



TECHNICAL SERVICE BULLETIN

"12V Battery State Of Charge Low" Or "Charging System Service Soon" Message In The IPC And/Or "Remote Features Disabled To Preserve Battery" Message Displayed In FordPass

25-2142
30 April 2025

This bulletin supersedes 24-2442. Reason for update: update the Service Procedure and Causal Part.

Model:

Ford 2021-2024 F-150	Engine: 3.5L PowerBoost
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Markets: North American markets only

Issue: Some of the vehicles in the Model section above may exhibit at least one of the following conditions:

- "12V Battery State of Charge Low" message displayed in the IPC
- "Charging System Service Soon" message displayed in the IPC
- "Remote Features Disabled To Preserve Battery" in FordPass
- DTC B11D9:09 stored in the BCM
- "System Off To Save Battery" message in the center display screen
- No crank/no start condition and or a discharged 12v battery

This may be due to an erroneous calculation of battery SOC by the BMS, the software in the ACCM and/or the software in the TCCM.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to update the BCM, ACCM and TCCM.

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BAGM-94RH7-800	1	1	1	Battery (800 Amp) - Refer To The Parts Catalog For The VIN Specific Application
BAGM-48H6-760	1	1	1	Battery (760 Amp) - Refer To The Parts Catalog For The VIN Specific Application

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

Labor Times

Description	Operation No.	Time
2021-2024 F-150 3.5L PowerBoost: Perform A Battery Condition Test (Pass) Update The BCM, ACCM and TCCM Following The Service Procedure (Can Be Claimed With Operation C) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252142A	0.7 Hrs.
2021-2024 F-150 3.5L PowerBoost: Perform A Battery Condition Test (Fail) Replace The Battery And Update The BCM, ACCM and TCCM Following The Service Procedure (Can Be Claimed With Operation C) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252142B	0.8 Hrs.

2021-2024 F-150 3.5L PowerBoost: Additional Time If Equipped, Disconnect And Connect The Auxiliary Battery (Can Be Claimed With Operation A Or B)

252142C

0.1 Hrs.

Repair/Claim Coding

Causal Part:	10655
Condition Code:	42

Service Procedure

1. Perform a battery condition test on the primary battery as outlined in WSM, Section 414-01 > Diagnosis And Testing > Battery. Service the battery as necessary.

2. Connect a battery charger such as Rotunda GRX-3590 or DCA-8000 to the 12-volt battery.

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 high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

3. Update the BCM, ACCM and the TCCM to the latest level software using the FDRS.

4. Was the battery replaced in Step 1?

(1). Yes - repair is complete (BMS reset was performed in Step 1).

(2). No - use the FDRS scan tool to carry out the BMS reset.

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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.