



SSM 51977 Puma, Fiesta, Focus (2017 - 2024) MHEV - Air conditioning does not work

Should a customer complain about the Air Conditioning System not working, not cooling down, no demisting etc. on Fiesta, Focus and Puma MHEV vehicles, the possible root cause may be the 12V Battery low state of charge. Please consider the already published service communication (GSB/TSB/SSM) related to the symptom of low battery State of Charge (SoC) to bring the charge level up. Please note that the drive cycle of the customer can influence the state of charge significantly. Recharging the 12V Battery should not be claimed to warranty. If battery SoC is not the root cause please use the existing Symptom Based Diagnostics for A/C system verification by following the symptom hierarchy e.g. Customer comfort and entertainment ->Climate control system ->Air conditioning (A/C) ->Inoperative, you will reach out the SBD G2339681, G2339657, G2000778 for each mentioned carline.