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| **Publish Date:** | April 22, 2024 | Due Date (If Applicable): | N/A |

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|  | *Launch of RCRC Return Process for Mach-E and E-Transit High Voltage Battery Array Returns*  |

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| **Target Dealer Group:** | All Ford & Lincoln Dealers |

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| **Target Audience:** |  Service Managers, Parts Managers |

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| **Target Dept(s):** | [ ]  New Sales | [ ]  Used Sales  | [ ]  Ford Pro  | [ ]  Finance  | [x]  Parts  | [x]  Service |
|  | [x]  Model e  | [ ]  Warranty  | [ ]  Training  |  |  |  |

**SUMMARY**

* Mach-E and E-Transit high voltage battery arrays will be picked up and returned to Ford via your local Regional Core Recovery Center (RCRC).
* The replaced battery arrays will be returned in the same crate that Ford ships the new service array kit to the dealership in.
* Dealerships must print, populate, and adhere to the array kit crate a completed HAZMAT label and document.

**HIGH VOLTAGE BATTERY RETURN PROCESS**

**Batteries and arrays may be shown on the OWS Parts Status Report as “scrap”. Dealerships are to disregard this disposition and hold all EV batteries and arrays to return to Ford.**

There are currently two methods used by Ford to remove High Voltage (HV) battery packs and arrays from dealerships. The same process is used for high voltage batteries for:

* Battery Electric Vehicle (BEV)
* Plug-In Hybrid Electric Vehicle (PHEV)
* Full Hybrid Electric Vehicle (FHEV)

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| **RCRCs will pick up:*** Mach-E and E-Transit Array kits
* PHEV Fusion packs
* PHEV C-Max packs
 | **A Ford Expeditor will contact your dealership to arrange for the pick-up of:*** Lightning Arrays
* BEV battery packs (Mach-E, E-Transit and Lightning)
* All FHEV battery packs
* All PHEV packs (except for Fusion and C-Max)
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**MACH-E and E-TRANSIT ARRAYS ADDED TO RCRC PROCESS**

To provide a timelier and streamlined process for core collection, FCSD is modifying the high voltage core return process for certain high voltage batteries. Effective April 15th, replaced Mach-E and E-Transit arrays will be added to the existing Regional Core Recovery Centers (RCRC) core return process. The replaced array kit should be returned in the same crate the new part arrived in. Two documents are required for each array kit being returned via your local RCRC. Documentation required includes:

1. **HAZMAT shipping documentation**: Dealerships to complete the information and provide this to the driver picking up the HV battery.
2. **HAZMAT Warning Label:** Each crate needs a HV battery label attached to the crate (for each array being returned).

**RCRC Parts Collection List**

The following service part numbers are to be placed in the RCRC pickup area of the dealership:

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| **Service Part Number**  | **Description** | **Vehicle Lines** | **Model Years** |
| KG9Z10B759EARM | Battery Pack | Fusion PHEV | 2013 - 2020 |
| JM5Z10B759EARM | Battery Pack | C-Max PHEV | 2013 - 2018 |
| LJ9Z10D672BQ | Array Assembly | Mach-E/ E-Transit | 2021 - 2023 |
| LJ9Z10D672BR | Array Assembly | Mach E/ E-Transit | 2021 - 2023 |
| LJ9Z10D672BN | Array Assembly | Mach-E | 2021 - 2024 |
| LJ9Z10D672BY | Array Assembly | Mach-E | 2021 - 2024 |
| LJ9Z10D672BC | Array Assembly | Mach-E | 2021 - 2023 |
| LJ9Z10D672BP | Array Assembly | Mach E/ E-Transit | 2021 - 2023 |
| LJ9Z10D672BZ | Array Assembly | Mach-E | 2021 - 2023 |
| LJ9Z10D672CB | Array Assembly | Mach E/ E-Transit | 2021 - 2024 |
| LJ9Z10D672CA | Array Assembly | Mach E/ E-Transit | 2021 - 2024 |
| LJ9Z10D672CC | Array Assembly | Mach E/ E-Transit | 2021 - 2024 |

**REPLACED HIGH VOLTAGE BATTERY PROCESS**

After a high voltage battery has been removed from a vehicle:

* Coolant should be drained, and the lines are to be capped prior to shipment.
* Place the replaced battery pack or arrays into the same crate that Ford shipped the service array kit to the dealership in.
* Determine if the part is returned to Ford via your RCRC or via a Ford Expeditor arranging transportation.
* Prior to shipping, ensure the appropriate HAZMAT paperwork is provided with the HV battery.
* Confirm original hazmat label is on the crate prior to shipping. If not, dealer needs to acquire a new hazmat label.

For all other high voltage battery packs and Lightning array vehicle applications, a warranty expeditor will contact the Dealer to provide the appropriate documentation and shipping instructions. If your dealership is not contacted within 45 days, the Dealer needs to email the expediting team at the following email address ebatrtrn@ford.com to schedule a pickup.

NOTE: Dealerships are obligated to retain 100% of HV battery packs and arrays for return, even if they are dispositioned on the OWS Parts Status Report as “scrap”. Parts are to be returned to Ford either via the RCRC (parts listed above) or the dealership will be contacted by an Expediter to facilitate the return of the HV battery pack/array.

**RELATED COMMUNICATIONS**

For additional information on High Voltage battery part ordering, processing, handling storage and training please refer to the following dealer communications:

* EFC13628 PHEV RCRC Core Return Process Update October 2023
* FC12962 EV Battery and Array Servicing -- Order Requirements
* EFC12907 EV Vehicle High Voltage Battery Packs and Array Kits Reference Information

**QUESTIONS AND ANSWERS**

1. **What are the recommended short term storage guidelines for high-voltage batteries (out of the vehicle battery or during the vehicle repair)?**

**Answer:** The EV battery **should be kept indoors and protected from the elements** (out of direct sunlight and sheltered from the rain/snow). Because laws, rules and regulations may vary at the state or local level, please follow all local and state requirements for proper battery handling.

1. **Who do I contact if my local RCRC did not pick up a part they should have?**

**Answer:** Leave the part in your RCRC core collection area for return during the next RCRC pickup time. Contact your local RCRC with any specific concerns.

1. **Who do I contact if an Expediter does not contact the dealership within 45 days to return a high voltage battery (that the RCRC is not collecting)?**

 **Answer:** The return process can take up to 45 days. If it’s less than 45 days await an email/phone

 call to your dealership to initiate the expediting process. If it’s been longer than 45 days, please email

 ebatrtrn@ford.com and provide the following information:

* Dealer P&A Code
* VIN (for HV battery being returned)
* Service part number (for HV battery being returned)
1. **Will the dealership receive a financial credit for the returned HV array core?**

**Answer:** No, there is no credit issued since there is no core value on the HV battery arrays and packs. The dealership received the HV battery under the zero-cost exchange process.

1. **Where do I access training information for high voltage batteries?**

 **Answer:** Dealer communication **3871SS Fixed Operations: Handling EV High-Voltage Batteries**

 **Self-Study PDF** contains training information for high voltage batteries.

For questions, contact your FCSD Parts & Service Specialist.