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Operating Director
Service Engineering Operations
Ford Customer Service Division

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

April 5, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 23B09**

Certain 2022-2023 Model Year F-150 Battery Electric Vehicles (BEVs)
High Voltage Battery Coolant Tube Assembly Replacement

PROGRAM TERMS

This program will be in effect through April 5, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|-----------|------------|---------------------------------|---|
| F-150 BEV | 2022 | Rouge Electrical Vehicle Center | September 28, 2022 through September 30, 2022 |
| F-150 BEV | 2023 | Rouge Electrical Vehicle Center | September 28, 2022 through September 29, 2022 |

US population of affected vehicles is: 72. Affected vehicles are identified in OASIS.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the high voltage battery coolant tube assemblies were manufactured with the incorrect material. The affected coolant tube assemblies may allow the following failure modes to occur:

- Water ingress through a broken spin weld of the coolant tube assembly spigot. Water intruding into the high voltage battery may cause a wrench light to illuminate causing DTC P0AA6 - Hybrid Battery Voltage System Isolation Fault to set, potentially progressing to a battery power off warning on the next key cycle.
- Coolant may leak due to shrinkage of the coolant tube assembly spigot. DTC P2D06 - Motor Electronics Coolant Pump 'B' Overspeed/Air in System and/or DTC P2B29 - Hybrid/EV Battery Pack Coolant Pump 'A' Overspeed /Air in System may set with no customer impact. DTC P0A3C – Drive Motor 'A' Inverter Over Temperature: Unexpected Operation may set, potentially leading to over temperature warnings and limited acceleration to occur.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace both high voltage battery coolant tube assemblies. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Ford Motor Company's Customer Relationship Center (CRC) will be proactively reaching out to affected vehicle owners offering aid in setting up a service appointment. Owner letters will be mailed on an as needed basis which will be dependent on unsuccessful CRC outreach. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Affected Vehicle VIN List
Attachment V: Pick-Up and Delivery Record
Owner Notification Letter

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

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OASIS ACTIVATION

OASIS will be activated on April 5, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action. See Attachment IV for Affected Vehicle VIN List.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to 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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle.

Eligible Dealers in the 2023 Remote Experience Program for Pick-up & Delivery, refer to EFC12071, 2023 Remote Experience Program, Pick-up & Delivery (PDL) Offset section for details.

Non-Eligible Dealers in the 2023 Remote Experience Program for Pick-up & Delivery are authorized to claim unique services for completing this program:

- Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up & delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-up & Delivery Record with the repair order documentation.

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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 prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 23B09
 - Customer Concern Code (CCC): D16: HV Battery System Trouble
 - Condition Code (CC): D4: Flaw in Material
 - Causal Part Number: 10C773, Quantity 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code 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 Miscellaneous Expense code RENTAL.
- **Pickup & Delivery:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|-------------|
| Replace both high voltage battery coolant tube assemblies | 23B09B | 3.8 Hour(s) |
| Vehicle Pick-up and Delivery Allowance: This allowance is only for non-eligible 2023 Remote Experience Program dealers. NOTE: This allowance is only for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. | 23B09PP | 0.5 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION**Special Program Part Ordering:**

To place an order for the high voltage battery coolant tube assemblies, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

| Part Number | Description | Order Quantity | Claim Quantity |
|---------------|--|----------------|----------------|
| NL3Z-10C773-A | High Voltage Battery Coolant Tube Assembly | 2 | 2 |

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

Order the parts below through normal order processing channels:

| Part Number | Description | Order Quantity | Claim Quantity |
|-------------|---|----------------|----------------|
| VC-13DL-G | Motorcraft® Yellow Prediluted Antifreeze/Coolant (Up to 15.9 Liters per vehicle) | As Required | |

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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 in accordance with 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.

EXCESS STOCK RETURN

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

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's fixed operations management team or an employee 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.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 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 clearly 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.



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Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

April 2023

Customer Satisfaction Program 23B09

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company's Customer Relationship Center attempted to contact you prior to this letter.

As part of our Customer Satisfaction Program 23B09 we have identified that your vehicle is equipped with parts that are not performing as intended, which could result in a degradation of the performance of your vehicle. Ford is offering to replace these parts free of charge on your vehicle with the VIN shown above.

Why are you receiving this notice?

Ford Motor Company has identified that on your vehicle, the high voltage battery coolant tube assemblies were manufactured with the incorrect material. The affected coolant tube assemblies may allow water to intrude into the high voltage battery and/or may allow coolant to leak from the high voltage battery.

What is the effect?

If water intrudes into the high voltage battery a wrench light may illuminate, potentially progressing to a battery power off warning on the next key cycle. If an excessive amount of coolant has leaked from high voltage battery, over temperature warnings may occur potentially leading to limited acceleration.

What will Ford and your dealer do?

For the purposes of this program, Ford Motor Company has authorized your dealer to replace the high voltage battery coolant tube assemblies free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until April 5, 2024 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

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

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B09. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

**What should you do?
(Continued)**

Vehicle owners affected by this customer satisfaction program have the option of requesting complimentary Pickup & Delivery service. Please request Pickup & Delivery through your dealer if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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.

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 have questions or concerns, please contact our **Ford Customer Relationship Center Electric Vehicle Team at 1-800-392-3673** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

CERTAIN 2022-2023 MODEL YEAR F-150 BATTERY ELECTRIC VEHICLES (BEVS) — HIGH VOLTAGE BATTERY COOLANT TUBE ASSEMBLY REPLACEMENT

SERVICE PROCEDURE

⚠ WARNING: To prevent the risk of high-voltage shock, always follow precisely all warnings and service instructions including instructions to depower the system. The high-voltage system utilizes high-voltage cables to its components and modules. The high-voltage cables and wiring are identified by orange harness tape or orange wire covering. All high-voltage components are marked with high-voltage warning labels with a high-voltage symbol. Failure to follow these instructions may result in serious personal injury or death.

1. Using FDRS or a similar diagnostic scan tool, check for DTCs. Is DTC(s) P0AA6, P2D06, P2B29 and/or P0A3C present?

Yes - Proceed to Step 2.

No - Proceed to Step 3.

2. Is DTC P0AA6 present?

Yes - Contact the SSSC for further instruction.

No - Proceed to Step 3.

3. Replace both high voltage battery coolant tube assemblies. Please follow the Workshop Manual (WSM) procedures in Section 414-03A – High Voltage Battery Coolant Tube Assembly – Electric.

NOTE: It is **NOT** necessary to download and run the Programmable Module Interface (PMI) routine nor is it necessary to reprogram the Battery Energy Control Module (BECM) and/or update the Powertrain Control Module (PCM) when replacing the coolant tube assemblies.

4. Clear all DTCs.



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.



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VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received:

Pick-up and/or delivery service

As outlined below for the 23B09 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date