

Part 573 Safety Recall Report

23V-440

Manufacturer Name : Ford Motor Company

Submission Date : JUN 23, 2023

NHTSA Recall No. : 23V-440

Manufacturer Recall No. : 23S33



Manufacturer Information :

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Population :

Number of potentially involved : 14,452

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Ford Fusion

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Affected vehicles were produced between 12/06/17 and 07/27/20 and are equipped with the 2.0L PHEV drivetrain and 30Ah high voltage batteries.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : DEC 06, 2017 - JUL 27, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Current Interrupt Device (CID) activation in a high voltage battery cell can result in excess voltage and current flow through the Battery Energy Control Module (BECM), which can cause damage to the BECM.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A damaged BECM caused by excess voltage and current flow can result in a loss of motive power which increases the risk of a crash, or a localized fire around the BECM, which increases the risk of injury.

Description of the Cause : The root cause of the CID activation is currently unknown and under investigation.

Identification of Any Warning that can Occur : Drivers may receive a stop safely now message prior to losing motive power.

Involved Components :

Component Name 1 : Not Reported

Component Description : Not Reported

Component Part Number : Not Reported

Supplier Identification :

Component Manufacturer

Name : Not Reported

Address : Not Reported

Not Reported Not Reported -

Country : NR

Chronology :

On July 17, 2022, Ford's Trend and Early Warning Support (TEWS) team informed the Critical Concern Review Group (CCRG) of five reports of fire allegations that occurred in the trunk area on 2019 Fusion PHEV vehicles in North America equipped with 30Ah high voltage batteries. All of the incidents occurred between March and May 2022. The fires occurred while the vehicles were at dealerships during a replacement Battery Energy Control Module (BECM) service to remedy one or more voltage sense Diagnostic Trouble Codes (DTCs), a check engine light, no start, or loss of motive power concern.

Analysis of the vehicles by Ford's High Voltage Battery Systems Team identified the fires originated in the BECM. The high voltage batteries were sent to the supplier for analysis. The supplier confirmed the Current Interrupt Device (CID) was activated in high voltage battery cells from the suspect units, but the root cause of the CID activation is unknown.

On August 16, 2022, Ford's CCRG placed the investigation on monitor based on the rate and severity of the concern.

On February 8, 2023, a Technical Service Bulletin (TSB) was published providing direction to replace the high voltage battery if vehicles came in for service with one or more voltage sense DTCs rather than only replacing the BECM.

On May 2, 2023, the issue returned to CCRG for review. Two additional fires occurred during the monitor period, both while a customer was driving the vehicle. At that time, the CCRG was aware of seven fires and 270 warranty claims resulting in a loss of motive power as a result of this concern.

On June 16, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any accidents or injuries as a result of this concern.

Description of Remedy :

Description of Remedy Program : Owners of vehicles will be notified by mail to refrain from charging their vehicles to maintain a lower charge level in the high voltage battery, reducing the risk of a loss of motive power and vehicle fire until a remedy is available. Owners will also be informed that Ford's investigation is ongoing and that they will be contacted when further information is available.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : Not applicable at this time.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on June 27, 2023. Mailing of owner notification letters is expected to begin July 10, 2023 and is expected to be completed by July 28, 2023.

Planned Dealer Notification Date : JUN 27, 2023 - JUN 27, 2023

Planned Owner Notification Date : JUL 10, 2023 - JUL 28, 2023

* NR - Not Reported