TECHNICAL SERVICE BULLETIN
12V Battery Drain

25-2384
22 August 2025

This bulletin supersedes 25-2081. Reason for update: to remove the Parts List and update the Service Procedure.

Model:

Ford 2023-2024 Escape	Built on or before 07-Jun-2024 Engine: 2.5L Hybrid
Lincoln 2023-2024 Corsair	Built on or before 07-Jun-2024 Engine: 2.5L Hybrid

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit a 12V battery drain condition. This may be due to the software level of the affected module(s).

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram the affected module(s).

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
2023-2024 Corsair/Escape 2.5L Hybrid: Perform software update As Needed for VDM, ACCM, GWM, APIM, and TCU Following The Service Procedure	252384A	2.1 Hrs.
Additional Time For Further Updates. Refer To The Warranty & Policy Manual, Section 1.3 “Recording Requirements And Procedures For Actual Time.” Ford Monitors Module Reprogramming Vehicle History Session Data To Compare Against Warranty Claiming Activity. (Can Be Claimed With Operation A)	AP252384B	Actual Time Up To 2.0 Hrs.

Repair/Claim Coding

Causal Part:	10655
Condition Code:	42

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. Is the vehicle a 2023-2024 Corsair built on or before 10-April-2024 equipped with a 2.5L engine?

(1). Yes - proceed to Step 3.

(2). No - proceed to Step 4.

3. Is there a software update available for the VDM?

(1). Yes - download and run the "VDM - Vehicle Dynamics Module (VDM) Software Update" application in the FDRS scan tool. Proceed to Step 4.

(2). No - proceed to Step 4.

4. Is the vehicle a 2023-2024 Escape/Corsair equipped with a 2.5L engine built on or before 7-June-2024?

(1). Yes - proceed to Step 5.

(2). No - proceed to Step 6.

5. Is there a software update available for the ACCM?

(1). Yes - download and run the "ACCM - Air Conditioning Control Module (ACCM) Software Update" application in the FDRS scan tool. Proceed to Step 6.

(2). No - proceed to Step 6.

6. Is the vehicle a 2024 Escape/Corsair equipped with a 2.5L engine?

(1). Yes - repair is complete.

(2). No - proceed to Step 7.

NOTE: The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, USB flash drive variability, and the potential that CAN flashing (software update via the DLC with FDRS) may be required. Connect to the internet with an ethernet cable, use a USB 3.2 Gen 2 or higher flash drive. When performing USB software updates, using high speed USB ports on the laptop is recommended for faster file transfer.

7. Start an FDRS session and navigate to Toolbox tab > Datalogger > body control module (BCM) and select the BATT_SOC PID. Verify the PID reads 50% or higher.

NOTE: Connecting the battery charger negative clamp directly to the battery negative terminal might result in the SOC PID not immediately reflecting the improvement from charging.

(1). If SOC is less than 50%, charge the battery by attaching the battery charger's negative clamp to the engine or chassis ground and not the negative battery terminal. Refer to WSM, Section 414-01.

(2). If the battery is unable to achieve a 50% SOC, use the Rotunda GRX-3590 or DCA-8000 testers to verify if replacement is required.

• If the battery does not need to be replaced, disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.

• If the battery is replaced, fully charge the new battery, disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.

• Claim the battery testing and replacement outside of this article.

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

9. Run the "Read The Configuration Data" app in FDRS, located in Toolbox > Multi-Module tab.

10. Navigate to the SW Updates tab. Is there a software update available for any of the following modules?

- GWM
- APIM
- TCU

(1). Yes - proceed to Step 11.

(2). No - repair is complete.

11. Prepare to update the software for the GWM, APIM and TCU.

(1). A 64GB or larger USB flash drive is required for GWM, APIM, and TCU software updates. USB 3.2 Gen 2 or higher is recommended for faster file transfer on both the computer port and the USB drive.

(2). Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

(3). To format the USB flash drive:

• Right click on the USB flash drive.

• Select Format, select exFAT for the File System.

• Select Default Allocation Size for the Allocation Unit Size.

(4). De-selecting Quick Format is not necessary and results in a lengthier operation.

12. Using the FDRS, begin module programming by selecting the "SW Updates" tab. Follow all on-screen instructions carefully.

13. When prompted, connect the USB flash drive to the FDRS.

14. When prompted by the FDRS, safely remove/eject the FDRS flash drive from the FDRS. Start the vehicle (KOER) then connect the USB flash drive to the USB media hub to install the software into the module. When the USB software update begins, the center display screen displays a message stating “Do Not Remove USB”. The update may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

15. When the vehicle's center display screen prompts to restart the vehicle:

(1). Turn the vehicle OFF.

(2). Wait 10 minutes.

(3). Restart the vehicle (KOER). The update is still in process at this time.

16. Follow FDRS on-screen prompts to complete the update.

(1). It may take up to 5 minutes before "Update Successful" appears in the vehicle's center display screen. After 5 minutes if "Update Successful" pop-up is not shown on the center display screen, remove the USB flash drive and select YES on the FDRS prompt stating “Was The USB Update Successful” (FDRS verifies if the module software update was successfully installed on the module).

17. Perform the software update for the GWM. Follow all update screens. If there is no GWM software update available, proceed to Step 18.

(1). Follow the center display screen prompts.

(2). Follow FDRS prompts to complete the GWM programming.

• Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

(3). Proceed to Step 18.

18. Perform the software update for the APIM. Follow all update screens. If there is no APIM software update available, proceed to Step 19.

(1). Follow the center display screen prompts.

(2). Follow FDRS prompts to complete the APIM programming.

• Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

(3). Proceed to Step 19.

19. Perform the software update for the TCU. Follow all update screens. If there is no TCU software update available, proceed to Step 20.

(1). Follow the center display screen prompts.

(2). Follow FDRS prompts to complete the TCU programming.

• Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

20. Are there any updates available for the GWM, APIM, and/or TCU?

(1). Yes - proceed to Step 17.

(2). No - repair is complete.
