



TECHNICAL SERVICE BULLETIN

Red Triangle Illuminated Or CSI Blinking Red With DTCs P27B4, P0A7F And/Or P0CF7 - Built On Or Before 17-Sep-2022

22-2491

15 December
2022

Model:

Ford 2021-2022 Mustang Mach-E	Built on or before 17-Sep-2022
2022 e-Transit	

Markets: Canada, USA

Issue: Some 2021-2022 Mustang Mach-E built on or before 17-Sep-2022, 2022 e-Transit vehicles may exhibit an illuminated red triangle indicator lamp with diagnostic trouble code (DTC) P27B4 stored in the secondary on-board diagnostic control module C (SOBDMC) or the charge status indicator (CSI) is blinking red with DTC P0A7F stored in the battery energy control module (BECM) and/or P0CF7 stored in the secondary on-board diagnostic control module A (SOBDM). This may be due to an unsecured plug-in electric vehicle supply equipment (EVSE). To correct the condition, follow the Service Procedure to reprogram the SOBDM.

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

- One of the following vehicles:
 - 2021-2022 Mustang Mach-E built on or before 17-Sep-2022
 - 2022 e-Transit
- At least one of the following conditions:
 - Illuminated red triangle with P27B4 stored in the SOBDMC
 - CSI is blinking red with DTC P0A7F stored in the BECM and/or P0CF7 stored in the SOBDM

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, 2022 e-Transit: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT222491	Actual Time

Repair/Claim Coding

Causal Part:	10B689
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 powertrain control module (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.

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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.