GENERAL SERVICE BULLETIN 23-7137

Additional information regarding the <Charging System> warning message on the instrument cluster

06 October 2023

Model:

Mondeo - with 2.0L EcoBoost, 2.0L Duratorq-TDCi and 2.0L EcoBlue engine	Year: 2019-2022 Assembly Plant: Valencia (Spain)
S-MAX/Galaxy - with 2.0L EcoBoost, 2.0L Duratorq-TDCi and 2.0L EcoBlue engine	Year: 2015-2022 Assembly Plant: Valencia (Spain)

Markets: All European markets

Summary

This General Service Bulletin (GSB) provides additional information regarding a possible **<Charging System>** warning message on the instrument cluster in conjunction with Diagnostic Trouble Code (DTC) **P0562-00 - Battery system voltage malfunction -** stored in the Powertrain Control Module (PCM).

Service Information

This Service Information contains diagnostic notes in case of a possible **<Charging System>** warning message to refuse the installation of new components.

NOTE: It is not necessary to install a new generator for the time being.

General Equipment	Source of Supply
Digital multimeter (Amperemeter)	commercially available

Diagnostic Tool - Vehicle Connection/Communication

1. Connect Diagnostic Tool to the vehicle and establish communication (VID the vehicle).

- Confirm the vehicle details are correct.
- Check for stored Diagnostic Trouble Code (DTC) **P0562-00 - Battery system voltage malfunction -** in the PCM.
- If Diagnostic Trouble Codes (DTC) **P0562-00** is present, go to next step. It is **NOT** required to install a new generator.
- If other DTCs are present, this GSB is **NOT** valid. Refer to the corresponding Diagnosis and Testing procedures on PTS and repair as required.

Voltage measurement

1. Prepare vehicle voltage measurement at the vehicle.

(1). Digital multimeter (Amperemeter) connected to generator B+

(2). Digital multimeter (Amperemeter) connected to battery B+

- Use Battery B- as ground.

2. Switch ignition ON and start the engine.

3. Activate all loads in vehicle (max heat, heated front and rear window glass, heated seats, front and rear lamps, …)

4. Leave vehicle untouched for at least **2 minutes.**

5. Read off and note the actual value from amperemeter and switch ignition OFF.

- If the difference is **higher** than 1.5 V:
    - Check B+ electrical wiring to the alternator.
    - Check all ground connections (engine return cable, BMS cable,…).
    - Check BMS B+ electrical wiring including BMS fuse (part of the BMS B+ wiring).
    - If no issue is found, raise Global Concern Reporting (GCR) report.
- If the difference is **smaller** than 1.5 V -> No further action is required.

6. Disconnect the measuring equipment from the vehicle.

7. Clear any stored DTCs related to this concern.

8. Disconnect the Diagnostic Tool.
