

SSM 51653

2020-2023 Escape

2020-2023 Explorer

2021-2023 F-150

2022-2023 Maverick

FHEV - Low Voltage Cable Connection Issue With The High Voltage Battery Rescue Charger

2020-2023 Escape/Explorer, 2021-2023 F-150 and 2022-2023 Maverick vehicles equipped with a full hybrid electric vehicle (FHEV) powertrain may exhibit a cable connection error screen from the Midtronics xRC-3363 High Voltage Battery Rescue Charger. The xRC-3363 will prompt the Technician to verify the low voltage connections, when no actual fault is present. The technician will need to delete the WiFi connection from the xRC-3365 so it won't automatically reconnect and adjust the date. Next go to Settings>Shop Information>Date/Time Settings and change the date prior to May 1, 2023 and stay off the internet so it will not auto correct itself. Press and hold the power button until the tool turns off. Then turn the xRC-3365 back on and attempt the rescue charge.