

SSM - 50416

2021 Mustang Mach-E - Instrument Panel Cluster (IPC) Backlight Remains Illuminated With Ignition Key Off/12V Battery Drain - Built On Or Before 20-Oct-2021

Some 2021 Mustang Mach-E vehicles built on or before 20-Oct-2021 may exhibit illuminated instrument panel cluster (IPC) backlight with key-off, causing 12V battery drain. To resolve this condition, park the vehicle and close doors, allow vehicle to enter key-off status, wait for the brake indicator to turn off, turn on hazard lights for 3 flashes and turn off. An IPC software update is expected to be delivered to vehicles via an over-the-air (OTA) update in March 2022 to permanently resolve the condition. Let the customer know they can continue to drive the vehicle and advise to connect to their FordPass account to enable OTA delivery. Schedule a follow-up appointment for April 2022, and contact the customer to verify the OTA was received and confirm if the service appointment is going forward. Monitor OASIS for updates.

Vehicles Affected:

2021 Mustang Mach-E (CX727N) (GW)