



TECHNICAL SERVICE BULLETIN

Whine Noise From The Front Drive Unit When Driving Steady At Speeds Between 30-40 MPH (48-64 Km/H)

23-2261

15 August
2023

This bulletin supersedes 23-2168.

Model:

Ford 2021-2022 Mustang Mach-E	non-GT
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Summary

This article supersedes TSB 23-2168 to update the vehicle line affected.

Issue: Some 2021-2022 Mustang Mach-E (non-GT) vehicles equipped with all-wheel drive (AWD) may exhibit a whine noise from the front drive unit when driving steady at speeds between 30-40 mph (48-64 km/h) without diagnostic trouble codes (DTCs) present. This may be due to software parameters. To correct the condition, follow the Service Procedure to reprogram the powertrain control module (PCM).

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

- 2021-2022 Mustang Mach-E (non-GT)
- AWD
- Whine noise from the front drive unit when driving steady speed between 30-40 mph (48-64 km/h)

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 Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT232261	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 Ford Diagnosis and Repair System (FDRS) scan tool.

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

- (1). Secondary on-board diagnostic control module (SOBDM)
- (2). Battery energy control module (BECM)

- (3). Secondary on-board diagnostic control module B (SOBDMB)
- (4). Secondary on-board diagnostic control module C (SOBDMC)
- (5). Anti-lock brake system (ABS) module

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

NOTE: A small amount of whine noise is considered to be characteristic of the power unit design and has no effect on durability.

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