



TECHNICAL SERVICE BULLETIN

Driver ID Message On The Center Display Screen And Lost Connectivity After OTA Update

23-2029

28 March
2023

Model:

Ford 2021 Mustang Mach-E

Markets: Canada, USA

Issue: Some 2021 Mustang Mach-E vehicles may exhibit a Driver ID message on the center display screen when vehicle is turned on after an over-the-air update performed on or after 07-Dec-2022. The Driver ID message may also be accompanied by a connectivity loss including FordPass app displaying stale data or dates, unable to send cellular based remote commands through FordPass, and/or connectivity menu on SYNC not accessible. This may be due to the software in the gateway module (GWM). To correct the condition, follow the Service Procedure to reprogram the GWM.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2021 Mustang Mach-E
- Driver ID message in the center display screen
- At least one of the following conditions:
 - FordPass app displaying stale data or dates
 - Unable to send cellular based remote commands through FordPass
 - Connectivity menu on the center display screen not accessible

Parts

Parts To Inspect And Replace Only If Necessary

Service Part Number	Quantity	Description
BHAGM-H3	If Needed	Battery - Refer To The Parts Catalog For The VIN Specific Application

If Needed indicates the part is not mandatory.

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 Mustang Mach-E: Reprogram The GWM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	MT232029	Actual Time

Repair/Claim Coding

Causal Part:	14G490
Condition Code:	04

Service Procedure

NOTE: Ask the customer to bring their spare key fob to assist in the Ford Diagnosis and Repair System (FDRS) programming.

1. Confirm the vehicle received the GWM over-the-air Update ID: 738518-xxxxxx, and was canceled after Vehicle Activation Start.

- (1). Login to PTS.
- (2). Navigate to Vehicle ID tab.
- (3). Enter the VIN and click GO.
- (4). Navigate to the Connected Vehicle Tab.
- (5). Select Over The Air Update Dashboard.
- (6). Look for Update ID: 738518-xxxxxx,

NOTE: Completion Status will say Campaign Is Cancelled.

(7). Select the Update Status hyperlink to provide additional detail. Confirm that Vehicle Activation Start is present followed by cancellation.

2. Was Update ID: 738518-xxxxxx start followed by cancellation?

- (1). Yes - proceed to Checking For Module Software Availability.
- (2). No - this article does not Apply. Return to Workshop Manual (WSM), Section 415-00 for further diagnostics.

Checking For Module Software Availability

NOTE: Ask the customer to bring their spare key fob to assist in the FDRS programming. The time required to complete this procedure will vary depending on several factors including the number of module software updates required, available internet bandwidth, universal serial bus (USB) flash drive variability, and the potential that controller area network (CAN) flashing (software update via the data link connector [DLC] with FDRS) may be required. It is recommended to connect to the internet with an ethernet cable and use a USB 3.0/3.1 capable flash drive when performing software updates.

1. Start an FDRS session and navigate to Toolbox tab > Datalogger > Body Control Module (BCM) and select the BATT_SOC parameter identification (PID). Verify the PID reads 80% or higher. If state of charge (SOC) is less than 80%, charge the battery then navigate back to Toolbox tab > BCM > Reset Battery Monitor Sensor Learned Values application. Perform the battery monitor sensor (BMS) reset.

(1). If the battery is unable to achieve an 80% SOC then a new battery may be required. Use the Rotunda GRX-3590 or DCA-8000 testers to verify if replacement is required. If the battery is replaced, fully charge the new battery. Disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.

2. Reconnect the battery charger and set it to maintain a vehicle voltage of 12.6-13.6 volts. A low battery state of charge while performing a software update to any module may result in a repeat Restart Required message in the vehicle center display screen or a message on the FDRS saying Part Number Validation Failed or DID Validation Failed.

3. Are there any updates available for the GWM?

- (1). Yes - proceed to Step 4.
- (2). No - this article does not apply. Refer to WSM, Section 415-00.

4. Perform the Module Software Updating Procedures outlined below for the GWM. If any error conditions are experienced during programming, refer to WSM, Section 418-01A > General Procedures > Module Programming for the Error Condition Table.

Module Software Updating Procedure

NOTE: A 32GB or larger USB flash drive is required for the GWM software updates. USB 3.0 or higher is recommended for faster file transfer.

Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

To format the USB flash drive:

- Right click on the USB flash drive
- Select Format, select exFAT for the File System
- Select Default Allocation Size for the Allocation Unit Size

De-selecting Quick Format is not necessary and will result in a lengthier operation.

1. Using the FDRS, begin module programming by selecting the SW Updates tab. Follow all on-screen instructions carefully. Perform the GWM update.
2. When prompted, connect the USB flash drive to the FDRS.
3. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS and connect it to the USB media hub to install the software into the module. When the USB software update begins, the center display screen displays a message stating Do Not Remove USB. The update may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

4. When the pop-up stating Restart Required appears on the center display screen
 - (1). Turn the ignition off.
 - (2). Wait for 10 minutes.
 - (3). Restart the vehicle (key-on vehicle running/ready). The update is still in progress at this time.

NOTE: It may take up to 5 minutes before the center display screen displays Update Successful pop up. After 5 minutes if Update Successful pop up is not shown on the center display screen, remove the USB and select yes on the FDRS Was the USB Update Successful prompt (FDRS verifies if the module software update was successfully installed on the module).

5. Once the pop up stating Update Successful appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

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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.