



TECHNICAL SERVICE BULLETIN

Charging system warning message plus battery symbol in instrument cluster with Diagnostic Trouble Code (DTC) P0562-00

24-2072

 15 March
2024

Model:

S-MAX/Galaxy	Year: 2019-2023 Build Date: 12.02.2019 Onwards Build Code: KK Onwards Assembly Plant: Valencia (Spain) Engine: 2.0L EcoBlue (177kW/240PS) (YL) Engine: 2.0L EcoBlue (125kW/170PS) (YN) Engine: 2.0L EcoBlue (132kW/180PS) (YM) Engine: 2.0L EcoBlue (140kW/190PS) (BC)
Mondeo	Year: 2019-2022 Build Date: 12.02.2019 Onwards Build Code: KK Onwards Assembly Plant: Valencia (Spain) Engine: 2.0L EcoBlue (177kW/240PS) (YL) Engine: 2.0L EcoBlue (132kW/180PS) (YM) Engine: 2.0L EcoBlue (140kW/190PS) (BC)

Markets: All European markets

Summary

Should a customer express concern about the Charging System Warnings <Charging system - Service now> plus battery symbol in the instrument cluster message center that occur sporadically over long distances drives (300-400 km) (190-250 miles), the cause could be the Battery Monitor Sensor (BMS) B+ electrical wiring including BMS fuse. The warning message on the instrument cluster must be in conjunction with only Diagnostic Trouble Code (DTC) **P0562-00** - Battery system voltage malfunction.

In course of this Service Instruction some work steps published within Field Service Action (FSA) **18P11** should be followed.

For markets where PTS/GFDRS is used, connect GFDRS and select the appropriate symptoms from the concern descriptions above. Follow the PTS/GFDRS instructions to rectify this concern and send any related diagnostic feedback session files. Failure to follow these instructions will affect any associated warranty claim submission.

For markets where Symptom based diagnosis is not available, rectify this concern by following the attached service repair instruction.

Parts

Finis Code	Package Order Quantity	Description
2 374 321	1	Fuse wiring harness

Labor Times

Description	Operation No.
Diagnostic Tool - Vehicle Connection/Communication - incl. select customer symptoms, reading & deleting fault codes in the relevant Ford Diagnosis and Repair System	29 099 0
Air Cleaner Element - Remove And Install	23 184 1
Cowl Grille - Remove And Install	43 230 1
Wiring Harness/-Connector Repair 1-2 Pin (Includes: Fuse Wiring Harness - Install)	36 480 4

Repair/Claim Coding

Causal Part:	Finis Code of the fuse wiring harness
Condition Code:	28

General Equipment:

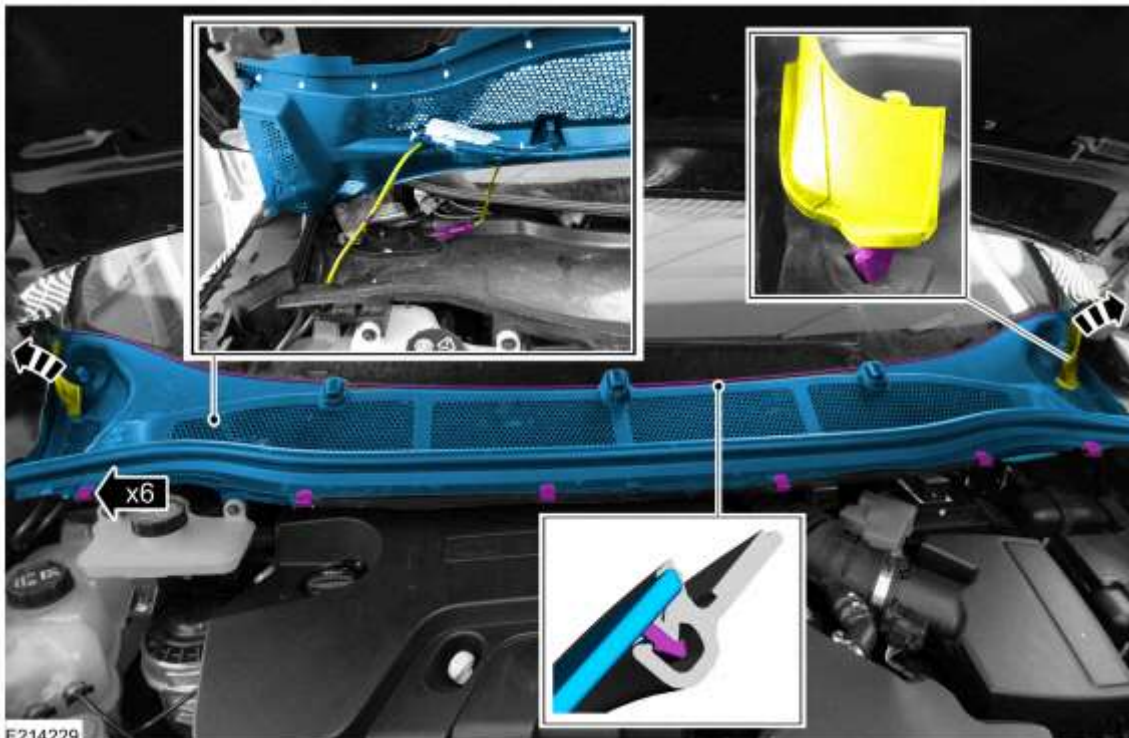
Description	Source of supply
Red single wiring 0,75 mm ² in a length of approx. 25 cm	locally procured
Crimp sleeves; Heat-shrink tubes	
Felted insulating tape	
Cable tie strap	
Wiring Repair Tools	refer to Professional Technician System (PTS) - Wiring - Wiring Repair Tools

Service Instruction**Diagnostic Tool - Vehicle Connection/Communication**

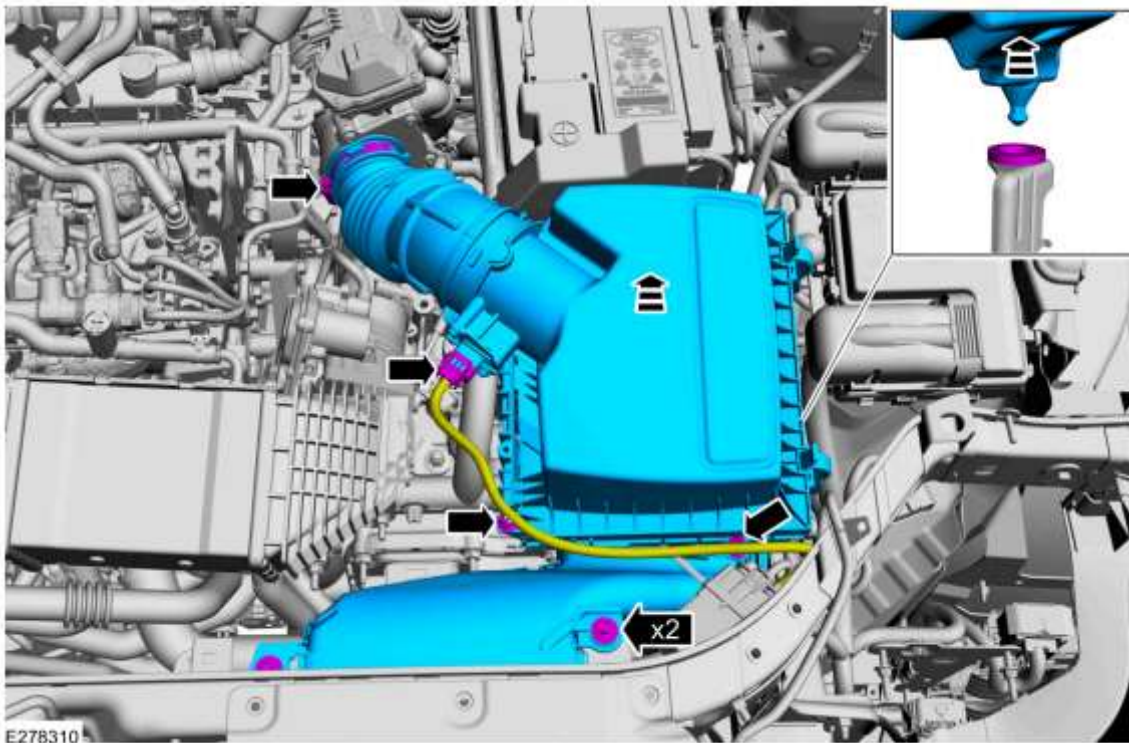
1. Connect Diagnostic Tool to the vehicle and establish communication (VID the vehicle).
 - o Confirm the vehicle details are correct.
 - o Read out any stored DTCs.
 - o Clear any stored DTCs related to this concern.
 - o Go to next step.

Wiring Harness - Repair

1. Remove the cowl panel grille. For additional information, refer to 2015 S-MAX/Galaxy / 2014 Mondeo Workshop Manual Section 501-02.

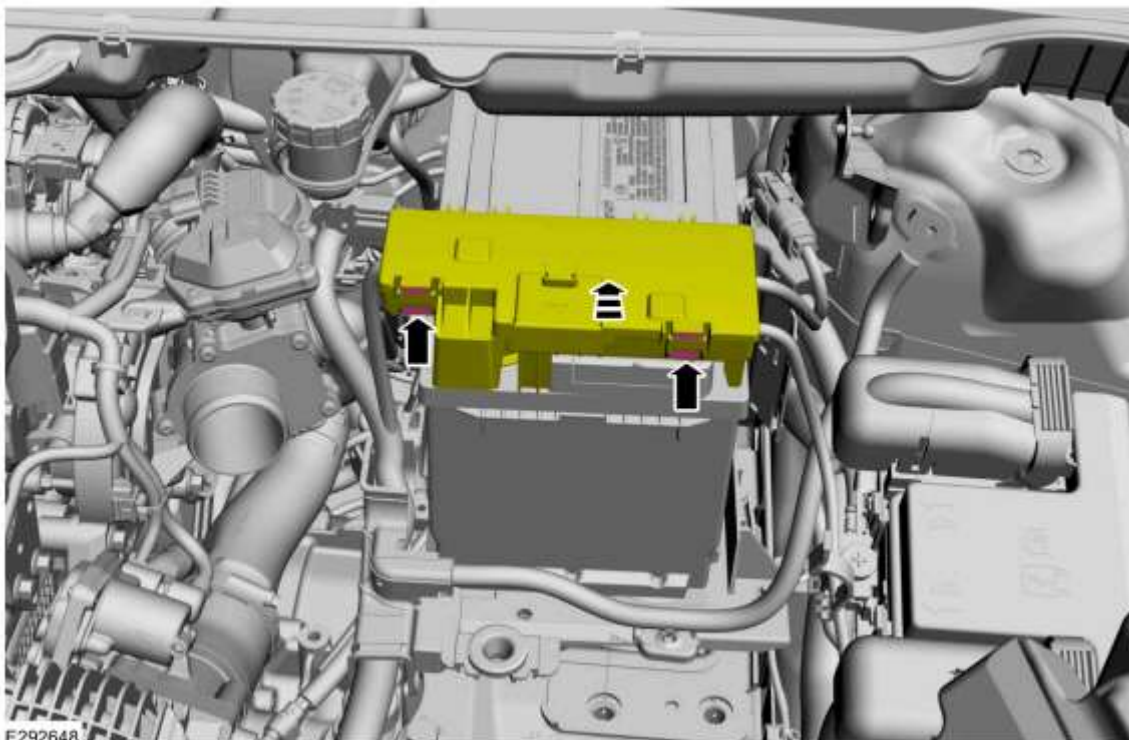


2. Remove the air cleaner **upper** housing. For additional information, refer to 2015 S-MAX/Galaxy / 2014 Mondeo Workshop Manual Section 303-12.



3. Disconnect the battery negative cable.

- Close the open intake so that no foreign parts can fall in.



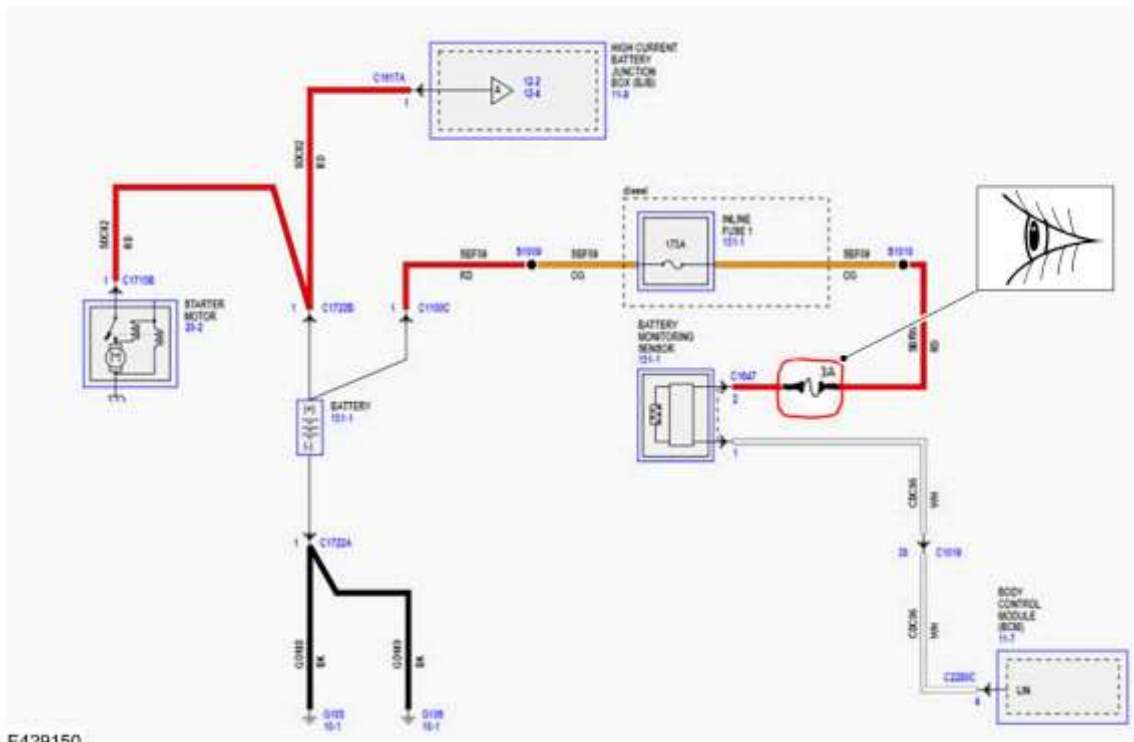
4. Locate the fuse in the wiring harness SBF09 to the Battery Monitor Sensor (BMS) in the near of electrical connector **C1647** Pin 2 (under the silver insulating tape) which is not in the wiring schematic located between the EGR valve and the battery plus pole (refer also to the following **updated** wiring schematic for details).

- Carefully remove the isolation from the wiring harness branch to the BMS electrical connector.



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5. Updated wiring schematic for information.

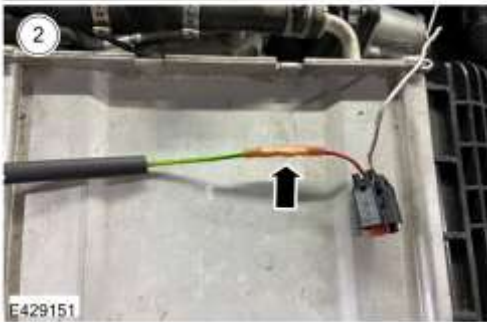


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6. Remove the orange 1.5 mm² single wiring including the fuse holder and add the missing red single wiring with a 0,75 mm² one in a length of approx. 25 cm.

- (1). Re-establish the electrical connection using crimp sleeves and the appropriate crimping pliers.
- (2). Heat the crimp connector using a hot air gun and shrink the ends to create a watertight connection.

- In addition, use heat-shrink tubing and a hot air gun to ensure additional mechanical and watertight protection.
- Wrap the entire cable with felted insulating tape and loosely twist in the excess cable length in a circle to prevent any kinking of the electrical cable . Fix it to the existing wiring harness.



7. Fit the additional fuse wiring harness (see Parts Required) to the BMS in accordance with the instructions published in the Field Service Action (FSA) **18P11**.

(1). Additional fuse wiring harness

(2). Install the existing BMS plug and insert the two clips into the holders in the area of the battery positive pole and fix them in place that the fuse holder is on top of the battery in direction to left-hand A-Pillar.



8. Install all remaining parts in reverse order.

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