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March 29, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 23B21**
Certain 2023 Model Year F-150 Lightning
Gateway Module Programming

PROGRAM TERMS

This program will be in effect through March 31, 2024. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of March 31, 2024 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists names and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience connectivity features that do not work, including Over The Air (OTA) updates, connected vehicle data and FordPass app connectivity.

FSA VIN Lists are expected to be available on March 29, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 Lightning	2023	Rouge Electrical	June 10, 2022 through December 23, 2022

U.S. population of affected vehicles is 2,997.

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the 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 Attachment II for more information.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the Gateway Module (GWM) may lose internet connection. This may cause the vehicle to experience an inoperative FordPass application (inability to review the vehicle's state of charge, inoperative remote start and/or inoperative remote lock and unlock). This may be combined with diagnostic trouble codes (DTC) U0146:09 stored in the telematics control unit (TCU) and U2402:00 and/or U2402:92 stored in the gateway module (GWM).

SERVICE ACTION

Dealers are to correct the condition by updating the GWM to the latest software level via a coordinated module reprogramming. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OVER-THE-AIR (OTA) UPDATES (FORD POWER-UP / LINCOLN ENHANCE):

- In addition to you being able to update vehicles now using FDRS, Ford deployed an OTA software update on March 20, 2023.
- Before scheduling service for an OTA capable vehicle, please verify through PTS that the Field Service Action (FSA) is still open (OASIS) and the vehicle has not already received the OTA update.
 1. Verify FSA is still open by viewing the “Outstanding Field Service Actions” on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto vehicle the FSA may still show as open)
 2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled “Connected Vehicle”. In the “Over the Air Update 60-Day History”, you can determine if an OTA update occurred on the affected module by viewing the “Completion Status”, which should show “Campaign Successful”. The “Release Notes” will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

OWNER NOTIFICATION MAILING SCHEDULE

Owners’ letters are expected to be mailed the week of April 17, 2023. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Customer Handout – Ford Power-Up Software Updates
Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,



Stacy L. Balzer

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OASIS ACTIVATION

OASIS will be activated on March 29, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 29, 2023. Owner names and addresses will be available by May 5, 2023.

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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged 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.

PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for details.

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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.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **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: 23B21
 - Customer Concern Code (CCC): A93
 - Condition Code (CC): 04
 - Causal Part Number: 14G490. Quantity 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Pickup & Delivery:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the Gateway Module (GWM) to the latest level.	23B21B	0.4 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.