TECHNICAL SERVICE BULLETIN

24-2008

11 January 2024

Intermittent No Start And Stop Safely Now Message Displayed And/Or DTCs U0293 And/Or P1A43 In The Battery Energy Control Module (BECM) - Built On Or Before 2-Nov-2023

This bulletin supersedes 23-2317. Reason for update: revised part list descriptions and add production fix date

Model:

Ford 2023 F-150	FHEV

Issue: Some 2023 F-150 fully hybrid electric vehicles (FHEVs) built on or before 2-Nov-2023 may exhibit an intermittent no start and Stop Safely Now message displayed in the instrument panel cluster (IPC) and/or diagnostic trouble codes (DTC) U0293 and/or P1A43 in the BECM or in connected vehicle data. A gateway module A (GWM) software concern may be triggering the no start condition. To correct the condition, follow the Service Procedure to reprogram the GWM software.

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

- 2023 F-150
- Built on or before 2-Nov-2023
- Equipped with a hybrid engine
- At least one of the following conditions:
  - Intermittent no start and/or Stop Safely Now message displayed in the IPC
  - U0293 and/or P1A43 stored in the BECM or in connected vehicle data

Parts

Service Part Number	Quantity	Description
BAGM-48H6-760	If Needed	Battery (760 Amp) - Refer To The Parts Catalog For The VIN Specific Application
BAGM-94RH7-800	If Needed	Battery (800 Amp) - Refer To The Parts Catalog For The VIN Specific Application

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 F-150 Hybrid: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT242008	Actual Time

Repair/Claim Coding

Causal Part:	14G490
Condition Code:	04

Service Procedure

NOTE: Ask the customer to bring their spare key fob to assist in the Ford Diagnosis and Repair System (FDRS) programming. The time required to complete this procedure will vary depending on several factors

including the number of module software updates required, available internet bandwidth, universal serial bus (USB) flash drive variability, and the potential that controller area network (CAN) flashing (software update via the data link connector [DLC] with FDRS) may be required. It is recommended to connect to the internet with an ethernet cable and use a USB 3.0/3.1 capable flash drive when performing software updates.

1. Start an FDRS session and navigate to Toolbox tab > Datalogger > body control module (BCM) and select the BATT_SOC parameter identification (PID). Verify the PID reads 50% or higher. If state of charge (SOC) is less than 50%, charge the battery then navigate back to Toolbox tab > BCM > Reset Battery Monitor Sensor Learned Values application. Perform the battery monitor sensor (BMS) reset.

    (1). If the battery is unable to achieve an 50% SOC then a new battery may be required. Use the Rotunda GRX-3590 or DCA-8000 testers to verify if replacement is required. If the battery is replaced, fully recharge the new battery. Then disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.

2. Reconnect the battery charger and set it to maintain a vehicle voltage of 12.6-13.6 volts. A low battery state of charge while performing a software update to any module may result in a repeat Restart Required message in the vehicle center screen or a message on the FDRS saying Part Number Validation Failed or DID Validation Failed.

3. Are there any software updates available for the GWM, sync module (APIM), or telematic control unit module (TCU)?

    (1). Yes - proceed to Step 4.

    (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00.

4. Perform the Module Software Updating Procedures outlined below for the GWM, APIM, and TCU. Perform a network test after each software update using the latest software level of the FDRS scan tool. This will refresh the list of modules that have available software updates based current module software levels. Continue performing software updates until all available software updates for those modules are complete. If any error conditions are experienced during programming, refer to WSM, Section 418-01A > General Procedures > Module Programming for the Error Condition Table.