



TECHNICAL SERVICE BULLETIN

Reduced Electric Vehicle Operation

**20-
2142**
24 April
2020

Model:

Ford 2010-2012 Fusion HEV
Lincoln 2011-2012 MKZ HEV
Mercury 2010-2011 Milan HEV

Issue: Some 2010-2012 Fusion hybrid electric vehicles (HEV), 2010-2011 Milan HEV and 2011-2012 MKZ HEV vehicles may experience reduced electric vehicle operation and increased gasoline engine operation around 10 years of vehicle age and beyond. This may be due to software in the battery energy control module (BECM) and the powertrain control module (PCM). To correct the condition, follow the Service Procedure to reprogram the BECM and PCM.

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

- One of the following vehicles:
 - 2010-2012 Fusion HEV
 - 2010-2011 Milan HEV
 - 2011-2012 MKZ HEV
- Reduced electric vehicle operation and/or increased gasoline engine operations

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
2010-2012 Fusion HEV, 2010-2011 Milan HEV, 2011-2012 MKX HEV: Reprogram The BECM And PCM (Do Not Use With Any Other Labor Operations)	202142A	0.5 Hrs.

Repair/Claim Coding

Causal Part:	10B759
Condition Code:	04

Service Procedure

1. Reprogram the BECM and PCM using the latest software level of the appropriate Ford diagnostic scan tool.

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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.