



TECHNICAL SERVICE BULLETIN
3.5L PowerBoost - "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

24-2295
16 September
2024

Model:

Ford 2021-2024 F-150	Engine: 3.5L PowerBoost
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Issue: Some 2021-2024 F-150 vehicles equipped with a 3.5L PowerBoost engine, may exhibit a "12V Battery State of Charge Low" or "Charging System Service Soon" Message displayed in the IPC and/or "Remote Features Disabled To Preserve Battery" in FordPass. Some vehicles may also exhibit DTC B11D9:09 and a Sync Screen message of "System Off To Save Battery". This may be due to an erroneous calculation of battery SOC by the BMS. To correct this condition, follow the Service Procedure to update the BCM.

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

- 2021-2024 F-150
- Equipped with a 3.5L PowerBoost
- Vehicles exhibiting one of the following symptoms:
 - "12V Battery State of Charge Low" warning message on the IPC.
 - "Charging System Service Soon" Message on the IPC.
 - "Remote Features Disabled To Preserve Battery" message in Ford Pass
 - "System Off To Save Battery" Sync Screen message

Parts

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

Claim Quantity refers to the total number of individual pieces required to repair the vehicle.

Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

Number In Package refers to the number of individual pieces included in a service part number package.

Only If Necessary indicates the part is not mandatory.

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 PowerBoost: Perform A Battery Condition Test (Pass) Update The BCM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	242295A	0.4 Hrs.
2021-2024 F-150 PowerBoost: Perform A Battery Condition Test (Fail) Replace The Battery And Update The BCM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	242295B	0.6 Hrs.

Repair/Claim Coding

Causal Part:	ML3Z-10C679-B
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. Update the BCM to the latest level software using the FDRS.
- 3. Was the battery replaced in Step 1?
 - (1). Yes: Repair is complete.
 - (2). No: Use the 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.