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October 16, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 23S56

Certain 2021-2022 Model Year Mustang Mach-E Vehicles
High Voltage Battery Junction Box (HVBJB) Replacement and Powertrain Control Module (PCM), Battery Energy Control Module (BECM), and Secondary On-Board Diagnostic Control Module C (SOBDMC) Software Update

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 22S41-S1
Dated: October 7, 2022

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021	Cuautitlan	May 27, 2020 through December 23, 2021
	2022		August 16, 2021 through May 24, 2022

US population of affected vehicles: 30,013. 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.

Some vehicles that have received the 22S41 software remedy will receive a malfunction indicator lamp (MIL) when resistance is measured higher than the threshold. Those vehicles will experience a reduction in vehicle power with an average of 50% of its rated power to prevent further damage to the contactors. The vehicle will still be able to accelerate to highway speeds safely with this power derate.

In some cases, the 22S41 remedy has not proactively detected damage to the contactors on Extended Range and GT vehicles. This can allow the contactor to weld closed or prevent the contactor from properly closing while driving.

If the contactors weld closed while driving, upon the next key cycle, a MIL will be illuminated, vehicle diagnostics will set a DTC, and vehicle will not start.

If the contactors are prevented from closing while driving, vehicle diagnostics will set a DTC, a MIL will be illuminated, the vehicle will display “Stop Safely Now” and the vehicle will immediately lose motive power. The vehicle will coast to a stop and all 12V systems including power brakes and steering will remain functional.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers when parts ordering information and repair instructions will be available to support this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

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.

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,



Stacy L. Balzer