

OCT 30 2013

September 26, 2013

Office of Defect Investigation
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

RE: Complaint# 10543050

To Whom it May Concern,

Enclosed, please find documentation regarding the above referenced complaint, including a copy of the Ford "Customer Satisfaction Program 07B48" notice, invoice and documentation from the dealer confirming our vehicle was experiencing the problem described in CSP 07B48, as well as the 14 page repair procedure for solving the problem.

It is particularly noteworthy that there is no mention in the Ford "Customer Satisfaction Notice" that this condition is dangerous and should be repaired immediately. Indeed, the engine shuts down without warning, leaving its occupants on the highway, without the power assisted steering nor power assisted brakes.

My sixteen year old daughter had been using the vehicle to transport her and her thirteen year old sister to school when the problem occurred. It is extremely upsetting to think of what may have occurred had she been further on in her journey on Maryland Rt#2 at 50 MPH, in rush hour traffic, no shoulder, and no power assist.

Had the Ford notice stated that this was a dangerous condition, it would have received our immediate attention. Instead, I found the notice in our Ford Escape folder in our filing cabinet. Our recollection is that we stopped by Koons Ford soon after receiving it, and were told that they hadn't yet received the parts from Ford to make the repair. I remember having it on my desk for some time, but we were in the midst of building a new home it somehow got filed away.

I also can't understand for the life of me why Ford would only be held responsible for correcting such a dangerous condition for a limited time. Their customer relations staff tell me that this is a warranty issue and our vehicle is outside of its warranty. Really? Just what is their warranty on safety parts that they failed to install?

Sincerely yours,

[REDACTED]
[REDACTED] HARWOOD, MARYLAND • [REDACTED]
[REDACTED]

ET
110113
SMD



Frank M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121



F0033270

0119



[REDACTED]
[REDACTED]
HARWOOD, MD [REDACTED]

August 2007

2005 Escape
Vehicle ID #: 1FMYU95H95K [REDACTED] 07B48

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 07B48), to owners of certain 2005 - 2007 Escape Hybrid vehicles and certain 2006 - 2007 Mariner Hybrid vehicles.

What is the issue?

A false Diagnostic Trouble Code (DTC), causing a "red triangle" with an audible chime and a message center indication of "Stop Safely Now" may occur on your vehicle. This false DTC is triggered by corrosion of a resistor in the power unit, located in the battery module. As a result, the Powertrain Control Module (PCM) will command the vehicle to shut down.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to repair your vehicle, free of charge (parts and labor) under the terms of this program. Your dealer will install a service harness in the High Voltage Traction Battery, and reprogram the battery module to prevent the potential for a false DTC.

This Customer Satisfaction Program will be in effect until August 22, 2009 or 150,000 miles, whichever occurs first. Coverage is automatically transferred to subsequent owners. If your vehicle already has accumulated more than 150,000 miles, this coverage will last through February 22, 2008.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 07B48. The VIN is printed near your name at the beginning of this letter.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this service performed on a timely basis. Therefore, please have this service performed as soon as possible.

800-392-3673



RETAIL OWNERS: If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

FLEET OWNERS: If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.

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. As soon as we receive updated state registration data, we will revise our records.

Can we assist you further?

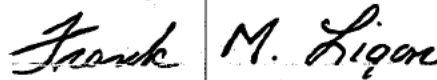
If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.ownerconnection.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday 8:30AM to 5:00PM (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

CUSTOMER #: 2159041
UNIT# 4

80194



2540 Riva Road
Annapolis, Maryland 21401
Annapolis (410) 224-2100
Baltimore (410) 841-6550
Washington (301) 261-8220
Direct Line: (410) 266-3087
www.koonsford.com

INVOICE

SERVICE HOURS
Mon., Fri.: 7:30 - 7:00
Saturday: 8:00 - 5:00
P & A CODE 00089

HARWOOD, MD

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 7823 MIKE TREAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	05	FORD ESCAPE HYBRID	1FMYU95H95K [REDACTED]		140267/140267	T5274

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
09NOV04	DD27OCT04		17:00 11SEP13			CASH	11SEP13

R.O. OPENED	READY	OPTIONS:
07:39 11SEP13	17:45 11SEP13	STK:50584 ENG:2.3 LITER_4V_W/AC 1)MULTI-PURPOSE-VEHICLE 2)4X2

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A TOW IN WHILE DRIVING RED TRIANGLE LIGHT COMES ON. PULL OVER SAFELY							
REPL DIAG. AND REPLACE HIGH VOLTAGE BATTERY							
JUMPER HARNESS AND REFLASHRETESTED AND							
REPLACE NEW REAR A/C BLEND DOOR MOTOR							
				7088	C	481.95	481.95
				1	7M6Z*14A303*B WIRE ASY	29.77	29.77
				1	AL8Z*19E616*F MOTOR ASY	29.38	29.38
PARTS:				59.15	LABOR:	481.95	OTHER: 0.00
						TOTAL LINE A:	541.10

VERSION 1 (EMP# 7088, 11SEP13 17:31): 140267 DIAG AND REPLACE HIGH VOLTAGE BATTERY JUMPER HARNESS AND REFLASH BCM. INSTALL NEW REAR A/C BLEND DOOR MOTOR.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B							
B TOW BILL							
S100 TOW BILL							
				7088	C	0.00	0.00
SUBL VEHICLE TOWED IN BY CNR TOWING PO#5378							
					C	104.00	104.00
PARTS:				0.00	LABOR:	0.00	OTHER: 104.00
						TOTAL LINE B:	104.00



LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C							
C MULTIPOINT INSPECTION							
Q99P MULTIPOINT INSPECTION							
				7088	C	0.00	0.00
GBATT BATTERY INSPECTED AND OK ON THIS VISIT							
				7088	C	0.00	0.00
YTIRE TIRES INSPECTED AND MAY NEED FUTURE							
ATTENTION							
				7088	C	0.00	0.00
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00
						TOTAL LINE C:	0.00

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

Manufacturer Special Policy Adjustment Programs: Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. in addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

WARRANTY STATEMENT: PURSUANT TO MARYLAND LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE SALE OF CONSUMER GOODS AND SERVICES. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$35, to the Repair Order for shop supplies used in connection with this repair.

I hereby acknowledge that the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control (please direct questions relating to the extent of the Dealership's responsibility or insurance coverage to a Dealership Representative). By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: 2159041
 UNIT# 4

80194

KoonsFord
 Annapolis

2540 Riva Road
 Annapolis, Maryland 21401
 Annapolis (410) 224-2100
 Baltimore (410) 841-6550
 Washington (301) 261-8220
 Direct Line: (410) 266-3087
 www.koonsford.com

INVOICE

SERVICE HOURS
 Mon., Fri.: 7:30 - 7:00
 Saturday: 8:00 - 5:00
 P & A CODE 00089

HARWOOD, MD
 HOME: CONT:N/A
 BUS: CELL:

PAGE 2

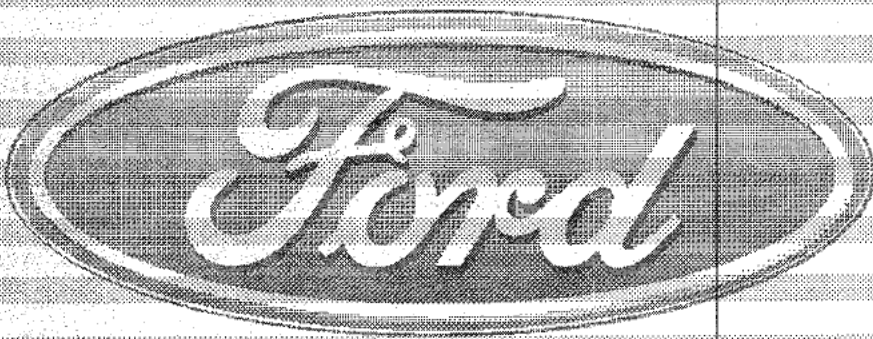
SERVICE ADVISOR: 7823 MIKE TREAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	05	FORD ESCAPE HYBRID	1FMYU95H95K		140267/140267	T5274

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09NOV04	DD27OCT04		17:00 11SEP13			CASH	11SEP13

R.O. OPENED	READY	OPTIONS:
07:39 11SEP13	17:45 11SEP13	STK:50584 ENG:2.3 LITER_4V_W/AC 1)MULTI-PURPOSE-VEHICLE 2)4X2

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
NEEDS INNER & OUTER TIE ROD *****							
ENDS \$525.92 / FRONT SWAY BAR *You May Receive A Survey About Your Service*							
LINKS \$225.00 / 4-WHEEL *Visit Today. Our Only Passing Grade Is a *							
ALIGNMENT \$99.95 / FUEL FILTER *C O M P L E T E L Y S A T I S F I E D *							
\$99.50 / AIR INDUCTION SERVICE *Response. If For Any Reason You Are Not *							
\$245.00 *Completely Satisfied, Contact Andy Or Earl.*							



Manufacturer Special Policy Adjustment Programs: Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may available for a fee or for free.

WARRANTY STATEMENT: PURSUANT TO MARYLAND LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE SALE OF CONSUMER GOODS AND SERVICES. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$35, to the Repair Order for shop supplies used in connection with this repair.

I hereby acknowledge that the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control (please direct questions relating to the extent of the Dealership's responsibility or insurance coverage to a Dealership Representative). By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DESCRIPTION	TOTALS
LABOR AMOUNT	481.95
PARTS AMOUNT	59.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	104.00
MISC. CHARGES *	20.00
TOTAL CHARGES	665.10
LESS INSURANCE	0.00
SALES TAX	4.75
PLEASE PAY THIS AMOUNT	669.85

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DTC P0A27—INSTRUMENTATION WARNINGS— REDUCED ENGINE POWER

TSB 09-18-6

FORD:

2005-2007 Escape Hybrid

ISSUE

Some 2005-2007 Escape Hybrid vehicles built from 10/13/2003 to 12/19/2006 and Mariner Hybrid vehicles built from 6/10/2005 to 10/11/2006 may have a red triangle illuminated on the cluster accompanied by an audible chime. In addition, the message center will indicate Stop Safely Now and the Powertrain Control Module will command the vehicle to shut down. Diagnostic trouble code P0A27 for Hybrid Battery Power Off Circuit will also be present.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

This service procedure replaces Customer Satisfaction Program 07B48, which expired on 8/22/2009. Check the vehicle's repair history to determine if a 14A303 service harness has already been installed under 07B48. Do not install a second 14A303 service harness in series with a 14A303 that has been previously installed under the Customer Satisfaction Program.

Install a service harness in the High Voltage Traction Battery (HVTB), and reprogram the Battery Control Module (BCM), to eliminate the circuit that is susceptible to setting a false DTC.

MERCURY:

2006-2007 Mariner Hybrid

Follow the installation instructions provided in the kit to install the service harness and reprogram the BCM.

PART NUMBER	PART NAME
7M6Z-14A303-B	Service Harness

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
091806A	2005-2007 Escape Hybrid, 2006-2007 Mariner Hybrid: Install A Service Harness In The HVTB, And Reprogram The BCM (Do Not Use With Any Other Labor Operations)	2.4 Hrs.

DEALER CODING

BASIC PART NO.
10B759

CONDITION
CODE
42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

KOONS FORD OF ANNAPOLIS
2540 RIVA RD
ANNAPOLIS, MD. 21401-7405
410-224-2100
MID 8012775188

TID 0031940008012775188001

September 11, 2013 18:59:49
Invoice #: 040 Batch #: 836

SALE

Card Number: [REDACTED]
User Invoice: 080194
Approval Code: 07791C
TOTAL: \$ 669.85

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

THANK YOU
HAVE A NICE DAY
CUSTOMER COPY

OFFICE OF DEFECT INVESTIGATION
1200 NEW JERSEY AVE SE

WEST BUILDING
WASHINGTON DC, 20590

ATTACHMENT III
PAGE 1 OF 14
CUSTOMER SATISFACTION PROGRAM 07B48

**CERTAIN 2005 THROUGH 2007 MODEL YEAR ESCAPE HYBRID AND
2006 THROUGH 2007 MODEL YEAR MARINER HYBRID VEHICLES —
SERVICE HARNESS INSTALLATION**

OVERVIEW

This program involves installing a service harness in the High-Voltage Traction Battery (HVTB) and reprogramming the Battery Control Module (BCM).

Verify that the caution light is not ON before performing this repair. If caution light is ON, correct the condition before performing this program. Correcting a caution light resulting from any DTC other than P0A27 is **NOT** covered under this program.

NOTE: While it is not required, we recommend that this service procedure be performed by a technician that has completed the Hybrid Escape / Mariner New Model Classroom Training (course code 30N10T0).

SERVICE PROCEDURE

WARNING: WHEN SERVICING THE HIGH-VOLTAGE SYSTEM, ESTABLISH A BUFFER ZONE PER THE SPECIFIED PROCEDURE IN THE WORKSHOP MANUAL. FAILURE TO FOLLOW THIS INSTRUCTION MAY RESULT IN SERIOUS PERSONAL INJURY OR DEATH.

WARNING: DEPOWER THE HIGH-VOLTAGE TRACTION BATTERY (HVTB) BEFORE CARRYING OUT ANY REMOVAL OR INSTALLATION PROCEDURES AFFECTING THE HIGH-VOLTAGE BATTERY SYSTEM. FAILURE TO FOLLOW THIS INSTRUCTION MAY RESULT IN SERIOUS PERSONAL INJURY OR DEATH.

WARNING: WEAR HIGH-VOLTAGE INSULATED SAFETY GLOVES AND A FACE SHIELD WHEN WORKING WITH HIGH-VOLTAGE BATTERIES OR CABLES. THE HIGH-VOLTAGE INSULATED SAFETY GLOVES SHOULD BE OF APPROPRIATE SAFETY AND PROTECTION RATING. INSPECT THE GLOVES BEFORE USE AND ALWAYS WEAR THEM WITH THE LEATHER OUTER GLOVE. ANY HOLE IN THE RUBBER INSULATING GLOVE IS A POTENTIAL ENTRY POINT FOR HIGH-VOLTAGE. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN SERIOUS PERSONAL INJURY OR DEATH.

WARNING: DO NOT PUT WATER ON THE BATTERY BOX AND AVOID CONTACT OF THE BATTERY BOX WITH WATER WHILE WORKING ON THE HIGH VOLTAGE TRACTION BATTERY (HVTB). REMOVE ALL JEWELRY FROM FINGERS AND WRISTS PRIOR TO STARTING WORK ON THE HVTB. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN SERIOUS PERSONAL INJURY OR DEATH.

9-11-13

ROBERTA - FLORIDA
800-392-3673
CUSTOMER RELATIONS

866-436-7332

7M6Z-14A303-B

WENCY - 9-11-13

EMPLOYEE ID: WMENDDZ6

MANILA, PHILIPPINES



CPR © 2007 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
09/07

X4030

WARNING: TURN OFF THE IGNITION SWITCH FOR A MINIMUM OF 5 MINUTES BEFORE REMOVING HIGH-VOLTAGE CABLES. HIGH-VOLTAGE CABLES, CONNECTORS AND WIRING ARE ORANGE IN COLOR. DO NOT TOUCH ORANGE-COLORED CABLES, CONNECTORS OR WIRING ONCE THE BATTERY BOX IS REMOVED. THE NOMINAL HIGH-VOLTAGE TRACTION BATTERY (HVTB) VOLTAGE IS 330 VOLTS DC. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN SERIOUS PERSONAL INJURY OR DEATH. SEE FIGURE 1 FOR LOCATIONS OF ORANGE HIGH-VOLTAGE CONNECTORS AND WIRES THAT SHOULD NOT BE TOUCHED.

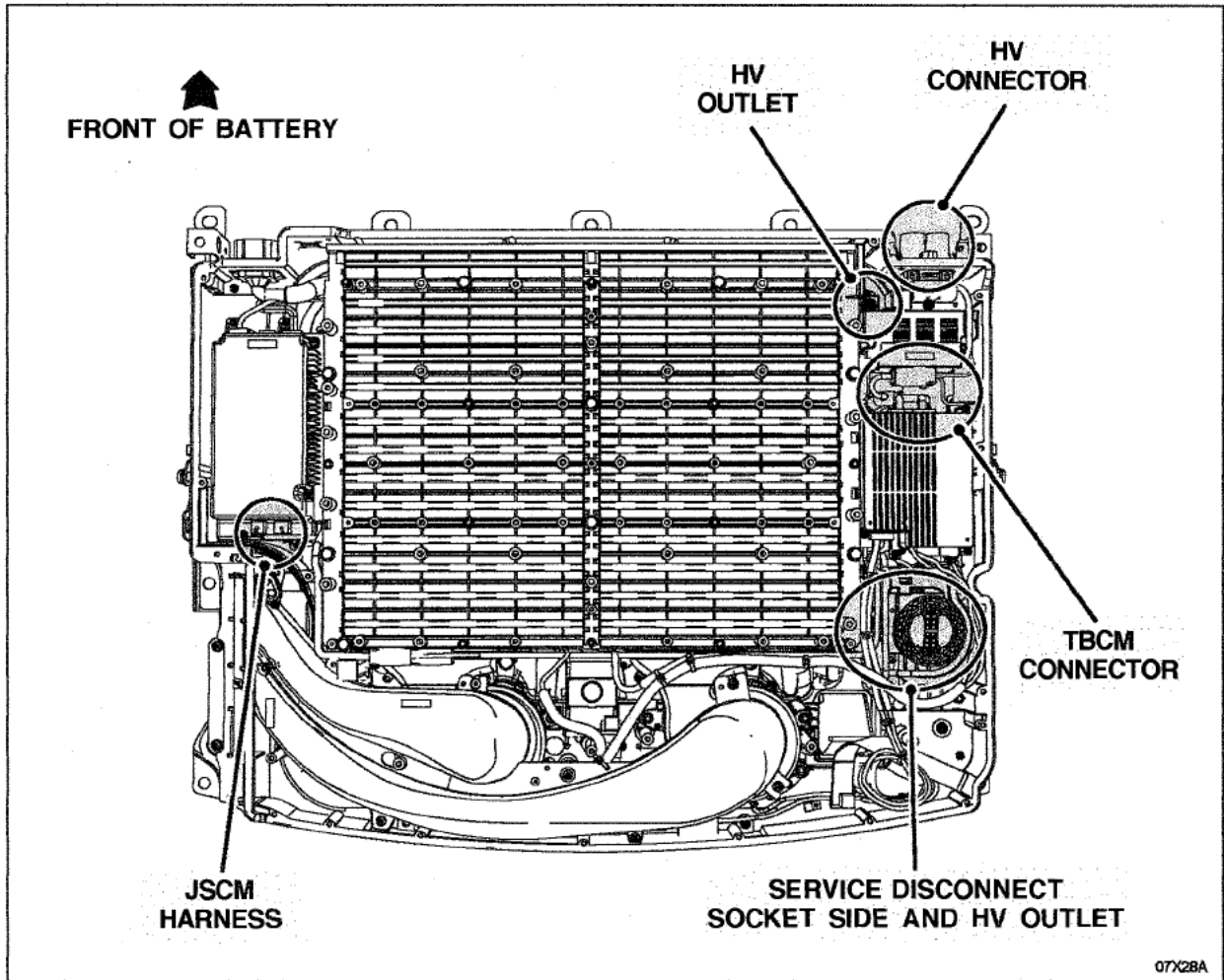


FIGURE 1



1. NOTE: There is a possibility of the isolator frames coming off from the battery box, do not swing or displace the battery box in any direction.

Remove the High-Voltage Traction Battery (HVTB) and place on a suitable work table that can support at least 100 kg (220 lb). Refer to the applicable model year Workshop Manual Section 414-03 for the removal procedure and warnings.

CAUTION: Do not use power tools to remove the screws from the battery box. The screws thread into plastic bosses in the battery box. The use of power tools may damage the battery box bosses. Damage to the battery box bosses requires replacement of the battery, which is not covered by this program.

2. Remove the Allen-head bolt and Torx-head bolt from both sides of the front battery cover. See Figure 2.

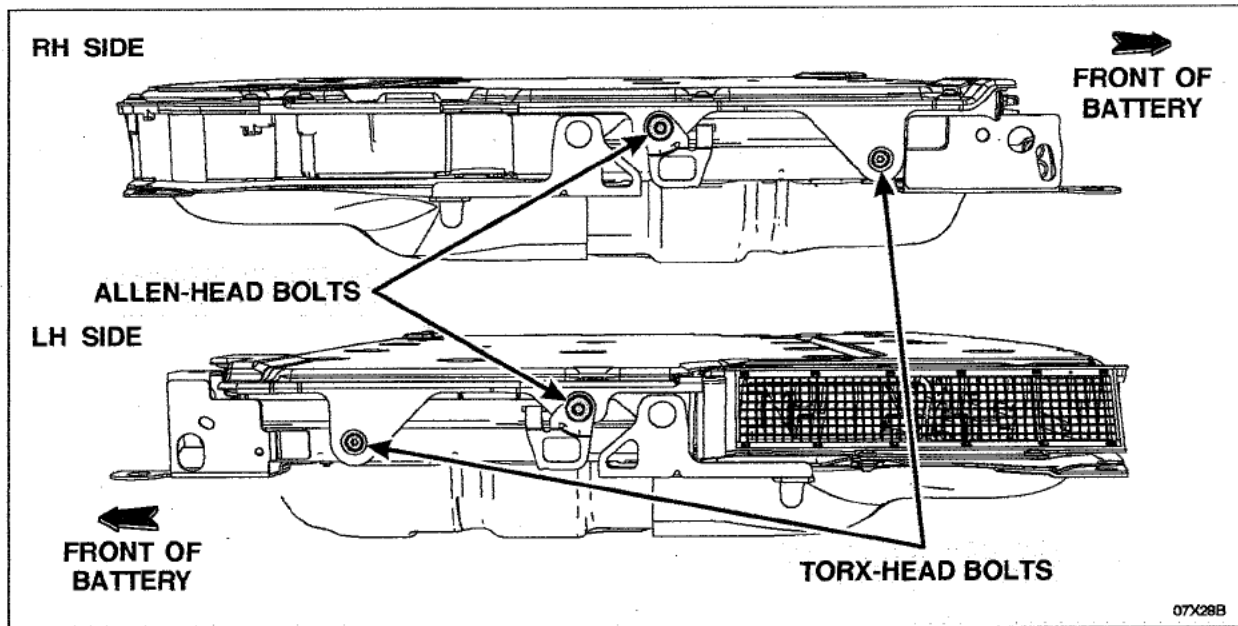


FIGURE 2



3. Remove the 2 Hex-head bolts securing the front side of the front battery cover. See Figure 3.

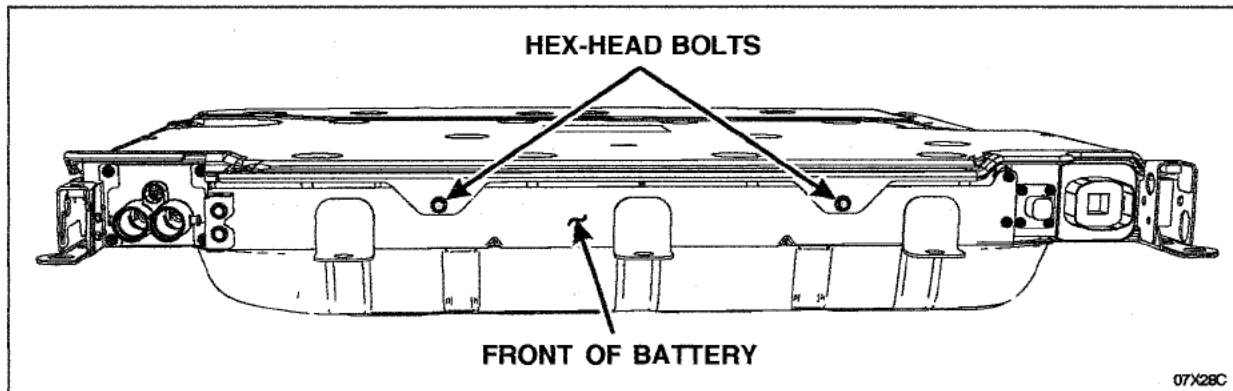


FIGURE 3

4. Remove the 18 Torx screws from the front battery cover. See Figure 4.

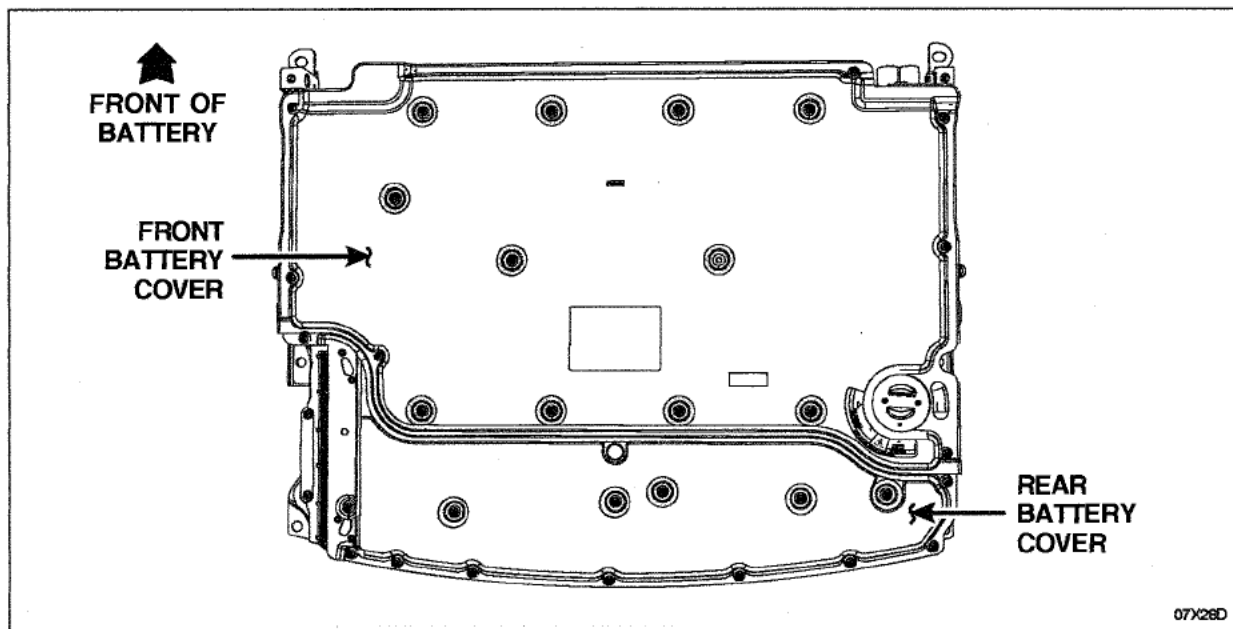


FIGURE 4



5. Remove the 15 Torx screws from the rear battery cover. See Figure 5.

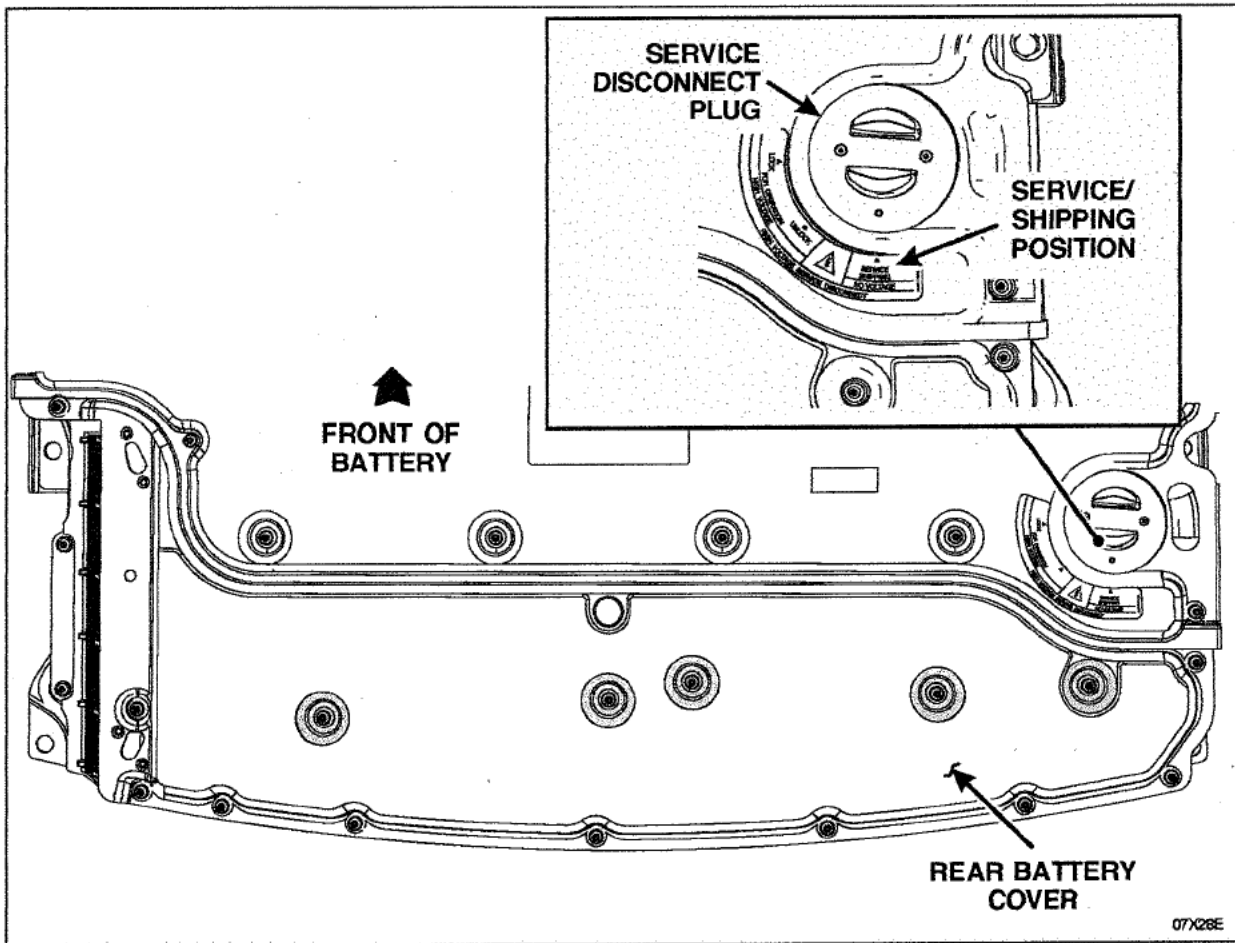


FIGURE 5

6. Remove the service disconnect plug and remove the front battery cover.
7. Reinstall the service disconnect plug in the SERVICE/SHIPPING position. See Figure 5.
8. Open the rear battery cover. The rear battery cover is connected to the battery box with 2 metal tethers, do not disconnect the tethers.



9. Cover the battery box using fender covers to make sure no debris falls into the battery box, leaving the lower RH area exposed. See Figure 6.

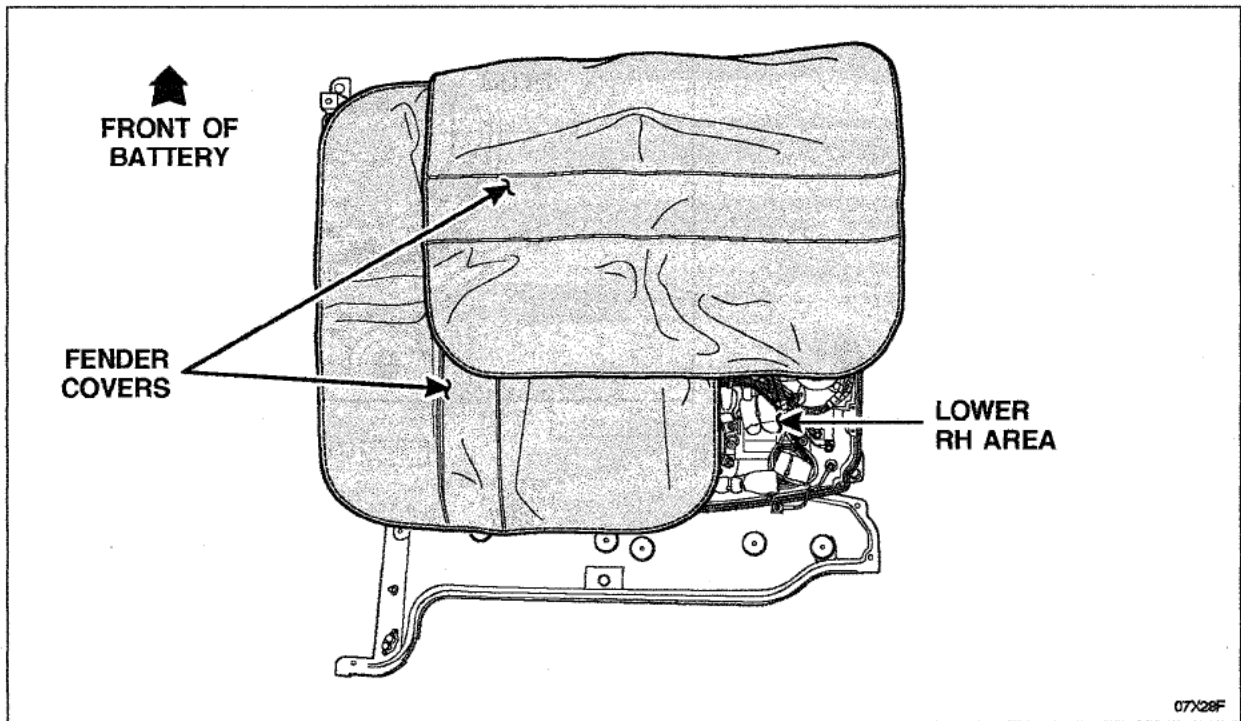


FIGURE 6



10. Pull the connector, which is located near the service disconnect plug, out of the battery box and remove the insulation from the connector. Do not use any solvent to remove the insulation. See Figure 7.

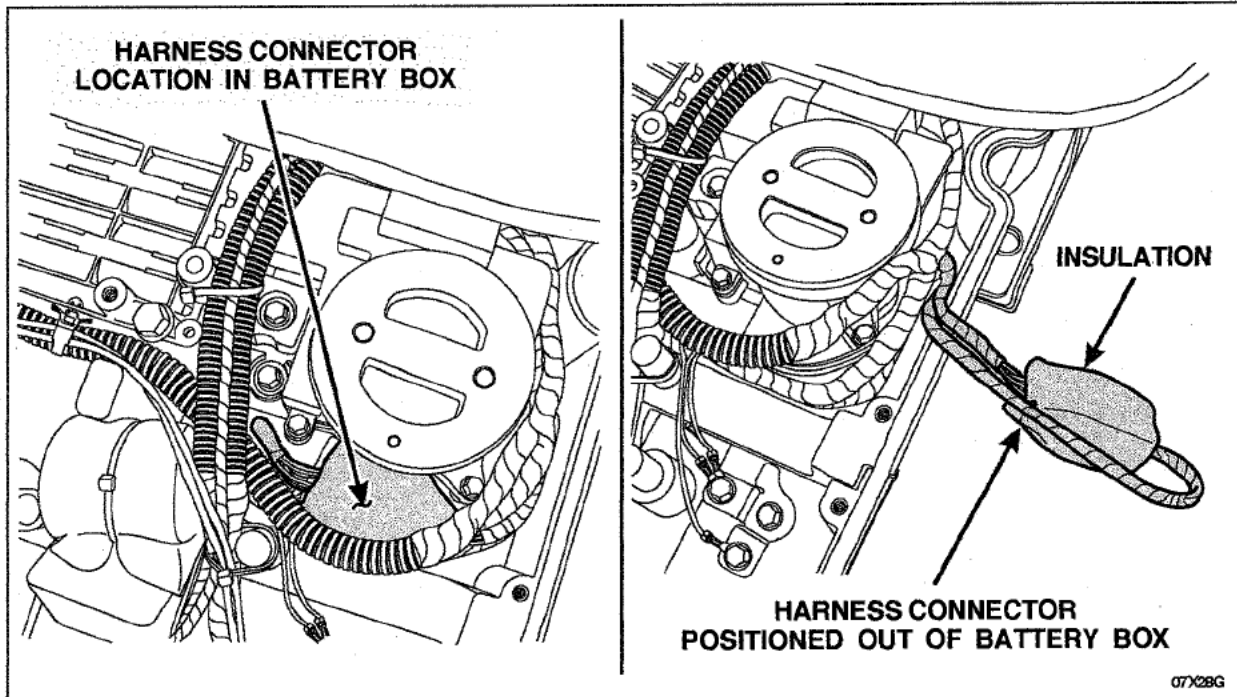


FIGURE 7

11. Slide out the lock cover (dark red part) and depress the release mechanism to unlock and disconnect the connector. Attach the service harness between the male and female parts of the original connectors. See Figure 8.

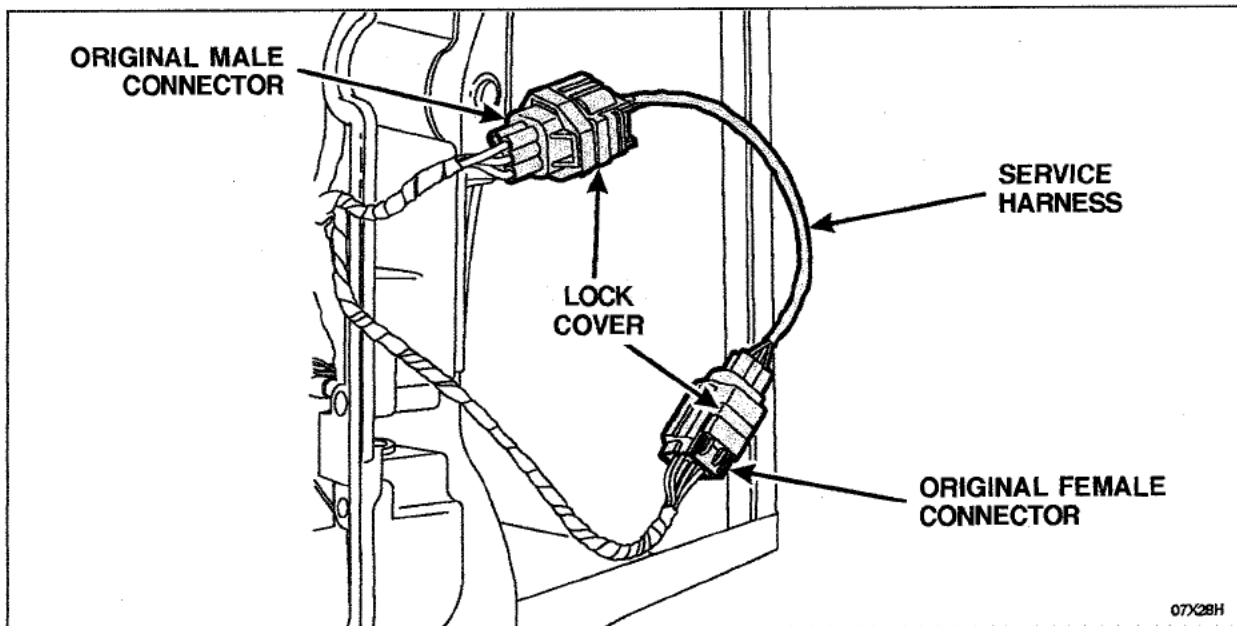


FIGURE 8



12. Wrap the thin insulation provided around the original male side of the connector. See Figure 9.

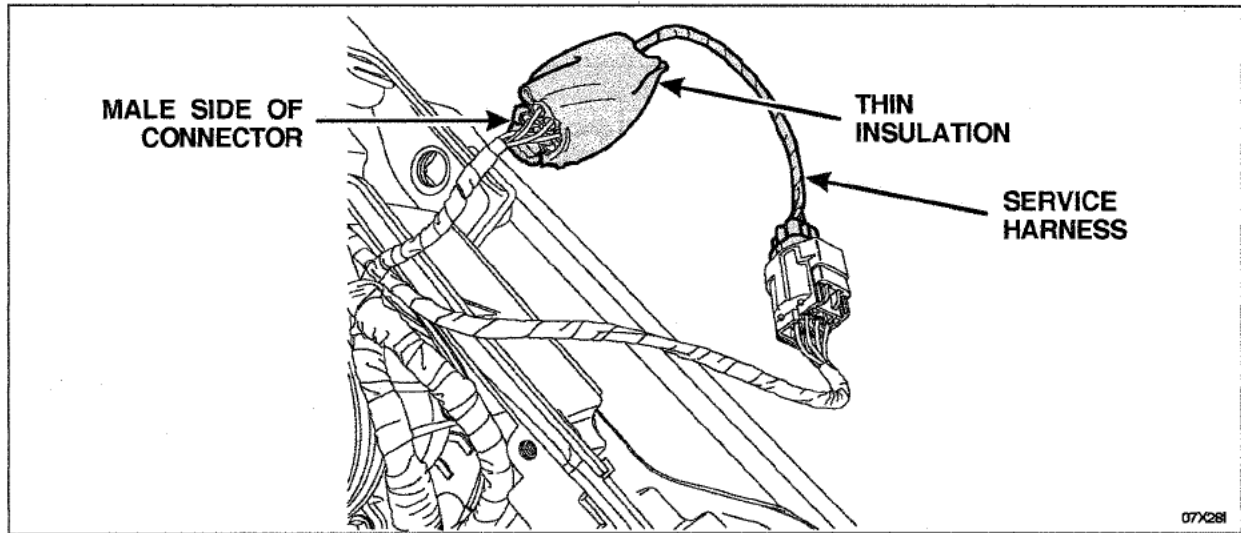


FIGURE 9

13. Run the service harness between the 2 bosses and guide the original female connector to the cavity next to the fan motor assembly. Attach the service harness to the boss using the provided tie strap and cut and remove the unused part of the strap. See Figure 10.

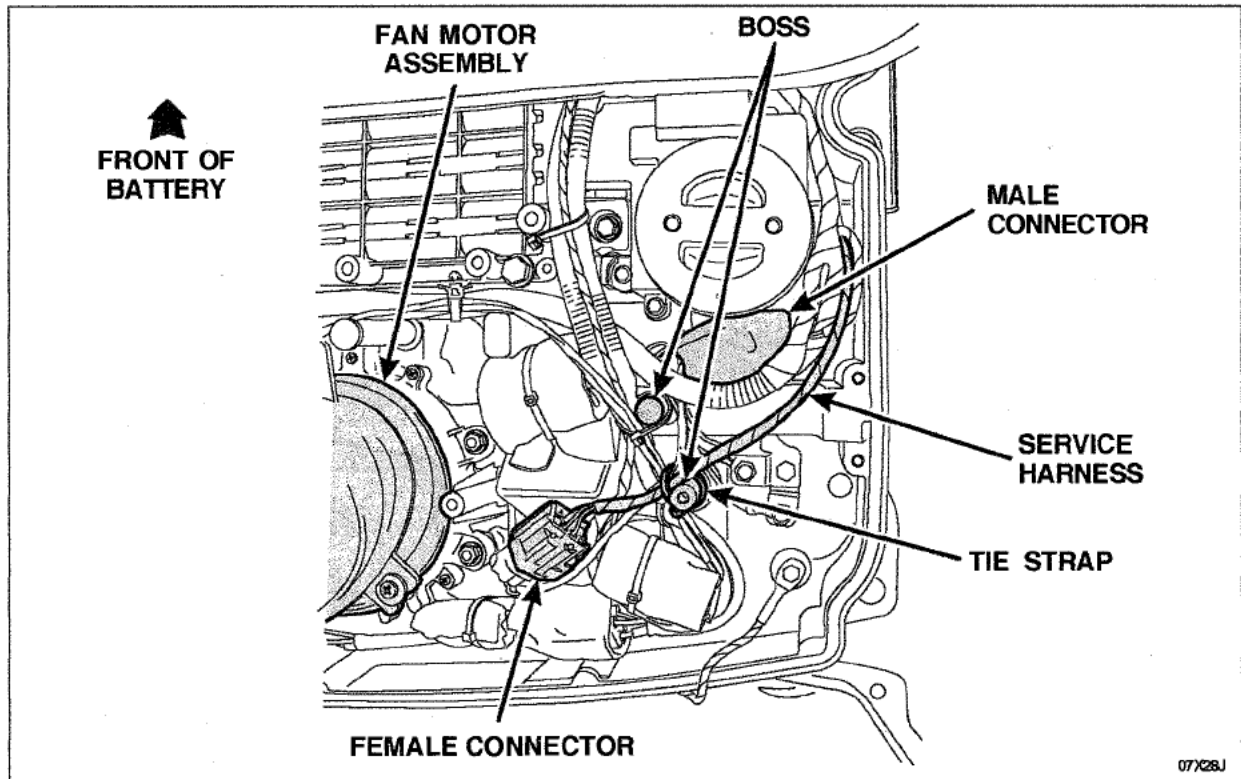


FIGURE 10



14. Wrap the female side of the original connector and service harness together with the provided thicker insulation. Attach the tie strap provided around the insulation. Make sure that the connector is completely covered. See Figure 11.

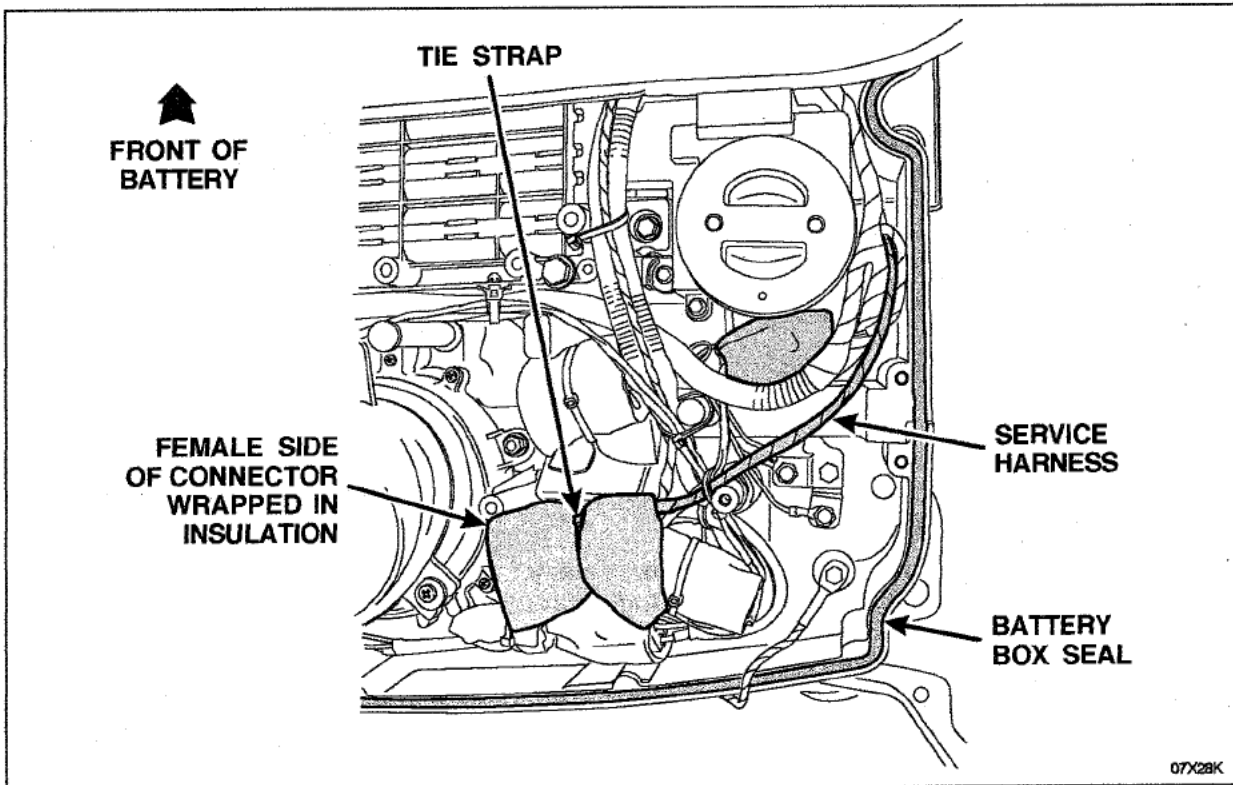


FIGURE 11

15. Remove the fender covers.
16. Before installing the front and rear battery covers:
- check for and remove any unused material in the battery box.
 - check that the harness does not protrude out of the battery box.
 - check that the seal is in the groove of the battery box.
17. Install the rear battery cover assembly but do not install the screws at this time.
18. Remove the service disconnect plug and install the front cover assembly, but do not install the screws at this time.



19. Reinstall the service disconnect plug in the SERVICE/SHIPPING position. See Figure 12.

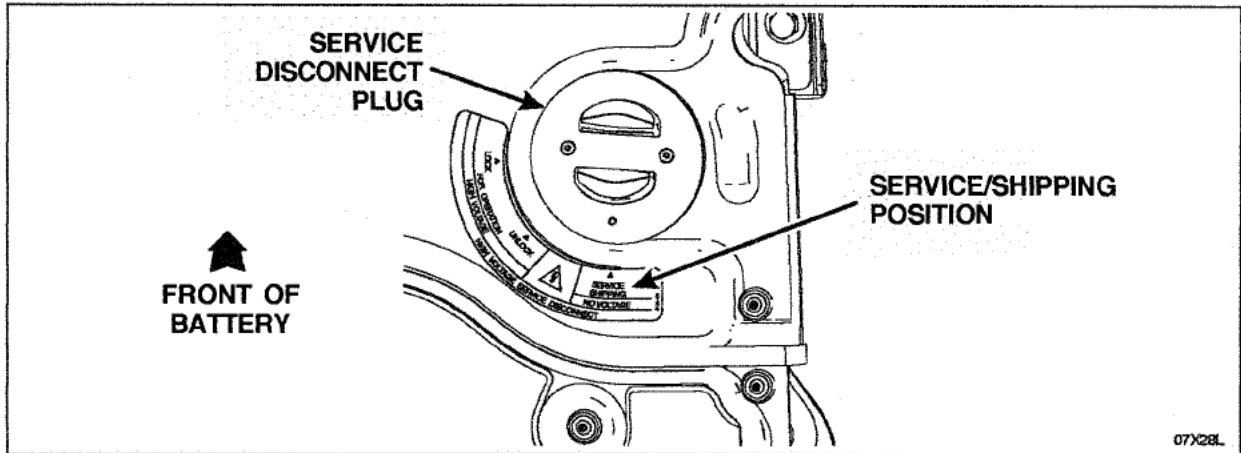


FIGURE 12

20. Before installing the screws, make sure that the battery seal is in the correct location and there is nothing protruding from the battery box.

CAUTION: Do not use power tools to tighten the battery box screws. The screws thread into plastic bosses. The use of power tools may over-tighten the screws and damage the battery box bosses. Damage to the battery box bosses requires replacement of the battery, which is not covered by this program.

CAUTION: For the finger tightening, manually align screw and tighten 2 threads or more to prevent crossthreading and then run them down until they just touch the battery cover.

21. Install the 15 Torx screws finger-tight in the rear battery cover, then tighten to 3 Nm (26 lb-in) in the sequence shown in Figure 13.

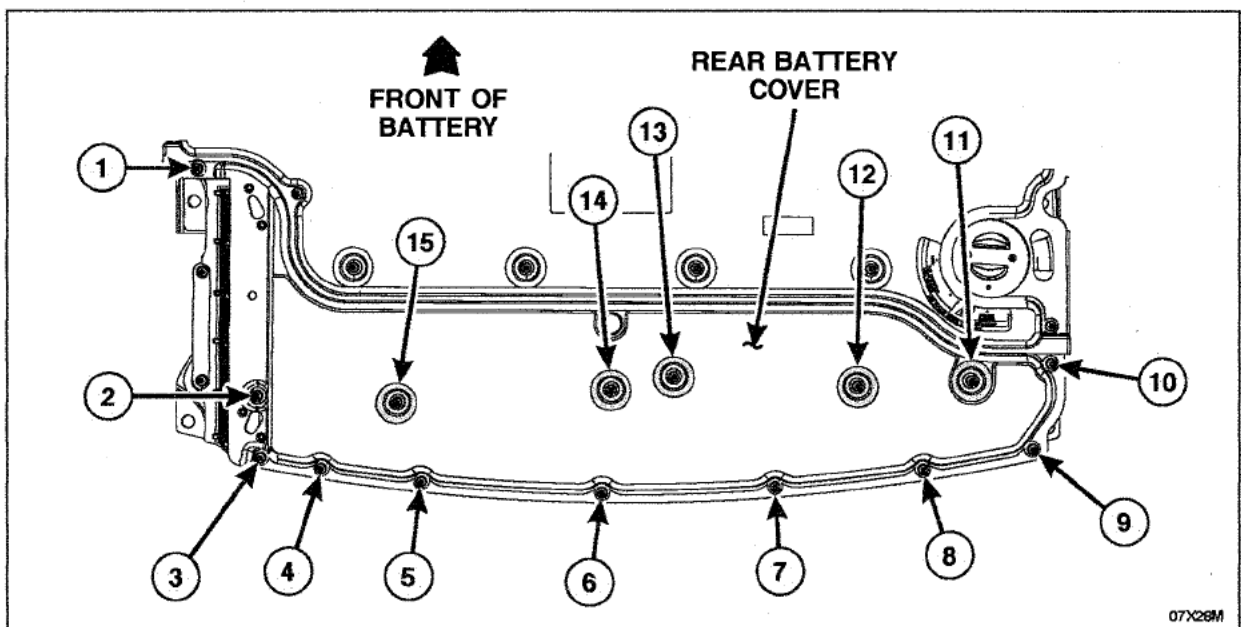


FIGURE 13



22. Install and finger-tighten the 2 Torx-head bolts and 2 Allen-head bolts (2 each side) in the side of the battery box. Make sure that the tether bracket is correctly installed. Do not tighten the bolts at this time. See Figure 14.

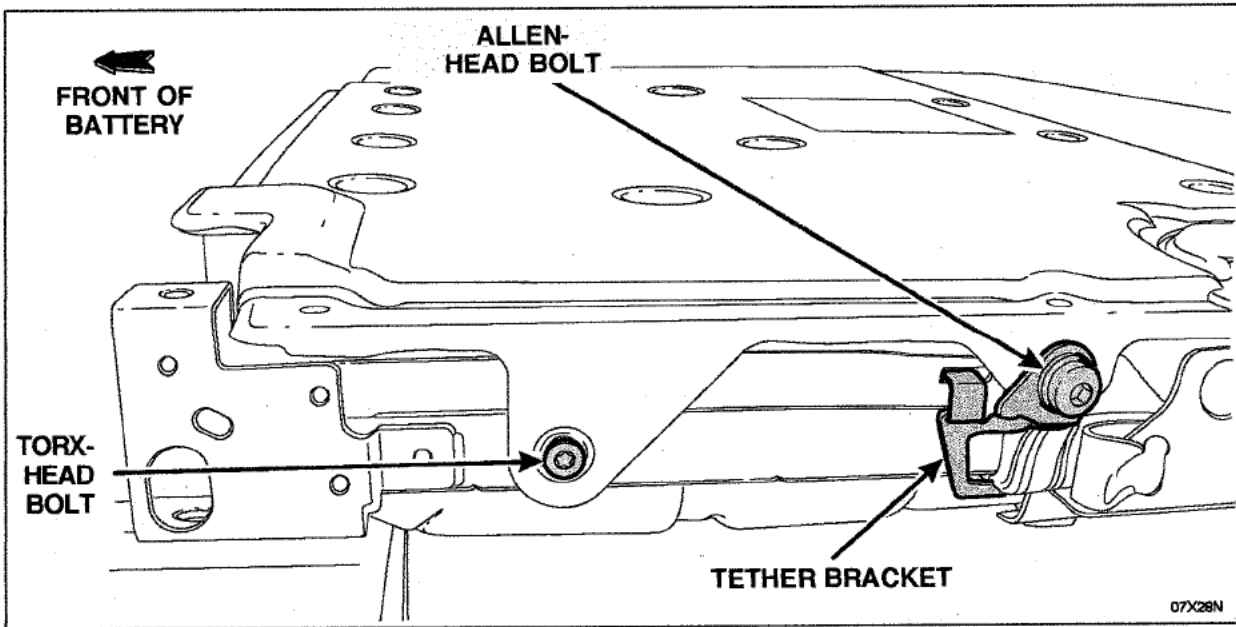


FIGURE 14

23. Install and finger-tighten the 2 Hex-head bolts securing the front side of the front battery cover. Do not tighten the bolts at this time. See Figure 15.

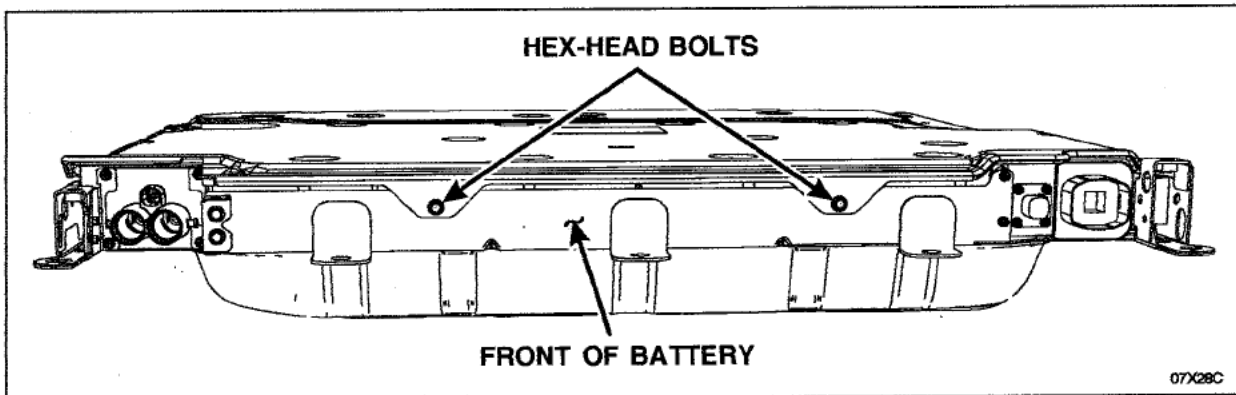


FIGURE 15



24. Install the 18 Torx screws finger-tight in the front battery cover. Do not tighten the screws at this time. See Figure 16.

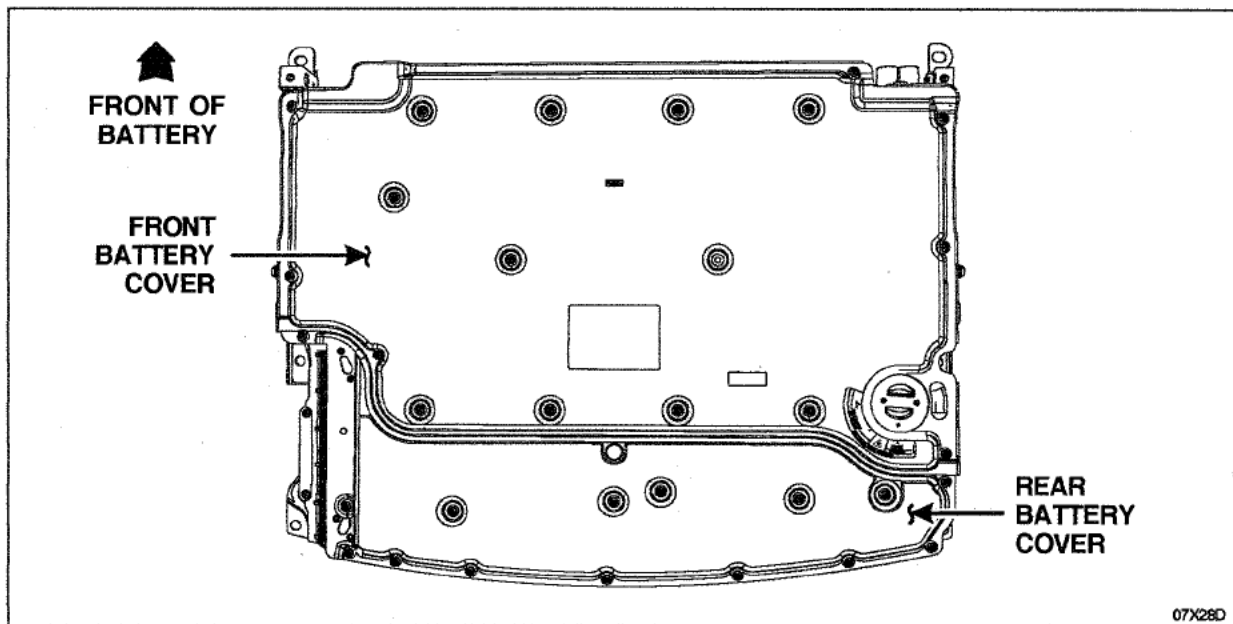


FIGURE 16

25. Tighten 11 of the 18 Torx screws in the front battery cover to 5.2 Nm (46 lb-in) in the sequence shown in Figure 17.

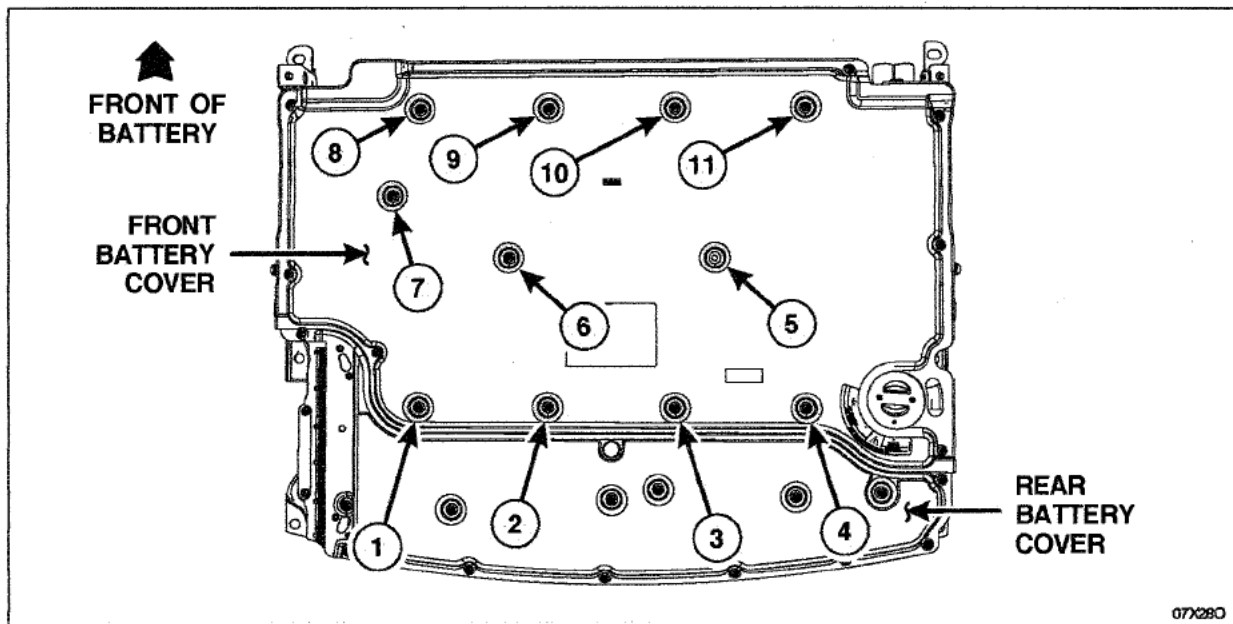


FIGURE 17



26. Tighten the remaining 7 Torx screws in the front battery cover to 3 Nm (26 lb-in) in the sequence shown in Figure 18.

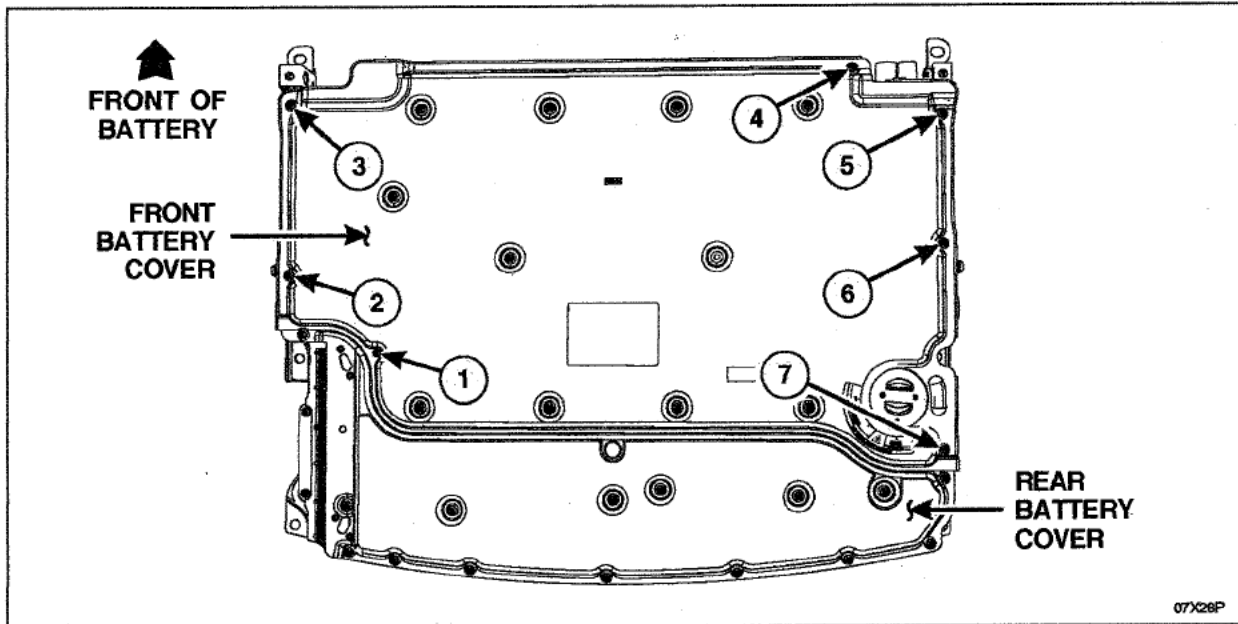


FIGURE 18

27. Tighten the Allen-head bolt on each side of the front battery cover to 20 Nm (15 lb-ft). See Figure 19.
28. Tighten the Torx screw on each side of the front battery cover to 14 Nm (10 lb-ft). See Figure 19.

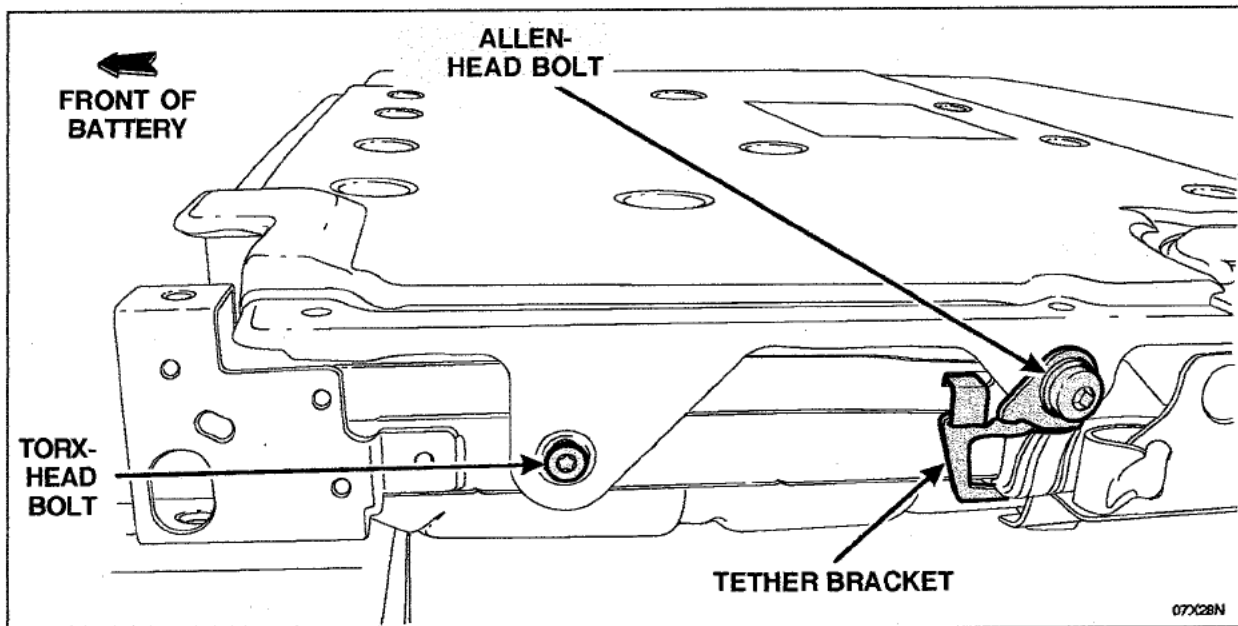


FIGURE 19



29. Tighten the 2 Hex-head bolts securing the front side of the front battery cover to 12 Nm (9 lb-ft).
See Figure 20.

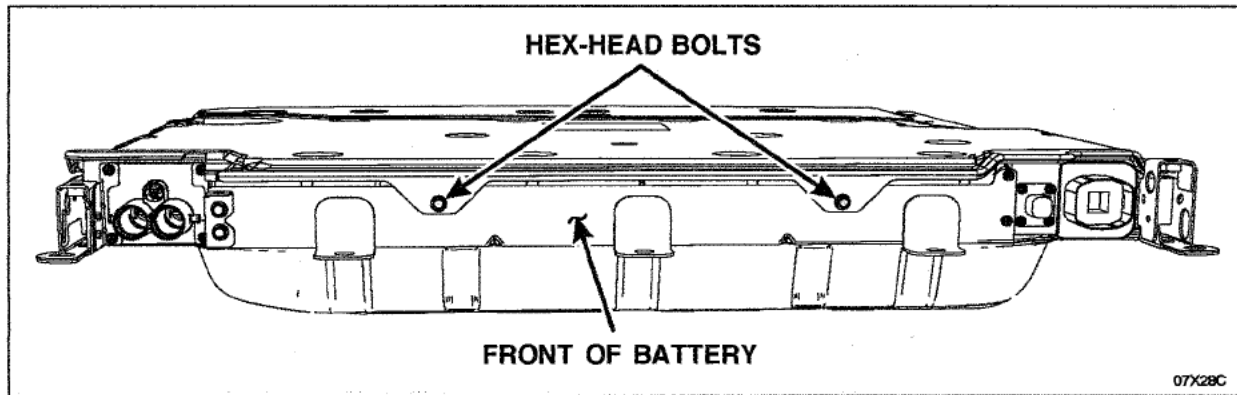


FIGURE 20

30. Install the HVTB. Refer to the applicable model year workshop manual Section 414-03 for the installation procedure.
31. Reprogram the BCM using version B50 or higher on Integrated Diagnostic System (IDS).

