



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 14, 2026

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: Advance Notice
Equipment Recall 26S70
Certain 2023-2025 Mustang Mach-E Vehicles
Battery State of Health (SOH) Over-Estimation**

AFFECTED VEHICLES (Population Of Affected Battery Energy Control Modules 83):

Vehicle	Model Year	Assembly Plant	Build Date Range
Mustang Mach-E	2023-2025	Cuautitlan	N/A

REASON FOR THIS SAFETY RECALL

All affected vehicles may experience battery SOH over-estimations following a Battery Energy Control Module (BECM) replacement in service. An overestimated SOH causes the vehicle to display an artificially high State of Charge (SOC) to the customer. It is possible that when the displayed SOC reaches approximately 10%, the actual battery SOC may be near 0%. This discrepancy can result in unexpected power limitation, the illumination of warning indicators (wrench/turtle light), and an eventual complete loss of motive power. A loss of motive power may increase the risk of a crash.

Additionally, if the battery's SOH is overestimated, the BECM may request more current than intended during DC fast charging (DCFC). Repeated high-current DCFC events can increase lithium plating inside the battery cells. In severe cases, this plating may cause an internal short circuit, increasing the risk of a fire.

SERVICE ACTION

Please have your parts and service departments complete the following:

- Review your customer-pay invoices to determine if you have installed any of the affected BECM parts (PZ9Z-10B687-C, PZ9Z-10B687-E) on 2023-2025 Mustang Mach-E.
- **Contact these customers and advise them that the battery SOC that their vehicle displays may be artificially high.**
- Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) that purchased the suspect parts from you over the counter.
- Contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request, to request adding a vehicle to this equipment recall.
- Check to see if you have any suspect service parts in inventory and return them as needed following the normal part return process.
- Post the Equipment Safety Recall Notice in your parts department where customers can view it. The notice is included with this letter and available on PTS as an attachment to 26S70.

A complete dealer bulletin, including technical instructions, is expected to be available to dealers by December 23, 2026, when a remedy is planned to be available for this safety recall.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

EQUIPMENT RECALL 26S70 - Advance Notice

BRANDED / SALVAGED TITLE VEHICLES

Affected branded/salvaged title vehicles are eligible for this recall.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (26S70) is the subcode.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

EQUIPMENT RECALL 26S70 - Advance Notice

LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Description	Labor Operation	Labor Time
<u>Administrative Allowance:</u> (expires March 9, 2027) NOTE: This administrative allowance is to assist dealers with completing the following activities in your parts and service departments: • Review your customer-pay invoices to determine if you have installed any of the affected Battery Energy Control Modules (BECM) on U.S. based vehicles. • Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) that purchased the suspect parts from you over the counter. • Contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN-specific Non-Involved Vehicle Request, to request adding a vehicle to this equipment recall. • Post the Equipment Safety Recall Notice in your parts department where customers can view it. The notice is included with this letter and available on PTS as an attachment to 26S70. • Check to see if you have any suspect service parts in inventory and return them as needed following the normal part return process. • Can only be claimed once.	26S70AA	0.3 Hours



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***** IMPORTANT SAFETY RECALL *****

Equipment Recall Notice 26S70 / NHTSA Recall 26E063

To: Dealer Principal, General Manager, Service Manager, Parts Manager

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in at least one of your dealership's purchased or sold "Over-The-Counter" (OTC) Battery Energy Control Module (BECM) for certain 2023-2025 Mustang Mach-E vehicles.

What is the issue? According to our records, your dealership purchased and may have installed or sold OTC one of the suspect BECM service part numbers, PZ9Z-10B687-C, PZ9Z-10B687-E, which may contain incorrect software that can result in battery State of Health (SOH) over-estimations. An overestimated SOH causes the vehicle to display an artificially high State of Charge (SOC). When the displayed SOC reaches approximately 10%, the actual battery SOC may be near 0%. Additionally, an overestimated SOH can cause the BECM to request excessive current during DC Fast Charging (DCFC). Over successive DCFC cycles, this excessive current can increase plating within the battery cells.

There is no vehicle traceability for these non-compliant service parts, and as such you are listed as the owner of record.

What is the risk? This discrepancy can result in unexpected power limitation, the illumination of warning indicators (wrench/turtle light), and an eventual complete loss of motive power. A loss of motive power may increase the risk of a crash. Severe plating may lead to internal short circuit, increasing the risk of a fire.

What should you do?

Please have your parts and service departments complete the following:

- Post the Equipment Safety Recall Notice in your parts department where customers can view it. The Notice is available on PTS as an attachment to 26S70.
- Review your customer-pay invoices to determine if you have installed any of the affected BECM on U.S. based vehicles.
- Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) that purchased the suspect parts from you over the counter.
- Contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request, to request adding a vehicle to this equipment recall prior to performing this service action.
- Check to see if you have any suspect service parts in inventory and return them following the normal part return process.

Thank you for your attention to this important matter.

Customer Service Division



IMPORTANT EQUIPMENT SAFETY RECALL

September 2026

Equipment Safety Recall Notice 26S70 / NHTSA Recall 26E063

Ford Motor Company has determined that a defect which relates to motor vehicle safety exists in certain 2023-2025 Mustang Mach-E vehicles. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Your vehicle may experience high voltage battery State of Health (SOH) over-estimation following replacement of its Battery Energy Control Module (BECM) in service.

An overestimated SOH will cause your vehicle to display an artificially high State of Charge (SOC) in its instrument panel cluster. When the displayed SOC reaches approximately 10%, the actual battery SOC may be near 0%.

Additionally, an overestimated SOH may result in damage to your vehicle's high voltage battery cells as the number of DC Fast Charging (DCFC) cycles increases over the vehicle's lifetime.

What is the risk?

An artificially high displayed SOC can result in unexpected power limitation, the illumination of warning indicators (wrench/turtle light), and an eventual loss of motive power. A loss of motive power may increase the risk of a crash.

Over time, damage to the high voltage battery cells from over-estimation of SOH may lead to battery thermal venting, potentially resulting in a vehicle fire.

Affected BECM part numbers are:

- PZ9Z-10B687-C
- PZ9Z-10B687-E

What should you do?

If you purchased an affected BECM and installed it, please contact your local dealer to have the BECM reprogrammed per Equipment Safety Recall 26S70 once the software is available, which is expected by December 23, 2026.

Ford Motor Company has authorized your dealer to reprogram your BECM, free of charge.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

What should you do? The vehicle owner is responsible for making arrangements to have the work completed.
(Continued)

If you have questions or concerns, please contact our **Customer Relationship Center (CRC)** at **1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [NHTSA.gov](https://nhtsa.gov). Reference NHTSA Safety Recall 26E063.

Thank you for your attention to this important matter.

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