



Stacy L. Balzer
 Director
 Service Engineering Operations
 Ford Customer Service Division

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

October 23, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 23S33-*Supplement #1***
 Certain 2019-2020 Model Year Fusion Energi PHEV vehicles
PHEV Battery Cell Degradation

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 23S33**
 Dated June 27, 2023.

New! REASON FOR THIS SUPPLEMENT

- *Do not use any existing battery service stock as a replacement in these vehicles. Ford is working on an interim solution which will prevent over-charging of the owner’s existing battery. A replacement battery solution is not available at this time.*
- *Ford will contact dealers who have recently ordered and received replacement batteries for return.*
- *If customers appeal to you for an immediate solution to a vehicle experiencing a Current-Interrupt Device (CID) failure, an extended rental may be discussed and implemented. Customers can also be referred to the customer relations center (CRC) for additional considerations.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion Energi	2019-2020	Hermosillo	December 6, 2017 through July 27, 2020

U.S. population of affected vehicles: 14,630. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, 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. Excess voltage and current flow through the BECM can result in a loss of motive power which increases the risk of a crash, or a vehicle fire in the trunk area which increases the risk of injury.

Owners of vehicles will be notified by mail to refrain from charging their vehicles to maintain a lower charge level in the high voltage battery, reducing the risk of a loss of motive power or vehicle fire until a remedy is available.

NEW! SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. An interim solution is being developed at this time and is expected to be available in late 2024.

For vehicles that have activated CIDs and are no longer drivable, a battery replacement is not available at this time. Please refer customers who experience this concern to the Customer Relations Center (CRC) 1-866-436-7332. Long-term rental options are also available.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published or to submit a claim for refunds, pickup and delivery, towing or rental.

OWNER NOTIFICATION MAILING SCHEDULE

No Part Owner letters were mailed the week of July 10, 2023.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Advance Notice –Safety Recall 23S33-*Supplement #1*
Certain 2019-2020 Model Year Fusion Energi PHEV vehicles
PHEV Battery Cell Degradation

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on June 27, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since June 27, 2023. Owner names and addresses were available on August 4, 2023.

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied after a solution has been announced.

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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected title-branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 high-voltage battery replacement.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Advance Notice –Safety Recall 23S33-*Supplement #1*
Certain 2019-2020 Model Year Fusion Energi PHEV vehicles
PHEV Battery Cell Degradation

RENTAL VEHICLES

- Ford has not issued instructions to stop driving vehicles under this safety recall.
- If the CID has activated and a replacement high voltage battery is not available, you may submit a request to the SSSC under FSA **23A06** using contact-type APPROVAL REQUEST for consideration. Follow Extended Service Plan (ESP) guidelines for dollar amounts.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

CLAIMS PREPARATION AND SUBMISSION

- **Rentals:** Submit a request to SSSC under FSA **23A06** using contact-type APPROVAL REQUEST for consideration. Follow Extended Service Plan (ESP) guidelines for dollar amounts.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23S33
 - 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.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 23S33
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Advance Notice –Safety Recall 23S33-*Supplement #1*
Certain 2019-2020 Model Year Fusion Energi PHEV vehicles
PHEV Battery Cell Degradation

LABOR ALLOWANCES

Labor allowances will be released when a solution is reached.