



TECHNICAL SERVICE BULLETIN

Inoperative BlueCruise And Lane Centering After An OTA Update With DTCs U2018:51 Stored In The CMR And U0565:86 Stored In The IPMA

24-2087

22 March
2024**Model:**

Ford 2022-2023 Mustang Mach-E

Markets: Published By Ford North America

Issue: Some 2022-2023 Mustang Mach-E vehicles which recently received a software update delivered OTA may exhibit an inoperative BlueCruise and lane centering with DTC U2018:51 stored in the CMR and U0565:86 stored in the IPMA. This may be due to the software level of the CMR. To correct the condition, follow the Service Procedure to reprogram the CMR module using the latest software level of the FDRS scan tool.

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

- 2022-2023 Mustang Mach-E
- Inoperative BlueCruise and lane centering after an OTA update with DTCs U2018:51 stored in the CMR and U0565:86 stored in the IPMA

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
2022-2023 Mustang Mach-E: Retrieve DTCs And Reprogram The CMR (Do Not Use With Any Other Labor Operations)	MT242087	Actual Time

Repair/Claim Coding

Causal Part:	3G590
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 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 CMR using the latest software level of the FDRS scan tool.

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