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September 22, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 22P16

Certain 2020 - 2022 Model Year Aviator PHEV and Explorer PHEV Vehicles
Reprogram Powertrain Control Module

REF: TSB 22-2177 Hybrid - Illuminated Malfunction Indicator Lamp (MIL) With Only DTC
P1A0C Stored In The PCM - Built On Or Before 11-Apr-2022

PROGRAM TERMS

This program will be in effect through 8 years/100,000 miles from the vehicle's warranty start date.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator PHEV	2020	Chicago	15-Jan-2019 through 26-Sep-2020
	2021	Chicago	24-Jun-2020 through 11-Aug-2020
	2021	Chicago SHO Center	14-Sep-2020 through 25-Aug-2021
	2022	Chicago SHO Center	12-Feb-2021 through 7-April-2022
Explorer PHEV	2020	Chicago	5-Feb-2019 through 24-Sep-2020
	2021	Chicago SHO Center	14-Sep-2020 through 6-Nov-2021
	2022	Chicago SHO Center	12-Nov-2021 through 5-Apr-2022

Affected vehicles are identified in OASIS.

NOTE: Technical Service Bulletin (TSB) 22-2177 includes the same PCM reprogramming as contained in this FSA. Therefore, 22P16 will be closed automatically when a repair for this TSB is performed.

REASON FOR THIS PROGRAM

In all of the affected vehicles, if the vehicle is charging via the charging cable and the customer requests a remote start, disconnects the charging cable, and then drives the vehicle, the engine may not start when needed and the vehicle will be limited to high voltage battery power. DTC P1A0C will set and a "Stop Safely Now" message will be displayed when the high voltage battery becomes depleted.

SERVICE ACTION

Dealers are to update the Powertrain Control Module (PCM), Anti-Lock Brake Module, Secondary On-Board Diagnostic Module, Secondary On-Board Diagnostic-C Module, and Battery Energy Control Module software to the latest level the next time the customer visits the dealership for service. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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,

A handwritten signature in black ink, appearing to read "D. Johnson", written over a faint, light-colored rectangular background.

David J. Johnson

Customer Satisfaction Program 22P16
Certain 2020 - 2022 Model Year Aviator PHEV and Explorer PHEV Vehicles
Reprogram Powertrain Control Module

OASIS ACTIVATION

OASIS will be activated on September 22, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable Hybrid warranty coverage period (8 years/100,000 miles from the vehicle's warranty start date).
- 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.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08749, 2021 Lincoln Pickup & Delivery Updates.

Customer Satisfaction Program 22P16

Certain 2020 - 2022 Model Year Aviator PHEV and Explorer PHEV Vehicles
Reprogram Powertrain Control Module

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 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 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. The FSA number 22P16 is the sub code.
 - Customer Concern Code (CCC): E29
 - Condition Code (CC): 42
 - Causal Part Number: 12A650
 - Part 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08749, 2021 Lincoln Pickup & Delivery Updates for details.

Customer Satisfaction Program 22P16

Certain 2020 - 2022 Model Year Aviator PHEV and Explorer PHEV Vehicles

Reprogram Powertrain Control Module

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM, Anti-Lock Brake, Secondary On-Board Diagnostic, Secondary On-Board Diagnostic-C, and Battery Energy Control Module software to latest level.	22P16B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2020-2022 MODEL YEAR AVIATOR PHEV AND EXPLORER PHEV VEHICLES — REPROGRAM POWERTRAIN CONTROL MODULE

SERVICE PROCEDURE

Module Programming

1. Connect a battery charger to the 12V battery.

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 II (VCM II) 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.

2. 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.

3. Click 'Read VIN from Vehicle' or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **PCM**.

6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

NOTE: Reprogramming the PCM will automatically update the ABS, SOBDMC, SOBDM, and BECM to the latest level.

7. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

8. Click the **Run Selected Tests** button in the lower right.

9. Click the Clear & Retest button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

10. Disconnect the battery charger from the 12V battery once the programming has completed.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and 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.
- 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 VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/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.

