



TECHNICAL SERVICE BULLETIN

Wireless Accessory Charger Inoperative/Poor Performance With Magsafe Charging iPhones - Built On Or Before 17-Apr-2022

22-2265

01 July 2022

This bulletin supersedes 22-2141.

Model:

Ford 2021-2022 Mustang Mach-E	Built on or before 17-Apr-2022
----------------------------------	--------------------------------

Summary

This article supersedes TSB 22-2141 update the issue, action, and Service Procedure.

Issue: Some 2021-2022 Mustang Mach-E vehicles built on or before 17-Apr-2022 may exhibit the wireless charger inoperative or poor performance when using some Apple™ iPhone models that use MagSafe wireless charging including iPhone 12 and 13. This may be due to limited compatibility with the wireless accessory charging module (WACM). To correct the condition, follow the Service Procedure to update the WACM.

NOTE: The WACM software is designed to improve the compatibility between some Apple™ MagSafe charging iPhones, including iPhone 12 and 13 models, and the Ford Qi wireless charging module.

Action: Follow the Service Procedure to repair vehicles that meet all of the following criteria:

- 2021-2022 Mustang Mach-E
- Built on or before 17-Apr-2022
- Wireless accessory charger inoperative or poor performance with Apple™ Magsafe charging iPhones including iPhone 12 and 13 models

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/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
2021-2022 Mustang Mach-E: Reprogram The WACM (Do Not Use With Any Other Labor Operations)	222265A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	19J235
Condition Code:	04

Service Procedure

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

NOTE: To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have the vehicle plugged into the high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

2. Reprogram the WACM using the latest software level of the Ford Diagnostic and Repair System (FDRS).

© 2022 Ford Motor Company

All rights reserved.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.