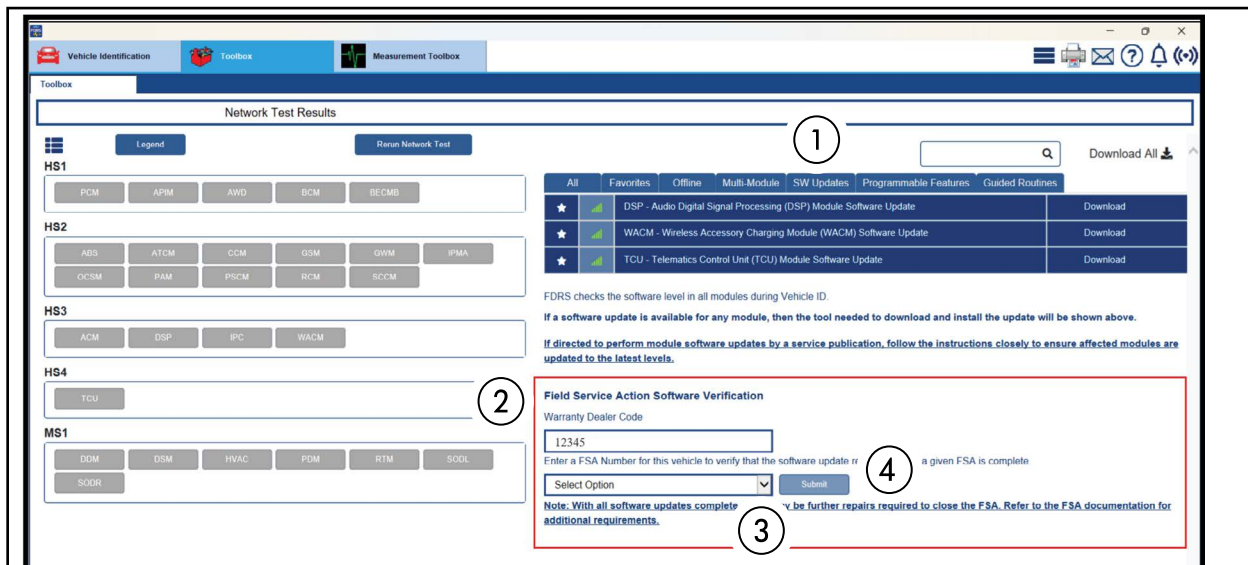


FIGURE 1



7. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
See Figure 2.

Yes - This completes this FSA.
No - Proceed to Step 8.

FIGURE 2

8. Check the vehicle's **State of Charge Parameter Identification Data (PID)** by performing the following:

- Launch the Ford Diagnostic and Repair System (FDRS) and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
- 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.
- 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.

9. 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 FDRS does not enter sleep mode during module configuration.



10. Select **Toolbox** tab.
11. Select **Multi-Module** tab.
12. Select **Read the Configuration Data**. Click **RUN**.
13. Select the **SW Updates** tab.
14. Is there a software update available for the APIM?

Yes - Proceed to Step 15.

No - Proceed to Step 22.

15. Perform the Module Software Updating Procedures outlined below for the APIM module:
Continue performing software updates to the APIM 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.

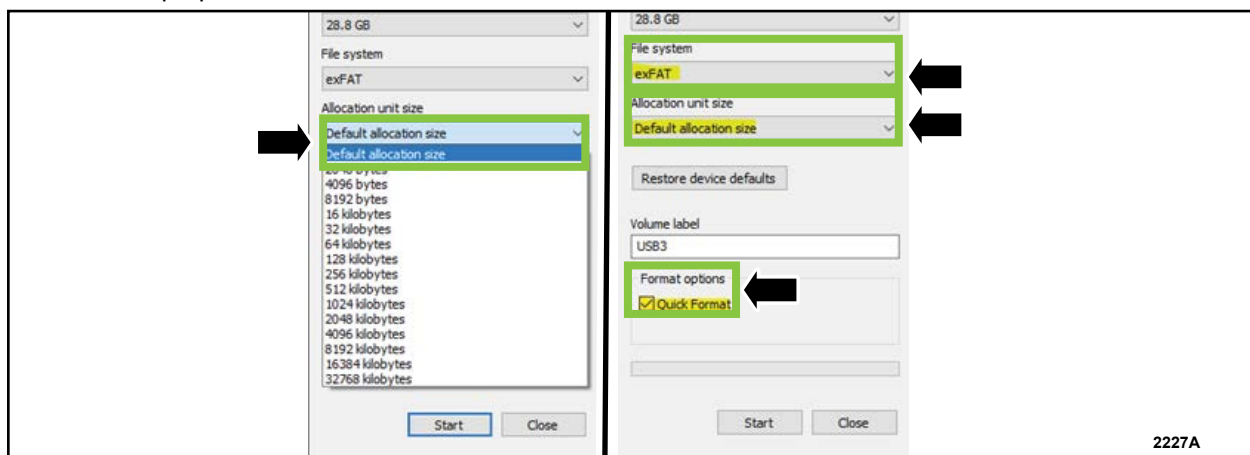


FIGURE 3



16. 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.

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

18. 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.

19. As part of the USB software update process, the center display screen will prompt you to restart the vehicle. Perform the following:

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

20. Leave the USB drive inserted into the vehicle, until the vehicle's 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).

21. 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. **Proceed to Step 34.**

22. Is a GWM software update available?

Yes - Proceed to Step 23.

No - Proceed to Step 28.

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

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



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

25. As part of the USB software update process, the center display screen will prompt you to restart the vehicle. Perform the following:

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

26. Leave the USB drive inserted into the vehicle, until the vehicle's 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).

27. 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.

28. Is a TCU software update available?

Yes - Proceed to Step 29.

No - Proceed to Step 39.

29. From the list on the RH side of the screen, select **TCU - Telematics Control Unit (TCU) Software Update**.

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

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

31. As part of the USB software update process, the center display screen will prompt you to restart the vehicle. Perform the following:

- 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 vehicle's 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. **Proceed to Step 14.**

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. Select the **SW Updates** tab.

- 38. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 16335.**



39. Select the **SW Updates** tab (1). See Figure 4.
40. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 4.
41. Select the **FSA** (3) from the drop-down menu. See Figure 4.
42. Select **Submit** (4). See Figure 4.

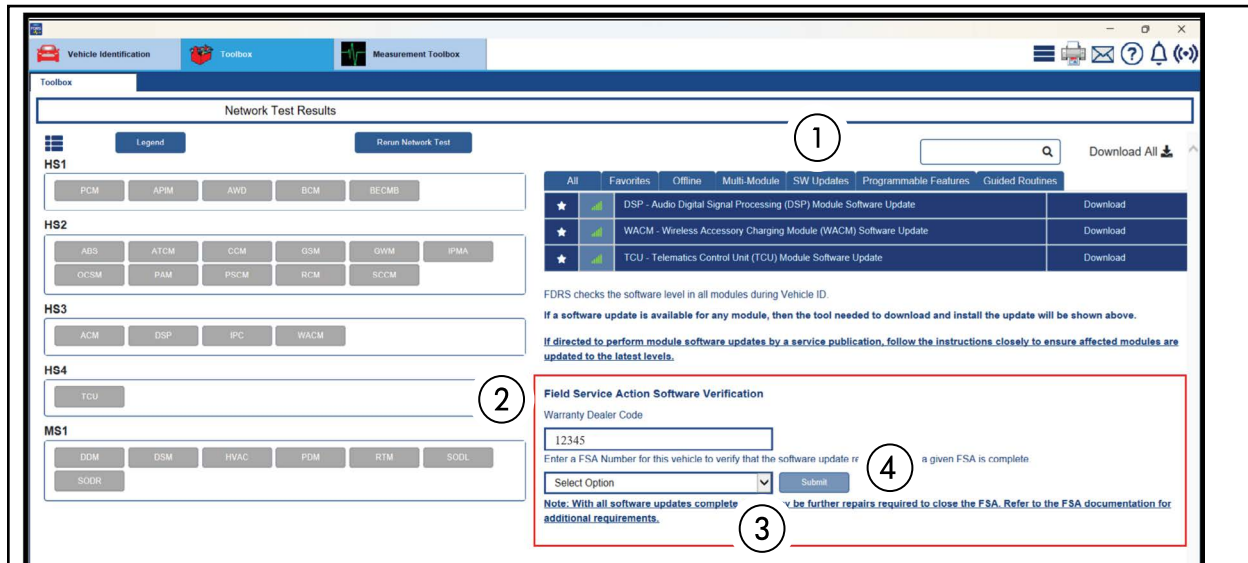


FIGURE 4



43. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
See Figure 5.

Yes - The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 44.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 46.

PCM APIM AWD BCM BECM

ABS ATCM COM GSM GWM IPMA

ODSM PPM PSCM RCM SSCM

ACM DSP IPC WACM

TCU

DDM DSM HWAC PCM RTM SOOL

SCOM

WACM - Wireless Accessory Charging Module (WACM) Software Update Download

TCU - Telematics Control Unit (TCU) Module Software Update Download

FDRS checks the software level in all modules during Vehicle ID

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

24524 Submit

FSA 24524 VIN 3FMCR9C68PRD00267

Software Update Status: **Complete**

Software Verification Code: **R921FUK3K9VPE**

Module Acronym	Software Update Complete
BCM	Yes
PCM	Yes
SOOL	Yes

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 5

44. Disconnect FDRS. Software Verification and Approval process complete.

45. Disconnect the battery charger from the 12-volt battery. This FSA is complete.



46. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status?
See Figure 6.

Yes - Proceed to Step 47.

No - Proceed to Step 48.

NOTE: Please make sure to track the number of software updates that have been attempted to perform the following step.

47. Have the module software updates in Steps 10-37 been reattempted more than three times?

Yes - Proceed to Step 48.

No - Repeat Steps 10-37.

FIGURE 5

48. At this time, an error has occurred and the FSA information could not be retrieved. From PTS, contact the Ford Technical Support Team by submitting a **Technical Support Request (TSR)** by selecting the **FSA Assistance Group**.

NOTE: When submitting a **Technical Support Request (TSR)**, select **FSA Assistance Group** from the drop-down menu on the form. To expedite your Technical Service Request, please provide the FSA Assistance Group with the following information when submitting the TSR:

- What FSA is being attempted
- Specific error message(s) received when programming is attempted
- Battery State of Charge when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- List in detail what diagnostic steps were already preformed to try and diagnose why the module will not update to the correct level

49. Disconnect the battery charger from the 12-volt battery.



Important Information for Module Programming

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





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 19, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Special Field Action 24L10 – Supplement #1**
Certain 2021-2025 Model Year Corsair Vehicles
Flat Tow Rating Change

REF: **Special Field Action 24L10**
Dated: February 7, 2025

New! REASON FOR THIS SUPPLEMENT

- **Service Action, FSA Program Options, Owner Notification Mailing Schedule, Expiration Date, and Administrative Information updated.**
- **Technical Instructions:** Added instructions to update software in vehicles equipped with a digital owner's manual.
- **Labor Allowances:** Added labor operation codes for servicing 2023-2025 model year Corsair vehicles.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 10,069):

Vehicle	Model Year	Assembly Plant	Build Date Range
Corsair PHEV	2021-2025	Louisville	October 24, 2019 through December 18, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

On the affected vehicles, documentation in the owner's manual incorrectly states that 2021 – 2025 Corsair PHEV (Plug-in Hybrid Electric Vehicles) can be recreationally flat towed. You cannot recreationally flat tow these vehicles with all wheels on the ground because damage to the powertrain may occur.

New! SERVICE ACTION

All 2023-2025 model year vehicles will require dealers to perform a software update to the Accessory Protocol Interface Module (APIM) to install an updated digital owner's manual. This action may require updates to other modules on the vehicle to receive the correct software. Refer to the Technical Instructions for further details.

All 2021 and 2022 model year vehicles were completed with a previously mailed owner's manual addendum and quick reference guide update (if applicable) included with the owner letter. No dealer action is required for these vehicles.

This service will be performed on affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

New! FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
<i>Over-the-Air (OTA) Update</i>	<i>Yes</i>	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
<i>Pickup & Delivery (PDL)</i>	<i>Yes</i>	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Claims Preparation and Submission section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

New! OWNER NOTIFICATION MAILING SCHEDULE

All 2021 and 2022 model year Corsair vehicles were completed with the previously mailed owner's manual addendum and quick reference guide update (if applicable) included with the previously mailed owner letter. No dealer action is required for these vehicles.

Remedy Owner letters for the 2023-2025 model year Corsair vehicles that still need a repair, are expected to be mailed the week of March 23, 2026, or sooner.

New! EXPIRATION DATE

This program has an updated expiration date of March 31, 2027. Timing of this program has been extended to allow completion of the software updates for the 2023-2025 model year Corsair vehicles. We encourage dealers to complete this service as soon as possible.

New! ATTACHMENTS

- *Technical Instructions*
- *Owner Notification Letters*
- *Vehicle Pickup & 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
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

QUESTIONS & ASSISTANCE

For questions and assistance, contact the 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

Special Field Action 24L10 – Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All Vehicles Affected:
 - Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on February 7, 2025.

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 19, 2026. Owner names and addresses will be available by March 30, 2026.

New! SOLD VEHICLES

- Correct 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.

New! 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.

New! BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this Field Service Action.

New! ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / 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.
 - Claiming the MT24L10RR 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.
 - 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.
- See "Additional Repair Info" in the FSA Policy Document for further Terms and Conditions.

Special Field Action 24L10 – Supplement #1**New! 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 EFC15332 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC16335 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (24L10) is the subcode.
 - 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.

Special Field Action 24L10 – **Supplement #1****New!** **LABOR ALLOWANCES**

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
-Use this labor operation if NO software update is needed. -Obtain Software Validation Code (SVC) for the APIM, vehicle already updated to correct software. -Includes time to connect FDRS and verify the correct software. -This may be due to an OTA software update. -Cannot be claimed with 24L10B. This labor operation code closes the FSA.	24L10A	0.3
-Use this labor operation if the APIM needs at least ONE software update. -Includes time to connect FDRS to the vehicle, perform one APIM software update, and obtain a Software Validation Code (SVC). -Can be claimed with additional APIM, GWM, and/or TCU labor operations below if more than one module software update is needed. -Cannot be claimed with 24L10A. -This labor operation code closes the FSA	24L10B	1.0

Special Field Action 24L10 – **Supplement #1**

New! SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes **DO NOT** close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
2023 Corsair Only- Time to perform ONE additional APIM software update (if needed), Claim with 24L10B, cannot be claimed with 24L10A or 24L10D.	24L10C	0.8
2023 Corsair Only- Time to perform TWO additional APIM software updates (if needed), Claim with 24L10B, cannot be claimed with 24L10A or 24L10C.	24L10D	1.6
Time to perform ONE software update for the GWM (if needed), Claim with 24L10B, cannot be claimed with 24L10A, 24L10F or 24L10G.	24L10E	0.5
2023 Corsair Only- Time to perform TWO software updates for the GWM (if needed), Claim with 24L10B, cannot be claimed with 24L10A, 24L10E or 24L10G.	24L10F	1.0
2023 Corsair Only- Time to perform THREE software updates for the GWM (if needed), Claim with 24L10B, cannot be claimed with 24L10A, 24L10E or 24L10F.	24L10G	1.4
2023 Corsair Only- Time to perform ONE software update for the TCU (if needed). Claim with 24L10B. Cannot be claimed with 24L10A.	24L10H	0.5
APIM, GWM, or TCU software failed and/or APIM/GWM/TCU module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT24L10RR	Up to 5.5
Lincoln Vehicle Pick-Up & Delivery Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2026 Remote Experience Program 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.	24L10LL	0.5

PARTS REQUIREMENTS

There are no parts requirements for this program.