

**FORD:**  
2013 C-MAX, Fusion

**LINCOLN:**  
2013 MKZ

The article supersedes TSB **13-5-1** to update the Title, Issue Statement and Service Procedure.

**ISSUE**

Some 2013 C-Max Hybrid/Energi vehicles built on or before 4/9/2013 and Fusion Hybrid/Energi and MKZ Hybrid vehicles built on or before 6/12/2013 may exhibit a 12-volt battery which is unable to maintain a charge or becomes discharged when the vehicle is operated with maximum electrical loads for short drive cycles and then left unattended for several hours during cold weather temperatures, less than 0 degrees Celcius (32 degrees Fahrenheit).

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Does the concern occur only when the ambient temperature is below 0 °C (32 °F)?
  - a. Yes - proceed to Step 2.
  - b. No - this article does not apply. Refer to Workshop Manual, Section 414-01 for normal diagnosis.
2. Reprogram the Direct Current/Direct Current (DC/DC) Converter Control Module to the latest calibration using IDS release 84.02 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.  
Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
130623A	2013 C-MAX, Fusion Hybrid, Fusion Energi and MKZ Hybrid: Reprogram The Direct Current/Direct Current Converter Module (Do Not Use With Any Other Labor Operation)	0.2 Hr.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
14B227	04

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.