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June 28, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S41**
Certain 2021-2022 Model Year Mustang Mach-E Vehicles
Secondary On-Board Diagnostic Control Module C (SOBDMC) and Battery Energy
Control Module (BECM) Software Update

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -
Safety Recall 22S41
Dated: June 13, 2022

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021-2022	Cuautitlan	May 27, 2020 through May 24, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the high voltage battery main contactors may overheat, which can result in a contactor that remains open or a contactor that welds closed. Should the contactors weld closed while driving, a powertrain malfunction warning light will be illuminated on the next key cycle, along with a possible no start condition.

If the contactors open while driving, a powertrain malfunction warning light will be illuminated, the vehicle will display "Stop Safely Now" in the instrument panel cluster, and the vehicle will experience an immediate loss of motive power. The vehicle will coast to a stop, and all 12V systems including power brakes and steering will remain functional.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Powertrain Control Module (PCM), BECM and SOBDMC using the Ford Diagnostic and Repair System (FDRS). An Over The Air (OTA) update will also be deployed – see OTA section. These modules are coordinated with the PCM, BECM and SOBDMC and may also update: Antilock Braking System (ABS), Secondary On-Board Diagnostic Control Module (SOBDM) and Secondary On-Board Diagnostic Control Module B (SOBDMB).

This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTES:

- An Over The Air (OTA) update will also be deployed at a later date – see OTA section.
- Integrated Diagnostic Software (IDS) cannot be used for programming on Mustang Mach-E vehicles.
- Some vehicles in this recall may also have 22B08 open. Check OASIS to confirm it is not open. Refer to 22B08 documents for vehicle eligibility and repair instructions.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 5, 2022. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

OTA: FORD POWER-UP DISTRIBUTED OVER THE AIR:

- In addition to your dealer being able to update vehicles now using FDRS, Ford Power-Up software deployment will occur in several phases, scheduled to begin mid-July and continue through mid-August.
- Before scheduling service for an OTA capable vehicle, please verify through PTS that the FSA is still open (Oasis) and has not already received the Ford Power-Up update.
 1. Verify Safety Recall 22S41 is still open by viewing the “Outstanding Field Service Actions” on the Oasis results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open).
 2. If Safety Recall 22S41 is still open in the Outstanding Field Service Actions section, proceed to the tab titled “Connected Vehicle”. In the “Over The Air Update 60 Day History”, you can determine if an OTA update occurred on the affected module by viewing the “Completion Status”, which should show “Campaign Successful”. The “Release Notes” will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: Safety Recall 22S41 may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS).

Note: Some vehicles affected by this recall were also subject to 22B08. Until 22B08 is completed, the vehicle is not able to receive software updates and/or other enhancements from the Ford Power-Up system using Wi-Fi or through the vehicle’s modem.

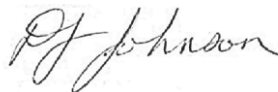
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters
Ford Power-Up Software Updates (Enabling Automatic Updates and Setting Recurring Schedule)
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on June 28, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 28, 2022. Owner names and addresses will be available by July 22, 2022.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.

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OWNER REFUNDS (continued)

- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with repairs associated with the high voltage battery main contactors.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 22S41 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S41
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the SOBDM and BECM using FDRS. These modules are coordinated with the PCM and may include other modules listed in the bulletin. Therefore, the PCM software should be selected as the primary module to install. NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on Mustang Mach-E vehicles.	22S41B	0.6 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.