



TECHNICAL SERVICE BULLETIN

Lack/Loss Of Heat And/Or Windshield Interior Fogging While Driving During Freezing Temperatures

23-208817 March
2023

This bulletin supersedes 22-2182.

Model:

Ford 2021-2023 Mustang Mach-E

Markets: Canada, USA

Summary

This article supersedes TSB 22-2182 to update the Title, Issue, Action, and vehicle model years affected.

Issue: Some 2021-2023 Mustang Mach-E vehicles may exhibit a lack/loss of heat and/or windshield interior fogging 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 control module software.

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

- 2021-2023 Mustang Mach-E
- At least one of the following conditions:
 - Lack/loss of heat while driving during freezing temperatures
 - Windshield interior fogging 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
2021-2023 Mustang Mach-E: Reprogram The HVAC Module (Do Not Use With Any Other Labor Operations)	232088A	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 Diagnosis 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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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.