

**TECHNICAL SERVICE BULLETIN****25-2344**

25 July 2025

Loss Of Power, "Stop Safely Now" Message In The IPC, Illuminated Powertrain Malfunction (Wrench) Indicator With DTC P1A10, U0293 And/Or U1011

This bulletin supersedes 21-2245. Reason for update: update labor times associated with the Service Procedure from M-time to AP-time and add a limit.

Model:

Ford 2021 Mustang Mach-E	Built on or before 20-Mar-2021
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Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit at least one of the following conditions:

- "Stop Safely Now" message in the IPC
- Illuminated powertrain malfunction (wrench) indicator with DTCs P1A10, U0293 and/or U1011
- Loss of power

This may be due to the parameters in the PCM.

Action: For vehicles that meet the criteria in the Model and Issue statements above, follow the Service Procedure to reprogram the PCM.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/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 - Retrieve DTCs And Perform Software Update On Appropriate Modules Following TSB Procedure (Do Not Use With Any Other Labor Operations)	AP252344A	AP Time Up To 0.7 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Connect a battery charger such as Rotunda GRX-3590 or DCA-8000 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 high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

2. Download and run the "PCM - Powertrain Control Module (PCM) Software Update" application using the latest software level of the FDRS scan tool. Follow all on screen instructions carefully to complete all coordinated module software updates including:

- SOBDM

- BECM
- SOBDMB
- SOBDMC
- 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.