



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

February 1, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

PROGRAM TERMS

This program will be in effect through February 1, 2023. There is no mileage limit for this program.

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|----------------|------------|----------------|--|
| Mustang Mach-E | 2021 | CUAUTILAN | August 10, 2021 through September 27, 2021 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, incomplete sealing of certain high voltage battery modules may have occurred during the manufacturing process. An improperly sealed high voltage battery module could result in an electrolyte leak from the suspect battery module(s), resulting in an isolation fault or low battery module voltage condition, which may lead to an interruption of drivability.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to inspect the high voltage battery modules and replace suspect modules per Attachment IV: Affected Battery Module List. If no Diagnostic Trouble Codes (DTC's) are present, the battery modules can be replaced without any technical support. Should DTC's (P0AA6, P0B24, and/or P0DE6) be present, dealers are to contact the technical assistance center (TAC) for diagnostic support to help determine an appropriate plan of action to service the vehicle. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE:

- Each row of battery modules is called a battery array assembly. When ordering parts based on Attachment IV, both battery modules in a row must be replaced as an assembly.
- Should DTC's (P0AA6, P0B24, and/or P0DE6) be present, Roush technical support maybe required to aid in vehicle repair. Roush support is dependent on the plan of action provided by the technical assistance center (TAC).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of February 14, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Affected Battery Module List
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

OASIS ACTIVATION

OASIS will be activated on February 1, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 1, 2022. Owner names and addresses will be available by March 4, 2022.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 7 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 7 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number (21B69) is the sub code.
 - Customer Concern Code (CCC): D16 – HV Battery System Trouble
 - Condition Code (CC): B5 – Battery Acid/Fluid Damage
 - Causal Part Number: 10D672
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|-----------------|-------------|
| Remove and Install High Voltage Battery (Can only be claimed with one of the following: C, D, E, or F) | 21B69B | 4.0 Hour(s) |
| FOR EXTENDED RANGE BATTERIES ONLY | | |
| Replace ONE Battery Array Assembly - Includes time to remove upper fifth row assembly if needed to locate and replace affected Battery Array Assembly. - Reference Attachment IV for affected Battery Modules. - Includes time to charge battery to <u>100%</u> and road test to verify repair. - Only to be claimed for vehicles equipped with an Extended Range Battery and the replacement of only ONE battery array assembly is required. (Can only be claimed with B) | 21B69C | 7.1 Hour(s) |
| Replace TWO Battery Array Assemblies - Includes time to remove upper fifth row module if needed to locate and replace affected Battery Modules. - Reference Attachment IV for affected Battery Modules. - Includes time to charge battery to <u>100%</u> and road test to verify repair. - Only to be claimed for vehicles equipped with an Extended Range Battery and the replacement of TWO battery array assemblies are required. (Can only be claimed with B) | 21B69D | 9.5 Hour(s) |
| FOR STANDARD RANGE BATTERIES ONLY | | |
| Replace ONE Battery Array Assembly - Includes time to locate and replace affected Battery Module. - Reference Attachment IV for affected Battery Modules. - Includes time to charge battery to <u>100%</u> and road test to verify repair. - Only to be claimed for vehicles equipped with a Standard Range Battery and the replacement of only ONE battery array assembly is required. (Can only be claimed with B) | 21B69E | 5.7 Hour(s) |
| Replace TWO Battery Array Assemblies - Includes time to locate and replace affected Battery Modules. - Reference Attachment IV for affected Battery Modules. - Includes time to charge battery to <u>100%</u> and road test to verify repair. - Only to be claimed for vehicles equipped with a Standard Range Battery and the replacement of TWO battery array assemblies are required. (Can only be claimed with B) | 21B69F | 8.2 Hour(s) |

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order, submit a VIN-specific part order contact via the SSSC Web Contact Site. Within the contact, provide the affected battery module serial number(s) and location of the module(s) being replaced within the battery pack. Reference Attachment IV: Affected Battery Module List, to ensure the correct battery module(s) are ordered and replaced.

| Part Number | Description | Order Quantity | Claim Quantity |
|--|--|---|----------------|
| W720404-S450 | Bolt and Washer Assembly - (4 Per Pkg, up to 64 bolts required per repair. Dependent on location of affected battery modules) | Up to 16 Pkgs | Up to 64 Bolts |
| SEE BELOW FOR EXTENDED RANGE BATTERIES ONLY | | | |
| LJ9Z-10D672-P | Extended Range Battery Array Assembly | Up to 2 See Attachment IV: for VIN Specific Ordering | |
| LJ9Z-10D672-Q | Extended Range Battery Array Assembly | | |
| LJ9Z-10D672-R | Extended Range Battery Array Assembly | Up to 1 See Attachment IV: for VIN Specific Ordering | |
| LJ9Z-10D672-S | Extended Range Battery Array Assembly | | |
| SEE BELOW FOR STANDARD RANGE BATTERIES ONLY | | | |
| LJ9Z-10D672-T | Standard Range Battery Array Assembly | Up to 2 See Attachment IV: for VIN Specific Ordering | |
| LJ9Z-10D672-U | Standard Range Battery Array Assembly | | |
| LJ9Z-10D672-V | Standard Range Battery Array Assembly | Up to 1 See Attachment IV: for VIN Specific Ordering | |

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

| Part Number | Description | Order Quantity | Claim Quantity |
|--------------|---|----------------|----------------|
| W717859-S439 | Bolts - (4 Per Pkg, 2 bolts required per repair) | 1 Pkg | 2 Bolts |
| TA-38 | Battery Thermal Interface Material - (1 Per Pkg, up to 4 required per repair. Dependent on quantity of affected battery modules) | Up to 4 | Up to 4 |
| VC-13DL-G | Yellow Anti-Freeze | 2 | 2 |

To guarantee the shortest delivery time, an emergency order for parts must be placed.

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing**

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021 MODEL YEAR MUSTANG MACH-E VEHICLES — HIGH VOLTAGE BATTERY MODULE UNSEALING

SERVICE PROCEDURE

⚠ WARNING: Service of the high voltage system on this vehicle is restricted to qualified personnel. The required qualifications vary by region. Always observe local laws and legislative directives regarding electric vehicle service. Failure to follow this instruction may result in serious personal injury or death.

⚠ WARNING: To prevent the risk of high-voltage shock, always follow precisely all warnings and service instructions, including instructions to depower the system. The high-voltage system utilizes approximately 450 volts DC, provided through high-voltage cables to its components and modules. The high-voltage cables and wiring are identified by orange harness tape or orange wire covering. All high-voltage components are marked with high-voltage warning labels with a high-voltage symbol. Failure to follow these instructions may result in serious personal injury or death.

⚠ WARNING: Never install the service disconnect plug when a high-voltage service cover is removed. Always install the cover prior to connecting the service disconnect plug. The cover prevents inadvertent contact with the high voltage which is present at several points under the cover. Failure to follow these instructions may result in serious personal injury or death.

⚠ WARNING: Disconnect the 12 V battery before servicing the direct current to alternating current (DC-AC) inverter or alternating current (AC) powerpoint to prevent the risk of high voltage shock. Failure to follow this instruction may result in serious personal injury.

⚠ WARNING: Any fluid or gel found within the high voltage battery tray is to be treated as battery acid and requires safety glasses and rubber gloves prior to clean up.

NOTE: It is recommended to discharge the vehicle battery down to 25%-30% before beginning any of the following work. Allow the vehicle to run with all the accessories running if at full charge. If unable to discharge the battery, each *new* module can take up to 7 hours each to charge, and up to 14 hours per array.

NOTE: With the high voltage battery removed, if the 12V battery is reconnected the vehicle will remain in Emergency Mode until the brake is pressed.

NOTE: If you become locked out of the vehicle, there is an access plug within the rear bumper.

NOTE: Make sure that the FDRS release level is at 30.5.3 or higher.

NOTE: If the FDRS cannot communicate with the BECM contact the technical assistance center (TAC) for diagnostic support.

1. Using FDRS or similar diagnostic scan tool, Check for DTC's. Is DTC P0AA6, P0B24, and/or P0DE6 present?

YES - Contact the technical assistance center (TAC) for diagnostic support.

NO - Proceed to Step 2.



NOTE: Make sure that the FDRS release level is at 30.5.3 or higher.

2. Using FDRS, perform a Battery Energy Control Module (BECM) battery health check and record the BECM health tool generated target voltage code.
3. Remove the High Voltage Battery Cover. Please follow the Workshop Manual (WSM) procedures in Section 414-03A.
4. Reference Attachment IV: Affected Battery Module List and locate affected battery module(s). The battery module serial number is located on the sticker of each module. See Figure 1.

NOTE: For extended range batteries, the fifth row may need to be removed if all of the affected SN are not found within the visible 5 rows and inspection of the fifth lower is needed. Please follow the WSM procedure in Section 414-03A.



FIGURE 1



NOTE: Each row of modules is called a battery array assembly. The modules in a row need to be replaced as a pair. See Figure 2.

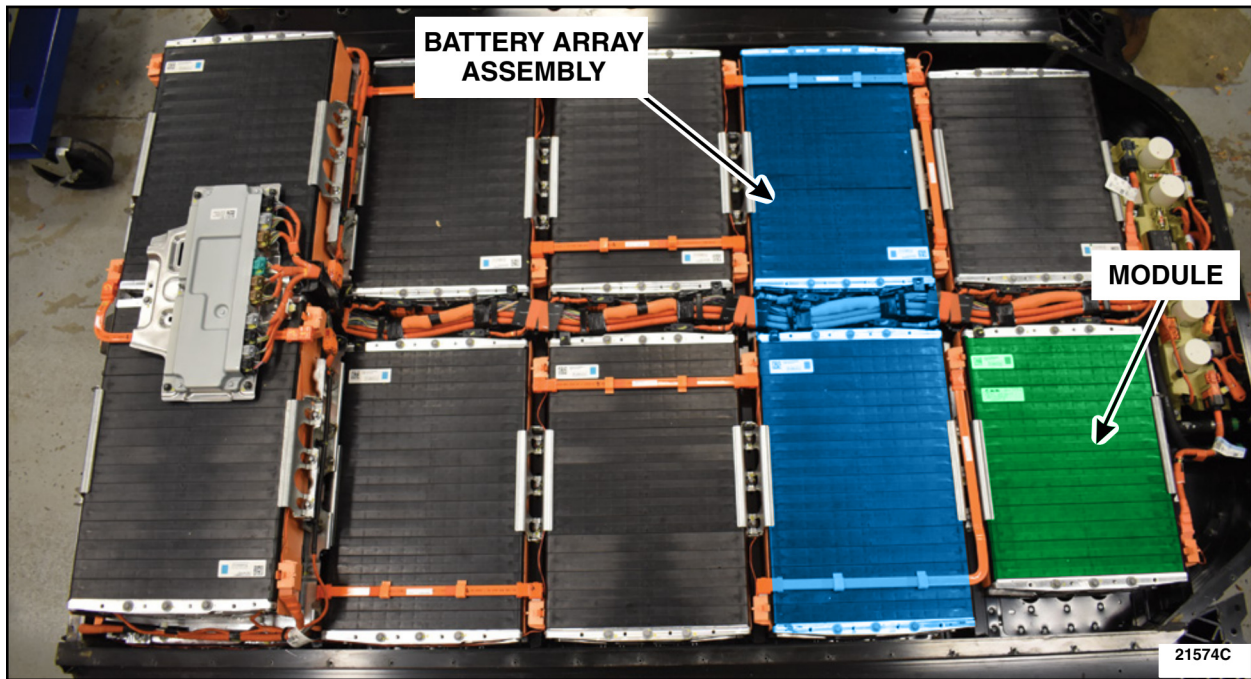


FIGURE 2

5. Remove the array with the affected module(s). Please follow the WSM procedures in Section 414-03A.



6. Transfer the jumper harness from the inboard side of the module to the *new* module. See Figure 3.

NOTE: This jumper harness is found on all five rows except for the fifth upper on extended range.

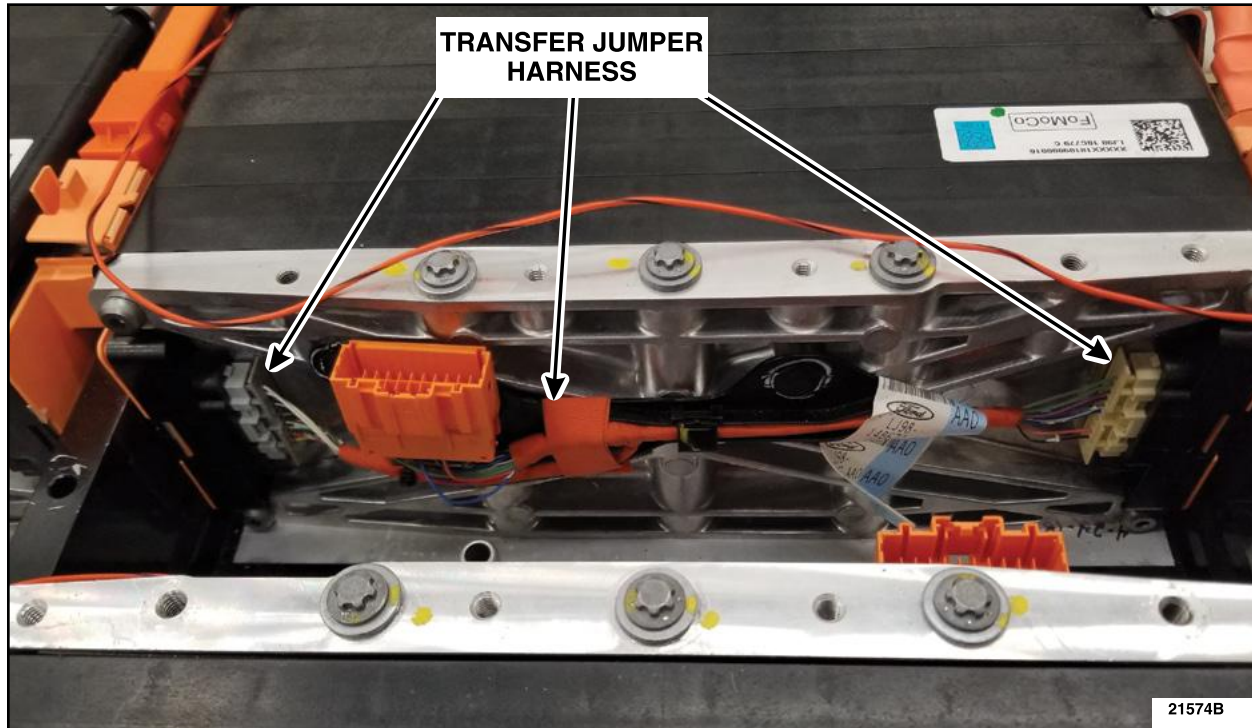


FIGURE 3

7. Install the *new* battery array assembly. Please follow the WSM procedures in Section 414-03A.

8. Install the High Voltage Battery Cover. Please follow the WSM procedures in Section 414-03A.

9. Using FDRS, check and clear codes.

10. Charge the vehicle to 100 percent.

NOTE: Please verify if the vehicle is in One-Pedal Driving mode prior to the test drive. If the vehicle did not arrive with One-Pedal Driving mode activated prior to the test drive, turn off One-Pedal Driving before releasing the vehicle to the customer.

11. To activate One-Pedal Driving perform the following:

- a. Touch the Mustang Mach-E icon in the upper-left corner of your touchscreen.
- b. From the DRIVE MODE screen, slide the button to turn it on.
- c. Use the brake to come to a complete stop if the vehicle does not slow down soon enough.

NOTE: Keep in mind that until you turn them off, Drive Modes and One-Pedal Driving will remain on each time you start the vehicle.



12. Perform a test drive of at least 20 miles (32 Km) in city driving conditions with One-Pedal Driving activated to verify the repair.

- City driving consisting of occasional acceleration and coast conditions. Safely but aggressively accelerate from 0-40 MPH (0-64 Km/h) and coast from 40-0 MPH (0-64 Km/h) with One-Pedal Driving activated to verify the repair.

NOTE: If the vehicle did not arrive with One-Pedal Driving mode activated prior to the test drive, turn off One-Pedal Driving before releasing the vehicle to the customer.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

Affected Battery Module List

For Standard Range Battery Vehicles

VIN numbers in **RED** have multiple Battery Modules that need to be replaced.

| VIN | Affected Battery Module Serial Number | Replacement Service Kit(s) Needed |
|--------------------------|--|--|
| 3FMTK1RM0MMA55551 | HJ3CA21223310506LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK1RM2MMA50190 | HJ3CA21206220014LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1RM4MMA54788 | HJ3CA21206310504LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK1RM4MMA55326 | HJ3CA21218320336LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1RM4MMA55519 | HJ3CA21224320292LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK1RM5MMA49356 | HJ3CA21194320147LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1RM7MMA49049 | HJ3CA21202320321LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1RM9MMA47660 | HJ3CA21207310002LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK1SS0MMA49466 | HJ3CA21204310065LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS0MMA49564 | HJ3CA21203310423LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS0MMA55168 | HJ3CA21231210029LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1SS1MMA55504 | HJ3CA21207220142LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1SS2MMA48139 | HJ3CA21195320159LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1SS2MMA49551 | HJ3CA21203310165LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS2MMA49730 | HJ3CA21202220342LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1SS2MMA51302 | HJ3CA21203310132LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS2MMA51302 | HJ3CA21203310133LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS3MMA49137 | HJ3CA21206310175LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK1SS3MMA49428 | HJ3CA21204310061LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS3MMA54337 | HJ3CA21231310149LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS3MMA54337 | HJ3CA21231310150LJ98 10C779 DG | LJ9Z-10D672-T |

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

Affected Battery Module List

For Standard Range Battery Vehicles (Continued)

VIN numbers in **RED** have multiple Battery Modules that need to be replaced.

| | | |
|-------------------|--------------------------------|---------------|
| 3FMTK1SS3MMA55083 | HJ3CA21231310153LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS4MMA55674 | HJ3CA21203310134LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS5MMA54680 | HJ3CA21203310121LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS6MMA48161 | HJ3CA21195310104LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1SS6MMA49374 | HJ3CA21204320123LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SS6MMA54526 | HJ3CA21199320220LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SSXMMA49295 | HJ3CA21192310059LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1SSXMMA50561 | HJ3CA21212310135LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK1SSXMMA51452 | HJ3CA21207220139LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK1SSXMMA55789 | HJ3CA21231310152LJ98 10C779 DG | LJ9Z-10D672-T |

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

Affected Battery Module List

For Extended Range Battery Vehicles

VIN numbers in **RED** have multiple Battery Modules that need to be replaced.

| VIN | Affected Battery Module Serial Number | Replacement Service Kit(s) Needed |
|--------------------------|--|--|
| 3FMTK2R70MMA47840 | HJ3CA21191420189LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK2R79MMA47853 | HJ3CA21194420126LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK3R75MMA50237 | HJ3CA21206420013LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK3R7XMMA51755 | HJ3CA21209210378LJ98 10C779 BG | LJ9Z-10D672-Q |
| 3FMTK3RM0MMA49535 | HJ3CA21205320637LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK3RM0MMA55853 | HJ3CA21209320568LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK3RM1MMA54579 | HJ3CA21208320143LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK3RM8MMA49430 | HJ3CA21192310062LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK3RM9MMA54183 | HJ3CA21207310051LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK3RM9MMA54183 | HJ3CA21207310052LJ98 10C779 FG | LJ9Z-10D672-V |
| 3FMTK3SS1MMA44126 | HJ3CA21195310141LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK3SS1MMA46491 | HJ3CA21195320226LJ98 10C779 EG | LJ9Z-10D672-U |
| 3FMTK3SS8MMA55852 | HJ3CA21210310112LJ98 10C779 DG | LJ9Z-10D672-T |
| 3FMTK3SU3MMA47188 | HJ3CA21186210629LJ98 10C779 BG | LJ9Z-10D672-R |
| 3FMTK3SU5MMA50285 | HJ3CA21188410100LJ98 10C779 AG | LJ9Z-10D672-R |
| 3FMTK3SU5MMA50318 | HJ3CA21220220480LJ98 10C779 BG | LJ9Z-10D672-Q |
| 3FMTK3SU5MMA50710 | HJ3CA21200410044LJ98 10C779 AG | LJ9Z-10D672-R |
| 3FMTK3SU6MMA55947 | HJ3CA21213420490LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK3SU7MMA47890 | HJ3CA21195420336LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK3SU8MMA47137 | HJ3CA21194420180LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK3SU8MMA51009 | HJ3CA21187410046LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK3SU9MMA50130 | HJ3CA21201410274LJ98 10C779 AG | LJ9Z-10D672-R |
| 3FMTK3SU9MMA50774 | HJ3CA21219210427LJ98 10C779 BG | LJ9Z-10D672-Q |
| 3FMTK3SUXMMA49536 | HJ3CA21206410551LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE0MME00601 | HJ3CA21192220344LJ98 10C779 BG | LJ9Z-10D672-R |
| 3FMTK4SE1MME01420 | HJ3CA21192410533LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE1MME01420 | HJ3CA21192410537LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE2MME01510 | HJ3CA21192220573LJ98 10C779 BG | LJ9Z-10D672-Q |

**RECOMMENDED NEW VEHICLE DELIVERY HOLD -
Customer Satisfaction Program 21B69**
Certain 2021 Model Year Mustang Mach-E Vehicles
High Voltage Battery Module Unsealing

Affected Battery Module List

For Extended Range Battery Vehicles (Continued)

VIN numbers in **RED** have multiple Battery Modules that need to be replaced.

| VIN | Affected Battery Module Serial Number | Replacement Service Kit(s) Needed |
|--------------------------|--|--------------------------------------|
| 3FMTK4SE2MME02222 | HJ3CA21187420362LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE2MME02222 | HJ3CA21187420365LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE2MME02916 | HJ3CA21209410263LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE3MME00673 | HJ3CA21192210560LJ98 10C779 BG | LJ9Z-10D672-Q |
| 3FMTK4SE3MME00852 | HJ3CA21196410604LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SE5MME02747 | HJ3CA21200410065LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE6MME01526 | HJ3CA21187410184LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE6MME02806 | HJ3CA21209410255LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE9MME02248 | HJ3CA21189410547LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE9MME02668 | HJ3CA21200410084LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SE9MME02816 | HJ3CA21214420146LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SEXMME01156 | HJ3CA21192420101LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SEXMME01447 | HJ3CA21192410536LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SEXMME02792 | HJ3CA21214420149LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SEXMME03120 | HJ3CA21209220095LJ98 10C779 BG | LJ9Z-10D672-Q |
| 3FMTK4SX1MME01838 | HJ3CA21194420389LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SX1MME01838 | HJ3CA21194420390LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SX1MME02102 | HJ3CA21188410129LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SX2MME02402 | HJ3CA21194420392LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SX2MME02402 | HJ3CA21194420396LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SX3MME02375 | HJ3CA21194420393LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SX3MME02375 | HJ3CA21194420394LJ98 10C779 CG | LJ9Z-10D672-S |
| 3FMTK4SX4MME00750 | HJ3CA21186220254LJ98 10C779 BG | LJ9Z-10D672-Q |
| 3FMTK4SX7MME00824 | HJ3CA21206420120LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SX7MME01469 | HJ3CA21206420113LJ98 10C779 AG | LJ9Z-10D672-P |
| 3FMTK4SX7MME02802 | HJ3CA21211220546LJ98 10C779 BG | LJ9Z-10D672-Q |
| 3FMTK4SX9MME02350 | HJ3CA21215210466LJ98 10C779 BG | LJ9Z-10D672-Q |



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

February 2022

Customer Satisfaction Program 21B69

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, one or more of the high voltage battery modules within the high voltage battery pack may not be sealed properly.
- What is the effect?** An improperly sealed high voltage battery module may allow battery fluid to leak within the battery pack, which may lead to a loss of vehicle power. High voltage battery fluid leaks are sealed from customer and environmental exposure.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the affected battery module(s) free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until February 1, 2023, regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than three days. However, due to service scheduling requirements and parts needing to be ordered, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B69. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**What should you do?
(Continued)**

Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit ford.com/support.

**Do you need a rental
vehicle?**

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

**What if you no longer
own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you
further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division