TECHNICAL SERVICE BULLETIN
Stuck In Park, "Service Vehicle Soon" Message In The IPC, Illuminated Powertrain Malfunction (Wrench) Indicator With DTC P07E6:71 Stored In The SOBDMC

26-2421
17 September 2026

This bulletin supersedes 25-2622. Reason for update: Updated the Service Procedure to remove step related to connecting a battery charger, add Steps 7 and 29, add Figure 4, updated part list to include rear electric drive assembly studded bolts and nuts to secure the mass damper

Model:

Ford 2024-2025 Mustang Mach-E	Built On Or Before 30-Jun-2025

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit at least one of the following conditions:

- Stuck in park
- "Service Vehicle Soon" message in the IPC
- Illuminated powertrain malfunction (wrench) indicator with DTC P07E6:71 stored in the SOBDMC

This may be due to high ground resistance of the park pawl motor.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram the SOBDMC and install a new primary drive unit ground wire harness.

Parts

Service Part Number	Claim Quantity	Number in Package	Description
RJ8Z-14301-ZA	1		Primary Drive Unit Harness
W505255-S450L	1		Ground Bolt
W722315-S439	4 Required For GT And Rally, 2 Required For All Others		RDU Mounting Bolts
W722359-S439	2		RDU Mounting Bolts With Damper Mounting Stud (Rearward Facing) (non-GT, non-Rally)
W520214-S440	2		Mass Damper Nut (non-GT, non-Rally)
Obtain Locally	As Needed		Cable Tie
Obtain Locally	As Needed		Dual Wall Heat Shrink Tube
NAIPOLYKEN650	As Needed		Rotunda Wire Harness Tape

NOTE: All other parts/lubricants/fluids required by the WSM or instructed by the WSM to inspect and replace as necessary should be claimed outside of this article.

Claim Quantity refers to the total number of individual pieces required to repair the vehicle. This may differ from the number of service part number packages due to the unit of issue (UOI).

As Needed indicates the part is necessary but amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

Warranty Status: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

Labor Times

Description	Operation No.	Time
2024-2025 Mustang Mach-E: Retrieve DTCs, Replace The Ground Circuit GD351 Includes Time To Lower The RDU And Reprogram The PCM	262421A	1.9 Hrs.
Extra Time To Reprogram The SOBDM (Can Be Claimed With Operation A)	262421B	0.2 Hrs.
Extra Time To Reprogram The BECM (Can Be Claimed With Operation A)	262421C	0.1 Hrs.
Extra Time To Reprogram The SOBDMB (Can Be Claimed With Operation A)	262421D	0.1 Hrs.
Extra Time To Reprogram The ABS (Can Be Claimed With Operation A)	262421E	0.1 Hrs.
Extra Time To Reprogram The SOBDMC (Can Be Clamed With Operation A)	262421F	0.1 Hrs.

Repair/Claim Coding

Causal Part:	7P236
Condition Code:	42

Service Procedure

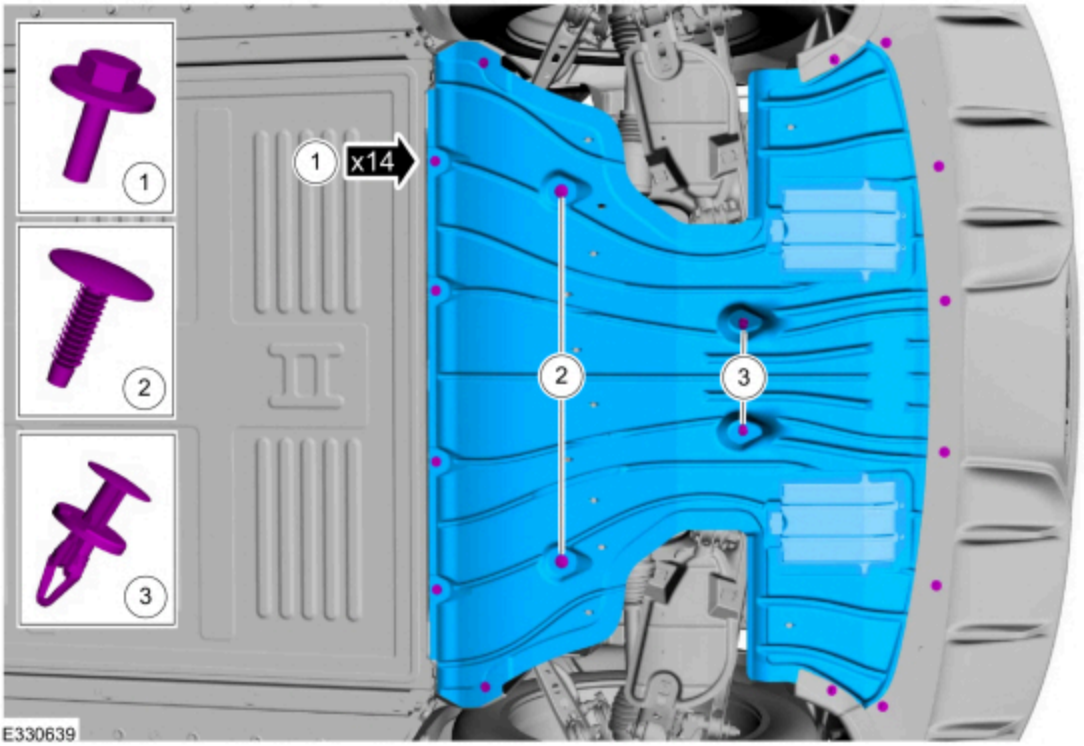
1. Reprogram the PCM using the latest software level of the FDRS scan tool. Follow all on-screen instructions carefully to complete all required coordinated module software update(s), including:

- SOBDM
- BECM
- SOBDMB
- SOBDMC
- ABS module

2. With the vehicle in N, position the vehicle on a hoist. Refer to WSM, Section 100-02 > Jacking and Lifting.

3. Remove the pushpins and screws indicated in Figure 1 and remove the rear underbody shield.

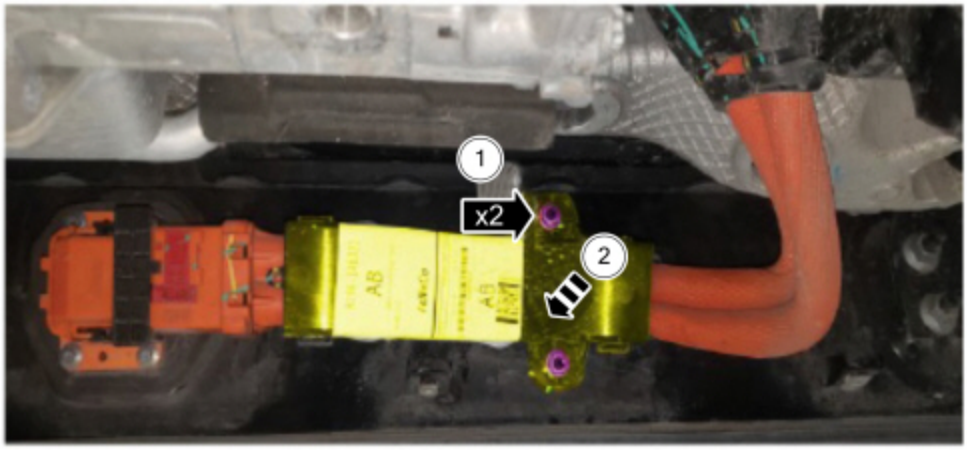
Figure 1



4. Remove the right rear wheel. Refer to WSM, Section 204-04A. This will allow for improved access to connectors.

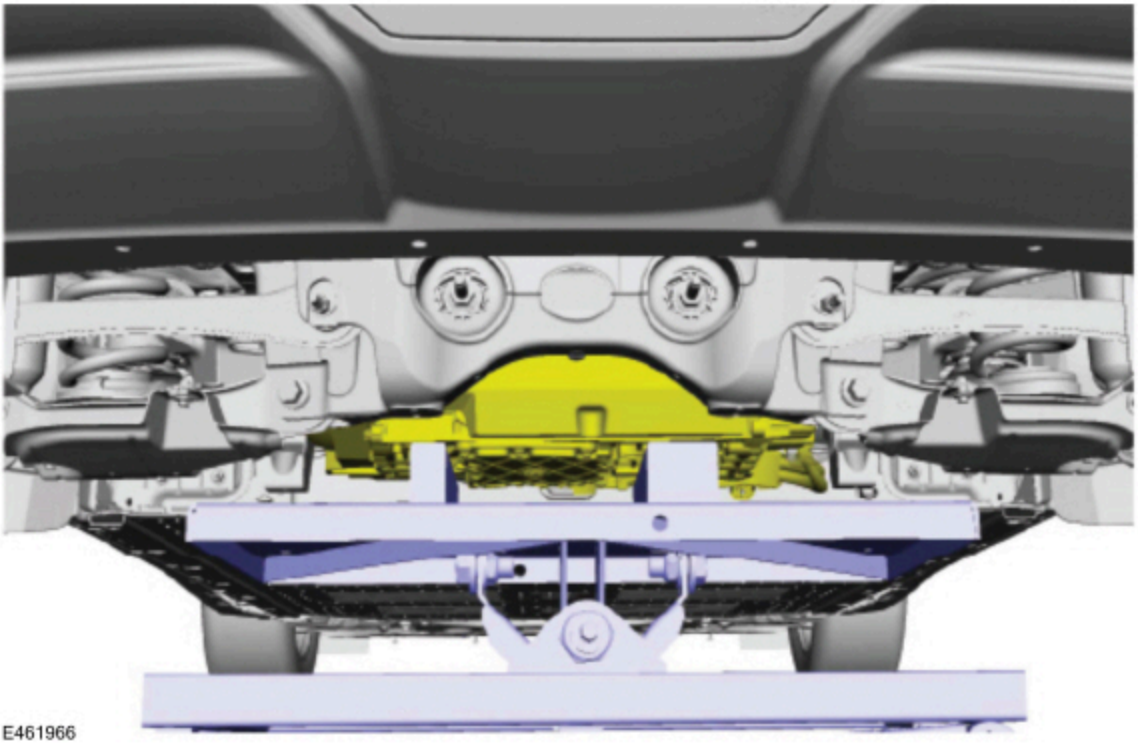
5. Remove the nuts and position wire harness away from the studs. (Figure 2)

Figure 2



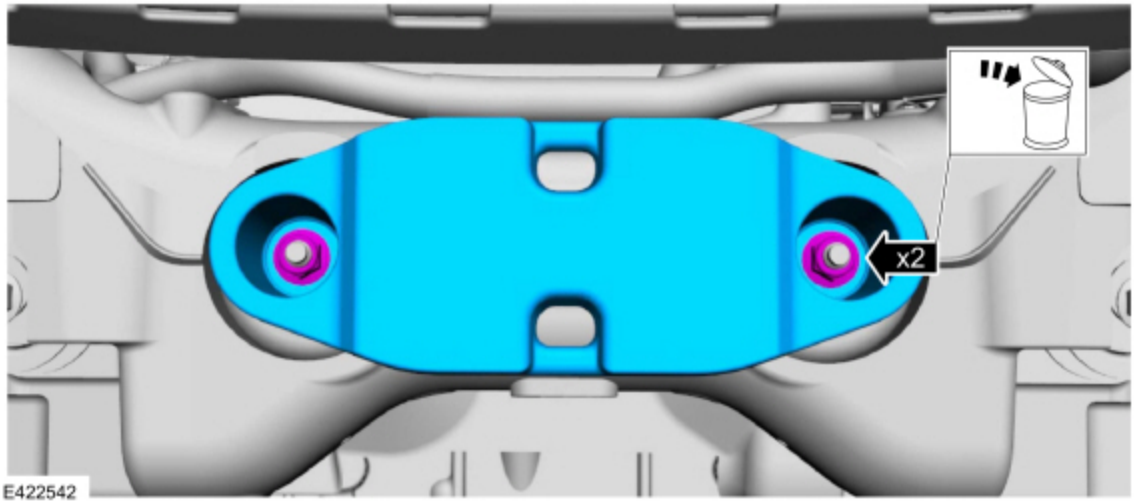
6. Using a powertrain lift table and wooden blocks, support the rear electric drive assembly. (Figure 3)

Figure 3



7. Is the vehicle equipped with a mass damper as shown in Figure 4?

Figure 4

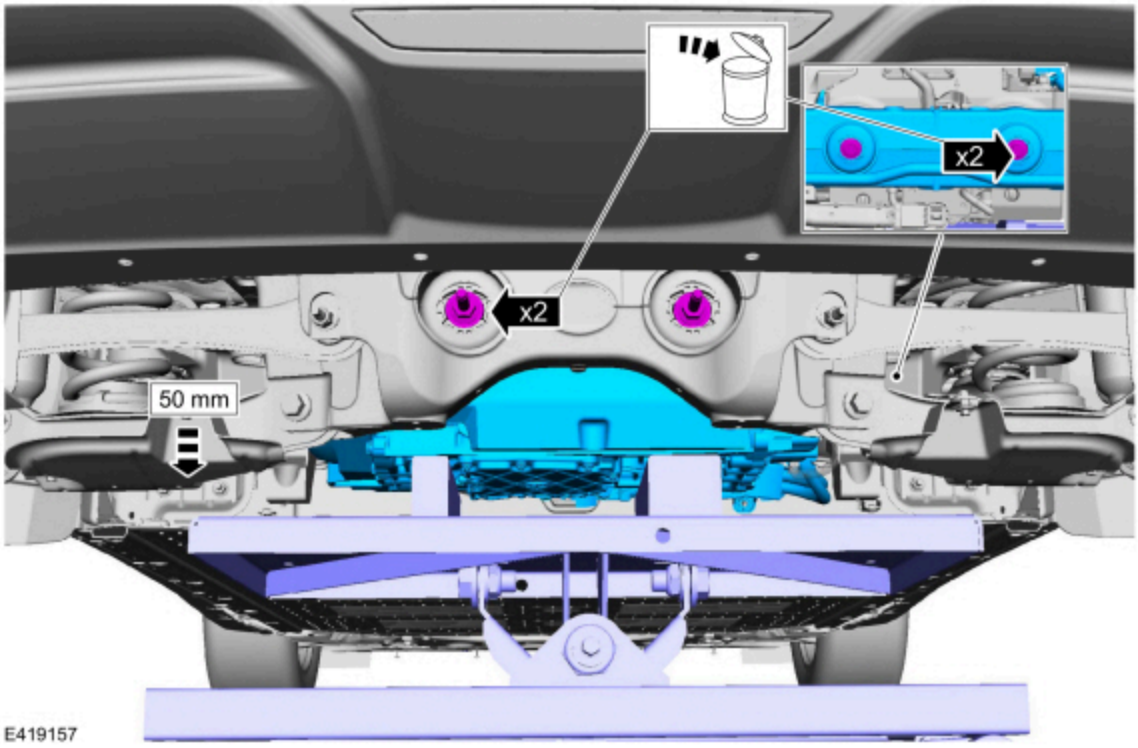


(1). Yes - remove and discard the nuts, remove the mass damper.

(2). No - proceed to Step 8.

8. Remove and discard the rear electric drive assembly mounting bolts and lower the rear electric drive assembly approximately 2 in (50 mm). (Figure 5)

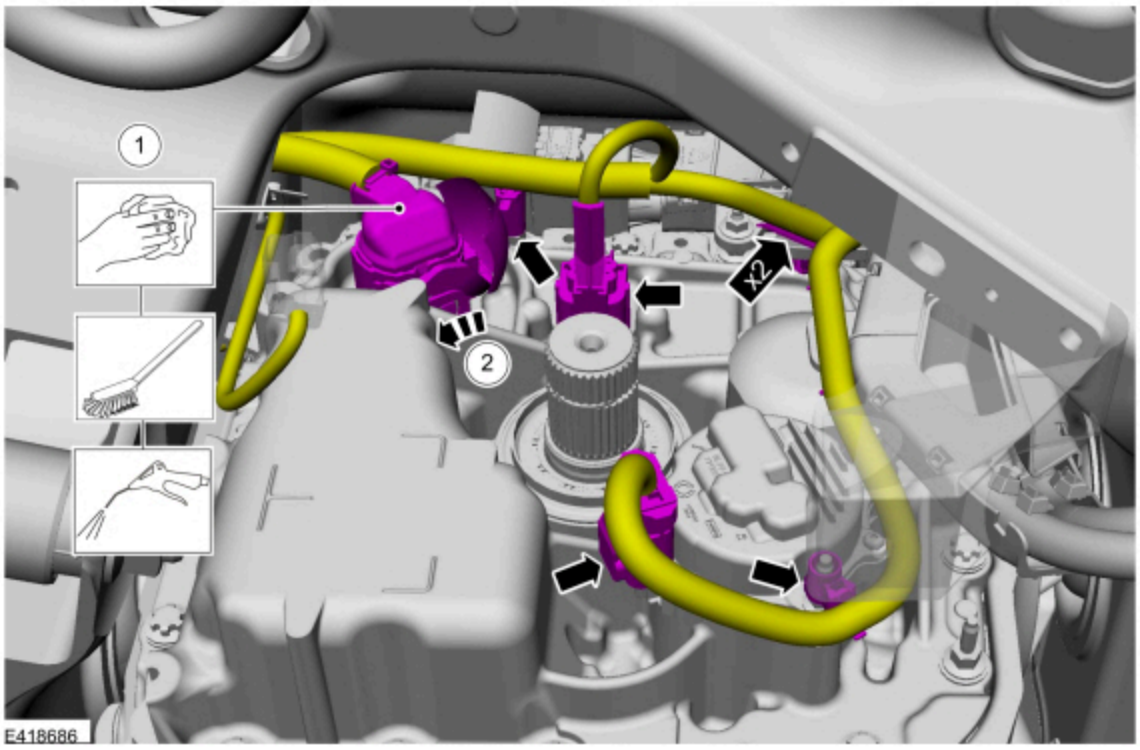
Figure 5



9. Locate connectors C400, C4051 and C4039. (Figure 6)

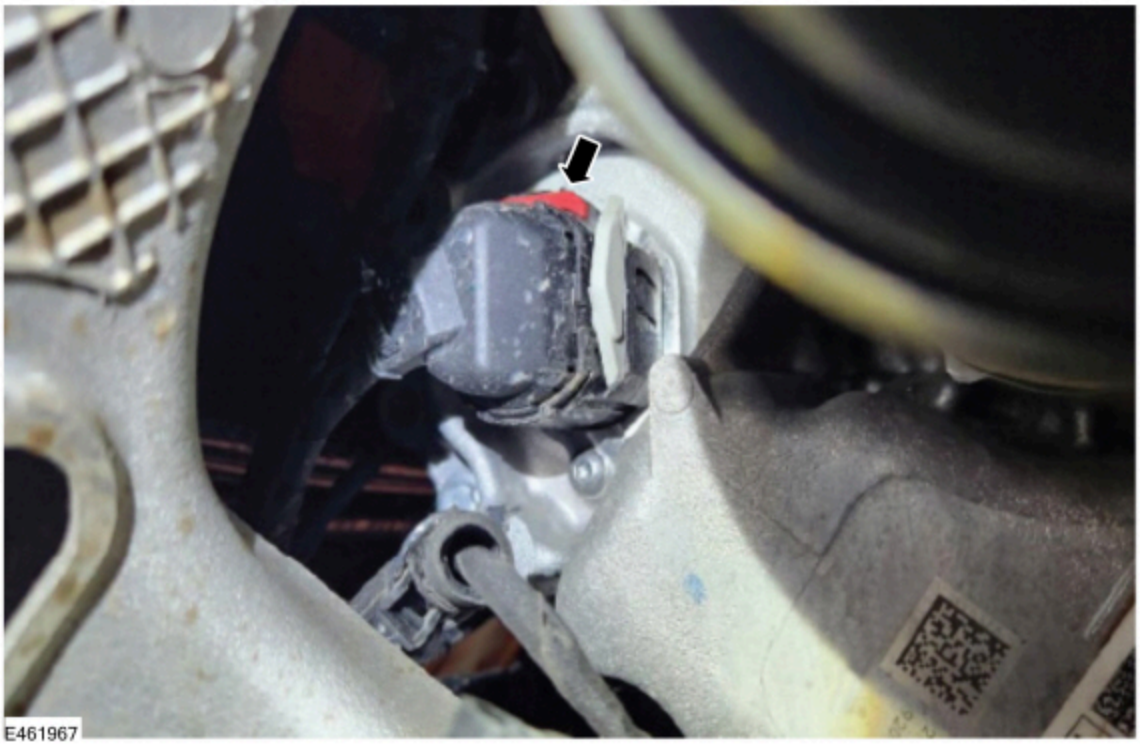
NOTE: The rear right side halfshaft has been removed from Figure 6 for clarity, removal of the rear right side halfshaft is not required.

Figure 6



10. Release the red connector latch lock for C400, C4051 and C4039 and disconnect each connector. (Figure 7)

Figure 7



11. Disconnect the 14B599 wire harness retainers on and near the rear electric drive assembly and pull the harness towards the rear of vehicle to allow enough length to perform the needed work. (Figure 8)

Figure 8

E461968

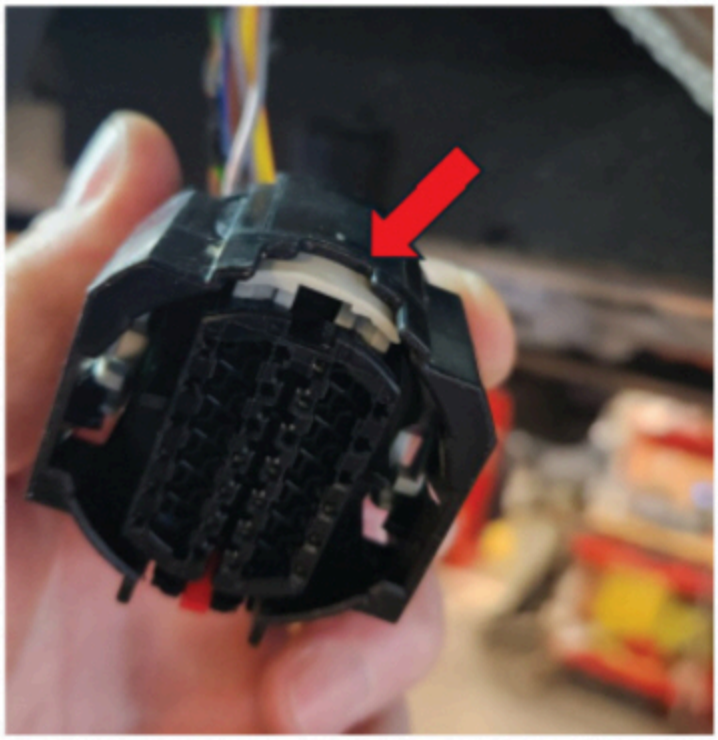
12. Cut the cable tie securing the harness to the back cover. Remove the back cover of connector C400 to expose the backside of the connector. (Figure 9)

Figure 9

13. Carefully cut back the existing wiring harness tape approximately 50-76 mm (2-3 in). This will allow adequate space to perform terminal removal.

14. Slide out the white terminal lock on the side of connector C400 as shown in the image. (Figure 10)

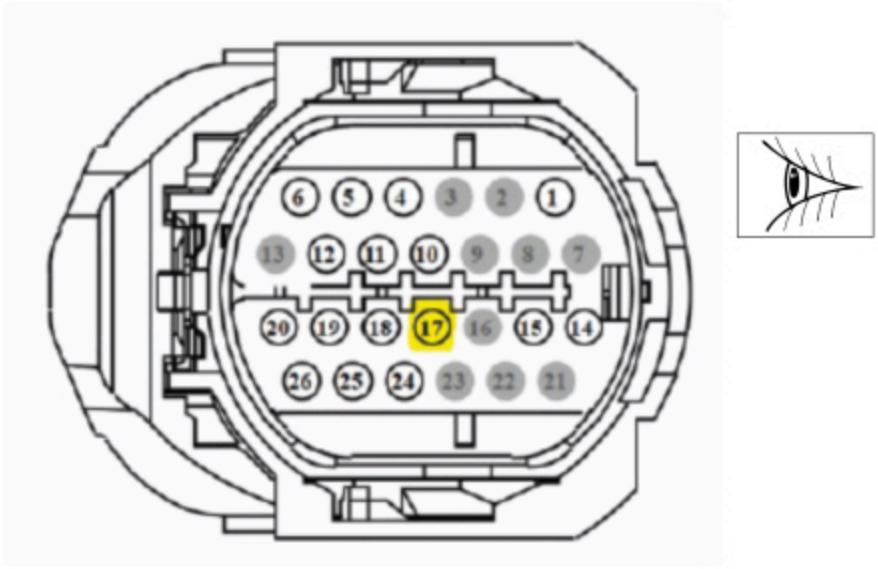
Figure 10



E461970

15. Release and back out pin 17, circuit GD351 (BK-GN) from connector C400. (Figures 11-12)

Figure 11



E461971

Figure 12

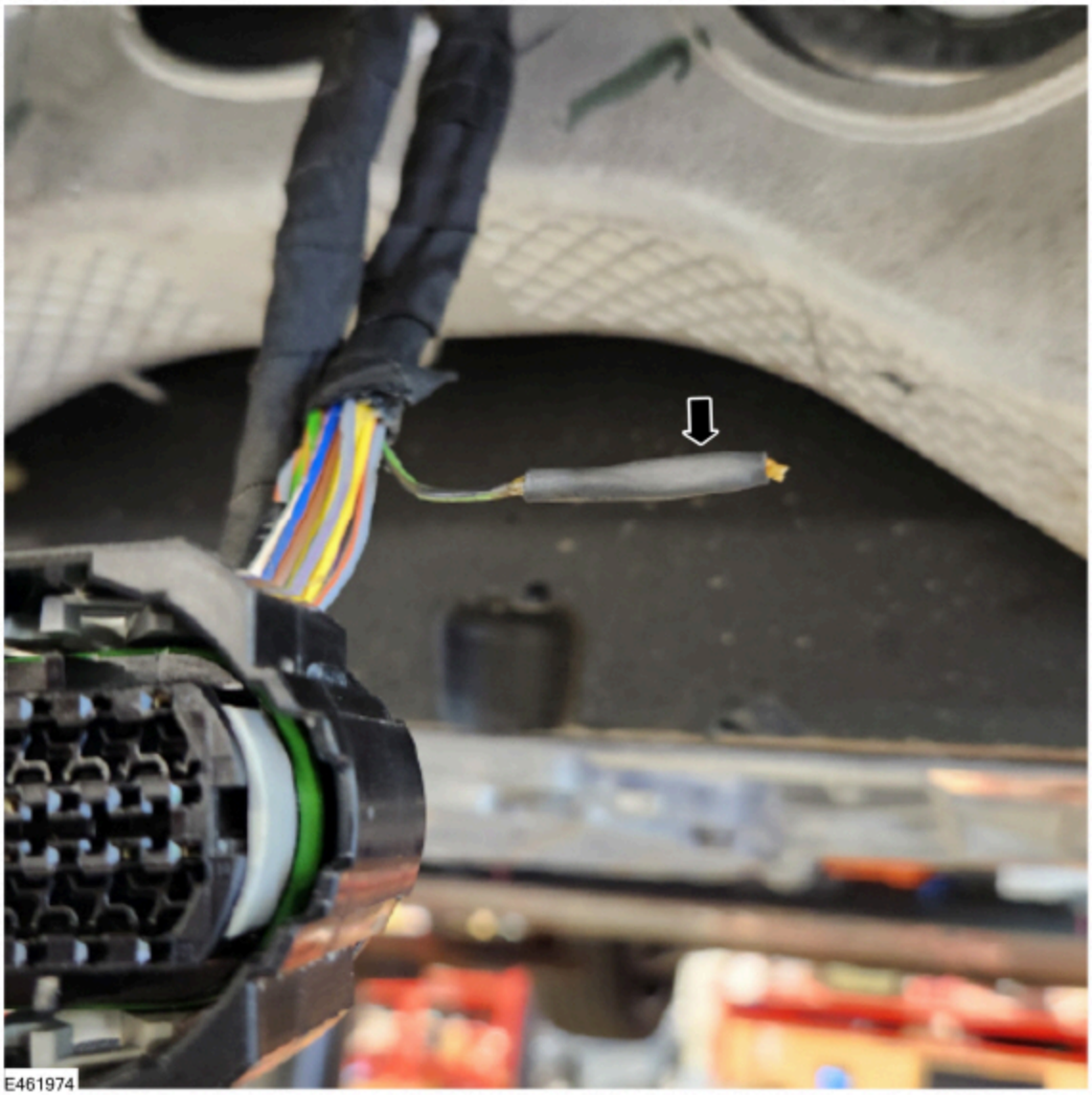
E461972

16. Cut off the original terminal 50 mm (2 in) from the end of the metal terminal. (Figure 13)

Figure 13

17. Using adhesive lined dual wall heat shrink tube, seal off the end of the existing cut wire. (Figure 14)

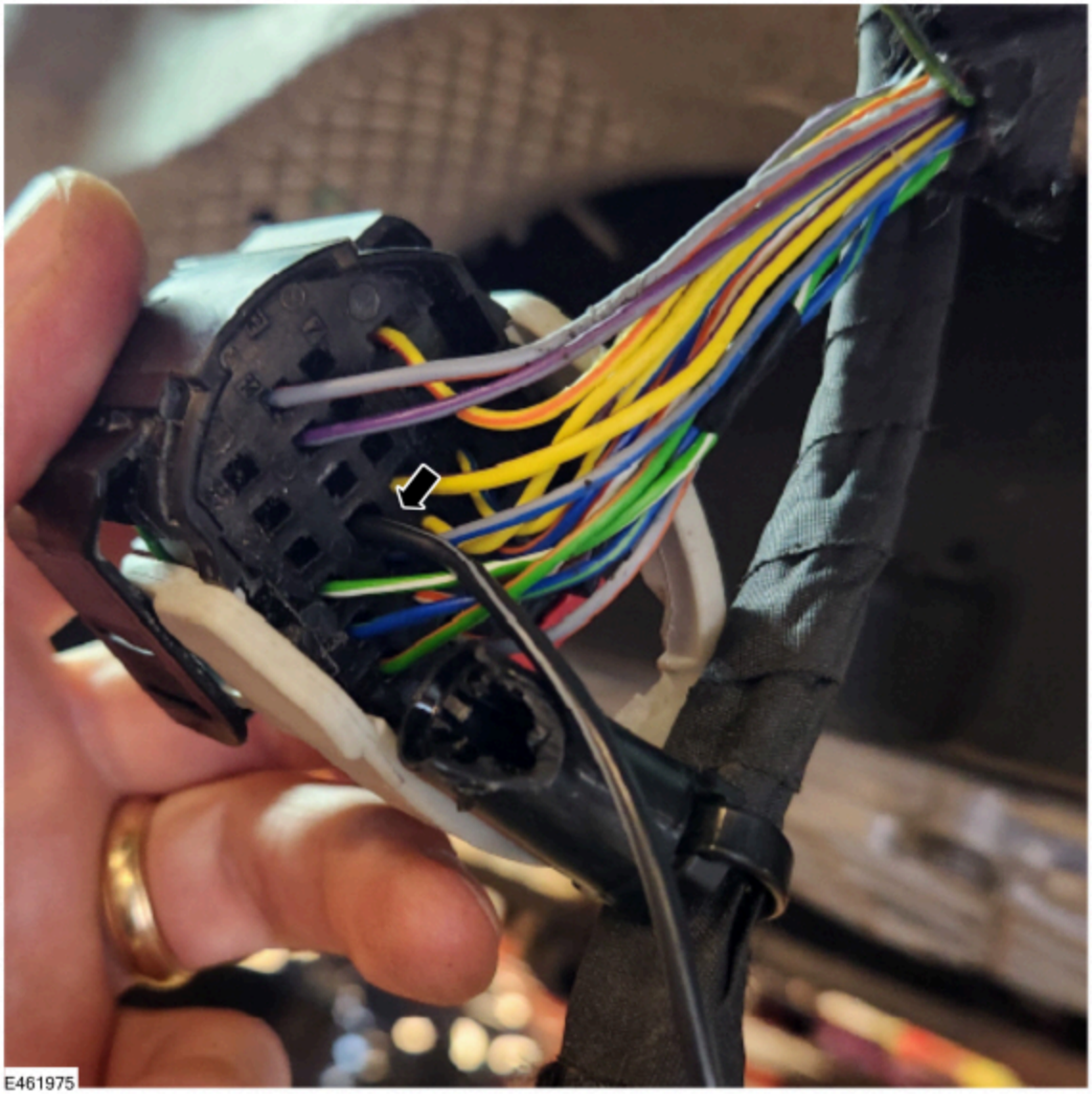
Figure 14



18. Insert new terminal and service harness wire into cavity 17 of connector C400. (Figure 15)

NOTE: If the new service harness kit with base part number 14301 comes with a connector shell and the terminal inserted, the connector shell will need to be removed and discarded.

Figure 15



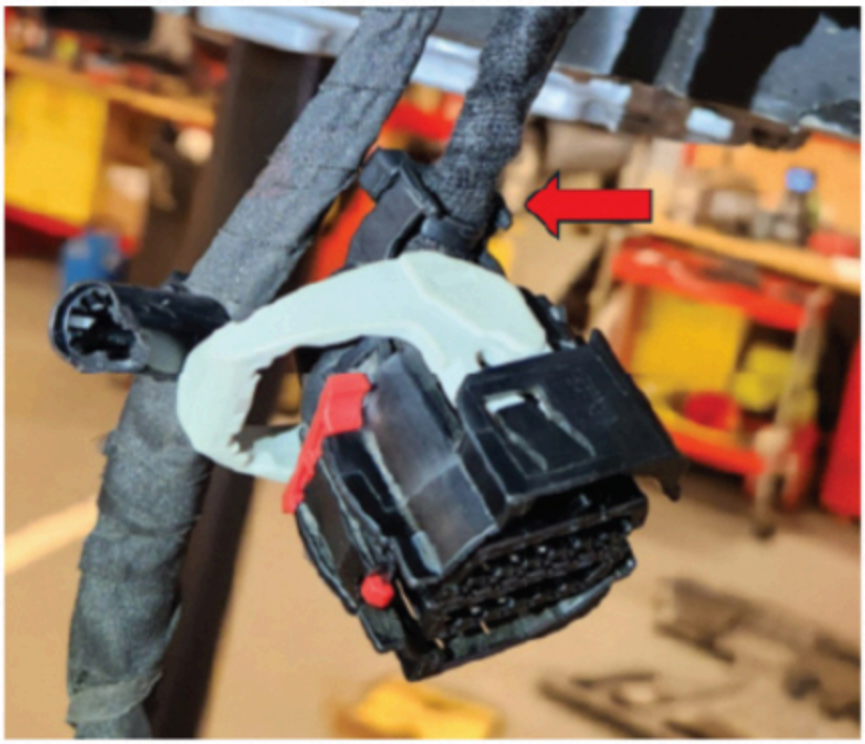
19. Resecure the white terminal lock and carefully make sure the terminal is secured in the connector shell and will not back out.

20. Fold the sealed cut wire against the 14B599 wire harness and secure to the existing 14B599 wire harness using wire harness tape. (Figure 16)

Figure 16

21. Install the back cover of connector C400 and secure the cover to the harness with a cable tie. (Figure 17)

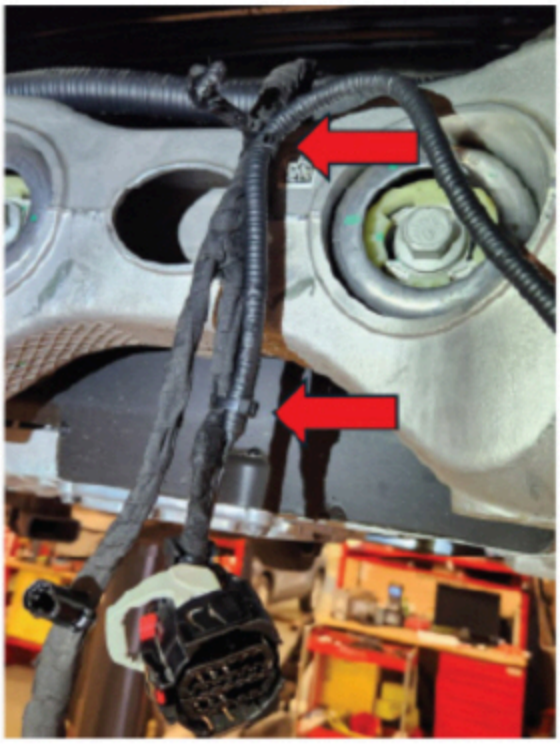
Figure 17



E461977

22. Cable tie the service harness to the 14B599 wire harness in the locations shown. (Figure 18)

Figure 18

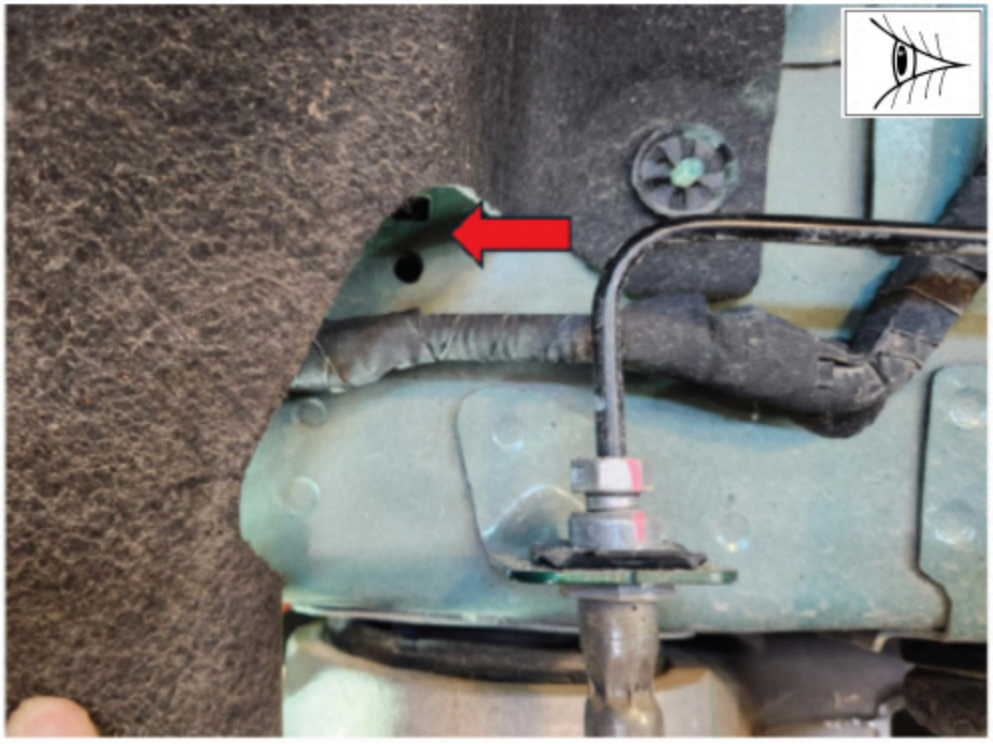


E461978

23. Re-route the 14B599 wire harness back to its original location, reconnect and lock C400, C4051 and C4039. Reattach all 14B599 wire harness retainers to their original locations.

24. In the right rear wheel well area, locate the grounding lug in the area shown near the brake line mounting bracket. (Figure 19)

Figure 19



25. Loosely route the service harness towards the grounding lug and secure the grounding eyelet using the new ground bolt and tighten to 10.5 Nm (93 lb-in). (Figure 20)

Figure 20

26. Insert the service harness retainer into the body as shown. (Figure 21)

Figure 21

E461981

27. Using cable ties, secure the new wire harness approximately every 101 mm (4 in). (Figure 22)

(1). Cut off the cable tie tails.

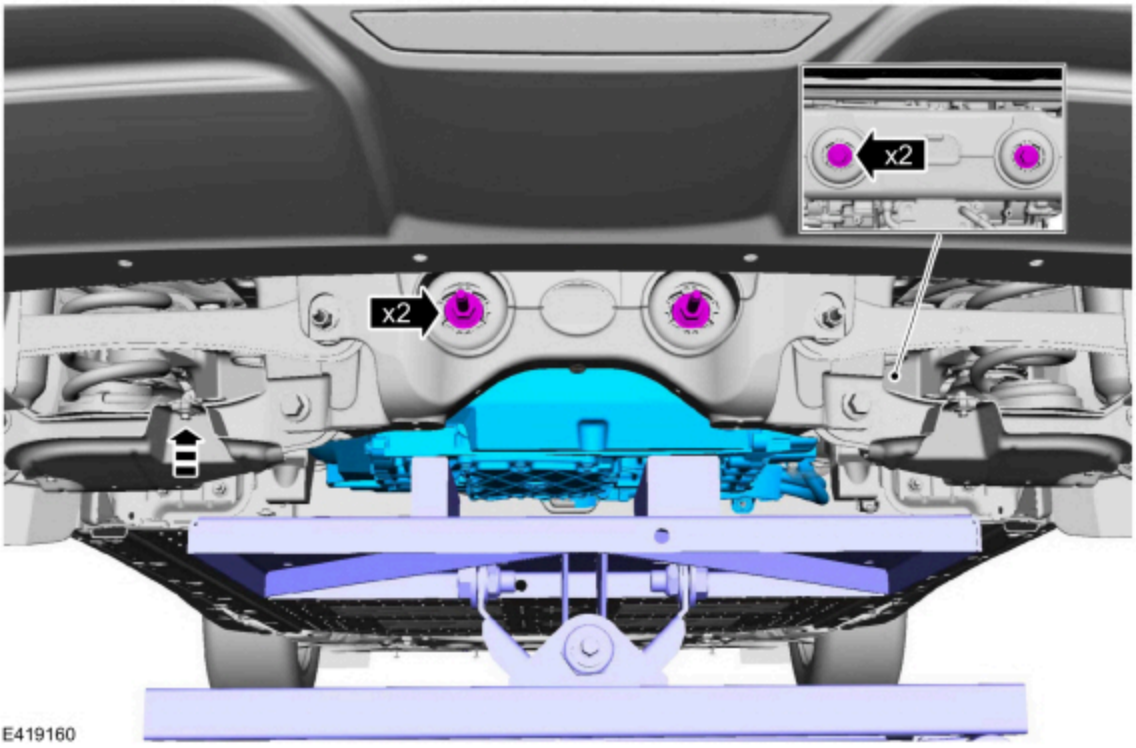
Figure 22

E461982

28. Install the rear electric drive assembly and the new mounting bolts. Tighten the bolts to 184 lb-ft (250 Nm). (Figure 23)

NOTE: Hand start the bolts.

Figure 23

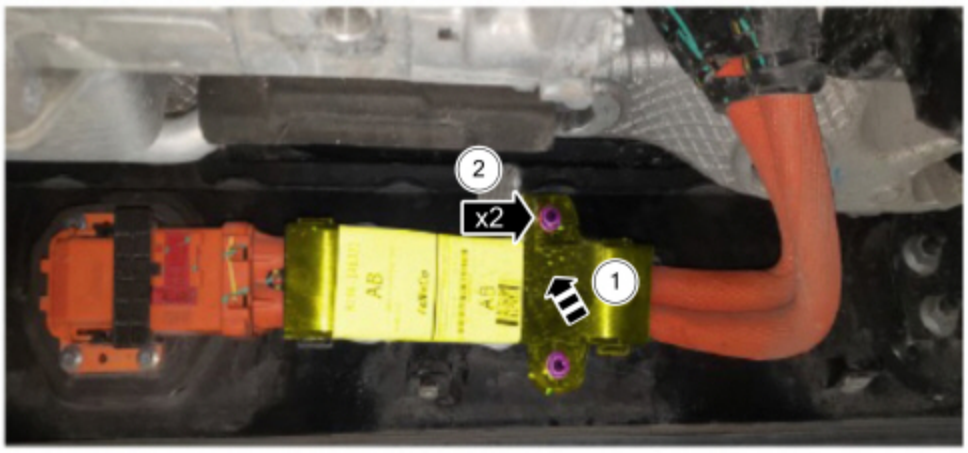


29. If equipped, install the mass damper and the nuts. Tighten the nuts to 81 lb-ft (110 Nm).

30. Remove the powertrain lift table and the wooden blocks.

31. Position back the wire harness and install the nuts. Tighten the nuts to 97 lb-in (11 Nm). (Figure 24)

Figure 24



32. Reinstall the right rear wheel. Refer to the WSM, Section 204-04A.

33. Reinstall the rear underbody shield, push pins, and the screws.