



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 22, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 23B12
Certain 2021-2022 Model Year Mustang Mach E and 2022 Model Year E-Transit
High Voltage Battery Module (HVBM) Replacement

PROGRAM TERMS

This program will be in effect through September 30, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach E	2021-2022	Cuautitlan	03-Aug-2020 through 25-May-2022
E Transit	2022	Kansas City	07-Jan-2022 through 02-May-2022

US population of affected vehicles: 274. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, a High Voltage Battery Module (HVBM) was previously replaced using an incorrect Thermal Interface Material (TIM) template. A HVBM that has been serviced using the incorrect TIM template may cause the cells to operate at a temperature higher than design intent, resulting in reduced cell performance and, over time, a progressive reduction in vehicle range that may become noticeable to the driver. This may also result in a malfunction indicator light, DTC code and battery power limiting.

SERVICE ACTION

NOTE: The terms “battery module” and “battery array” are used interchangeably in this FSA, the Workshop Manual, parts catalog, and EFC 15213 & EFC 14947.

Dealers are to remove the High Voltage battery and replace one or more battery arrays and update the Battery Energy Control Module (BECM) software. The array(s) to be replaced will be specified by VIN with the included VIN list replacement table. 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 when parts are available, 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 by the week of September 2, 2024. 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
- VIN List Tables
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- 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

-  - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on August 22, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 22, 2024. Owner names and addresses will be available by September 20, 2024.

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 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 2 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

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FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- Dealers NOT participating in the 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.

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

- **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 April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 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: 23B12
 - Customer Concern Code (CCC): D16
 - Condition Code (CC): 12
 - 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.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **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.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the 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 HVBM assembly. To claim the allowance, enter \$330 as HANDLG in the Misc. Expense area of the claim form.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Mustang Mach E - Replace 1 High Voltage Battery Array	MT23B12B	M-time up to 11.0 Hours
Mustang Mach E - Replace 2 High Voltage Battery Arrays	MT23B12C	M-time up to 12.5 Hours
Mustang Mach E - Replace 3 High Voltage Battery Arrays	MT23B12D	M-time up to 14.0 Hours
E Transit - Replace 1 High Voltage Battery Array	MT23B12E	M-time up to 9.0 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2023 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.	23B12PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W711890-S442	2	1	4	HV Battery Chassis Mount Bolt – All Mach E
W717859-S439	6	2	4	HV Battery Chassis Mount Bolt – 21MY Mach E
W721140-S439	6	2	4	HV Battery Chassis Mount Bolt – 22MY Mach E
W720404-S450	4	1	4	Battery Energy Control Module (BECM) Bracket Bolts – All Mach E
W720404 S450	12 per HVBM	3 per HVBM	4	HVBM Mount Bolt – All Mach E and Transit
TA-38-B	2 per HVBM	2 per HVBM	1	Thermal Interface Material (TIM) – All Mach E and Transit

Order the parts listed in the above table through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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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.

Parts listed below apply to both Mach E and Transit vehicles.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LJ9Z-10D672-CLRM	As Needed	As Needed	1 Pair	AA Array Service Kit
LJ9Z-10D672-CMRM	As Needed	As Needed	1 Pair	BB Array Service Kit
LJ9Z-10D672-CNRM	As Needed	As Needed	1 Pair	AB Array Service Kit
LJ9Z-10D672-CPRM	As Needed	As Needed	1 Pair	CC Array Service Kit
LJ9Z-10D672-CQRM	As Needed	As Needed	1 Pair	DD Array Service Kit
LJ9Z-10D672-CRRM	As Needed	As Needed	1 Pair	EE Array Service Kit
LJ9Z-10D672-CSRМ	As Needed	As Needed	1 Pair	FF Array Service Kit

100% of the affected vehicle population is expected to require replacement of one or more High Voltage Battery Modules.

DEALER PRICE

For the latest part prices, refer to DOES II. The dealer will receive the HVBM array kit through the zero-cost exchange process.

HANDLING ALLOWANCE

An allowance of \$330 per HVBM (Array pair) is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the HVBM.

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 EFC14947, Launch of RCRC Return Process for Mach-E, E-Transit and F150 Lightning High Voltage Battery Array Returns. Dealers are to retain all replaced arrays and store them in the service crate (that the dealer received the new array kit it). Dealers are to return all replaced arrays in the crate via your local RCRC. **No array kits are to be scrapped. 100% of array kits are to be returned to Ford.**

EXCESS STOCK RETURN

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

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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 Battery/Array, follow the RCRC process. Refer to EFC14947, Launch of RCRC Return Process for Mach-E, E-Transit and F150 Lightning High Voltage Battery Array Returns.
- 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.