

CUSTOMER #: 116554

453947



STAMFORD



INVOICE

212 Magee Avenue · Stamford, CT 06902

(203) 357-0357

www.StamfordFord.com

MARCELO ZANETTI

DUPLICATE 1
PAGE 1

BUS: CELL: SERVICE ADVISOR: 5876 Ryan Unangst

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	22	FORD F150			54520/54557	T8078	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV24 DD			14:00 04AUG25		204.86	CASH	07AUG25
R.O. OPENED	READY	OPTIONS: ENG:Battery_Electric					
07:37 04AUG25	16:16 07AUG25						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A X X All repairs and maintenance are priced at cash discount price. If you choose another form of payment, the 4% cash discount will be added back to final bill.

CCP

X
All repairs and maintenance are priced at cash discount price. If you choose another form of payment, the 4% cash discount will be added back to final bill.

5115 CPF

0.00 0.00

54524 CCP

B INOPERATIVE FRONT PARKING SENSORS - SOFTWARE UPDATE IMAGE PROCESSING MODULE A

CAUSE:

24B56E INOPERATIVE FRONT PARKING SENSORS - SOFTWARE UPDATE - L

5115 WAR

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

5115

54520 24B56E 0.7

Update the IPMA and PSCM software using FDRS.

A Repair Validation Code (RVC) is only required for IPMA Module

Replacement

Program successful.

C REPROGRAM THE FRONT HATCH CONTROL MODULE FHCM

CAUSE:

24P24B 24P24B

5115 WAR

(N/C)

FC: PART#: COUNT:

Service Hours: Monday - Friday 7:00AM - 5:30PM
Parts Hours: Monday - Friday 7:00AM - 5:00PM



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Stamford Ford guarantees its service work. New and remanufactured parts installed carry the manufactures' limited warranty. Please see your Service Manager for details. Ford provide a warranty on their cars as outlined in your Owners/Service Manual. For used vehicles, the provision of Public Act 87-393 shall apply.

CUSTOMER SIGNATURE: X

Thank You Very Much!
CUSTOMER COPY

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07:37 04AUG25	16:16 07AUG25						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE:

AUTH CODE:

5115

54520 24P24B 0.3 Update FHCM software using latest FDRS scan tool.

D CUSTOMER STATES THERE'S A SOFTWARE UPDATE FOR THE AUTOMATIC LOCKING PROXIMITY - NEED TO SEE IF HE'S ELIGIBLE WITH VIN, IF SO HE WOULD LIKE TO ADD THAT FEATURE

INFO CUSTOMER STATES THERE'S A SOFTWARE UPDATE FOR THE AUTOMATIC LOCKING PROXIMITY - NEED TO SEE IF HE'S ELIGIBLE WITH VIN, IF SO HE WOULD LIKE TO ADD THAT FEATURE

5115 CPF

0.00

0.00

54520 After investigating software updates and availability, Vehicle is up to date and confirmed. Also, there are no applicable TSB's specific to this VIN pertaining to auto-lock proximity.

E FORD MULTI POINT INSPECTION - Perform a thorough inspection of fluids, wipers, battery, tires, brakes, safety systems and components

99PX FORD MULTI POINT INSPECTION - Perform a thorough inspection of fluids, wipers, battery, tires, brakes, safety systems and components

5115 I99P

(N/C)

GBK BRAKES CHECKED AND OK AT THIS TIME

5115 I99P

(N/C)

GTIRE TIRES CHECK AND OK AT THIS TIME

5115 I99P

(N/C)

GBATT BATTERY CHECKED AND OK AT THIS TIME

5115 I99P

(N/C)

54520 COMPLETED MULTI-POINT INSPECTION

F** ELECTRICAL DIAGNOSIS - FRONT PARKING AID - WHEN CUSTOMER COMES TO A

Service Hours: Monday - Friday 7:00AM - 5:30PM

Parts Hours: Monday - Friday 7:00AM - 5:00PM



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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE: X

Thank You Very Much!
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07:37 04AUG25	16:16 07AUG25						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

STOP THERE'S A "PARKING SENSORS NON OPERABLE" ERROR MESSAGE ON
SCREEN - PLEASE CHECK AND ADVISE

CAUSE: .

MT MT TIME
5115 WAR

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
5115

54557 Vehicle came in for 24B56 software update , completed the update , camera alignment, 360 camera alignment, drive cycle alignment. Multiple codes come up, and from multiple modules, please check FDRS history and data connect information. Contact TAC and speaking per phone multiple times with engineering department , concern escalated. With multiple PC repeat steps and instructions form engineering Contact ID :121107240 attached. Sent images from Iphone to Slack, evidence IPMA clears all codes. Test driven on 95 to Norwalk and back. Tech notes seems good. Not confident if it's the final result.

THANK YOU FOR CHOOSING STAMFORD FORD LINCOLN
WE TRULY APPRECIATE YOUR BUSINESS.OUR GOAL IS
TO GIVE YOU A FIVE STAR EXPERIENCE.FOR ANY
REASON WE FAIL TO DO SO,PLEASE CALL ME
DOMINIC FRANCHELLA 203-391-9150 OR EMAIL
DOMINIC@STAMFORDFORD.COM

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Service Hours: Monday - Friday 7:00AM - 5:30PM
Parts Hours: Monday - Friday 7:00AM - 5:00PM



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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE: X

Thank You Very Much!
CUSTOMER COPY

Technical Support Request 121107240

TSR Information

Contact Date: Aug-5-2025 7:13:15
Dealer Contact: Angelos Triantafilidis
VIN: [REDACTED]
P&A Code: 09740
Repair Order Number: 453947
R.O. Date: Aug-04-2025
R.O. Line Number: F
Vehicle: 2022 F-150

Description of Vehicle Concern:

Vehicle came in with FSA 24B56 software update programming IPM-A

Be sure to review these important module programming steps, and provide feedback below as necessary:

-Verify that any replacement part installed is correct using the ECAT catalog. Provide the full part number.

-Verify scan tool is up to date, is at the latest level and programming is completed using a VCM3 or VCMM (try a second scan tool if necessary)

-Verify that the vehicle is identified correctly in the scan tool

-No aftermarket electronic components installed

-Battery passes a test using approved Rotunda tooling and is fully charged

-Battery is maintained at 12.6-13.6 volts

-Battery State of Charge (SOC) is at or greater than 75%. Use scan tool to monitor BCM BATT_SOC% PID

Check all the above... I can again. Is there a way to uninstall the APIM update and clear any generated processed codes to verify no codes exist. It did not come in that way. I know it's the update causing this.

Please list any diagnostics already performed:

Completed FSA, teh 360 camera view camera alignment. Completed other programming tasking drive front alignment and so on.

Parts Replaced:

none

Do you have a module programming concern?

Yes

Your Question:

Check all the above... I can again. Is there a way to uninstall the APIM update and clear any generated processed codes to verify no codes exist. It did not come in that way. I know it's the update causing this.

DTCs

2025-08-05T09:17:39.553

Angelos,

Sorry I couldn't get a hold of you earlier to discuss the situation that's occurring on the vehicle due to technical problems with the hotline. Please perform the following to resolve the issue.

Steps to follow:

-Perform a Negative Battery Disconnect

Disconnect the 12V negative battery terminal and briefly touch it to the positive terminal. Wait at least 5 minutes before reconnecting.

-Check State of Charge (SOC).

Confirm the vehicle's SOC is well above 80%. While it may appear sufficient, it's good practice to double-check to avoid programming issues.

-Uninstall and Reinstall FDRS

Be sure to check the two boxes to delete old sessions/files and recordings. This helps remove any corrupted programming files that may be causing IPMA software update issues. Please download and install the latest FDRS version (45.5.2).

-Re-attempt the IPMA Software Update

After following the steps provided above and the concern is still present:

- Isolate the coaxial cable from the IPMA and from camera. Inspect the coaxial cable connectors for damage. Measure the coaxial cable for a short to ground (should be greater than 10,000 ohms), short to power (should be 0 volts), short to the shielding (should be open) and resistance (less than 3 ohms).

- We would need to verify that the coaxial cables have been tested. Please make sure the coaxial cable between the IPMA and the IPMA camera have been inspected for any chaffs, pinches, or sharp angles. Additionally, the cable needs to be isolated and tested for a short to ground, short to power, short to the shielding, and for any opens. Please wiggle test the cable as well while performing the circuit checks and update the form with your readings.

- If any faults are found with the IPMA coax cable, it will need to be replaced. If no faults with the cable are found, the IPMA camera should be replaced (If an RVC is needed for the camera replacement just update the form stating that you need RVC to obtain), perform the IPMA alignment and clear the code and test drive vehicle to see if the issue has been resolved.

Update the portal with results if the concerns are returning for further assistance.

Regards,

Aleksandar

Ford Technical Assistance

2025-08-05T10:51:30.213

Dealership changed the status changed from Diagnostics/Repair Suggested to Diagnose not complete [a-trian8]
[WEB]

2025-08-05T10:51:30.213

DEALER

Aleksander, Thanks for the update. Above steps have been completed, when I go into SW updates, a list of modules shows...IPMA is not one of them and now PSCM is in the grey color. When in fact that programmed also. When you also ask to uninstall FDRS and reinstall, I assume you mean, power off and then back on. check 2 boxes what does that mean? I erased all sessions, but that was only one box at the beginning. [a-trian8][WEB]

2025-08-05T11:01:45.733

Ford

Angelos,

Thank you for the update. When prompted, please ensure both boxes are checked to delete old sessions/files and recordings. This step helps remove any potentially corrupted program files that may be contributing to the IPMA software update issues.

If the issue persists after completing this step, we will proceed with the next course of action — isolating the coaxial cable for inspection and replacing it if necessary.

Thank you,
Aleksandar
Ford Technical Assistance

2025-08-05T11:14:36.943

DEALER

Dealership changed the status changed from Diagnostics/Repair Suggested to Diagnose not complete [a-trian8]
[WEB]

2025-08-05T11:14:36.943

DEALER

Just so that I understand, the vehicle did not come in with any issues other than the FSA updates. Performed ipma AND pscm UPDATES COMPLETED 360ALIGNMENT. Now it has issues. as per Ford Update the IPMA and PSCM software using FDRS.
Note: 2022 MY vehicles equipped with a 15.5" center display screen will require an APIM module configuration update after completing the IPMA software update.

IPMA software failed and/or IPMA module replacement required:

- o TSR/DSSH contact required
- o RVC provided for IPMA module replacement only
- o SSSC approval is not required
- Clock times should be consistent with vehicle history on PTS
- Clock times may be requested for all MT

and NOW YOU WANT TO TRACE A COAX CABLE. request PHONE CALL PLEASE [a-trian8][WEB]

2025-08-05T11:50:13.553

DEALER

OBC, tech did the diagnostics as listed for the recall FSA 24B56, now PSCM is in the grey color [DEALER][PHONE]

2025-08-05T11:50:13.553

Ford

Angelos,

Thank you for taking my phone call and discussing the steps already taken to address this issue. Here are a few additional steps to perform to see if the issue can be resolved:

- Isolate the coaxial cable from the IPMA and from camera. Inspect the coaxial cable connectors for damage. Measure the coaxial cable for a short to ground (should be greater than 10,000 ohms), short to power (should be 0 volts), short to the shielding (should be open) and resistance (less than 3 ohms):

- We would need to verify that the coaxial cables have been tested. Please make sure the coaxial cable between the IPMA and the IPMA camera have been inspected for any chaffs, pinches, or sharp angles. Additionally, the cable needs to be isolated and tested for a short to ground, short to power, short to the shielding, and for any opens. Please wiggle test the cable as well while performing the circuit checks and update the form with your readings.

- If any faults are found with the IPMA coax cable, it will need to be replaced. If no faults with the cable are found, the IPMA camera should be replaced (If an RVC is needed for the camera replacement just update the form stating that you need RVC to obtain), perform the IPMA alignment and clear the code and test drive vehicle to see if the issue has been resolved.

Please proceed with these steps and let me know if you need further assistance.

Regards,
Aleksandar
Ford Technical Assistance

2025-08-05T13:32:27.057

DEALER

Dealership changed the status changed from Diagnostics/Repair Suggested to Diagnose not complete [a-trian8]
[WEB]

2025-08-05T13:32:27.057

DEALER

please send RVC code for IPMA THNAK YOU [a-trian8][WEB]

2025-08-05T14:49:09.963

Ford

Angelos,

Regarding the concern which you are having on the recall 24B56. We have submitted a ticket to our engineering team on this issue, please allow some time for further updates.

Meanwhile, could you please run the IPMA Data Collector App, so that engineering could get in depth diagnostics of the concern.

Should you have any further questions or require additional assistance in the meantime, please don't hesitate to reach

out.

Thank you,
Aleksandar
Ford Technical Assistance

2025-08-05T14:51:46.513

DEALER

Dealership changed the status changed from Escalated to DSP to Further Assistance Needed [a-trian8][WEB]

2025-08-05T14:51:46.513

DEALER

Please explain this?
Meanwhile, could you please run the IPMA Data Collector App, so that engineering could get in depth diagnostics of the concern.
If possible provide steps to further assist you with what you need, thank you [a-trian8][WEB]

2025-08-05T15:25:24.983

Ford

Angelos,

As we have escalated the issue to the Engineering team for further analysis, we kindly ask that you run the IPMA Data Collector App within FDRS. This will ensure that the necessary diagnostic data is available for Engineering to conduct a thorough review of the concern.

Once the data has been collected, Engineering will be able to provide more detailed insights and next steps based on their findings.

Please let us know once the data collection has been completed.

Regards,
Aleksandar
Ford Technical Assistance

2025-08-06T07:04:07.977

DEALER

Dealership changed the status changed from Escalated to DSP to Further Assistance Needed [a-trian8][WEB]

2025-08-06T07:04:07.977

DEALER

we kindly ask that you run the IPMA Data Collector App within FDRS.
Please again I ask you maybe you're using a term I'm not familiar with what is IPMA data collector?
I only have one PC and it's used on all that comes through the shop, please advise, be specific, what steps should I take,
Thank you [a-trian8][WEB]

2025-08-06T09:39:39.87

Ford

Angelos,

The IPMA data collector can be accessed on the FDRS software from a PC or a Laptop. It captures all the vehicle's data and sends it to the cloud, where the engineering team can diagnose for further solutions. The IPMA Data Collector is used primarily for diagnostic, development, or validation purposes. It collects raw or processed data from the IPMA camera module and logs it for later analysis. I saw you have run IPMA data collector on vehicle history. And now we are waiting on the engineering team for an update.

Best Regards,
Nayem - Ford DSSH.

2025-08-06T14:14:34.267

Ford

Angelos,

As engineering has sent an update on the concern as spoke on the call last time we cannot revert the SW back to pre-FSA stages. If the IPMA camera alignment is not performed this can cause the driver assistance warnings and at times a PSCM code.

- Please perform a IPMA alignment, clear all codes and re-evaluate.

Update back with the results. Thank you.

Regards,
Aleksandar
Ford Technical Assistance

2025-08-07T13:13:40.683

DEALER

Dealership changed the status changed from Diagnostics/Repair Suggested to Waiting for Customer Approval [a-trian8][WEB]

2025-08-07T13:13:40.683

DEALER

Reason I submit waiting for customers approval, after communicating with you on this concern and the amount of problems a software issue caused. Multiple PC, multiple 360 alignment, front camera alignment, height adjustment alignment, driven on 95 4 -5 times and finally having FDRS green light on codes, all clear. I do not feel confident that the EV electrical concerns we have been addressed.

Having said that I want to thank the team for your time and efforts. You are all appreciated greatly in our new world of automotive experience's [a-trian8][WEB]

2025-08-07T14:26:05.42

Ford

Angelos,

Thank you for your update and patience as we continue to look into your concern.

At this time, we sent the updates to our engineering team. They are currently reviewing the details of your case to ensure that we have all the necessary information to provide a smooth and effective resolution. We understand how important this matter is and want to make sure the repair process is as seamless as possible for you.

We kindly ask for your continued patience while the team completes their review. We will be sure to reach out to you

with any new developments as soon as they become available.

Should you have any further questions or require additional assistance in the meantime, please don't hesitate to reach out.

Regards,
Aleksandar
Ford Technical Assistance