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Mustang Mach-E 12V Recall FAQ

👤 Ford Motor Company · 🕒 Today at 6:13 AM · 👁 7 · 🏠 12v recall



Ford Motor Company



Official Ford Account

Today at 6:13 AM

🔗 #1

Hi Mustang Mach-E owners. By now many of you have received a notification regarding a recall on your vehicle involving the 12V battery. As there has been several mentions of the 12V battery in recent updates, the team at Ford want to ensure you have the information you need.

Why is there a recall on Mustang Mach-E?

In the event of an unexpected 12V battery failure when the vehicle is turned off, the electronic door latches remain in their last lock/unlock status. If the electronic door latches were locked at the time of 12V battery failure and a driver or front seat passenger exit using the door release handles, the doors will remain locked when they are re-closed. This may result in an unexpected lock-out condition for the driver or a front seat passenger without the ability to immediately re-enter the vehicle.

What is the safety risk?

This may result in an unexpected lock-out condition for the driver or a front seat passenger without the ability to immediately re-enter the vehicle. An occupant who remains inside a locked vehicle and unable to use an inside door release handle may be unable to be rapidly retrieved by a passenger who has exited the vehicle. This could result in a serious injury, especially in hot weather.

Which vehicles are impacted?

All Mustang Mach-E model year vehicles built prior to June 3, 2025.

How will my vehicle be fixed?

This issue must be fixed at your local Ford Dealer via a software update.

When will my vehicle be fixed?

2025 Model Year Vehicles – The software update is available now. You can take your vehicle to your local Ford Dealer to receive the update.

2021 - 2024 Model Year Vehicles – When the update is available, you will receive a letter in the mail with instructions to have it installed at your local Ford Dealer.

Do I have to go to the dealership for the software update?

Yes, currently this software update must be completed by a Ford Dealer. Ford is developing an over-the-air update will be available at a later date.

How long will it take to fix my vehicle?

The update is expected to take less than a day. You can contact your local Ford Dealer to understand their service wait times when the software is available.

Who is paying for this update?

This service is being performed at no charge to the vehicle owner.

Can I get stuck in my vehicle? If the doors are locked and the 12V battery fails, how do I exit the vehicle?

If you are able to operate the interior door handle, you can exit the vehicle.

Front Doors - Pull the door release handle until it stops (note: this means pulling the door release handle further than is usually required to open the door).

Rear Doors – Pull the door release handle twice. If a rear door is used to exit the vehicle, that door will unlock, and the supercapacitor will allow for limited re-entry times using the exterior button.

How do I re-enter the vehicle if the 12V battery fails?

You can re-enter the vehicle by jump-starting or replacing the 12V battery. Reference the customer support article at <https://go.ford/MME12V> for instructions on how to access and jump-start the battery if it has failed. If a rear door is used to exit the vehicle, that door will unlock, and the stored electricity within the electronic door latch will allow re-entry for a limited time using the exterior button.

Will FordPass app notify me or warn me that my 12V battery is at risk of failing?

FordPass will notify you if the 12V battery may be at risk of failing. A “Vehicle Health - Needs Attention” banner will be displayed with alert details “12-Volt Battery Advanced Diagnostic 1.0”. Upon seeing the alert, customers should take their vehicle to a dealership for service.

I received a “12-Volt Battery Advanced Diagnostic 1.0” alert in FordPass app. What does this

mean?

The "12-Volt Battery Advanced Diagnostic" health alert will appear when the vehicle reports degraded 12V conditions that may mean that the battery is at risk of depletion during a key-off event. When seen, you should go to a Ford dealership for 12V battery testing and replacement.

Will my vehicle notify me that the 12V battery failed before I exit my vehicle?

If the vehicle does not have power from the 12V battery, it is unable to provide a notification.

I had my 12V Battery replaced after I was notified but it's still showing in the app, what do I do?

If you had your 12V battery replaced after being alerted by FordPass, the warning may stick around for a couple weeks while the model "relearns" the new battery. The team is already working on refinements to have it relearn faster.

I got an over-the-air update regarding door locks. Does that take care of this recall?

No, this is a general update and unrelated to the recall. The over-the-air update some of you may have received would prevent the separate, future over-the-air update from creating a new concern.

We will continue to share information when available.

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Last edited: Today at 7:07 AM

- Brian, not AI, from Ford