TECHNICAL SERVICE BULLETIN 21-2288

Cooling Fan Noises During Level 2 Charging - Built On Or Before 11-Aug-2021

31 August 2021

Model:

Ford 2021 Mustang Mach-E

Issue: Some 2021 Mustang Mach-E vehicles built on or before 11-Aug-2021 may exhibit a strong fan noise while charging in level 2. The noise occurs when charging current is approximately 10.5 kW or above. To correct the condition, follow the Service Procedure to reprogram various modules starting with the powertrain control module (PCM).

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

- 2021 Mustang Mach-E
- Built on or before 11-Aug-2021
- Fan noise occurs in level 2 charging

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/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)	MT212288	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 appropriate Ford diagnostic scan tool.

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

- Secondary on-board diagnostic control module (SOBDM)
- Battery energy control module (BECM)
- Secondary on-board diagnostic control module B (SOBDMB)
- Secondary on-board diagnostic control module C (SOBDMC)
- Anti-lock brake system (ABS) module

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

© 2021 Ford Motor Company

All rights reserved.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.