



TECHNICAL SERVICE BULLETIN

12-Volt Battery Becomes Discharged While The Vehicle Is Plugged In During The High Voltage Charging Process - Built On Or Before 3-Feb-2021

21-2091
25 March
2021

Model:

Ford 2021 Mustang Mach-E

Issue: Some 2021 Mustang Mach-E vehicles built on or before 3-Feb-2021 may exhibit the 12-volt battery becoming discharged while the vehicle is plugged in during the high voltage charging process. This may be due to the parameters in the powertrain control module (PCM). To correct the condition, follow the Service Procedure to reprogram various modules starting with the PCM.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2021 Mustang Mach-E
- Built on or before 3-Feb-2021
- 12-volt battery becomes discharged during high voltage battery charge

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2021 Mustang Mach-E: Reprogram The Appropriate Modules As Required By The Software Update (Do Not Use With Any Other Labor Operations)	MT212091	Actual Time

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	04

Service Procedure

1. Connect a battery charger to the 12-volt battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle. Do not have the vehicle plugged into the High Voltage battery charger during programming. This can cause modules to not program correctly, only have the 12-volt battery charger installed.

2. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

3. Check the availability for software updates on the following modules and update as required:

- Secondary on-board diagnostic control module (SOBDM)
- Battery energy control module (BECM)
- Secondary on-board diagnostic control module B (SOBDMB)
- Secondary on-board diagnostic control module C (SOBDMC)
- Anti-lock brake system (ABS)

NOTE: Only one module may be updated at a time.

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