



## TECHNICAL SERVICE BULLETIN

### 2.5L FHEV - Shudder/Vibration When Vehicle Is Braking At 15 MPH (24 Km/H) Or Below - Built On Or Before 11-Apr-2023

**23-2209**  
29 June 2023

#### Model:

<b>Ford</b> 2023 Maverick	Engine: 2.5L FHEV Built on or before 11-Apr-2023
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**Issue:** Some 2023 Maverick vehicles built on or before 11-Apr-2023 and equipped with a 2.5L full hybrid electric vehicle (FHEV) powertrain may exhibit a shudder or vibration when the vehicle is braking at 15 mph (24 km/h) or below, when the gas engine shuts down and the vehicle is operating in electric mode only. This may be due to the software in the powertrain control module (PCM). To correct this condition, follow the Service Procedure to reprogram the PCM.

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

- 2023 Maverick
- Built on or before 11-Apr-2023
- 2.5L FHEV
- Shudder or vibration when vehicle is braking at 15 mph (24 km/h) or below

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

#### Labor Times

Description	Operation No.	Time
2023 Maverick 2.5L FHEV: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT232209	Actual Time

#### Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

#### Service Procedure

1. Connect a battery charger such as Rotunda GRX-3590 or DCA-8000 to the 12-volt battery.

**NOTE:** To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have the vehicle plugged into high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

2. Reprogram the PCM using the latest software level of the Ford Diagnosis and Repair System (FDRS).

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy

and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.