



TECHNICAL SERVICE BULLETIN

Illuminated Powertrain Malfunction (Wrench) Indicator - Various Diagnostic Trouble Codes (DTC) - Built On Or Before 09-Sep-2021

21-240516 November
2021**Model:**

Ford 2021 Mustang Mach-E

Issue: Some 2021 Mustang Mach-E vehicles built on or before 09-Sep-2021 may exhibit an illuminated powertrain malfunction (wrench) indicator and/or display the message Shift System Fault – Service required with DTC U0103:87 stored in the secondary on board diagnostic module (SOBDMC). Some vehicles may also exhibit DTCs U0100:00, U0121, U0140, and/or U0155 stored in the gear shift module (GSM). This may be due to the software in the GSM. To correct the condition, follow the Service Procedure to reprogram the GSM.

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

- 2021 Mustang Mach-E
- Built on or before 09-Sep-2021
- Illuminated powertrain malfunction (wrench) indicator and/or display the message Shift System Fault with DTC U0103:87

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 Mustang Mach-E: Retrieve DTCs And Reprogram The GSM (Do Not Use With Any Other Labor Operations)	212405A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Reprogram the GSM using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool.

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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.