



# TECHNICAL SERVICE BULLETIN

## Cooling Fan Noises During Level 2 Charging - Built On Or Before 11-Aug-2021

**21-2288**31 August  
2021**Model:**

Ford 2021 Mustang Mach-E
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**Issue:** Some 2021 Mustang Mach-E vehicles built on or before 11-Aug-2021 may exhibit a strong fan noise while charging in level 2. The noise occurs when charging current is approximately 10.5 kW or above. To correct the condition, follow the Service Procedure to reprogram various modules starting with the powertrain control module (PCM).

**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 11-Aug-2021
- Fan noise occurs in level 2 charging

**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)	MT212288	Actual Time

**Repair/Claim Coding**

Causal Part:	RECAL
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, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have the vehicle plugged into the high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.**

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

3. Check the availability of software updates on the following modules and update as required:

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

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

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