



Ford Motor Company  
Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121

April 2026

Customer Satisfaction Program **23B64**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

**Why are you receiving this notice?** Your vehicle may have a Battery Energy Control Module (BECM) software update available through your dealer. This update has enhanced high voltage battery monitoring capabilities to detect potential faults.

**What is the effect?** After this dealer update, if there is a high voltage battery fault, you will be alerted with an instrument cluster notification to service the vehicle. See your vehicle's owner manual for more details. This software update also provides greater electric range in the event of a fault.

**What will Ford and your dealer do?** **Software is available for your vehicle.** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the software in your vehicle's BECM free of charge (labor and parts if needed) under the terms of this program.

This Customer Satisfaction Program will be in effect until April 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this service is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program **23B64**.

If you do not already have a servicing dealer, you can access [Ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any

**What should you do?  
(continued)**

vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Mobile Service**

Ford Mobile Service is offered by participating dealers, contact your dealer for details.

**Pickup and Delivery**

Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the service completed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner or lessee.

**Can we assist you further?**

If you have difficulties getting your vehicle serviced promptly and without charge, please contact your dealership's Service Manager for assistance.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is [Ford.com/support](https://ford.com/support).

**MOTORHOME OWNERS:** If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-800-444-3311**. Representatives are available 24 hours a day.

**To view the letter in Spanish**

visit: [Fordtranslatehub.com](https://fordtranslatehub.com)

**Para ver la carta en español**

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Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company  
División de Servicio al Cliente  
PO Box 1904  
Dearborn, Michigan 48121

Abril 2026

Programa de satisfacción del cliente **23B64**

Sr. Juan Pérez  
Calle Principal 123  
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

**¿Por qué recibe este aviso?**

Es posible que su concesionario disponga de una actualización de software para el módulo de control de energía de la batería (BECM) de su vehículo. Esta actualización ha mejorado la capacidad de monitoreo de la batería de alto voltaje para detectar posibles fallos.

**¿Cuál es el efecto?**

Tras esta actualización del concesionario, si existiera algún problema con la batería de alto voltaje, recibirá una notificación en el tablero de instrumentos para que lleve el vehículo a servicio. Consulte el Manual del propietario de su vehículo para obtener más detalles. Esta actualización del concesionario también proporciona una mayor autonomía eléctrica en caso de fallo que sin la actualización.

**¿Qué medidas adoptarán Ford y su concesionario?**

**El software para reparar su vehículo se encuentra disponible.** Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a actualizar el software de BECM en su vehículo, sin costo alguno (piezas y mano de obra, si fuera necesario) conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 30 de abril de 2027, independientemente del millaje. La cobertura se transfiere automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

El tiempo necesario para esta reparación será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

## ¿Qué debe hacer?

Llame a su concesionario lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente **23B64**.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [Ford.com/support](https://ford.com/support) para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la acción de servicio de manera oportuna. Por lo tanto, le solicitamos que realice esta acción de servicio lo antes posible.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

## Servicio móvil

El Servicio móvil Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

## Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

## ¿Qué pasa si ya no es el propietario del vehículo?

Si ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos estatales de registro y propiedad, aparece usted como el propietario o arrendatario actual.

## ¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el gerente de servicio de su concesionario para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [Ford.com/support](https://ford.com/support).

**¿Podemos hacer algo más por usted?  
(continuación)**

**PROPIETARIOS DE CASAS RODANTES:** Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia a Clientes de Casas Rodantes sin cargo al 1-800-444-3311**. Los representantes se encuentran disponibles las 24 horas del día.

**Para ver la carta en español**

visite: [Fordtranslatehub.com](https://fordtranslatehub.com)



Abra la aplicación de lector QR o la cámara de su smartphone. Apunte al código QR y pulse el banner que aparece en su dispositivo. Siga las instrucciones en pantalla para finalizar.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

April 2026

Customer Satisfaction Program **23B64**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

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At Lincoln, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

**Why are you receiving this notice?** Your vehicle may have a Battery Energy Control Module (BECM) software update available through your retailer. This update has enhanced high voltage battery monitoring capabilities to detect potential faults.

**What is the effect?** After this retailer update, if there is a high voltage battery fault, you will be alerted with an instrument cluster notification to service the vehicle. See your vehicle's owner manual for more details. This software update also provides greater electric range in the event of a fault.

**What will Lincoln and your retailer do?** **Software is available for your vehicle.** In the interest of customer satisfaction, Lincoln has authorized your retailer to update the software in your vehicle's BECM free of charge (labor and parts if needed) under the terms of this program.  
This Customer Satisfaction Program will be in effect until April 30, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this service is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

**What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program **23B64**.  
If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions.  
Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Lincoln can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely

**What should you do?  
(continued)**

basis. Therefore, please make arrangements to have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Mobile Service**

Lincoln Mobile Service is offered by participating retailers, contact your retailer for details.

**Pickup and Delivery**

Complimentary vehicle Pickup & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the service completed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate you are the current owner or lessee.

**Can we assist you further?**

If you have difficulties getting your vehicle serviced promptly and without charge, please contact your retailer's Service Manager for assistance.

If you have questions or concerns, please contact our **Lincoln Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

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Thank you for your attention to this important matter.

Lincoln



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Abril 2026

Programa de satisfacción del cliente **23B64**

Sr. Juan Pérez  
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En Lincoln, nuestro compromiso no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

**¿Por qué recibe este aviso?**

Es posible que su minorista disponga de una actualización de software para el módulo de control de energía de la batería (BECM) de su vehículo. Esta actualización ha mejorado la capacidad de monitoreo de la batería de alto voltaje para detectar posibles fallos.

**¿Cuál es el efecto?**

Tras esta actualización del minorista, si existiera algún problema con la batería de alto voltaje, recibirá una notificación en el tablero de instrumentos para que lleve el vehículo a servicio. Consulte el Manual del propietario de su vehículo para obtener más detalles. Esta actualización del minorista también proporciona una mayor autonomía eléctrica en caso de fallo que sin la actualización.

**¿Qué harán Lincoln y su minorista?**

**El software para reparar su vehículo se encuentra disponible.**

Para satisfacer a nuestros clientes, Lincoln ha autorizado a su minorista a actualizar el software en el BECM de su vehículo sin costo alguno (piezas y mano de obra, si fuera necesario), conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 30 de abril de 2027, independientemente del millaje. La cobertura se transfiere automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

El tiempo necesario para esta reparación será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más.

**¿Qué debe hacer?**

Llame a su minorista lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente **23B64**.

Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](http://Lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

Lincoln le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo. Lincoln puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado esta acción de servicio de manera oportuna. Por lo tanto, le solicitamos que gestione la organización para realizar esta acción de servicio lo antes posible.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

**Servicio móvil**

El Servicio móvil Lincoln se ofrece a través de los minoristas que participan, comuníquese con su minorista para obtener detalles.

**Servicio de retiro y entrega**

El servicio gratuito de retiro y entrega de vehículos también podría estar disponible a través de su minorista. Su minorista retirará el vehículo y lo regresará con la reparación realizada.

**¿Qué pasa si ya no es el propietario del vehículo?**

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Usted recibió este aviso porque nuestros registros, que se basan principalmente en datos de registro y título estatales, indican que usted es el propietario o arrendatario actual.

**¿Podemos hacer algo más por usted?**

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [Lincoln.com/support](http://Lincoln.com/support).

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Gracias por su atención en este asunto sumamente importante.

Lincoln



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

April 8, 2026

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 23B64**  
Certain 2020-2024 Model Year Multiple Vehicle Lines Equipped with High Voltage Batteries  
Battery Energy Control Module (BECM) Software Update

**PROGRAM TERMS**

This program will be in effect through April 30, 2027. There is no mileage limit for this program.

**EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of April 30, 2027 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may have undetected high voltage battery system issues.

FSA VIN Lists are expected to be available on April 8, 2026.

**AFFECTED VEHICLES (U.S. Population of Affected Vehicles 36,083):**

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2020-2021	Chicago Assembly	January 15, 2019 through September 26, 2020
	2021-2023	Chicago SHO Center	September 14, 2020 through 24-July-2023
Corsair	2023-2024	Louisville	August 1, 2023 through June 10, 2024
Escape	2023-2024	Louisville	August 4, 2023 through June 10, 2024
Explorer	2020	Chicago Assembly	February 5, 2019 through September 24, 2020
	2021-2023	Chicago SHO Center	September 14, 2020 through July 18, 2023
E-Transit	2022-2023	Kansas City	February 26, 2021 through April 29, 2023

Affected vehicles are identified in OASIS and FSA VIN Lists.

**NOTE:** Some vehicles may have already received this update. Monitor OASIS before opening an RO and/or beginning a repair.

## **REASON FOR THIS PROGRAM**

In all of the affected vehicles, a software update for the Battery Energy Control Module (BECM) is available. This updated software has enhanced High Voltage (HV) battery monitoring capabilities for cell capacity anomalies, soft shorts, and cell voltage anomalies. Customers may be alerted to HV battery faults that were undetectable with the prior software version.

**If a HV battery fault is detected**, the updated BECM software will do the following:

- Limit maximum cell discharge power to 70 kW.
- Limit maximum charge power to 5 kW.
- Limit plug-in charging to 70% maximum cell state of charge.
- Display an instrument cluster notification/warning lights such as a wrench and engine/malfunction indicator lamp (MIL).

**NOTE:** During a fault detection scenario, these charge and discharge limits are observable to the customer as a reduction in the vehicle's electric range by approximately 30%. This is an improvement to the prior software strategy which has a greater impact on range.

## **SERVICE ACTION**

Dealers are to perform the following Ford Diagnostic and Repair System (FDRS) software update:

### **BECM - Battery Energy Control Module (BECM) Software Update.**

- **NOTE:** Additional software updates may be required and will be performed automatically by the FDRS.
- **NOTE:** This FSA requires a Software Verification Approval Code after performing the software update. Please follow Technical Instructions EFC17526.
- **NOTE:** This program does not cover any HV battery or other hardware repairs.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	Yes	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	No	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See <b>Towing</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	No	See <b>Owner Refunds</b> section below, if applicable.

## **FSA PROGRAM OPTIONS (continued)**

Photo Submission	No	See <b>Repair Photo Submission</b> section below, if applicable.
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**Note:** For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of April 13, 2026 or before. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

- Technical Instructions
- Owner Notification Letters
- Mobile Repair/Vehicle Pickup & Delivery Record

## **REFERENCE MATERIAL**

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html)
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/fsa/rsc.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html)
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):  
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

## **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.

Customer Service Division

**Customer Satisfaction Program 23B64****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Arrange for a mobile repair at the owner's location.
- All Vehicles Affected:
  - 🔧 - Mobile Reprogramming (MRA1)

**OASIS ACTIVATION**

OASIS will be activated on April 8, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 8, 2026. Owner names and addresses will be available by May 1, 2026.

**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.
- If OASIS is activated, identify and correct 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**

Rental vehicles are not approved for this program.

**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 modules not requiring an RVC, use normal diagnostics.

## Customer Satisfaction Program 23B64

**ADDITIONAL REPAIR LABOR TIME AND/OR PARTS (continued)**

- **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
  - Lincoln vehicles – 4 years or 50,000 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.

**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 be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC16335 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: **23B64**
    - Customer Concern Code (CCC): **D16** – HV Battery System Troubles
    - Condition Code (CC): **04** – Software Revision / Flash Module
    - Causal Part Number: **10B687** – BECM Module Assembly, 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.

Customer Satisfaction Program 23B64

**LABOR ALLOWANCES**

**Note:** Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Software update using the FDRS: <b>BECM - Battery Energy Control Module (BECM) Software Update</b> This labor operation code <b><u>closes</u></b> the FSA with a Software Verification Approval Code.	MT23B64B	Up to 0.3

**SUPPLEMENTAL LABOR ALLOWANCES** **These labor operation codes DO NOT close the FSA.**

**Note:** Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Additional time to update dependent modules, if necessary, per FDRS such as such as ABS, AWD, PCM, and SOBDM	MT23B64C	Up to 0.4
Software failed and/or BECM module replacement required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with vehicle history on PTS.</b>	MT23B64RR	Up to 10.0
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	23B64MM	0.5
<b>Lincoln Vehicle Pickup &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pickup &amp; Delivery contract coverage of 4 years/50,000 miles.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23B64LL	0.5
<b>Ford Vehicle Pickup &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23B64PP	0.5

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2020-2024 MODEL YEAR MULTIPLE VEHICLE LINES EQUIPPED WITH HIGH VOLTAGE BATTERIES — BATTERY ENERGY CONTROL MODULE (BECM) SOFTWARE UPDATE

### 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.

### Module Programming

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

**NOTE:** Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Unplug a high voltage charger if plugged into vehicle.

3. Close vehicle's side charge port plug door if open.

4. Log into Ford Diagnostic and Repair System (FDRS).

**NOTE:** Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

5. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

**NOTE:** Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.



**WARNING:** Do not attempt to diagnose battery condition or perform software updates while the vehicle is plugged into the high-voltage charger.



6. Select **Toolbox** tab.

7. From the list on the LH side of the screen, select the **BECM**.

8. From the list on the RH side of the screen, select:  
**BECM - Battery Energy Control Module (BECM) Software Update.**

**NOTE:** Additional software updates may be required and will be performed automatically by the FDRS.

9. Click **RUN**. Follow all on-screen instructions carefully.

**NOTE:** Continue to the next step even if an update is unavailable.

10. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

11. Click the **Run Selected Tests** button in the lower right.

12. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

13. Switch ignition to OFF. Wait at least one (1) minute.

14. Switch ignition to ON.

15. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

16. Click the **Run Selected Tests** button in the lower right.

**NOTE:** Refer to the Workshop Manual (WSM) for any DTCs present.

**NOTE:** This program does not cover any high voltage battery or other hardware repairs.

**17. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided. For more information, see EFC 17526.**

**NOTICE:** Do NOT release the vehicle to the customer until an approval code has been obtained.

18. Select the **SW Updates** tab (1). See Figure 1.

19. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

20. Select the **FSA** (3) from the drop-down menu. See Figure 1.

21. Select **Submit** (4). See Figure 1.



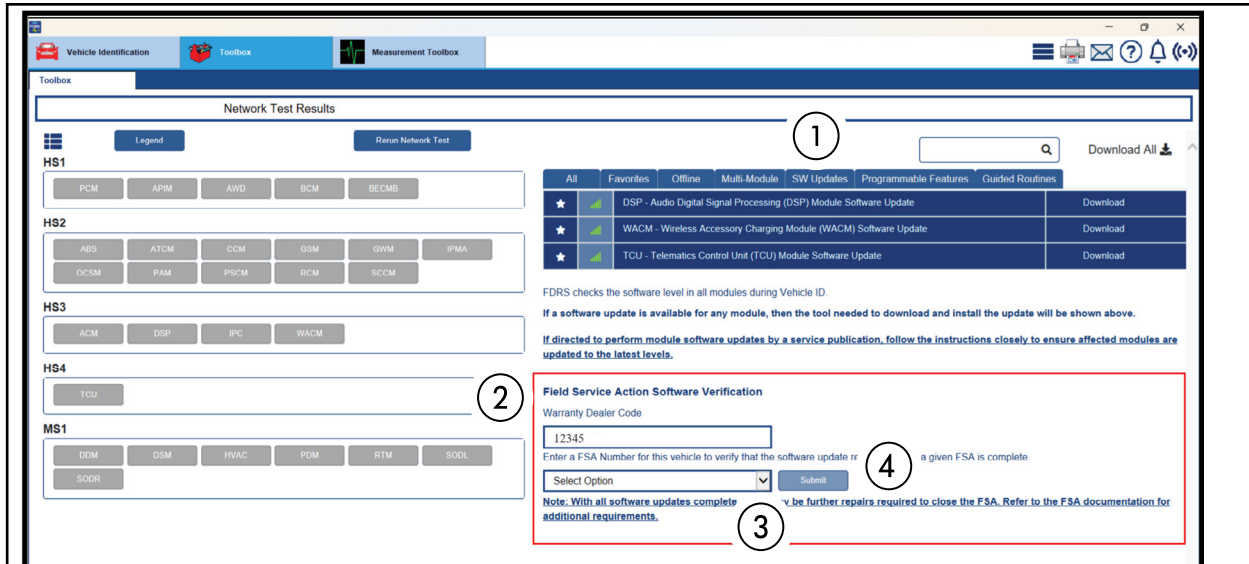


FIGURE 1

22. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?  
See Figure 2.

**Yes** - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 23.

**NOTE:** The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

**No** - Proceed to Step 24.

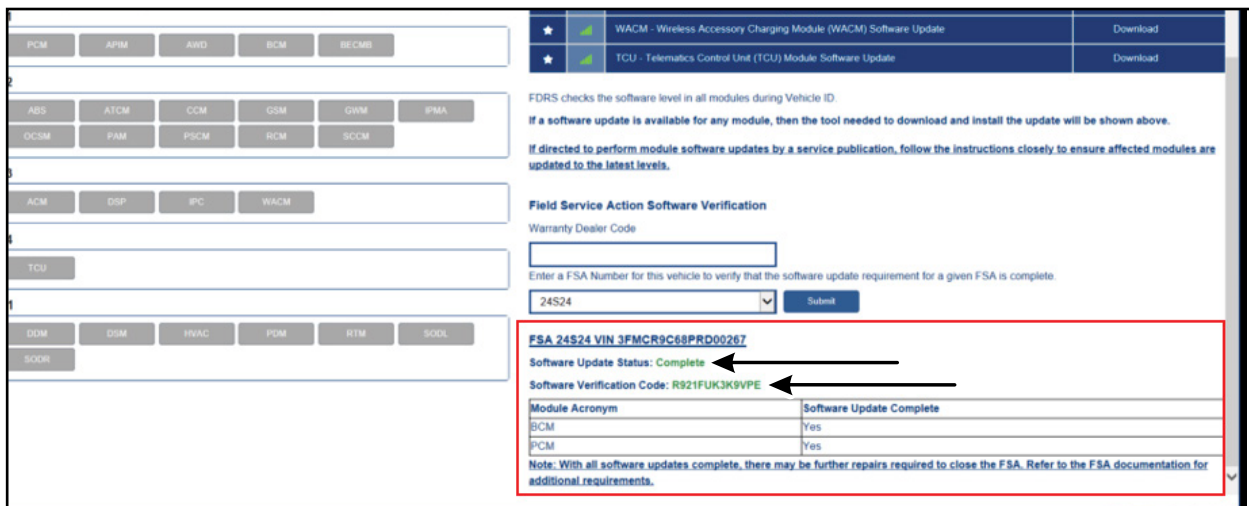


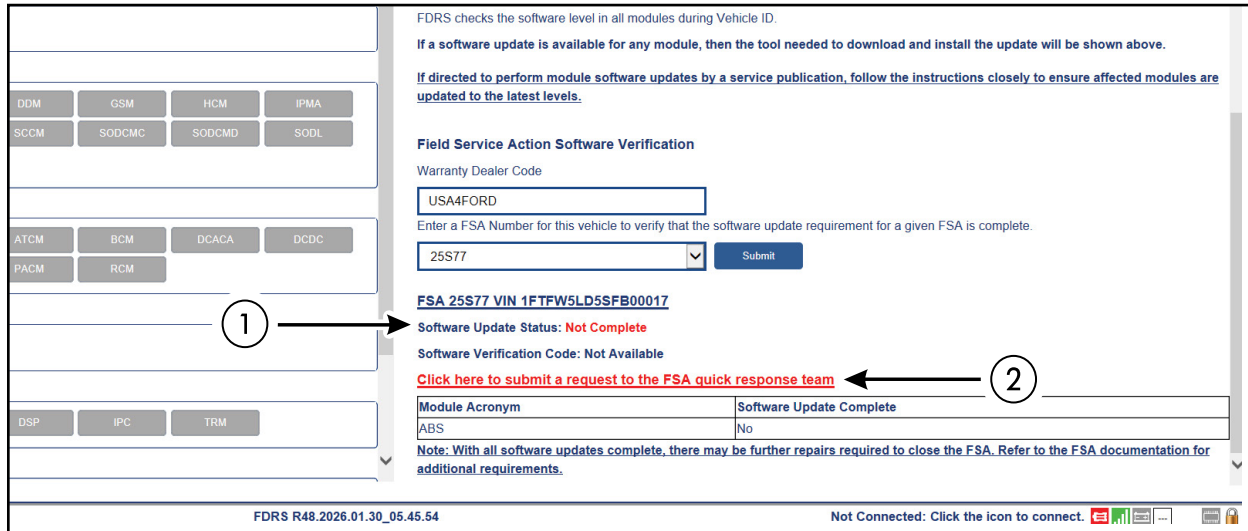
FIGURE 2

23. Repair completed. Do NOT proceed to Step 24.



24. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?  
See Figure 3 .

- Yes** - Proceed to next step.
- No** - Proceed to Step 28.



**FIGURE 3**

25. Have the module software updates in the FSA been reattempted?

- Yes** - Proceed to Step 26.
- No** - Reattempt the software update programming steps in the FSA.

26. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 3.  
Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

27. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Please follow the recommendations from the FSA quick response team to resolve any issues preventing SVC code generation.



28. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, please reattempt to generate an SVC code. The error can be caused by a connectivity or server issue where the status of the FSA cannot be verified. This is typically resolved upon reattempting to generate an SVC code. See Figure 4.

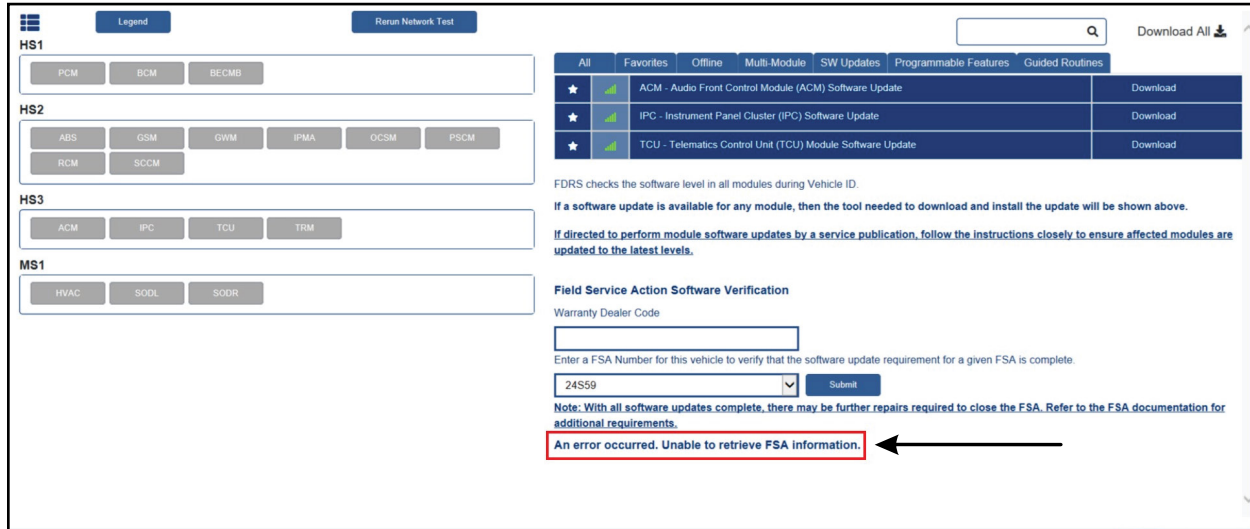


FIGURE 4



## Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



**Customer Satisfaction Program 23B64**  
**Mobile Repair / Vehicle Pickup and Delivery Record**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the **23B64** Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pickup – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date