



Ford Motor Company Limited

Ford Motor Company Limited
Westside, London Rd,
Hemel Hempstead
HP3 9TD
03456 000 006

[Redacted]

Date: 18/12/2023
Letter Reference: [Redacted]
Vehicle Identification No.: [Redacted]
Registration Number: [Redacted]

[Redacted]

IMPORTANT INFORMATION CONCERNING YOUR FORD VEHICLE

23S56 - Mach-E - High Voltage Battery potential contactor issue - Important information

Dear [Redacted]

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

Ford constantly monitors production processes and vehicles in service. While monitoring vehicles in operation, we have become aware of a number Mach-E vehicles on which the high voltage (HV) battery main contactors could potentially overheat, resulting in a high voltage contactor that remains open or that welds closed.

What is the risk?

On vehicles that have NOT had the Field Service Action (FSA) 22S41 actioned: If a HV contactor is stuck open while driving, the vehicle diagnostics will illuminate a Malfunction Indicator Lamp (MIL), the vehicle will display a "Stop Safely Now" message and the vehicle will immediately lose motive power. The vehicle will coast to a stop, and all 12V systems including power brakes and steering will remain functional. On vehicles that HAVE had FSA 22S41 actioned: the software remedy will display a MIL on when the HV contactor resistance is measured higher than the threshold and experience a reduction in vehicle power with an average of 50% of its rated power to prevent further damage to the contactors. The vehicle will still be able to accelerate to highway speeds safely with this power derate. However, in a small number of cases, the FSA 22S41 remedy will not proactively detect damage to the contactors. This can allow the contactor to weld closed or open unexpectedly when driving. If the contactors weld closed while driving, upon the next key cycle a MIL will be illuminated and the vehicle will not start. If the contactors are open while driving, the vehicle will illuminate a MIL, the vehicle will display "Stop Safely Now" and the vehicle will immediately lose motive power. The vehicle will coast to a stop, and all 12V systems including power brakes and steering will remain functional.



[Redacted]



What will Ford and your Ford Authorised Dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for the repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). A collection and delivery service will be offered and a replacement vehicle will be available for the duration of the repair.

What should you do?

Until parts are ready, we ask that affected customers limit repeated back-to-back wide open pedal or heavy accelerations and use DC Fast Charging only when necessary. When parts are available, Ford Motor Company will send a letter to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this recall.

Can we assist you further?

If you have questions or concerns, please contact our Ford Customer Relationship Centre at 0203 564 4444 and one of our representatives will be happy to assist you. If you wish to write to us, further detail can be found at <https://www.ford.co.uk/shop/research/request-a-contact>. Representatives are available Monday through Friday: 8am - 8pm and Saturday: 9am - 5pm.

What if you no longer own this vehicle?

Please advise us of a 'Change of Address or Ownership' at <http://www.fordfsa.com/gb>. Alternatively, please complete the included form and return it in the pre-paid envelope provided. This will help us contact the new owner and advise them of this recall.

How Ford uses your personal information

For more information on how your local Ford entity uses your personal information, international data transfers and your rights, please see the customer privacy policy at <https://www.ford.co.uk/useful-information/terms-and-privacy-policy-hub>.

Yours faithfully,

Customer Service Ford Motor Co Ltd

This recall is being carried out under the terms of the Code of Practice on Vehicle Safety Defects. The Code is monitored by the DVSA.

