



TECHNICAL SERVICE BULLETIN

Cooling Fan Noises during mode 3 charging (public charging or wallbox)

21-227820 August
2021**Model:**

Mustang Mach-E - Battery Electric Vehicle (BEV) with High Voltage (HV) Technology	Year: 2021 Build Date: Up to 11.08.2021 Build Code: Up to MG Assembly Plant: Cuautitlan (Mexico)
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Summary

Some 2021 Mustang Mach-E vehicles built on or before 11.08.2021 (build code MG) may exhibit a strong fan noise whilst charging in mode 3. Noise occurs when charging current is approximately 10.5 kW or above.

To rectify this concern, follow the Service Instruction to reprogram various modules starting with the Powertrain Control Module (PCM).

Labor Times

Description	Operation No.
Diagnostic Tool - Vehicle Connection/Communication - incl. select customer symptoms, reading & deleting fault codes in the relevant Ford Diagnosis and Repair System	29 099 0
External Power Supply - Connection (In Conjunction with Diagnostic Scan)	29 099 3
Module - Programming	actual time

Repair/Claim Coding

Causal Part:	A029254
Condition Code:	04

Service Instruction**Diagnostic Tool - Vehicle Connection/Communication**

- Connect Diagnostic Tool to the vehicle and establish communication (VID the vehicle).
 - Confirm the vehicle details are correct.
 - Read out any stored DTCs.
 - Clear any stored DTCs related to this concern.
- 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.**

Reprogram the Powertrain Control Module (PCM) using the latest software level of the appropriate Ford diagnostic scan tool.

- Information on screen will display that multiple modules will be updated.
- The PCM software update application will start. Follow all on screen instructions.
- When instructed to turn the IGN ON. The vehicle ignition must be **ON** and vehicle NOT READY to drive (IGN Start button, Green LED, Flashing) and the vehicle in Park (P).
- When completed, FDRS will automatically start the next module software update procedure.

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

NOTE: The maximum number of modules to be updated can vary depending on the vehicle specification and is in no set order.

Check the availability for software updates on the following modules and update as required:

- o Battery energy control module (BECM)
- o Anti-lock brake system module (ABS)
- o Secondary on-board diagnostic control module A (SOBDM)
- o Secondary on-board diagnostic control module B (SOBDMB)
- o Secondary on-board diagnostic control module C (SOBDMC)

(1). Follow the on-screen instructions throughout each module update procedure.

(2). If for any reason a software update was to fail, debug and resolve the concern and retry by selecting the module software update application again in the software Updates list. All modules that did not update will now be attempted again.

4. Disconnect the Diagnostic Tool and battery charger.

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