



TECHNICAL SERVICE BULLETIN

3.5L PowerBoost - "12V Battery State Of Charge Low" Or "Charging System Service Soon" Message In The IPC And/Or "Remote Features Disabled To Preserve Battery" Message Displayed In FordPass

24-2442

20 December
2024

This bulletin supersedes 24-2295. Reason for update: add labor operation C and update the description for labor operations A and B

Model:

Ford 2021-2024 F-150	Engine: 3.5L PowerBoost
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Markets: North American markets only

Issue: Some 2021-2024 F-150 vehicles equipped with a 3.5L PowerBoost engine may exhibit a "12V Battery State of Charge Low" or "Charging System Service Soon" Message displayed in the IPC and/or "Remote Features Disabled To Preserve Battery" in FordPass. Some vehicles may also exhibit DTC B11D9:09 and a center display screen message stating "System Off To Save Battery". This may be due to an erroneous calculation of battery SOC by the BMS. To correct this condition, follow the Service Procedure to update the BCM.

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

- 2021-2024 F-150
- Equipped with a 3.5L PowerBoost
- Vehicles exhibiting at least one of the following conditions:
 - "12V Battery State of Charge Low" warning message in the IPC
 - "Charging System Service Soon" message in the IPC
 - "Remote Features Disabled To Preserve Battery" message in FordPass

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BAGM-94RH7-800	Only If Necessary (1 Possible)	1		Primary Battery (2023-2024)
BAGM-48H6-760	Only If Necessary (1 Possible)	1		Primary Battery (2021-2022)

Only If Necessary indicates the part is not mandatory. Refer to the Service Procedure to determine the inspection/inclusion criteria.

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

Labor Times

Description	Operation No.	Time
2021-2024 F-150 3.5L PowerBoost: Perform A Battery Condition Test (Pass) Update The BCM Following The Service Procedure (Can Be Claimed With Operation C) (Do Not Use With Any Other Labor Operations Outside Of This Article)	242442A	0.4 Hrs.
2021-2024 F-150 3.5L PowerBoost: Perform A Battery Condition Test (Fail) Replace The Battery And Update The BCM Following The Service Procedure (Can Be Claimed With Operation C) (Do Not Use With Any Other Labor Operations Outside Of This Article)	242442B	0.6 Hrs.

2021-2024 F-150 3.5L PowerBoost: Additional Time If Equipped, Disconnect And Connect The Auxiliary Battery (Can Be Claimed With Operation A Or B)	242442C	0.1 Hrs.
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Repair/Claim Coding

Causal Part:	10C679
Condition Code:	42

Service Procedure

1. Perform a battery condition test on the primary battery as outlined in [WSM](#), Section 414-01 > Diagnosis And Testing > Battery. Service the battery as necessary.
2. Update the [BCM](#) to the latest level software using the [FDRS](#).
3. Was the battery replaced in Step 1?
 - (1). Yes - repair is complete ([BMS](#) reset was performed in Step 1).
 - (2). No - perform the [BMS](#) reset using the [FDRS](#) scan tool.

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