



# TECHNICAL SERVICE BULLETIN

24-2010

## High Voltage Battery Slow Charging Or Does Not Charge - Built On Or Before 24-Jun-2023

11 January  
2024

### Model:

Ford 2021-2023 Mustang Mach-E	Built on or before 24-Jun-2023
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**Markets:** Canada, USA

**Issue:** Some 2021-2023 Mustang Mach-E vehicles built on or before 24-Jun-2023 may exhibit a condition where the high voltage battery slow charging or does not charge while using a level 1 or level 2 electric vehicle supply equipment (EVSE) after an over the air (OTA) update. This may be due to the software in the secondary on-board diagnostic control module A (SOBDM). To correct the condition, follow the Service Procedure to reprogram the SOBDM.

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

- 2021-2023 Mustang Mach-E
- Built on or before 24-Jun-2023
- High voltage battery slow charging or does not charge while using a level 1 or level 2 EVSE after an over the air (OTA) update

**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: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT242010	Actual Time

### Repair/Claim Coding

Causal Part:	10B689
Condition Code:	04

## Service Procedure

1. With the ignition on and vehicle not plugged into an EVSE. Start a Ford Diagnosis and Repair System (FDRS) session and navigate to Toolbox tab > Datalogger > Secondary On-Board Diagnostic Control Module A (SOBDM) and Battery Energy Control Module (BECM) select the BAT\_CHARG\_PWR parameter identification (PID) in both modules. Are both BAT\_CHARG\_PWR -SOBDM and BAT\_CHARG\_PWR -BECM PIDs showing a value 0?
  - (1). Yes - this article does not apply. Refer to Workshop Manual (WSM) for normal diagnostics.
  - (2). No - proceed to Step 2.
2. Reprogram the PCM using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool.
3. Check the availability of software updates on the following modules and update as required:
  - (1). SOBDM
  - (2). BECM
  - (3). SOBDMB

(4). SOBDMC

(5). ABS module

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

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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.