



TECHNICAL SERVICE BULLETIN

Reduced Electric Vehicle Operation

23-2098

11 April 2023

This bulletin supersedes 20-2142. Reason for update: Missing or Incorrect Applications

Model:

Ford 2010-2012 Fusion HEV
Lincoln 2011-2012 MKZ HEV
Mercury 2010-2011 Milan HEV

Issue: This article supersedes TSB 20-2142 to update the causal part. Some 2010-2012 Fusion hybrid electric vehicles (HEV), 2010-2011 Milan HEV and 2011-2012 MKZ HEV vehicles may experience reduced electric vehicle operation and increased gasoline engine operation around 10 years of vehicle age and beyond. This may be due to software in the battery energy control module (BECM) and the powertrain control module (PCM). To correct the condition, follow the Service Procedure to reprogram the BECM and PCM.

Action: Follow the Service Procedure to correct the condition on vehicles that meet the following criteria:

- One of the following vehicles:
 - 2010-2012 Fusion HEV
 - 2010-2011 Milan HEV
 - 2011-2012 MKZ HEV
- Reduced electric vehicle operation and/or increased gasoline engine operations

Labor Times

Description	Operation No.	Time
2010-2012 Fusion HEV, 2010-2011 Milan HEV, 2011-2012 MKX HEV: Reprogram The BECM And PCM (Do Not Use With Any Other Labor Operations)	232098A	0.5

Repair/Claim Coding

Causal Part:	10B687
Condition Code:	04

Service Procedure

1. Reprogram the BECM and PCM using the latest software level of the appropriate Ford diagnostic scan tool.

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