



TECHNICAL SERVICE BULLETIN

Illuminated Powertrain Malfunction (Wrench) Indicator With Various DTCs Stored In The OBCC

23-2394

04 December
2023

This bulletin supersedes 23-2326. Reason for update: Add Production Fix Date

Model:

Ford 2021-2023 Mustang Mach-E	Build Date: Up to 15 September 2023 Built on or before 15-Sep-2023
2022-2023 e-Transit	

Summary

This article supersedes TSB 23-2326 to remove a DTC from the TSB Issue and Action statements.

Issue: Some 2021-2023 Mustang Mach-E built on or before 15-Sep-2023 and 2022-2023 e-Transit vehicles may experience an illuminated powertrain malfunction (wrench) indicator with diagnostic trouble codes (DTC) U3000:16, U3000:64, U3000:04 and/or U3000:45 in the off-board charging controller (OBCC) module and the high voltage (HV) battery will not charge using a level 3 direct current (DC) fast charging station/electrical vehicle supply equipment (EVSE). This may be due to the software in the OBCC. To correct the condition, follow the Service Procedure to reprogram the OBCC.

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 15-Sep-2023
 - 2022-2023 e-Transit
- One or more of the following conditions:
 - Illuminated powertrain malfunction (wrench) indicator with DTCs U3000:16, U3000:64, U3000:04 and/or U3000:45 in the OBCC module
 - The HV battery will not charge using a level 3 DC fast charging station/EVSE

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
2021-2023 Mustang Mach-E, 2022-2023 e-Transit: Retrieve DTCs And Reprogram The OBCC Module (Do Not Use With Any Other Labor Operations)	232394A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	14G490
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 OBCC using the latest software level of the Ford Diagnostic and Repair System (FDRS).

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