

SSM 49493 - 2021 Mustang Mach-E - Cannot Charge High Voltage Battery Using The Mobile Charger

Some 2021 Mustang Mach-E vehicles may exhibit a concern where the vehicle cannot be charged or does not charge properly when using the mobile charger. The blue status indicator light on the charger control box may not illuminate, may turn on and off intermittently, or may illuminate amber. This may be due to the connector which runs between the household outlet and the charger control box not being fully seated into the charger control box. Ensure that this connector is fully inserted into the charger control box. When the connector is properly inserted, the flange on the connector will be flush with the casing of the charger control box. If the flange of the connector protrudes out from the charger control box, the connector is not fully seated into the charger control box.

APPLICABLE VEHICLES
2021 CAR: GW CX727N C-EV