



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 19, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 25B31
Certain 2024 Model Year Transit Electric Vehicles
High Voltage Battery Array Inspection and Replacement

PROGRAM TERMS

This program will be in effect through June 19, 2026. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Transit	2024	Kansas City	June 13, 2024 through October 3, 2024

U.S. population of affected vehicles: 2. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On the affected vehicles, incomplete sealing of a cell in the high voltage battery may have occurred during the manufacturing process. Incomplete sealing of a high voltage battery cell may lead to an electrolyte leak, resulting in an isolation fault or low battery module voltage condition. Initially, the operator may observe a wrench light and will not experience any change to drivability. Over time, the condition may progress to a no-start condition, or reduced power with wrench and turtle warning lights. Eventually, the operator may experience a “Stop Safely Now” message followed by a loss of propulsion.

SERVICE ACTION

Dealers are to remove the high voltage battery and cover to inspect the array serial numbers and replace the array identified by serial number using the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles). Re-deliver the owner’s vehicle after repairs have been completed. Pick-Up & Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 30, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- 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.

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on June 19, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 19, 2025. Owner names and addresses will be available by July 18, 2025.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title 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 2 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) 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 2 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC 14236. VOR escalation is required in DOW.

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FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of repair completion for this FSA. For claim reimbursement please submit photos that clearly show the vehicle VIN, high voltage battery serial number, failed array serial number and new array serial number.

- Photos can be attached using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:
<https://www.fordtechservice.dealerconnection.com/>.
Note: If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile before accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in the Global Concern Reporting (GCR) Video Snack on FMCDealer.
Note: Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:
<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;
- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, before submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

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 before completing the repair.

Customer Satisfaction Program 25B31**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **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: 25B31
 - Customer Concern Code (CCC): D16
 - Condition Code (CC): 42
 - Causal Part Number: 10D672, 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program:
 - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the high voltage battery array. To claim the allowance, enter \$330.00 as HANDLG in the Misc. Expense area of the claim form.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove high voltage battery and replace identified array per technical instructions.	MT25B31B	Up To 10 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25B31PP	0.5 Hours
Time allowed to submit photos.	25B31ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

Special Program Part Ordering:

To place an order for a HVBM array kit, use the online HVBATT system. Refer to EFC 15213, High Voltage Battery and Array Order and Return Process Change, for additional details.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RK3Z-10D672-E	As Needed		1	High voltage battery array
RK3Z-10D672-F			1	High voltage battery array
TA-38-B			1	Motorcraft® EV Battery Thermal Interface Material II
VC-13DL-G	3	3	1	Motorcraft® Yellow Prediluted Antifreeze/Coolant

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

Important Reminder: High-Voltage batteries and their wooden shipping containers should be kept in a covered location and protected from the elements (out of direct sunlight and sheltered from the rain/snow). High-Voltage batteries that have failed any inspection should not be stored indoors. Laws, rules, and regulations may vary at the state or local level; please follow all local and state requirements for proper battery handling. Refer to EFC 12907 for additional details on handling, storage, and instructions for damaged batteries.

NOTE: The dealership is provided the battery array under Ford’s Zero Cost Exchange program. Thus, dealer’s warranty claims are to exclude the high voltage battery array from the claim. Mark the cost of the high voltage battery array as \$0.

DEALER PRICE

For the latest prices, refer to DOES II.

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HANDLING ALLOWANCE

An allowance of \$330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the high voltage battery array.

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 by 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.

For HV battery/array, refer to EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays. Dealers are to retain all replaced arrays and store them in the service crate (that the dealer received the new array kit in). Dealers are to return all replaced arrays in the service crate via your local RCRC or TForce Freight based on the part disposition in OWS. **No array kits are to be scrapped. 100% of array kits are to be returned to Ford.**

- Dealers are to indicate in HVBATT when they have a replaced battery/module available for return. FCSD will facilitate the pickup of the replaced battery/modules from your dealership.

EXCESS STOCK RETURN

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

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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- For HV Battery/Array, follow the process referred to in EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

- 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 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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 Certain 2024 Model Year Transit Electric Vehicles
 High Voltage Battery Array Inspection and Replacement














Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service (MRA2)
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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High Voltage Battery Array Inspection and Replacement

   – Enhanced Mobile Service (MRA3)

- **A two-person process is required anytime a procedure requires work under the vehicle**
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

    – Advanced Mobile Service (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

25B31

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 25B31 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2024 MODEL YEAR TRANSIT ELECTRIC VEHICLES — HIGH VOLTAGE BATTERY ARRAY INSPECTION AND REPLACEMENT

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

IMPORTANT! This Field Service Action (FSA), must be performed by a certified BEV technician.

1. Remove the high voltage battery cover. Follow the Workshop Manual (WSM) procedures in Section 414-03A.
2. Identify the location and orientation of the high voltage battery modules and the Battery Energy Control Module (BECM). See Figure 1.

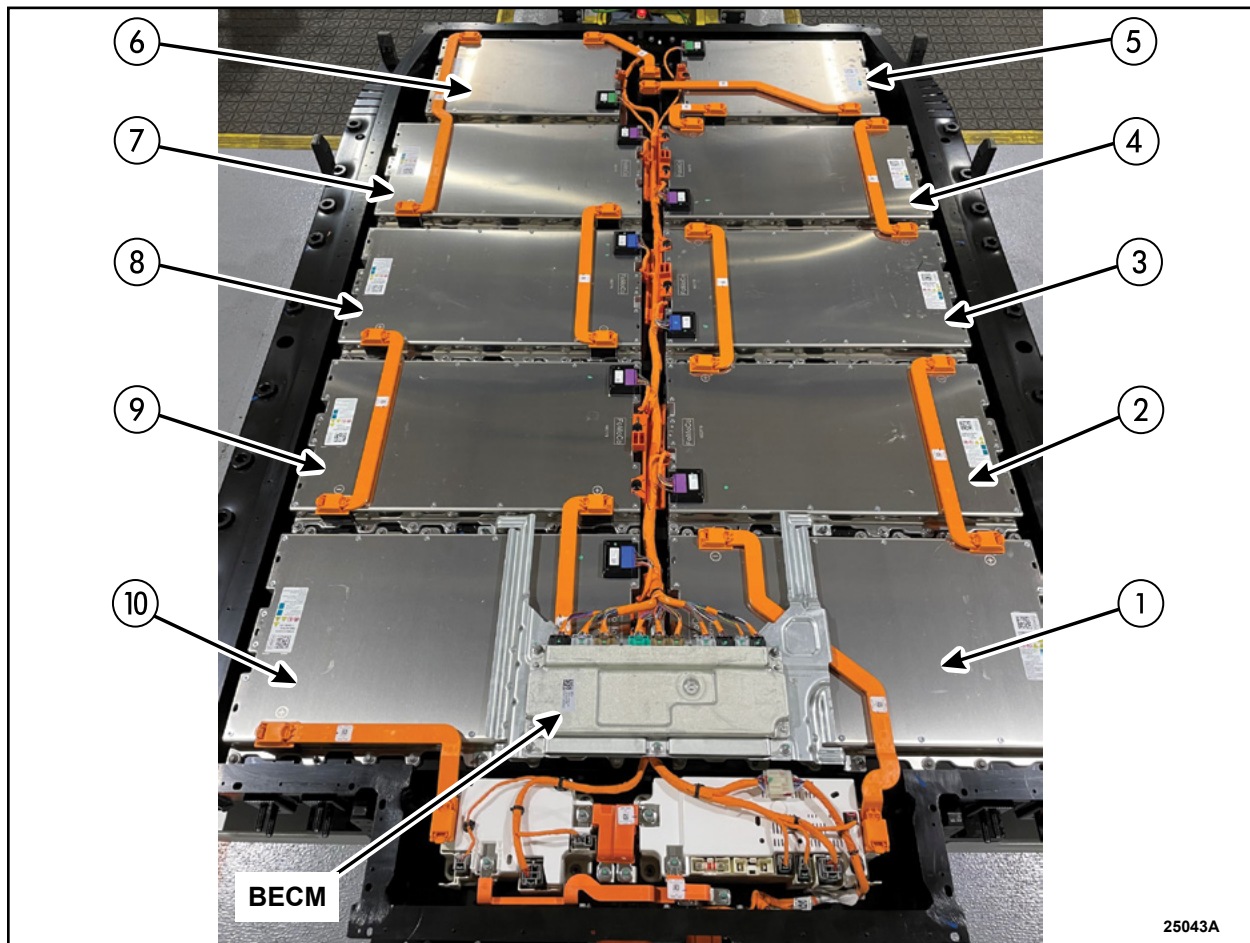


FIGURE 1



NOTE: Module 6 will be inspected by following the Module 6 Inspection Procedure, on Page 3.

3. Compare the serial numbers of modules 1 through 5 and 7 through 10 to the list below.
See Figures 1 and 2.

HLWVG24025020012 RK38 10C779 BC
HLWVG23329020071 RK38 10C779 CC

- Did any of the serial numbers match those in the list above?

YES - Replace the high voltage battery module that match the serial numbers in the list above. Follow the WSM procedure in Section 414-03A. Provide a picture of the original module, the *new* module and the high voltage battery pack serial numbers. Submit the photos with the warranty claim/report a vehicle concern process on PTS, then Proceed to Step 4.

NO - Proceed to **Module 6 Inspection Procedure** on Page 3.

NOTE: Modules 8 and 9 shown, others similar.



FIGURE 2

4. Install the high voltage battery cover. Follow the WSM procedures in Section 414-03A. This completes the FSA.



Module 6 Inspection Procedure

NOTICE: The BECM electrical connectors must be disconnected in the sequence shown or component damage may occur.

5. Disconnect the BECM electrical connectors in the sequence shown. See Figure 3.

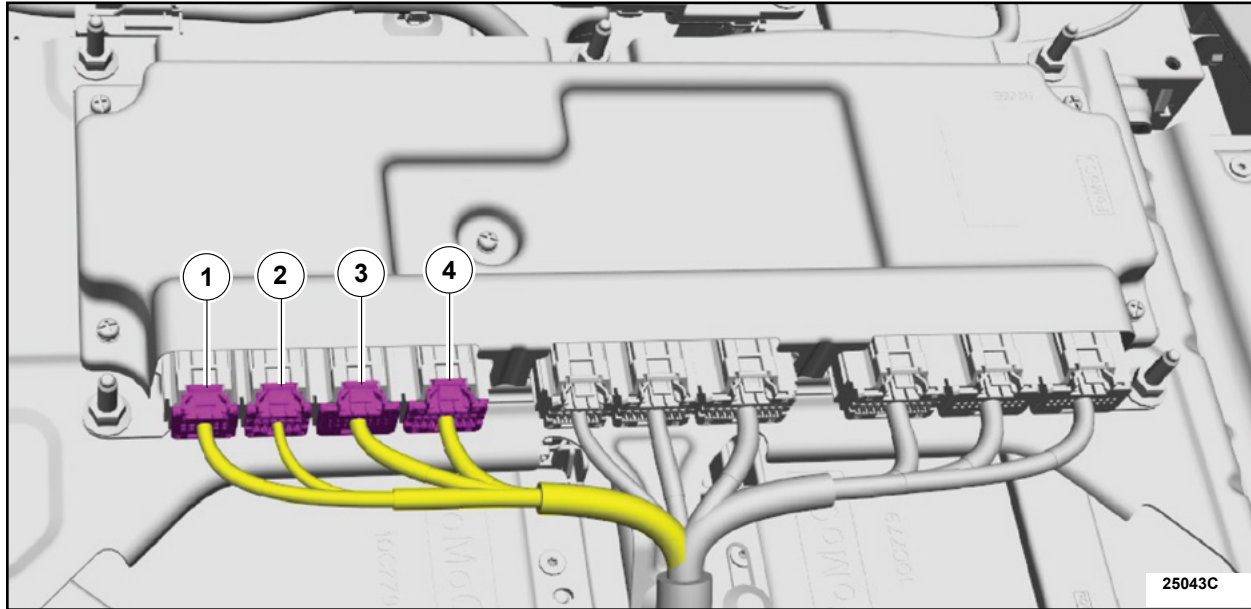


FIGURE 3

NOTICE: Wait 10 seconds after disconnecting the BECM electrical connector shown, before disconnecting the remaining electrical connectors or component damage may occur.

6. Disconnect the BECM electrical connector. See Figure 4.

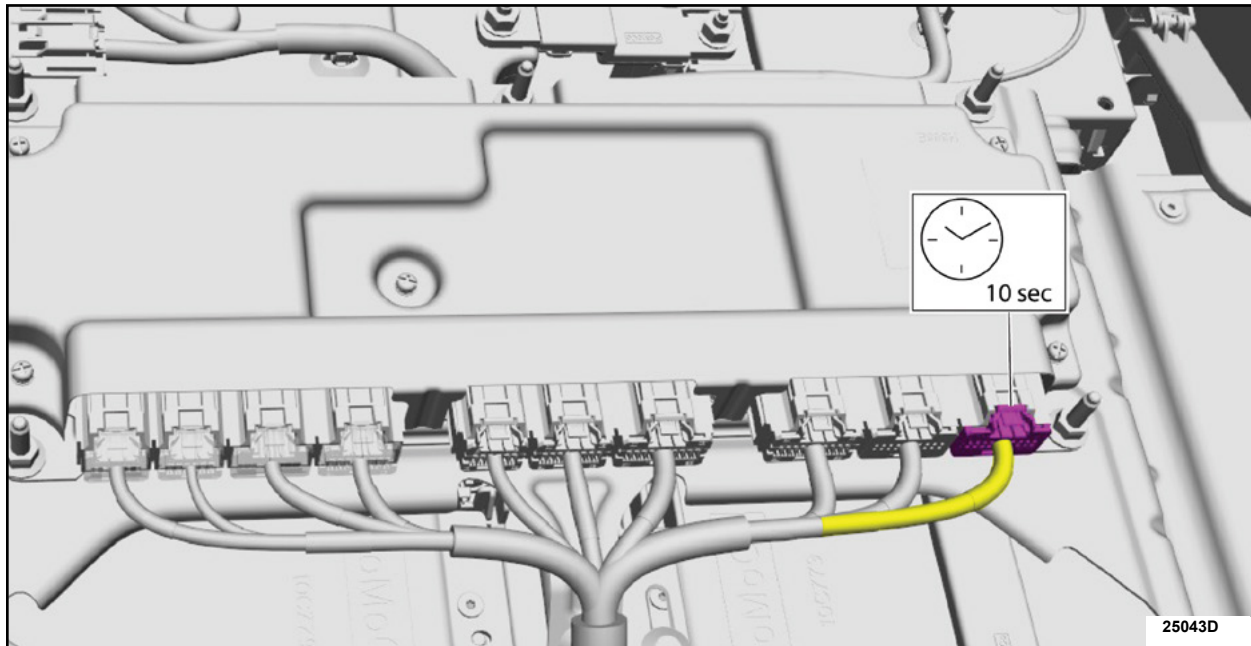


FIGURE 4



NOTICE: The BECM electrical connectors must be disconnected in the sequence shown or component damage may occur.

7. Disconnect the BECM electrical connectors in the sequence shown. See Figure 5.

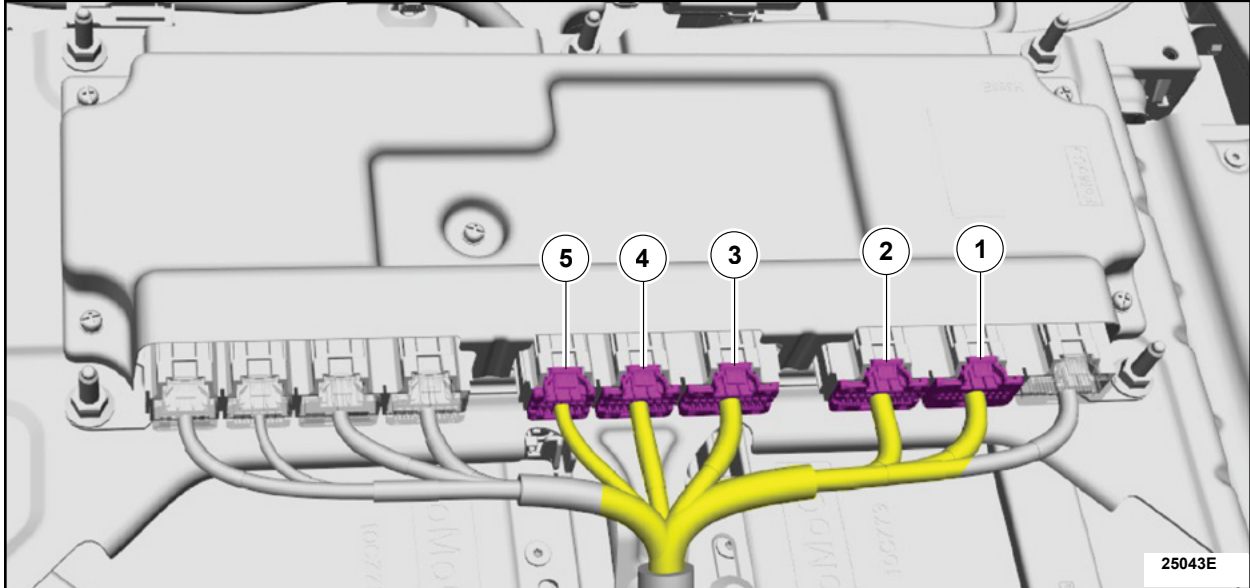


FIGURE 5

8. Remove the bus bar over module 6. See Figure 6.

- a. Open the terminal cover and remove the bolt.
- b. Open the terminal cover, remove the bolt and the bus bar.
- c. Install the high voltage battery module terminal covers.

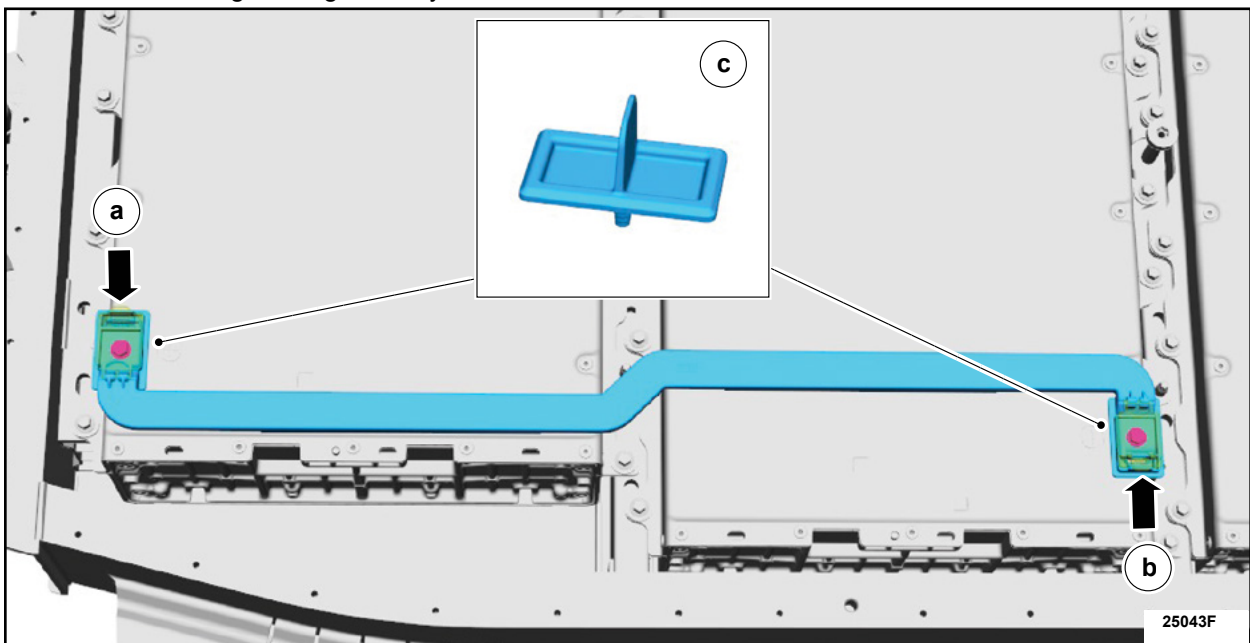


FIGURE 6



9. Compare the serial number of module 6 to the list below. See Figure 7.

HLWVG24025020012 RK38 10C779 BC
HLWVG23329020071 RK38 10C779 CC

- Did the serial number of module 6 match any in the list above?

YES - Replace the high voltage battery module that match the serial numbers in the list above. Follow the WSM procedure in Section 414-03A. Provide a picture of the original module, the *new* module and the high voltage battery pack serial numbers. Submit the photos with the warranty claim/report a vehicle concern process on PTS, then Proceed to Step 10.

NO - Contact the Special Service Support Center (SSSC).

NOTE: Modules 8 and 9 shown, others similar.



FIGURE 7

10. Install the high voltage battery cover. Follow the WSM procedures in Section 414-03A. This completes the FSA.

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.

