

Service Engineering Operations Customer Service Division Ford Motor Company PO Box 1904 Dearborn, Michigan 48121

March 18, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 23S33 Certain 2019-2020 Model Year Fusion Energi PHEV vehicles - Supplement #1 Battery Replacement

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -Safety Recall 23S33 Dated June 11, 2024

New! <u>REASON FOR THIS SUPPLEMENT</u>

- Service Action: Parts and software are now available to install a replacement PHEV battery.
- Rental Vehicles Updated Rental Vehicle policy.
- Additional Repair Section added on BECM replacement.
- Claims Preparation and Submission Software Validation Approval Code Requirement and Parts Handling Allowance sections added.
- Labor Allowances Operations added for replacing the HV battery and obtaining a software verification approval code.
- Special Program Part Ordering High Voltage battery availability ordering instructions added.
- Handling Allowance Added section.
- Parts Retention, Return and Scrapping Section added for HV battery retention.

AFFECTED VEHICLES

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

US population of affected vehicles: 14,646. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In 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.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the high-voltage battery. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

SERVICE ACTION (continued)

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs (rentals are authorized see Rental Vehicles)
- Re-deliver the owner's vehicle after repairs are complete. Pick-Up & Delivery should be offered to all customers. Refer to the Rental and Claiming sections for further details.

NOTE: Replacement high-voltage PHEV batteries will be available at a rate that is predicted to match the owner notification. If in the event of a battery back-order, dealers may still offer a re-purchase until July 1, 2025 or give the customer the option to have the fuse block installed to protect the original battery until the replacement is available.

STATUTORY VEHICLE REFUND OPTION

Ford is now offering an alternative remedy option for vehicles affected by this recall. Ford is offering customers a statutory refund of the vehicle's purchase price, less a reasonable allowance for depreciation. The "refund amount" is based on fair market value of the vehicle, plus a 15% premium. "Fair market value" is based on the original Manufacturer's Suggested Retail Price (MSRP), less depreciation as determined using regional market data and does not include the cost of any modifications made to the vehicle after the first retail sale.

This alternative remedy will be offered until July 30, 2025, when sufficient quantities of high voltage batteries are expected to be available for final remedy repairs.

For details on the statutory refund, customers and dealers can visit <u>www.Ford.com/Recall23S33</u> to access the Vehicle Refund Estimator and Terms & Conditions.

Customers must contact the Ford Customer Relationship Center (CRC) at 1-833-807-3673 before July 1, 2025 to lock in their official statutory refund amount and to proceed with the refund process.

Dealers should expect an increase in re-acquired vehicle processing, however vehicle inspections will not be carried out as part of this program. If a customer chooses the statutory refund option, the recall will be closed after the completion of the refund process.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all affected vehicles at once. First, Ford will proactively reach out to owners with known disabled vehicles and have also declined the statutory refund to bring their vehicles in for a high-voltage battery.

Next, after this initial contact with owners of disabled vehicles, Ford will mail in phases to ensure an ample supply of parts are available to remaining customers. These mailings will begin in late Q1, 2025, regulated by part availability. Regardless, dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations which require 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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions-Battery replacement
- Technical instructions—fuse block installation (interim repair if needed).
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters

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.

Customer Service Division

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level.
Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was activated on June 27, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <u>https://web.fsavinlists.dealerconnection.com</u> on 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 as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but were identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS received at your dealership.
- 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.

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 branded / salvaged title 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 for repairs 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 PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid <u>emergency</u> 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.
- When a customer claims a refund for a prior repair, Recall 23S33 will stay open on their vehicle.
- When a customer claims a refund for the statutory vehicle refund, Recall 23S33 will be closed on their VIN in OASIS after the refund process has completed.
- Refunds will only be provided for the cost associated with high voltage battery replacement.

New! RENTAL VEHICLES

Dealers are pre-approved for up to one day for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via CX Hub for consideration and approval if appropriate.

If you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via CX Hub.

Further, dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via CX Hub.

• If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

TOWING

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

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program -
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- NOT participating in the Remote Experience Program -
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

New! 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 FSAs / 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
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- For vehicles outside new vehicle bumper-to-bumper warranty coverage:
 - **Submit a Technical Support Request (TSR)** before replacing the BECM and request a Repair Validation Code (RVC) only needed for module replacement.
 - <u>It is not necessary to contact the SSSC</u> for additional approvals (this includes additional labor hours, module replacement, or related damage.

New! CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 for more details.
- **Software Validation Approval Code Requirement:** The software validation approval code requirement will be enforced starting with repair orders opened on or after January 15, 2025. FSA repairs will reject and the claim will not be paid if a repair validation code is not entered to the FSA claim. See EFC16087 for more details.
- **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 23S33 is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
 - NOTE: The dealership is provided the battery under Ford's Zero Cost Exchange program. Thus, dealer's warranty claims are to exclude the high voltage battery from the claim.
- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **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.

• Ford Pick-Up & Delivery:

- o Dealers participating in the Remote Experience Program -
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- o Dealers NOT participating in the Remote Experience Program -
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

CLAIMS PREPARATION AND SUBMISSION (continued)

- Additional parts not listed in the parts section: Additional parts such as miscellaneous fasteners may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$10 requires prior approval from the SSSC.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:** Includes miscellaneous fasteners such as tie straps. Submit on the same line as the repair.
 - Program Code: 23S33.
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$10.
- **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: TOW
 - Misc. Expense: Claim up to \$250.

Labor Allowances and Parts Ordering Information

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
OPTION: If PHEV battery is backordered and customer wants the interim containment action (ICA), install fuse block (as in previous communication from June 11, 2024). <i>This labor operation keeps the FSA open.</i>	23S33B	1.5 Hours
Replace PHEV high voltage battery (can be claimed with D). This labor operation closes the FSA.	23S33C	3.4 Hours
Program battery energy control module (BECM) and other modules as directed by IDS (can be claimed with C).	MT23S33D	M-time up to 1.0 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick- Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23S33PP	0.5 Hours
Time to Obtain a Software Validation Approval Code (IDS); see EFC 16335 (Can be claimed with 23S33D)	SRVIDS2	0.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
GG9Z-10A687-D	1	1	1	Battery Cover Assembly
KG9Z-14A163-A	1	1	1	Hardware Kit
JM5Z-10A687-E	As req'd	1	1	BECM Cover (may transfer from prior battery)
Parts Below are only for installing the interim repair (not the battery)				
KG9Z-10D811-A	1	1	1	Fuse Block

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

New! Special Program Part Ordering:

To place an order for a HV Battery order the HV Battery via the online HVBATT system. Refer to EFC 15213, High Voltage Battery and Array Order and Return Process Change, for additional details. HVBATT

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
KG9Z-10B759- BRM	1	1	1	Fusion PHEV HV battery

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

NOTE: The dealership is provided the battery under Ford's Zero Cost Exchange program. Thus, dealer's warranty claims are to exclude the high voltage battery from the claim.

NOTE: Due to limited part availability, part orders are currently only being accepted for vehicles down due to CID activation. When placing a part order, please attach an FDRS screenshot showing P0BXX DTCs set in the BECM. If the vehicle cannot be powered on to read DTCs, please advise in your part order.

Starting March 1, 2025, this part ordering restriction will be lifted, but battery availability may remain limited. Backorders or shipping delays may be expected until Q3 of 2025.

DEALER PRICE

For the latest prices, refer to DOES II.

New! HANDLING ALLOWANCE

An allowance of \$600 per repair can be claimed by the dealer unless otherwise notified by the Company or as provided by state law.

New! PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

For HV battery/array, refer to EFC14947, Launch of RCRC Return Process for Mach-E, E-Transit, and F150 Lightning High Voltage Battery Array Returns. Dealers are to retain all replaced batteries and store them in the service crate (that the dealer received the new battery in). Dealers are to return all replaced batteries in the crate via your local RCRC. **No batteries are to be scrapped. 100% of batteries are to be returned to Ford.**

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EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1^{st,} 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1^{st,} 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest Immediate Scrap List information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1^{st,} 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN MODEL YEAR 2019-2020 FUSION PHEV VEHICLES — HIGH VOLTAGE BATTERY REPLACEMENT

NEW ISERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

IMPORTANT! This Field Service Action (FSA), must be performed by a certified BEV technician.

- **NOTE:** If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.
- 1. Disconnect the high voltage battery. Follow the WSM procedures in Section 414-03A.
- 2. Disconnect the 12 volt (V) battery. Follow the WSM procedures in Section 414-01.
- 3. Remove the rear seat cushion. Follow the WSM procedures in Section 501-01B.
- 4. Remove the retainers, the loadspace floor cover and the battery cover. See Figure 1.

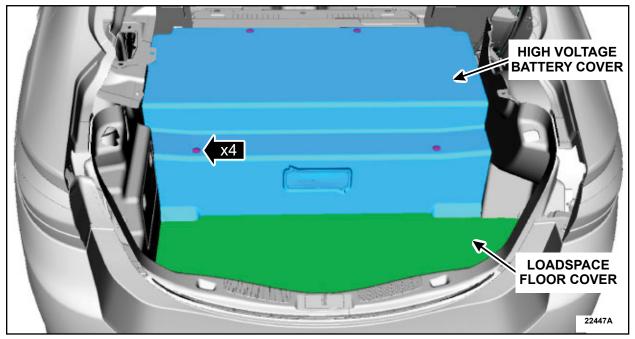


FIGURE 1



5. Remove the high voltage battery bracket. See Figure 2.

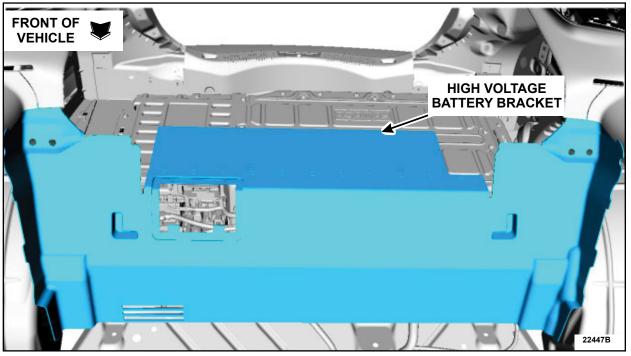
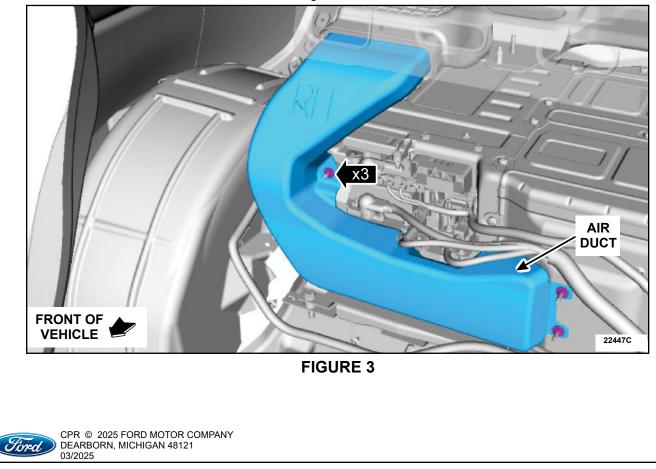


FIGURE 2

6. Remove the retainers and the air duct. See Figure 3.



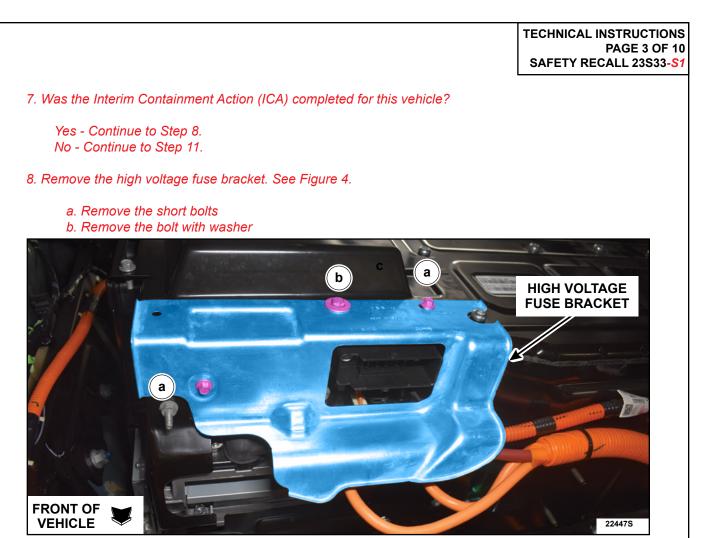


FIGURE 4



CPR © 2025 FORD MOTOR COMPANY DEARBORN, MICHIGAN 48121 03/2025 9. Remove the rear bolt and two side nuts from the Battery Energy Control Module (BECM) cover. See Figure 5.

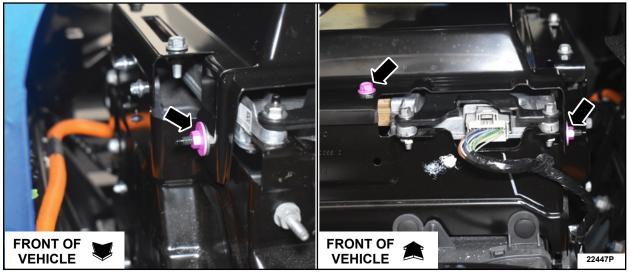
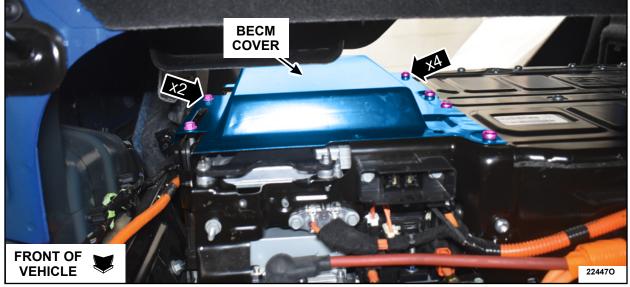


FIGURE 5

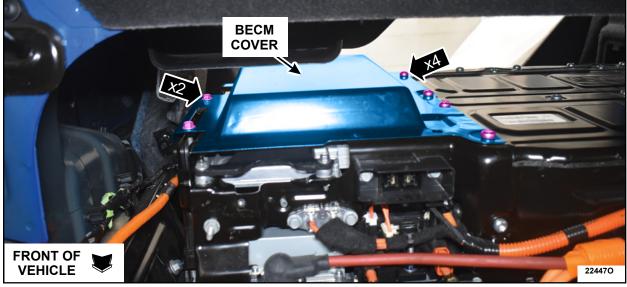
10. Remove the BECM cover and the retainers. See Figure 6.

NOTE: Do NOT discard the BECM cover as it will need to be reused in later steps.





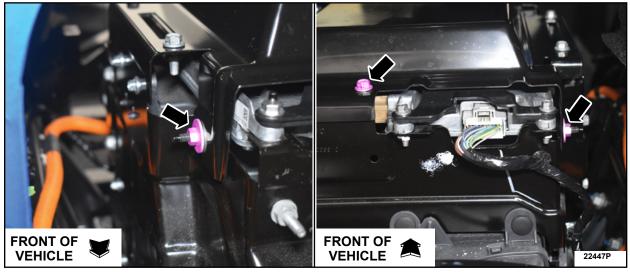
11. Install a NEW high voltage battery. Follow the WSM procedures in Section 414-03A.



12. Install the BECM cover and the retainers. See Figure 7.

FIGURE 7

- 13. Install the rear bolt and the two side nuts. See Figure 8.
 - Torque: 10.2 lb. ft (13.8 Nm)





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- 14. Tighten the two side bolts. See Figure 9.
 - Torque: 10.2 lb. ft (13.8 Nm)

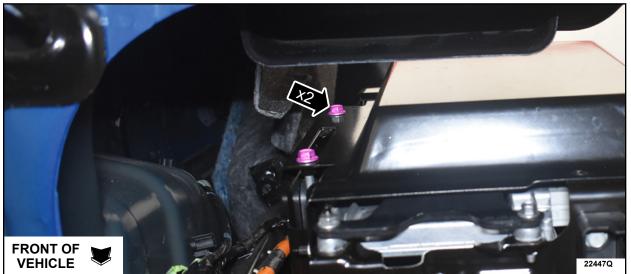


FIGURE 9

15. Tighten the four torx bolts. See Figure 10.

• Torque: 12.7 lb. ft (17.3 Nm)

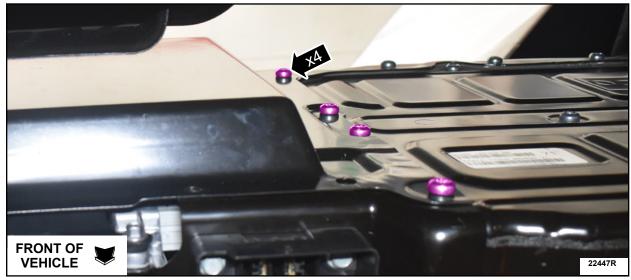


FIGURE 10



16. Reassemble the vehicle by reversing the removal procedures.

- 17. Select Start New Session and then All Other followed by the Tick. See Figure 11.
 - If you are prompted with a message that **"a previous session exists**" and asked to resume it, select the red **'X**'.
 - If prompted that "there are multiple previous sessions" and asked to resume one from a list, select none of the above.

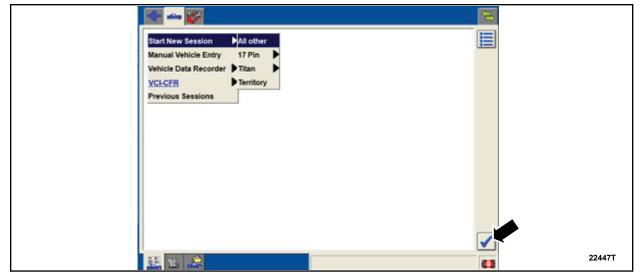
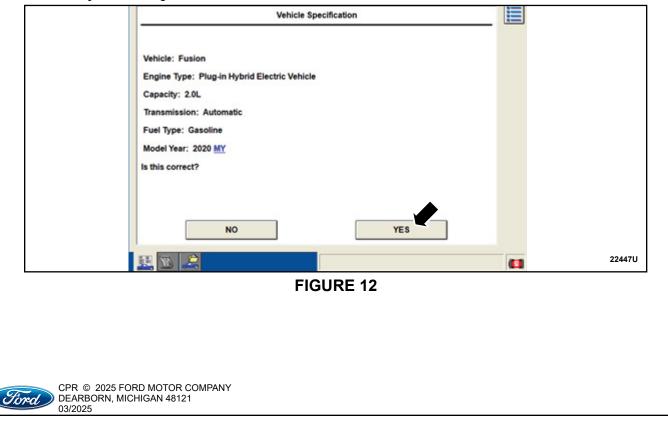


FIGURE 11

18. Verify that the vehicle model and model year on the vehicle identification screen are correct, then select '**yes'**. See Figure 12.



19. Navigate to the **toolbox**, **Module Programming**, **Module Reprogramming** menu and select the **Powertrain Control Module (PCM)**. See Figure 13.

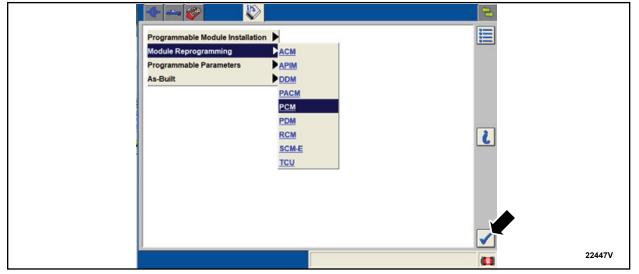


FIGURE 13

20. Follow the instructions on the screen until you are prompted with "A later calibrations is available". Verify that the BECM software current level is JS78-10B687-MB and changes to JS78-10B687-EA. See Figure 14.

- Is the current level BECM in the vehicle JS78-10B687-MB?

YES - Proceed to Step 21.

NO - Repeat Steps 17 through	า 20.
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		B	
	Current Software Version : IDS-130.08		
	A later calibration is available. Do you want to program the <u>PCM</u> with it? <u>PCM</u> Current level in Vehicle: KS7A-12A650-AVE Change to: KS7A-12A650-CBA		
	BECM Current level in Vehicle: JS78-10B687-MB Change to: JS78-10B687-EA		
	NO YES	•	22447W
L	FIGURE 14		
CPR © 2025 FO DEARBORN, MIC 03/2025	RD MOTOR COMPANY CHIGAN 48121		

21. Select **Yes** to program the PCM. Follow the instructions on the screen.

NOTE: The following modules may also be programmed: BECM, SOBDM-C, ABS, and SOBDM.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

22. Check and clear all DTCs.

23. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions in EFC 16335 to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided.

• When placing a part order, please attach an FDRS screenshot showing P0BXX DTCs set in the BECM. If the vehicle cannot be powered on to read DTCs, please advise in your part order.

24. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Important Information for Module Programming

- **NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.
- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the 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.
- Turn the accessories back on after programing has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio,etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/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: <u>NEVER DELETE THE ORIGINAL SESSION!</u>

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM III from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM III to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM III icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM III connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.
- **NOTE:** If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.
- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



CERTAIN MODEL YEAR 2019-2020 FUSION PHEV VEHICLES — BATTERY FUSE BLOCK INSTALLATION

NEW!SERVICE PROCEDURE

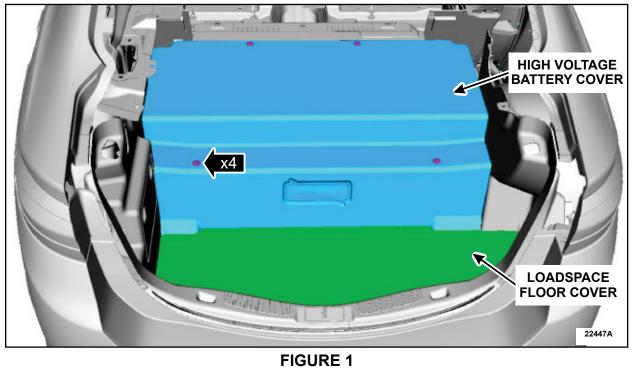
IMPORTANT! This procedure is only in the event you cannot install the new battery due to short-term shortage from high regional demand.

IMPORTANT! This procedure will not require a Software Validation Code (SVC), and will not close the FSA.

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

IMPORTANT! This Field Service Action (FSA), must be performed by a certified BEV technician.

- 1. Disconnect the high voltage battery. Follow the WSM procedures in Section 414-03A.
- 2. Disconnect the 12 volt (V) battery. Follow the WSM procedures in Section 414-01.
- 3. Remove the rear seat cushion. Follow the WSM procedures in Section 501-10B.
- 4. Remove the retainers, the loadspace floor cover and the battery cover. See Figure 1.





CPR © 2025 FORD MOTOR COMPANY DEARBORN, MICHIGAN 48121 03/2025 5. Remove the high voltage battery bracket. See Figure 2.

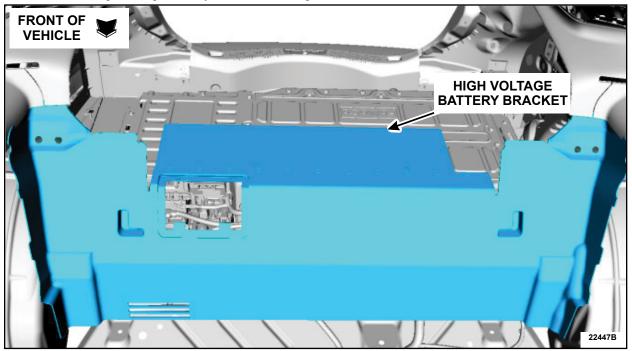
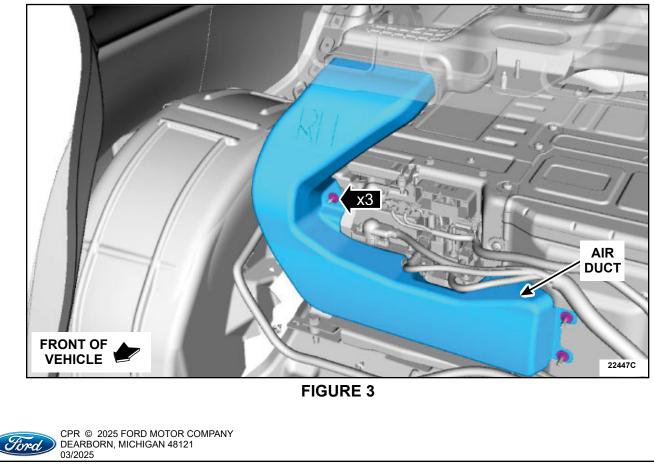


FIGURE 2

6. Remove the retainers and the air duct. See Figure 3.



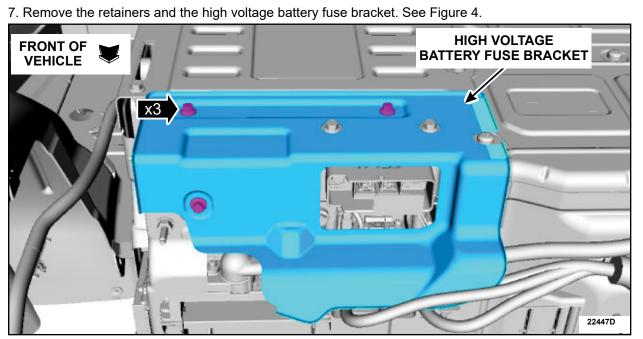
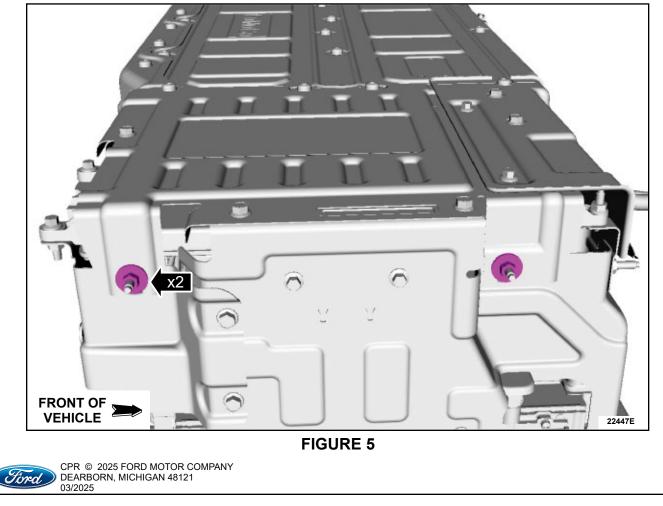


FIGURE 4

8. Loosen the retainers on the passenger side of the high voltage battery cover.. See Figure 5.



TECHNICAL INSTRUCTIONS PAGE 4 OF 15 SAFETY RECALL 23S33-S1

- 9. Remove the retainers and the high voltage battery cover. See Figure 6.
 - a. Torx bolts.
 - b. Hex bolts.

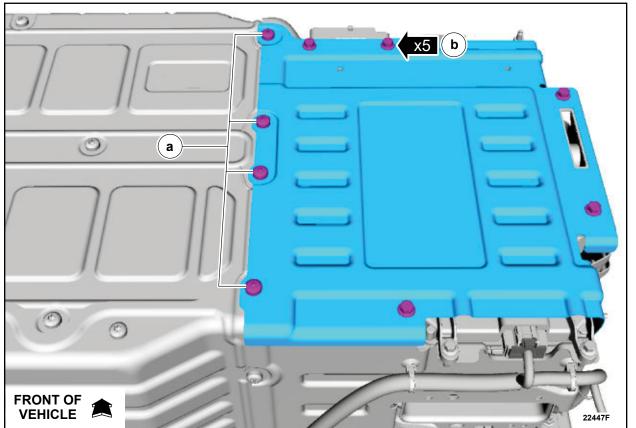
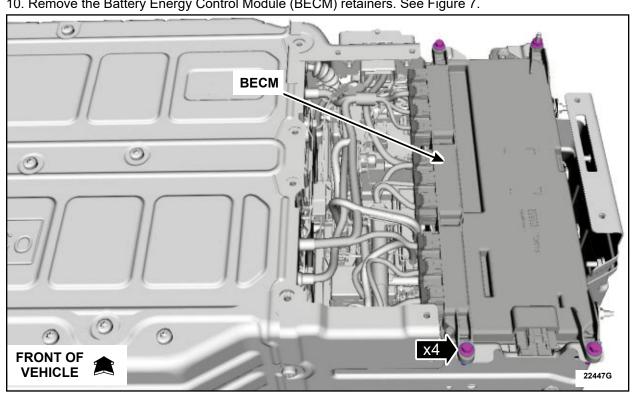


FIGURE 6

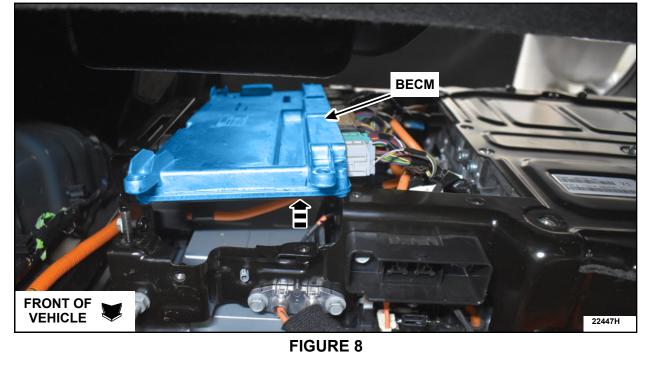




10. Remove the Battery Energy Control Module (BECM) retainers. See Figure 7.

FIGURE 7

11. Position the BECM upwards. See Figure 8.





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12. Disconnect the 7 electrical connectors on the front of the vehicle side of the BECM. See Figure 9.

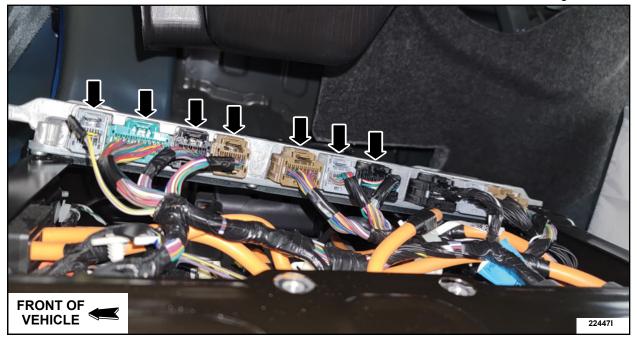
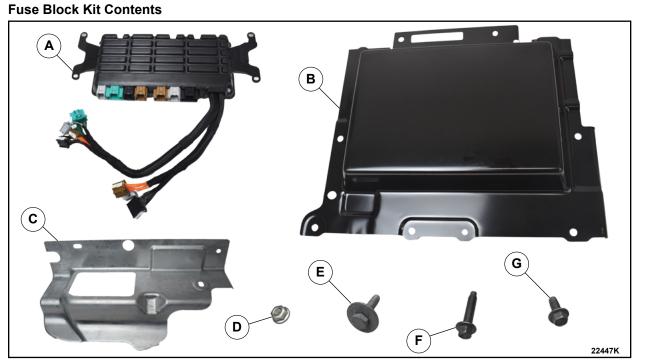


FIGURE 9





ITEM	DESCRIPTION	QTY
A	Fuse Block	1
В	BECM Cover	1
С	High Voltage Fuse Bracket (Finger-proof cover)	1
D	Nut (included in Hardware Package)	1
E	Bolt with Washer (included in Hardware Package)	1
F	Long Bolt (included in Hardware Package)	3
G	Short Bolt (included in Hardware Package)	2



13. Position the fuse block (Item A) on the battery. Connect the 7 connectors from the fuse block to the corresponding receptacle on the BECM, then position back the BECM. See Figure 11.



FIGURE 11

14. Position the fuse block (Item A) on top of the BECM. Connect the original 7 BECM connectors into the corresponding receptacle on the fuse block. See Figure 12.

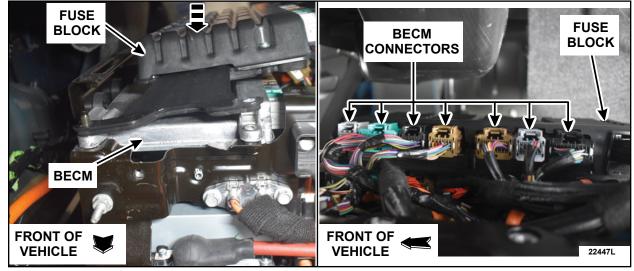


FIGURE 12



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- 15. Install the *new* nut (Item D) and the long bolts (Item F). See Figure 13.
 - Torque: 8.9 lb. ft (12.1 Nm)

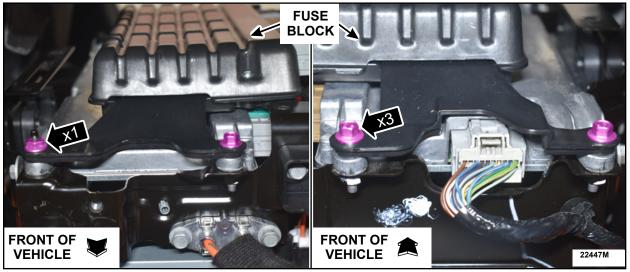
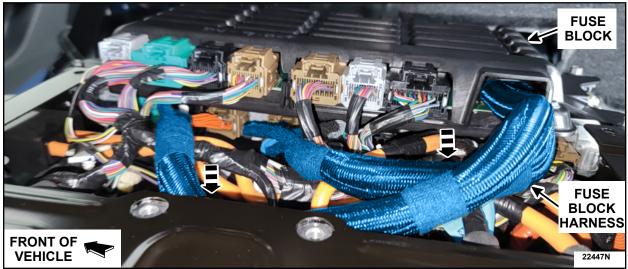
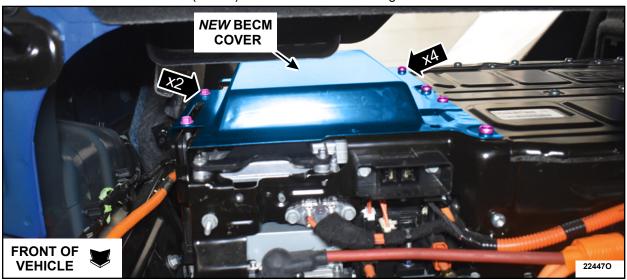


FIGURE 13

16. Position the fuse block harness down into the BECM cavity. See Figure 14.





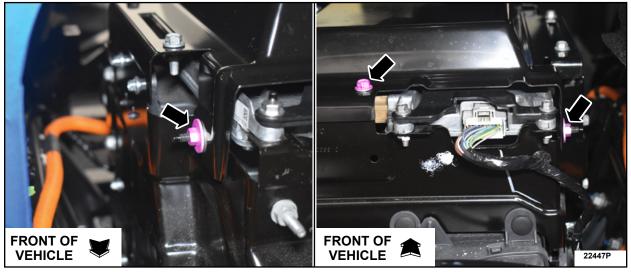


17. Install the new BECM cover (Item B) and the retainers. See Figure 15.

FIGURE 15

18. Install the rear bolt and the two side nuts. See Figure 16.

• Torque: 10.2 lb. ft (13.8 Nm)





TECHNICAL INSTRUCTIONS PAGE 11 OF 15 SAFETY RECALL 23S33-S1

- 19. Tighten the two side bolts. See Figure 17.
 - Torque: 10.2 lb. ft (13.8 Nm)

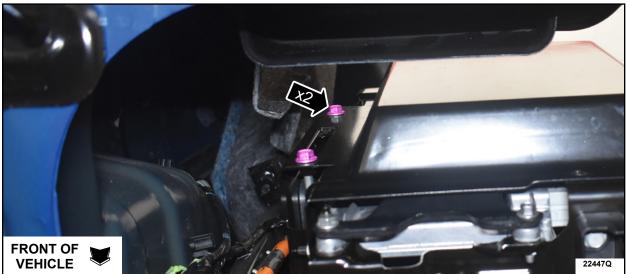
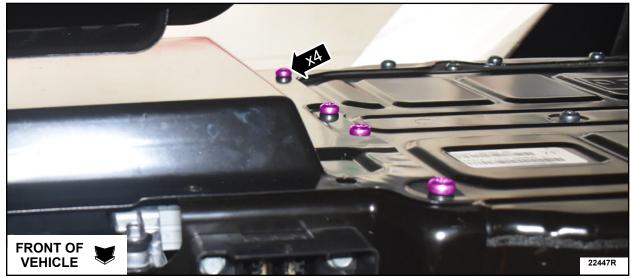


FIGURE 17

- 20. Tighten the four torx bolts. See Figure 18.
 - Torque: 12.7 lb. ft (17.3 Nm)





TECHNICAL INSTRUCTIONS PAGE 12 OF 15 SAFETY RECALL 23S33-S1

21. Install the *new* high voltage fuse bracket. See Figure 19.

a. Position the *new* high voltage fuse bracket (Item C).

- b. Install the short bolts (Item G)
- c. Install the bolt with washer (Item E)
- Torque: 10.2 lb. ft (13.8 Nm)

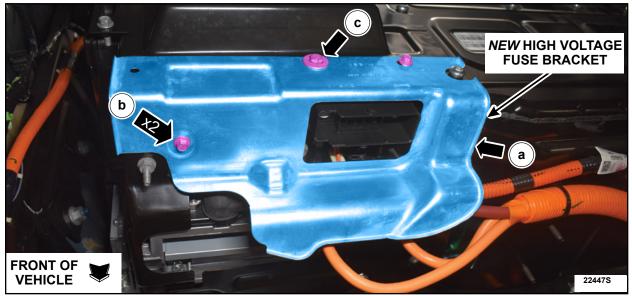
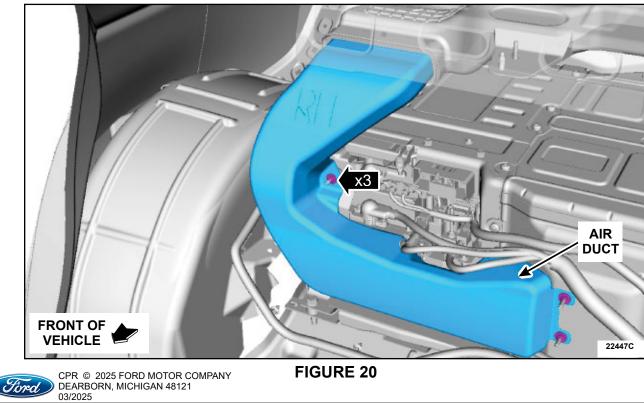


FIGURE 19

22. Install the air duct and the retainers. See Figure 20.



• Torque: 62 lb.in (7 Nm)

23. Install the high voltage battery bracket. See Figure 21.

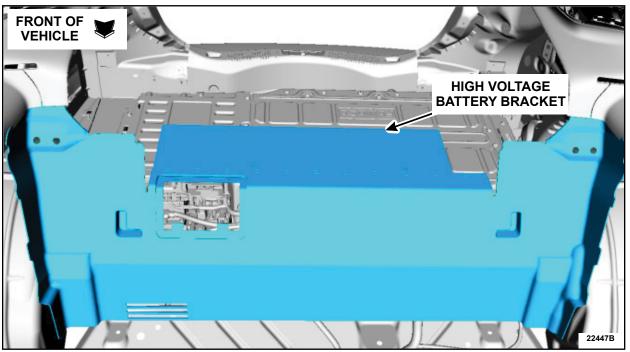


FIGURE 21

24. Install the battery cover, loadspace floor cover and the retainers. See Figure 22.

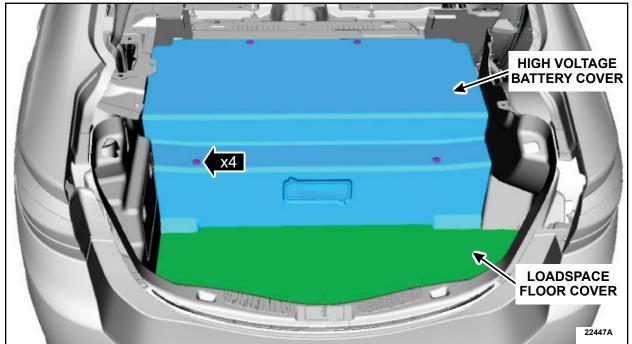


FIGURE 22



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- 25. Install the rear seat cushion. Follow the WSM procedures in Section 501-10B.
- 26. Connect the 12 V battery. Follow the WSM procedures in Section 414-01.
- 27. Connect the high voltage battery. Follow the WSM procedures in Section 414-03A.

Module Reprogramming

- **NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.
- 1. Connect a battery charger to the 12 Volt (V) battery.
 - Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.
- **NOTE:** Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.
- **NOTE:** Make sure the IDS computer does not enter sleep mode during programming.
- 2. Reprogram the Powertrain Control Module (PCM) using the Integrated Diagnostic Software (IDS) release 130.05 or higher. Select the IDS menu option, Module Reprogramming, then select PCM and follow all screen prompts.
- NOTE: The following modules may also be programmed: BECM, SOBDM-C, ABS, and SOBDM.

NOTE: Calibration files may also be obtained at <u>www.motorcraftservice.com</u>.

- NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.
- 3. Check and clear all DTCs.
- 4. Disconnect the battery charger from the 12V battery once the reprogramming has completed.



Important Information for Module Programming

- **NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.
- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the 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.
- Turn the accessories back on after programing has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio,etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/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: <u>NEVER DELETE THE ORIGINAL SESSION!</u>

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM III from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM III to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM III icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM III connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.
- **NOTE:** If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.
- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



Safety Recall 23S33 Mobile Service Repair Assessment

The following assessment will be used to indicate how mobile friendly a program is.

Dealer Bulletin

This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

Assessment Levels

- Mobile Reprogramming
- Light Mobile Service
- Enhanced Mobile Service
- Advanced Mobile Service مر عر عر

• Wheel and Tire Mobile Service

S- Not Mobile Service Capable

Description of each level that is used to determine the overall assessment.

- Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an IDS/FDRS setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming) *Note: The location will need a charging station or wall box to maintain the 12-volt battery*

🛹 🛹 – Light Mobile Service

- Interior repair procedures that do not require seat, dash, or headliner removal
- Under hood repairs that do not require large component removal
- Exterior repairs that do not require large component/panel removal
- Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Mobile Service Repair Assessment Safety Recall 23S33 Page 2 of 2

- Enhanced Mobile Service

- Anytime a procedure requires work under the vehicle to have a two-person process
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up VCU
- Pre-Delivery Inspection PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools *Note: Wheel lock maybe required.*

- Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

Image: Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialize Mobile Service unit and equipment including Tire balancer and Tire Changer required.

Not Mobile Service Repair Capable

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN	received (check one):				
Mobile Repair					
Pick-up and/or delivery service					
As outlined below for the 23S33 Field S	ervice Action program.				
Mobile Repair – Date:					
	OR				
Pick-up – Date:					
Delivery – Date:					
Repair Order #	Repair Order Date				
Service Manager Signature	Date				

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