U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 23V440

Manufacturer Name: Ford Motor Company
Submission Date: Sep 09, 2024
NHTSA Recall No.: 23V440
Manufacturer Recall No.: 23S33

Manufacturer Information

Manufacturer Name: Ford Motor Company
Address: 330 Town Center Drive
Suite 500
Dearborn MI, 48126-2738

Population

Total number of potentially involved: 14,452
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2019-2020 Ford Fusion
Product Category: Light Vehicles
Product Type:
Fuel / Propulsion:
Production Dates: Dec 06, 2017 - Jul 27, 2020
Number of potentially involved:
Descriptive Information:

Affected vehicles were produced between 12/06/17 and 07/27/20 and are equipped with the 2.0L PHEV drivetrain and 30Ah high voltage batteries.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Current Interrupt Device (CID) activation in a high voltage battery cell can result in excess voltage and current flow through the Battery Energy Control Module (BECM), which can cause damage to the BECM.

FMVSS1:

FMVSS2:

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Description of the safety risk, including crash, fire, death, injury:

A damaged BECM caused by excess voltage and current flow can result in a loss of motive power which increases the risk of a crash, or a localized fire around the BECM, which increases the risk of injury.

Description of the cause:

The root cause of the battery cell CID activation is excessive gas generation inside one or more of the 84 battery cells. Excessive gas generation is caused by electrolyte depletion at the center of battery cells. Electrolyte depletion will develop when the battery has multiple charge and discharge cycles per day, charging to and storage at 100% State of Charge (SOC), and/or battery has aged and been in service at least two years.

Identification of any warning that can occur:

Drivers may receive a stop safely now message prior to losing motive power.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: PANASONIC AUTOMTOIVE SYSTEMS COMPANY

Address: 194-4 TOKONABECHOU
KASAI CITY Foreign States, 675-2332

Country: Japan

Involved Components

Component Name 1: High Voltage Battery

Component Description: High Voltage Battery Assembly

Component Part Number: KG98-10B759-B*

Chronology

Chronology is provided as an attachment.

Related NHTSA Recall Number:

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Description of Remedy

Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

When parts are available, owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the high voltage battery replaced and BECM software reflashed to lower the maximum state of charge. There will be no charge for this service.

Alternatively, Ford will offer eligible owners an option to refund the purchase price paid by the first purchaser of the vehicle, less a reasonable allowance for depreciation, and not including the cost of modifications made to the vehicle after the first retail sale. This will be determined using an objective source. Ford will additionally offer a 15% premium to any eligible owner of an unremedied vehicle electing this alternative remedy. Ford currently anticipates full part availability in the second quarter of 2025.

This alternative remedy will be offered only until sufficient quantities of high voltage batteries are available for repair. Ford anticipates mailing customers regarding this remedy in May 2024 and may mail updates as appropriate.

As an interim remedy, when parts are available, owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have a BECM fuse block installed and have the BECM software reflashed to disable charging. There will be no charge for this service. Ford currently anticipates interim remedy availability on June 6, 2024.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How remedy component differs from recalled component:

The BECM fuse block KG98-10D811-AA will provide circuit protection in the event of a CID activation. The replacement battery KG98-10B759-CA will not be subject to excessive gas generation when installed in conjunction with the updated BECM software which reduces the maximum state of charge by 11%.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

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Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Notification to dealers is expected to occur on September 8, 2023. Mailing of owner notification letters is expected to begin October 27, 2023 and is expected to be completed by November 17, 2023.

Planned Dealer Notification Date: Sep 08, 2023 - Sep 08, 2023 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Oct 27, 2023 - Nov 17, 2023 ☐ Phased Recall

Date when VIN will be searchable: