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July 22, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 24B47**
 Certain 2018 - 2024 Model Year Various Vehicles
 Update SYNC Software

PROGRAM TERMS

This program will be in effect through August 31, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ecosport	2020 – 2022	Chennai	August 12, 2019 through August 14, 2020
			October 5, 2020 through April 28, 2021
			February 7, 2022 through June 25, 2022
Fusion	2019 – 2020	Hermosillo	May 18, 2018 through July 31, 2020
MKZ			May 8, 2018 through July 31, 2020
Edge	2019 – 2020	Oakville	August 2, 2018 through December 22, 2020
Bronco Sport	2021 – 2024	Hermosillo	March 13, 2020 through June 5, 2024
Escape	2020 – 2022	Louisville	April 5, 2019 through December 22, 2020
Corsair			January 4, 2021 through December 13, 2022
			February 12, 2019 through December 8, 2022
Continental	2019 – 2020	Flatrock	August 1, 2018 through November 25, 2020
Ranger	2019 – 2023	Michigan	July 13, 2018 through June 28, 2023
F-150	2019 – 2020	Dearborn	July 23, 2018 through September 5, 2020
		Kansas City	August 11, 2018 through October 21, 2020
Super Duty	2020 - 2022	Kentucky Truck	August 2, 2019 through December 22, 2022
		Ohio	October 29, 2019 through December 5, 2022

AFFECTED VEHICLES (Continued)

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2022 – 2024	Hermosillo	June 2, 2021 through January 9, 2024
Mustang	2019 - 2023	Flatrock	March 27, 2018 through December 22, 2021
			January 6, 2022 through April 5, 2023
Nautilus	2019 - 2020	Oakville	August 2, 2018 through December 21, 2020
Expedition	2020 – 2021	Kentucky Truck	July 16, 2019 through December 23, 2021
Navigator	2020 – 2021	Kentucky Truck	September 25, 2019 through December 21, 2021
Aviator	2020 - 2023	Chicago	February 4, 2019 through September 26, 2020
			September 28, 2020 through December 4, 2023
		Chicago Sho	September 29, 2020 through August 25, 2021
			August 31, 2021 through July 11, 2022
			July 21, 2022 through July 24, 2023
Explorer	2020 – 2023	Chicago	February 5, 2019 through April 24, 2024
		Chicago Sho	October 3, 2020 through November 4, 2021
			November 12, 2021 through November 7, 2022
			December 5, 2022 through September 18, 2023
Transit	2020 – 2023	Kansas City	July 25, 2019 through December 5, 2023
Transit Connect	2018	Valencia	June 23, 2018 through July 30, 2018
	2019		August 1, 2018 through July 31, 2019
	2020		August 27, 2019 through July 30, 2020
	2021		August 25, 2020 through April 27, 2021
	2022		September 2, 2021 through May 30, 2022

US population of affected vehicles: 383,085. Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: The following Special Service Message (SSM) include the same SYNC software reprogramming as contained in this FSA:

- SSM 52704

Therefore, 24B47 will be closed automatically if this SSM has been performed.

REASON FOR THIS PROGRAM

In all the affected vehicles, due to an error in the SYNC software, you may experience SYNC system instability concerns and/or a failure to preserve certain settings across ignition cycles. This may result in a black infotainment screen that does not affect rear view camera, incorrect language setting, erased or unsaved radio presets, and potential inability to perform software updates.

SERVICE ACTION

Dealers are to update the SYNC software. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 5, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters

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

Customer Satisfaction Program 24B47

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
 - 🔧 - Mobile Reprogramming

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: Laptop with Ford Diagnosis and Repair System (FDRS)

MOBILE REPAIR QUESTIONS AND ASSISTANCE

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

OASIS ACTIVATION

OASIS will be activated on July 22, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 22, 2024. Owner names and addresses will be available by August 19, 2024.

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.

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STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires August 31, 2025.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with updating the SYNC software.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

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

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

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LINCOLN PICK-UP & DELIVERY

Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-Up & Delivery Updates.

- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

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
 - 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 April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 24B47
 - Customer Concern Code (CCC): A86
 - Condition Code (CC): 04
 - Causal Part Number: 14G371, 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.

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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 24B47
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
 - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
 - Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 24B47MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update APIM software	24B47B	0.4 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. 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.	24B47MM	0.5 Hours
Lincoln vehicle PDL Allowance: Only vehicles outside of Lincoln PDL contract coverage of 4 years/50,000 miles . NOTE: This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24B47LL	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24B47PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.