



# TECHNICAL SERVICE BULLETIN

## High Voltage Battery Stops Charging With Illuminated MIL And DTC P2C94 Stored In The SOBDM

24-2027

23 February  
2024

This bulletin supersedes 23-2399. Reason for update: add e-Transit vehicles

### Model:

<b>Ford</b> 2021-2023 Mustang Mach-E	Built on or before 24-Jun-2023
2023 e-Transit	Built on or before 29-Aug-2023

**Issue:** 2021-2023 Mustang Mach-E vehicles built on or before 24-Jun-2023 and 2023 e-Transit vehicles built on or before 29-Aug-2023 may exhibit a condition where the high voltage battery stops charging when connected to level 1 or level 2 chargers with an illuminated malfunction indicator lamp (MIL) and diagnostic trouble code (DTC) P2C94 stored in the secondary on-board diagnostic control module A (SOBDM). This may be due to the software in the SOBDM. To correct this condition, follow the Service Procedure to reprogram the powertrain control module (PCM).

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

- One of the following vehicles:
  - 2021-2023 Mustang Mach-E built on or before 24-Jun-2023
  - 2023 e-Transit built on or before 29-Aug-2023
- Illuminated MIL and DTC P2C94 stored in the SOBDM

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
2021-2023 Mustang Mach-E, 2023 e-Transit: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT242027	Actual Time

### Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

### Service Procedure

1. Connect a battery charger to the 12-volt battery.

**NOTE:** To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have the vehicle plugged into the high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

2. Reprogram the PCM using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool.

3. Check the availability of software updates on the following modules and update as required:

- (1). SOBDM

- (2). BECM
- (3). SOBDMB
- (4). SOBDMC
- (5). ABS module

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

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