

## **SSM 50444 - 2021 Mustang Mach-E - IPC Backlight Remains Illuminated With Ignition Key Off/12V Battery Drain**

Some 2021 Mustang Mach-E vehicles may exhibit illuminated instrument panel cluster (IPC) backlight with key-off, causing 12V battery drain. To resolve this condition, park the vehicle and close doors, allow vehicle to enter key-off status, wait for the brake indicator to turn off, turn on hazard lights for 3 flashes and turn off. An IPC software update is expected to be delivered to vehicles via an over-the-air (OTA) update in March 2022 to permanently resolve the condition. Let the customer know they can continue to drive the vehicle and advise to connect to their FordPass account to enable OTA delivery. Schedule a follow-up appointment for April 2022, and contact the customer to verify the OTA was received and confirm if the service appointment is necessary going forward. Monitor OASIS for updates.

APPLICABLE VEHICLES  
2021 CAR: GW CX727N C-EV