



TECHNICAL SERVICE BULLETIN

Inoperative Level 2 Charger/Inoperative One Pedal Drive/Powertrain Malfunction (Wrench) Indicator/ABS Lamp On With DTCs - Built On Or Before 11-May-2021

21-2171
03 June 2021

This bulletin supersedes 21-2123. Reason for update: Incorrect or Incomplete Symptom

Model:

Ford 2021 Mustang Mach-E

Summary

This article supersedes TSB 21-2123 to update the Issue and Action.

Issue: Some 2021 Mustang Mach-E vehicles built on or before 11-May-2021 may exhibit an inoperative level 2 charger (220/240 volt) at a customer's residence but charging performance operates as intended at a dealership or other locations or inoperative one pedal drive with powertrain malfunction indicator with code P087F and an antilock braking system (ABS) light with diagnostic trouble code (DTC) C0051:67. This may be due to differences in local electrical power grids for the Level 2 charger and/or software in the ABS for one pedal drive and an illuminated ABS lamp. To correct the condition, follow the Service Procedure to reprogram various modules starting with the powertrain control module (PCM).

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2021 Mustang Mach-E
- Built on or before 11-May-2021
- At least one of the following conditions:
 - Level 2 charger inoperative at home
 - Inoperative one pedal drive with powertrain malfunction indicator with code P087F in the PCM
 - Illuminated ABS lamp with DTC C0051:67

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2021 Mustang Mach-E: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT212171	Actual Time

Repair/Claim Coding

Causal Part:	10B689
Condition Code:	04

Service Procedure

1. Connect a battery charger to the 12-volt battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle. Do not have the vehicle plugged into the high voltage battery charger during programming. This can cause modules to not program correctly; only have the 12-volt battery charger installed.

2. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.
3. Check the availability for software updates on the following modules and update as required:
 - (1). Secondary on board control module (SOBDM)
 - (2). Battery energy control module (BECM)
 - (3). Secondary on board control module B (SOBDMB)
 - (4). Secondary on board control module C (SOBDMC)
 - (5). ABS module

NOTE: Only one module may be updated at a time.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.