



TECHNICAL SERVICE BULLETIN

Lack/Loss Of Heat While Driving During Freezing Temperatures

22-2182

05 May 2022

Model:

Ford 2021-2022 Mustang Mach-E

Issue: Some 2021-2022 Mustang Mach-E vehicles may exhibit a lack/loss of heat while driving during freezing temperatures. This may be due to the heating ventilation and air conditioning (HVAC) control module software. To correct the condition, follow the Service Procedure to update the HVAC software.

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

- 2021-2022 Mustang Mach-E
- Lack/loss of heat while driving during freezing temperatures

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
2021-2022 Mustang Mach-E: Reprogram The HVAC Module (Do Not Use With Any Other Labor Operations)	222182A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	19980
Condition Code:	04

Service Procedure

1. Reprogram the HVAC control module using the latest software level of the Ford Diagnostic and Repair System (FDRS) scan tool.

NOTE: Recommend the customer use AUTO mode and adjust the temperature to maximize heater performance.

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