



TECHNICAL SERVICE BULLETIN

Illuminated Powertrain Malfunction (Wrench) Indicator With DTCs - HV Battery Not Charging At Level 3 DC Fast Charging Station/EVSE

21-2190

17 June 2021

Model:

Ford 2021 Mustang Mach-E

Issue: Some 2021 Mustang Mach-E vehicles built on or before 04-May-2021 may experience an illuminated powertrain malfunction (wrench) indicator with diagnostic trouble codes (DTCs) U3000:16, U3000:64, U3000:04 and/or U3000:45 in the off board charging controller (OBCC) module and the high voltage (HV) battery will not charge using a level 3 DC fast charging station/electrical vehicle supply equipment (EVSE). This may be due to OBCC software. To correct the condition, follow the Service Procedure to reprogram the OBCC.

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

- 2021 Mustang Mach-E
- Built on or before 04-May-2021
- One or more of the following conditions:
 - Illuminated powertrain malfunction (wrench) indicator with DTCs U3000:16, U3000:64, U3000:04 and/or U3000:45 in the OBCC module
 - The HV battery will not charge using a level 3 DC fast charging station/EVSE

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: Retrieve DTCs And Reprogram The OBCC Module (Do Not Use With Any Other Labor Operations)	212190A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	14G490
Condition Code:	04

Service Procedure

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

NOTE: To prevent the battery saver mode from activating on the vehicle, verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal Do not plug the vehicle into the high voltage battery charger during programming, this can cause modules to not program correctly. Only use the 12-volt battery charger during programming.

2. Reprogram the OBCC using the latest software level of the appropriate Ford diagnostic scan tool.

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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

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