TECHNICAL SERVICE BULLETIN 21-2245

Loss Of Power, Stop Safely Now Message In The IPC, Illuminated MIL With DTC P1A10, U0293 And/Or U1011 - Built On Or Before 20-Mar-2021

02 August 2021

Model:

Ford 2021 Mustang Mach-E

Issue: Some 2021 Mustang Mach-E vehicles built on or before 20-Mar-2021 may exhibit a loss of power, Stop Safely Now message in the instrument panel cluster (IPC), and illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P1A10, U0293 and/or U1011. This may be due to the parameters in the powertrain control module (PCM). To correct the condition, follow the Service Procedure to reprogram various modules starting with the PCM.

Action: Follow the Service Procedure steps to correct the condition if the vehicle meets all of the following criteria:

- 2021 Mustang Mach-E
- Built on or before 20-Mar-2021
- Loss of power, Stop Safely Now message in the IPC, illuminated MIL with DTCs P1A10, U0293 and/or U1011

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/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 Mustang Mach-E: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT212245	Actual Time

Repair/Claim Coding

Causal Part:	RECALEM
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 appropriate Ford diagnostic scan tool.

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

(1). Secondary on-board diagnostic control module (SOBDM)

(2). Battery energy control module (BECM)

(3). Secondary on-board diagnostic control module B (SOBDMB)

(4). Secondary on-board diagnostic control module C (SOBDMC)

(5). Anti-lock brake system (ABS) module

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

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