



TECHNICAL SERVICE BULLETIN

22-2178

Illuminated MIL And/Or Stop Safely Now Message, Low Or Discharged 12V Battery And/Or Various DTCs - Built On Or Before 28-May-2022

01 August
2022

Model:

Ford 2021-2022 Mustang Mach-E	Built on or before 28-May-2022
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Issue: Some 2021-2022 Mustang Mach-E vehicles built on or before 28-May-2022 may exhibit an illuminated malfunction indicator lamp (MIL) and/or display a Stop Safely Now message in the instrument panel cluster (IPC) with diagnostic trouble codes (DTCs) P0563, P0ADA, P0ADE, P0AA1, P0AA4, P0AA5, P0AA2, P0D10, P0D0F, and/or P0C78 stored in battery energy control module (BECM) or a low/discharged 12V battery with P0DA8 and/or P1A10 in the secondary onboard diagnostic module-C (SOBDMC). This may be due to the high voltage battery junction box (HVBJB). To correct the condition, follow the Service Procedure to replace the HVBJB and reprogram the BECM.

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

- 2021-2022 Mustang Mach-E
- Built on or before 28-May-2022
- At least one of the following:
 - DTCs P0563, P0ADA, P0ADE, P0AA1, P0AA4, P0AA5, P0AA2, P0D10, P0D0F, and/or P0C78 in the BECM
 - A low/discharged 12V battery with a P0DA8 and/or P1A10 in the SOBDMC

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
LK9Z-10C666-A	1	High Voltage Battery Junction Box (GT)	1	1
NK4Z-10C666-C	1	High Voltage Battery Junction Box (AWD Base)	1	1
NK4Z-10C666-D	1	High Voltage Battery Junction Box (RWD Base)	1	1
W717859-S439	1	Battery Mounting Bracket Bolts	4	2
VC-13-G	As Needed	Motorcraft® Yellow Concentrated Antifreeze/Coolant (All Markets Except Canada)		
CVC-13-G	As Needed	Motorcraft® Yellow Concentrated Antifreeze/Coolant (Canada Only)		

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

As Needed indicates the amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

Parts

Parts To Inspect And Replace Only If Necessary

Service Part Number	Quantity	Description	Unit of Issue
LJ9Z-10A687-A	If Needed	High Voltage Battery Cover Seal	1

If Needed indicates the part is not mandatory.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/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: Retrieve DTCs And Vehicle Build Date, Replace The HVBJB (Do Not Use With Any Operations Outside Of This Article)	222178A	5.7 Hrs.
2021-2022 Mustang Mach-E Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Can Be Claimed With Operation A)	MT222178	Actual Time

Repair/Claim Coding

Causal Part:	10C666
Condition Code:	42

Service Procedure

1. Replace the HVBJB. Refer to Workshop Manual (WSM), Section 414-03A, Removal and installation.
2. Reprogram the BECM to latest software available. The BECM is part of the powertrain coordinated flash.
 - (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.

3. Reprogram the PCM using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool.
4. 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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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.