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September 13, 2023

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

**SUBJECT: Customer Satisfaction Program 23B57**

Certain 2022 and 2023 Model Year F-150 Battery Electric Vehicle (BEV)  
High Voltage Battery Module Replacement and/or Battery Energy Control Module  
(BECM) Software Update

**PROGRAM TERMS**

This program will be in effect through September 13, 2024. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 BEV	2022	Rouge Electric Vehicle Center	October 14, 2021 through October 19, 2022
	2023		Beginning June 10, 2022

US population of affected vehicles: 36,611. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** The list of affected VIN's may be updated daily as vehicles are added to the program. End build dates will be provided once they are established at the assembly plant.

**Note:** Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

**REASON FOR THIS PROGRAM**

Some of the affected vehicles may have high voltage battery modules that can cause Diagnostic Trouble Code (DTC) P0B24 – Hybrid Battery Voltage Unstable to set causing a stop safely now message to appear on the Instrument Panel Cluster (IPC) and the vehicles high voltage battery output to be limited.

All vehicles will receive an update to the Battery Energy Control Module (BECM) software strategy that detects if the high voltage battery experiences a voltage deviation and may enter the vehicle into a reduced performance state. This updated software is available for dealers to update or will become available as an Over the Air (OTA) update.

## **SERVICE ACTION**

### **Vehicles with an affected high voltage battery module(s):**

Ford Motor Company's Customer Relationship Center (CRC) will be proactively reaching out to owners of vehicles identified via connected vehicle data that have one or more high voltage battery modules that are experiencing a voltage deviation. The CRC will offer aid in setting up a service appointment. Owners may also choose to schedule their own service appointment. Dealers that are contacted by the CRC or have a customer that has scheduled their own service appointment, are to reach out to the SSSC for details on what battery module(s) is to be replaced. Once the appropriate battery module(s) is replaced, dealers are to update the BECM software.

### **Vehicles without an affected high voltage battery module(s):**

For vehicles that arrive at the dealership that do **not** have an affected battery module(s), dealers are to update the BECM software.

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

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

- Arrange for a mobile repair at the owner's location, or:
  - Arrange to pick up the owner's vehicle and drive it to the dealership for repairs (rentals maybe authorized – see Rental Vehicles).
- Re-deliver the owner's vehicle after repairs have been completed.
- Pick-up and delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

**NOTE:** Only vehicles **without** an affected high voltage battery module(s) are eligible for mobile repair because only the software will be updated. All vehicles are eligible for pick-up and delivery.

## **OVER-THE-AIR (OTA) UPDATES (FORD POWER-UP / LINCOLN ENHANCE):**

- In addition to you being able to update vehicles now using FDRS, Ford is planning to deploy an OTA software update by mid-4<sup>th</sup> Quarter.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the Field Service Action (FSA) is still open (OASIS) and that the vehicle has not already received the OTA update.
  1. Verify FSA is still open by viewing the "Outstanding Field Service Actions" on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open)
  2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled "Connected Vehicle". In the "Over the Air Update 60-Day History", you can determine if an OTA update occurred on the affected module by viewing the "Completion Status", which should show "Campaign Successful". The "Release Notes" will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owners' letters are expected to be mailed the week of September 25, 2023. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

## **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pickup and Delivery Record
- How to Enable Ford Power-Up
- 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.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

**Customer Satisfaction Program 23B57****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Vehicles **without** an affected high voltage battery module(s) have the following assessment level.
  - ✔ - Mobile Reprogramming
- Vehicles **with** an affected high voltage battery module(s) have the following assessment level.
  - ⊘ - Not a Mobile Service Repair

**MOBILE REPAIR RECOMMENDATIONS**

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

**MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: N/A.

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

Dealers **NOT** participating in the 2023 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**OASIS ACTIVATION**

OASIS will be activated on September 13, 2023.

## Customer Satisfaction Program 23B57

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 13, 2023. Owner names and addresses will be available by October 13, 2023.

**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**

For vehicles **with** an affected high voltage battery module(s), dealers are pre-approved for up to 15 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) 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 15 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

Rental is not approved for vehicles that only require a BECM software update.

### **TOWING**

For vehicles **with** an affected high voltage battery module(s), if towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

## Customer Satisfaction Program 23B57

### **PICK-UP AND DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

### **PICK-UP AND DELIVERY- Non-participating Dealers**

Dealers not participating in the 2023 Remote Experience Program for Pick-up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up & delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-up & Delivery Record with the repair order documentation.

### **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.

### **CLAIMS PREPARATION AND SUBMISSION**

- **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: 23B57
    - Customer Concern Code (CCC): D16 – HV Battery System Trouble
    - Condition Code (CC): 42 – Does Not Operate Properly
    - 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 Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.

## Customer Satisfaction Program 23B57

**CLAIMS PREPARATION AND SUBMISSION (CONTINUED)**

- **Pickup & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
  - Dealers NOT participating in the Remote Experience Program –
    - Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
    - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.
- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
  - Dealers NOT participating in the Remote Experience Program –
    - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 23B57MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **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 Module. To claim the allowance, enter \$330 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program; only applies to vehicles **with** an affected high voltage battery module(s). Submit on the same line as the repair.
  - Program Code: 23B57
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 23B57

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace 1 affected High Voltage Battery Module	MT23B57B	Up to 8.2 Hour(s)
Replace 2 affected High Voltage Battery Modules	MT23B57C	Up to 12.2 Hour(s)
Update BECM Software	23B57D	0.6 Hour(s)
Time to contact the SSSC.  <b>NOTE: This labor operation can only be claimed with MT23B57B or MT23B57C</b>	23B57E	0.2 Hour(s)
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2023 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	23B57MM	0.5 Hours
Vehicle Pick-up and Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.</b> <b>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.</b>	23B57PP	0.5 Hours



Customer Satisfaction Program 23B57

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**NOTE:** High Voltage Battery modules and Thermal Interface Material (TIM) will be proactively ordered on the dealer’s behalf based on inventory availability. Parts will be delivered to dealers prior to the start of the repair. The Thermal Interface Material must be claimed on the RO or the claim may be rejected.

**NOTE:** If a damaged High Voltage Battery Module is delivered to your dealership, contact the SSSC via a web contact for further instruction.

Order the Motorcraft® Yellow Prediluted Antifreeze/Coolant through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Part Number	Description	Order Quantity	Claim Quantity
VC-13DL-G	Motorcraft Yellow Prediluted Antifreeze/Coolant (Up to 15.9 Liters per vehicle)	As Required	
TA-38-B	Thermal Interface Material (TIM) – Do not order, only claim on the RO.  NOTE: Ford will directly order 2 tubes of TIM per new module which will be delivered to the dealership prior to the start of the repair. Do not order TIM at this time.	0	2

Less than 4% of the affected vehicle population is expected to require one or more high voltage battery modules needing to be replaced.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**HANDLING ALLOWANCE**

An allowance of \$330 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of a high voltage battery module.

**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.

Customer Satisfaction Program 23B57

**PARTS RETENTION, RETURN, & SCRAPPING (CONTINUED)**

For HV battery/array, refer to EFC12696 Electric Vehicle High Voltage Battery Packs and Array Kits Part Retention & Return Process for Replacements Under Warranty, FSAs and Customer Pay. This communication outlines the retention and return processes for Electrical Vehicle HV battery packs and array kits. The process outlined in this communication applies to all Electrical Vehicle HV battery packs and array kits from all Hybrid Electric and Battery Electric vehicles, and all repair types, including Warranty, Field Service Actions, and customer-paid repairs.

**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 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 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.