

CONNECTED VEHICLE DATA Modem: **Built-In Modem Equipped** Modem Activation: **Retail Authorized**Vehicle Status : Odometer: **23156 Miles** | High Voltage Battery: **76 %** | TPMS: **Monitoring** [View Status](#) Vehicle Status Date/Time: **March 5, 2024 1:00 PM****Current VHA/DTC Status** [View Details](#)VEHICLE HEALTH ALERTS: **No Alerts**

DIAGNOSTIC TROUBLE CODES:

VHA/DTC DATE/TIME: **March 5, 2024 12:16 PM** [View Details](#)

VEHICLE HEALTH ALERTS:

DIAGNOSTIC TROUBLE CODES:

Over The Air Update [View Details](#)LATEST STATUS: **Campaign Successful**DATE/TIME: **February 23, 2024 6:10 PM****OASIS RESULTS:3FMTK3SU9MMA10968****USA - EN****05-MARCH-2024 / 13:06:12 EST****LOCAL TIME: 5-MARCH-2024 / 1:06:13 PM****VEHICLE INFORMATION**

VEHICLE DESCRIPTION:

2021 Mustang Mach-EBODY STYLE: **Sport Utility Vehicle**ENGINE: **ELECTRIC MOTOR #5**

ENGINE CALIBRATION:

TRANSMISSION: **1 Speed Transmission**FUEL TYPE: **Electric**Sold to Fleet: **NO**

VERSION/SERIES:

BEV TITANIUM VERSION 2DRIVE TYPE: **4 WHL L/H FULL TIME DRIVE**AXLE RATIO: **ELECTRIC DRIVE**AXLE CODE: **ZZ**WHEEL SIZE: **19" Alloy L319 Style A**TIRE: **225/55 R19 XL 103H A/S**Retail sales type: **R****ADDITIONAL INFORMATION**PAINT COLOR: **GRABBER BLUE METALLIC**PAINT CODE: **AE**GROSS VEHICLE WEIGHT: **5800 LB. GVW**

RADIO:

SYNC VERSION: **GEN1**

VHR ACTIVATED:

MODEM: **4G****OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

WARNING MESSAGES**VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY****LAST KNOWN COUNTRY --> UNITED STATES (OWNER EFFECTIVE DATE - 21-March-2021)****GCCT MESSAGE****Dealer Customer Concerns (GCCT)**

THERE HAS BEEN A GCCT CASE FOR THIS VEHICLE IN THE PAST 180 DAYS

GENERAL WARRANTY INFORMATIONWARRANTY START DATE: **05-March-2021**BUILD DATE: **15-January-2021**RELEASE DATE: **26-January-2021**

SALE MILEAGE:

WARRANTY COVERAGECOVERAGE TYPE: **Bumper-to-Bumper**COVERAGE DESCRIPTION: **3 years / 36,000 Miles (whichever occurs first)**

ADDITIONAL INFO:

Some B-to-B parts have limited coverage available:

- a. Brake pads/linings are limited to 12 months / 18,000 mile coverage
- b. Wheel alignment and wheel balance are limited to 12 months / 12,000 mile coverage
- c. Windshields replaced for stress cracks are limited to 12 months / 12,000 mile coverage
- d. Windshield Wiper blades are limited to 6 months coverage
- e. Tires are prorated after 12,000 miles driven
- f. Utilize the LTIS policy for up to 36 months and 36,000 miles, where applicable, review EFC09678 for details.

COVERAGE TYPE: **Corrosion Perforation**COVERAGE DESCRIPTION: **5 years / Unlimited miles**

ADDITIONAL INFO:

No perforation req.on Aluminum PanelsCOVERAGE TYPE: **Powertrain**COVERAGE DESCRIPTION: **5 years / 60,000 Miles (whichever occurs first)**

ADDITIONAL INFO: *

COVERAGE TYPE: **Safety Restraint**COVERAGE DESCRIPTION: **5 years / 60,000 Miles (whichever occurs first)**

ADDITIONAL INFO: *

COVERAGE TYPE:
Electric Vehicle Component
ADDITIONAL INFO: *

COVERAGE DESCRIPTION: **8 years / 100,000 Miles (whichever occurs first)**

MARKETING MESSAGES

FordPass & Lincoln Access Rewards

Is your customer a FordPass or Lincoln Access Rewards Member?

Please click here to visit the Rewards Member Portal and verify account information

▲ EXTENDED COVERAGES

[Competitive make ESP part verification](#)

COVERAGE CATEGORY: **CCOMPTW**

1309 - USA 2023 3 YR TRIPLECARE-GROUP 1-INCLUDE 1ST DAY RNTL

STANDARD DEDUCTIBLE: **0 USD**

OWNER NAME: **LOYAL MACH-E CUSTOMER**

OPTIONS:

EXPIRATION DATE: **12/01/2025**

DISTANCE: **999999**

RENTAL: **40 UP TO 2 DAYS**

TOWING: **0 USD**

CONTRACT SOLD BY: **USA 40960**

ESP CONTRACT START DATE: **12/01/2022**

ESP CONTRACT START DATE: 12/01/2022 CONTRACT SIGNATURE DATE: 12/01/2022. CONTRACT START DISTANCE: 10. OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.

COVERAGE CATEGORY: **CPCLIGHT**

1968 - USA 2024 NEW 72/75,000 PREMIUMCARE EV W/ROADSIDE

STANDARD DEDUCTIBLE: **0 USD**

OWNER NAME: **nolan brown**

OPTIONS: **LIGHTING,\$0,DEDUCT.**

EXPIRATION DATE: **03/05/2027**

DISTANCE: **75000**

RENTAL: **45 UP TO 10 DAYS**

TOWING: **0 USD**

CONTRACT SOLD BY: **USA 09630**

ESP CONTRACT START DATE: **03/05/2021**

ESP CONTRACT START DATE: 03/05/2021 CONTRACT SIGNATURE DATE: 03/04/2024. CONTRACT START DISTANCE: 23141. OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.

▲ WARRANTY REPAIR HISTORY

[Click Here for Full Warranty History](#)

20-FEBRUARY-2024

DEALER: **West Herr Ford of Amherst, LLC**

ODOMETER: **000022623M**

WARRANTY CLAIM NUMBER: **598137**

CONDITION CODE **42**

CONDITION DESC **DOES NOT OPERATE PROPERLY**

LABOR OP **242038B**

PART NUMBER	PART DESCRIPTION	QUANTITY
LJ9Z 5500 T		001
LJ9Z 5500 S		001
W721830 S439		002
W500564 S439		002

CK AND VERIFY PERFORM TSB 24-2038 INSPECT AND REPLACE REAR UPPER ARMS AS PER INST RUCTIONS

01-FEBRUARY-2024

DEALER: **West Herr Ford of Amherst, LLC**

ODOMETER: **000021890M**

WARRANTY CLAIM NUMBER: **596735**

CONDITION CODE **41**

CONDITION DESC **STICKS/BINDS/GRABS**

LABOR OP **1225AT, 1006D**

PART NUMBER	PART DESCRIPTION	QUANTITY
LJ9Z 1104 B		002
CCPZ 3B477 B		002
W720792 S439		004
W714333 S439		008

VERIFIED THE CUSTOMER S CONCERN OF NOISE FROM REAR WHILE DRIVING. PERF ORMED A NOISE VIBRATION HARSHNESS DIAGNOSTIC USING THE CHASSIS EARS TO FIND THE REAR WHEEL HUBS BOTH SIDES VIBRATING. FURTHER EXAMINATION FO UND THE BOTH REAR WHEEL BEARING HUB ASSEMBLIES ARE BINDING INTERNALLY. ACCESSED, REMOVED AND REPLACED THE BOTH REAR WHEEL BEARING HUB ASSEMBLIES. THE SYSTEM IS NOW OPERATING AS DESIGNED.2189

01-FEBRUARY-2024

DEALER: **West Herr Ford of Amherst, LLC**

ODOMETER: **000021890M**

WARRANTY CLAIM NUMBER: **596735**

CONDITION CODE **42**

CONDITION DESC **DOES NOT OPERATE PROPERLY**

LABOR OP **12651D73C, 12650D, 12650DX1, AD**

PART NUMBER	PART DESCRIPTION	QUANTITY
LJ9Z 14A303 D		001

CK AND VERIFY VEHICLE WILL NOT CHARGE WITH LEVEL 2 CHARGER CK PERFORM SYSTEM TEST CODE P0E5F REFERENCE SSM 51866 REPLACE CHARGE PORT ASSEMBLY CLEAR CODES RETEST SYSTEM OPERATION OK 21895

01-FEBRUARY-2024

DEALER: **West Herr Ford of Amherst, LLC** ODOMETER: **000021890M**
WARRANTY CLAIM NUMBER: **596735** CONDITION CODE
CONDITION DESC **(NO DESC AVAILABLE)**
LABOR OP **23S56B, 23S56C**

PART NUMBER	PART DESCRIPTION	QUANTITY
W717859 S439		002
W720404 S450		004
VC 13 G		001
NK4Z 10C666 E		001

CUSTOMER REQUESTED CAMPAIGN NUMBER 23S56 BE PERFORMED. VERIFIED THE VEHICLE HAS OPEN CAMPAIGN 23S56. THE HIGH VOLTAGE BATTERY MAIN CONTACTOR S MAY OVERHEAT WHICH CAN RESULT IN A LOSS OF DRIVE POWER. ACCESSED, INSPECTED AND REPLACED THE HIGH VOLTAGE BATTERY JUNCTION BOX AS PER CAMPAIGN 23S56 INSTRUCTIONS. PROGRAM BECM PCM SOBDMC PERFORMED A SYSTEMS FUNCTION CHECK. THE SYSTEM IS NOW OPERATING AS DESI

01-FEBRUARY-2024

DEALER: **West Herr Ford of Amherst, LLC** ODOMETER: **000021890M**
WARRANTY CLAIM NUMBER: **596735** CONDITION CODE **D1**
CONDITION DESC **POROSITY**
LABOR OP **4139AT**

PART NUMBER	PART DESCRIPTION	QUANTITY
LJ9Z 7H260 E		001
LJ9Z 7H260 F		001
LJ9Z 4K138 A		001
LJ9Z 4K139 A		001

VERIFIED THE CUSTOMER S CONCERN OF LEAK IN REAR. PERFORMED A VISUAL INSPECTION. PERFORMED A AXLE SHAFT HALF SHAFT EXAMINATION AND DIAGNOSTIC FINDING THE LEAKED GREASE FROM BOOTS ON BOTH REAR HALF SHAFT ASSEMBLIES. FURTHER EXAMINATION FOUND THE LEFT REAR AXLE SHAFT HALF SHAFT BOOT IS TORN AND LEAKING GREASE AND IS POPPING. ACCESSED, REMOVED AND REPLACED THE LEFT REAR AXLE SHAFT HALF SHAFT. FURTHER

16-JANUARY-2024

DEALER: **HVEB Zero Cost** ODOMETER: **000021234M**
WARRANTY CLAIM NUMBER: **HV2436** CONDITION CODE **42**
CONDITION DESC **DOES NOT OPERATE PROPERLY**
LABOR OP

PART NUMBER	PART DESCRIPTION	QUANTITY
LJ9Z 10D672 BY		001

DEALER RO NUMBER 77375

15-JANUARY-2024

DEALER: **Romeo Ford of Kingston, LLC** ODOMETER: **000021234M**
WARRANTY CLAIM NUMBER: **077375** CONDITION CODE **28**
CONDITION DESC **OPEN CIRCUIT**
LABOR OP **22P31B**

PART NUMBER	PART DESCRIPTION	QUANTITY
NOT 14A411 SEVC		000
AU2J 14B475 DB		002

CAMPAIGN NUMBER: 22P31 REPLACE THE ELECTRONIC PARKING BRAKE HARNESS CONNECTOR

15-JANUARY-2024

DEALER: **Romeo Ford of Kingston, LLC** ODOMETER: **000021234M**
WARRANTY CLAIM NUMBER: **077375** CONDITION CODE **04**
CONDITION DESC **SOFTWARE REVISION/FLASH MODULE**

LABOR OP **23B50B**

PART NUMBER	PART DESCRIPTION	QUANTITY
NOT 10B689 SERV		000

CAMPAIGN NUMBER: 23B50 CHARGE CORD STUCK REPROGRAM BATTERY CHARGE CONT ROL MODULE

15-JANUARY-2024

DEALER: **Romeo Ford of Kingston, LLC** ODOMETER: **000021234M**
WARRANTY CLAIM NUMBER: **077375** CONDITION CODE **42**
CONDITION DESC **DOES NOT OPERATE PROPERLY**
LABOR OP **MT242010**

PART NUMBER	PART DESCRIPTION	QUANTITY
NOT 10B689 SERV		000

TECH VERIFIED CUSTOMERS CONCERN, FOUND TSB 24-2010 FOR CONCERN; TECH U PDATED SOBDM BECM SOBDM SOBDMC AND ABS MODULE, TEST OPERATION, CONCERN STILL PRESENT (SERVICE MANAGER APPROVES 2.0 ACTUAL TIME FOR REPAIR AS PER TSB STATES)

15-JANUARY-2024

DEALER: **Romeo Ford of Kingston, LLC** ODOMETER: **000021234M**
WARRANTY CLAIM NUMBER: **077375** CONDITION CODE **42**
CONDITION DESC **DOES NOT OPERATE PROPERLY**
LABOR OP **ADD, 12651DE, 12651D45E, 12651DX1, AD, MT10B687**

PART NUMBER	PART DESCRIPTION	QUANTITY
TA 38 B		002
LJ9Z 10B687 D		001

BECM, UPPER BATTERY MODULES; TECH SCANNED VEHICLE FOUND DTC P062F STOR ED IN BECM, PERFORMED PPT E FOR CONCERN; E1 P062F PRESENT, BECM WILL N OT PMI, REPLACE BECM TECH REMOVED AND REPLACED BECM, WHILE ON TEST DRI VE FOR REPAIR P0B5E STORED. PERFORMED PPT AC FOR CONCERN. AC1 P0B5E PR ESENT AC2 2 CELLS IN MODULE 6 OUT OF RANGE AC3 NO CONCERNS AC4 NO CONC ERNS AC5 MODULE 6 OUT OF RANGE. REPLACE MODULES 6