



TECHNICAL SERVICE BULLETIN

High voltage battery slow charging or does not charge

24-2026

26 January
2024

Model:

Mustang Mach-E - Battery Electric Vehicle (BEV) with High Voltage (HV) Technology	Year: 2021-2023 Build Date: Up to 24.06.2023 Assembly Plant: Cuautitlan (Mexico)
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Markets: All European markets

Summary

Some 2021-2023 Mustang Mach-E vehicles may exhibit a condition where the high voltage battery is slow charging or does not charge while using a level 1 or level 2 Electric Vehicle Supply Equipment (EVSE) after an Over The Air (OTA) update. This may be due to the software in the secondary on-board diagnostic control module A (SOBDM).

To rectify this concern, follow the Service Procedure to reprogram the Powertrain Control Module (PCM).

Labor Times

Description	Operation No.
Diagnostic Tool - Vehicle Connection/Communication - incl. select customer symptoms, reading & deleting fault codes in the relevant Ford Diagnosis and Repair System	29 099 0
External Power Supply - Connection (In Conjunction with Diagnostic Scan)	29 099 3
Module - Programming	Actual Time

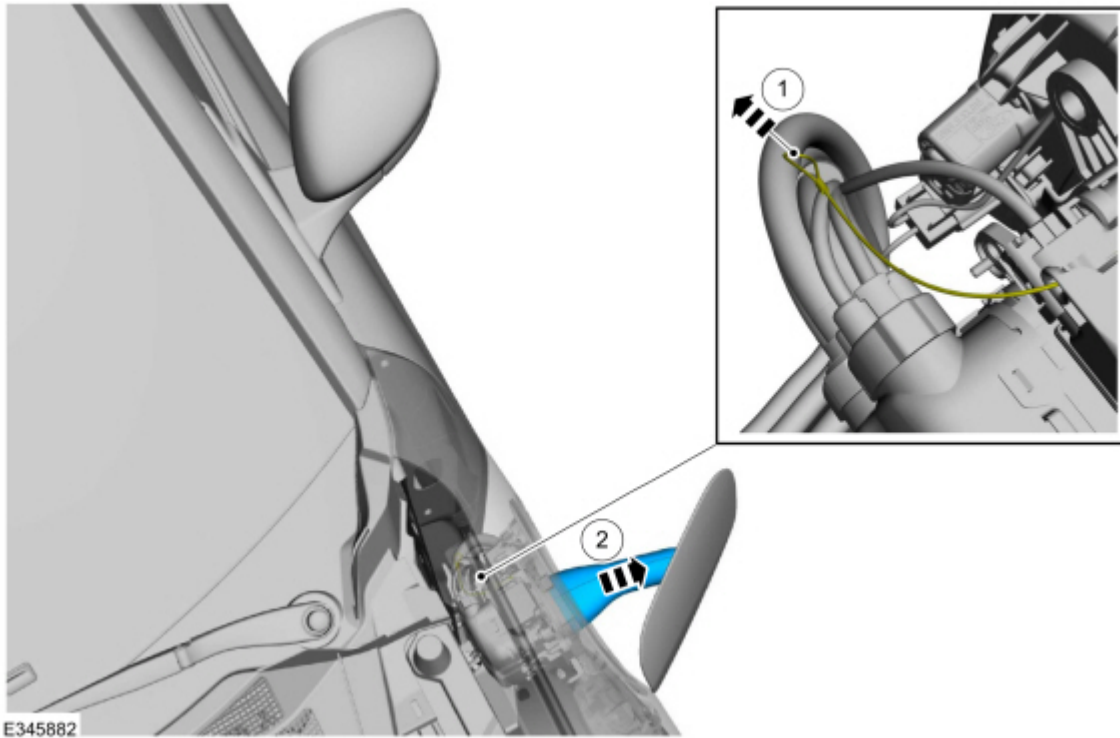
Repair/Claim Coding

Causal Part:	A036385
Condition Code:	04

Service Instruction

Diagnostic Tool - Vehicle Connection/Communication

1. Disconnect the Electric Vehicle Supply Equipment (EVSE) charge cord from the vehicle (If Required).



2. Connect Diagnostic Tool to the vehicle and establish communication (VID the vehicle).

- Confirm the vehicle details are correct.
- Start a Ford Diagnosis and Repair System (FDRS) session and navigate to Toolbox tab > **Datalogger > Secondary On-Board Diagnostic Control Module A (SOBDM) and Battery Energy Control Module (BECM)** select the **BAT_CHARG_PWR** parameter identification (PID) in **both** modules.
 - Are both BAT_CHARG_PWR -SOBDM and BAT_CHARG_PWR -BECM PIDs showing a value 0?
 - Yes - this article does not apply. Refer to the corresponding Diagnosis and Testing procedures on PTS and repair as required.
 - No - go to next step.

3. **NOTE: To prevent the battery saver mode from activating on the vehicle, verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not plug the vehicle into the high voltage battery charger during programming, this can cause modules to not program correctly. Only use the 12-volt battery charger during programming.**

Reprogram the Powertrain Control Module (PCM) using the latest software level of the appropriate Ford diagnostic scan tool.

4. **NOTE: Only one module may be updated at a time.**

Check the availability for software updates on the following modules and update as required.

- Secondary on-board diagnostic control module (SOBDM)
- Battery energy control module (BECM)
- Secondary on-board diagnostic control module B (SOBDMB)
- Secondary on-board diagnostic control module C (SOBDMC)
- Anti-lock brake system (ABS)

5. Disconnect the Diagnostic Tool and battery charger.

