

SSM 50923 - 2021-2022 Mach-E, 2022 Transit BEV/F-150 Lightning - Direct Current (DC) Fast Charge Dropouts

Some 2021-2022 Mach-E, 2022 Transit battery electric vehicle (BEV)/F-150 Lightning vehicles may experience concerns with DC fast charge dropouts at certain EVgo™ Fat Boy charging stations with a red flashing charge status indicator (CSI), a charge failure notification on the touchscreen panel and the FordPass app. To correct the condition, update the off-board charger controller (OBCC) module to the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool. For claiming, use causal part 14G672 and actual time for the labor operation.

APPLICABLE VEHICLES

2022 TRUCK: TH V363N TRANSIT

2021 - 2022 CAR: GY CX727/771A MACH-E/C-EV

2022 TRUCK: FD P702N F150