

## **SSM 49860 –**

### **2020-2021 Ford Hybrid PHEV/BEV - High Voltage Battery No Charge Condition**

Some 2020-2021 Ford Escape PHEV and Mustang Mach-E vehicles may experience a high voltage battery No Charge condition while using a factory equipped charge cord/Electric Vehicle Service Equipment (EVSE). To assist engineering, if published diagnostics leads to EVSE replacement, video record the EVSE indicator LEDs when the fault condition is present. Record the entire sequence if an indicator flash sequence occurs. Submit a Global Concern Report (GCR) and attach the video using the "Report a Vehicle Concern" link at the bottom of OASIS. The following formats are supported: 3GP,ASF,WMV,AVI,MP4,MPG,MPEG,MOV and not exceed 25 Mb max file size. Document the EVSE Indicator colors and flash pattern in the Warranty Claim.

APPLICABLE VEHICLES  
2020 - 2021 CAR: TC CX482N ESCAPE  
2021 CAR: GW CX727N C-EV