

SSM 51571

**Ford**

2021-2023 Mustang Mach-E (CX727N) (GW)

2021-2023 Mustang Mach-E - Phone As A Key Inoperative After An OTA Update With Loss Of Communication With The RFA

Some 2021-2023 Mustang Mach-E vehicles may experience loss of phone as a key after an over the air (OTA) update. There may also be diagnostic trouble code (DTC) U0214 stored various modules for loss of communication with the remote function actuator (RFA) module. This may be due to software in the RFA module causing it be locked/stuck in programming mode. To restore phone as a key functionality for the customer and RFA communication, remove RFA fuse (F18/19) located in the body control module (BCM) for one minute and plug it back in. Reprogram the RFA module using the latest software level of the Ford Diagnosis and Repair System (FDRS). For claiming, use causal part 14G617 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.