

## **SSM 50213 - 2021 Mustang Mach-E - FordPass App Frunk Button - Failure To Open Message**

Some 2021 Mustang Mach-E vehicles that have had a body control module (BCM) update may show the Frunk button on their FordPass app. This button is not currently supported and using it will result in a Failure To Open message. Ford is working on an update to the software to activate this button that is expected via over the air (OTA) in late December of 2021. The software will update automatically if Vehicle Connectivity is turned ON. Inform the customer that they can continue to drive the vehicle. Contact the customer in January of 2022 to determine if they received the update. If the customer needs assistance, schedule a follow-up appointment. Monitor OASIS for updates.

APPLICABLE VEHICLES  
2021 CAR: GW CX727N C-EV