

SSM 50645 - 2021-2022 Mustang Mach-E - Lack/Loss Of Heat While Driving

Some 2021-2022 Mustang Mach-E vehicles may exhibit a lack/loss of heat while driving during freezing temperatures. The Workshop Manual, Section 412-00 pinpoint test J has been updated to aid in proper diagnosis. This may be due to the heating ventilation and air conditioning control (HVAC) module software. Recommend the customer to use AUTO Mode and adjust the temperature to maximize heater performance. This does not affect vehicle durability and no additional diagnosis or service is required at this time. Inform customers they can continue to drive the vehicle and engineering is currently working on a solution for this condition that is expected in late April 2022. Replacement or reprogramming of the HVAC will not resolve this condition. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.

APPLICABLE VEHICLES
2021 - 2022 CAR: GW CX727N C-EV