



TECHNICAL SERVICE BULLETIN

No Start Condition With Various BECM DTCs

23-2039

07 February
2023

Model:

Ford 2019-2020 Fusion PHEV

Markets: Canada, USA

Issue: Some 2019-2020 Fusion plug-in hybrid electric vehicles (PHEV) may exhibit a no start condition with diagnostic trouble codes (DTCs) P0B3B, P0B40, P0B45, P0B4A, P0B4F, P0B54, P0B59, P0B5E, P0B63, P0B68, P0B6D, P0B72, P0B77, and/or P0B7C stored in the battery energy control module (BECM). This may be due to a failure within the high voltage (HV) traction battery. To correct the condition, follow the Service Procedure to replace the HV traction battery.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2019-2020 Fusion PHEV
- No start condition
- DTCs P0B3B, P0B40, P0B45, P0B4A, P0B4F, P0B54, P0B59, P0B5E, P0B63, P0B68, P0B6D, P0B72, P0B77, and/or P0B7C stored in the BECM

Parts

Service Part Number	Quantity	Description
KG9Z-10B759-EARM	1	High Voltage Traction Battery

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2019-2020 Fusion PHEV: Retrieve DTCs, Replace The HV Traction Battery, Includes Time To Perform PMI On The BECM And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	232039A	4.0 Hrs.

Repair/Claim Coding

Causal Part:	10B759
Condition Code:	42

Service Procedure

1. Replace the HV traction battery. Refer to Workshop Manual (WSM), Section 414-03A > Removal and installation.
2. Connect a battery charger to the 12-volt battery to prevent the battery saver mode from activating on the vehicle.

NOTE: To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have the vehicle plugged into the high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

3. Perform the programmable module installation (PMI) process for the BECM.

4. Reprogram the powertrain control module (PCM) using the latest software level of the Integrated Diagnostic System (IDS).

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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.