



# TECHNICAL SERVICE BULLETIN

24-2094

## Exterior Blue Charge Status Indicator Segments Flashing And High Voltage Battery Continues To Charge After Preset Charge Target Percentage Has Been Met While Using Level 1 Or Level 2 Charger - Built On 29-May-2023 And Through 21-Nov-2023

27 March  
2024

### Model:

Ford 2023 Mustang Mach-E	Built on 29-May-2023 and through 21-Nov-2023
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**Markets:** Published by Ford North America

**Issue:** Some 2023 Mustang Mach-E vehicles built on 29-May-2023 and through 21-Nov-2023 may exhibit an exterior blue charge status indicator segments flashing and high voltage battery continues to charge after preset charge target percentage has been met while using level 1 or level 2 charger. This may be due to the software in the SOBDM. 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:

- 2023 Mustang Mach-E
- Built on 29-May-2023 and through 21-Nov-2023
- Exterior blue charge status indicator segments flashing
- High voltage battery continues to charge after preset charge target percentage has been met while using level 1 or level 2 charger.

**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
2023 Mustang Mach-E: Check Vehicle Build Date, Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT242094	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 PCM using the latest software level of the FDRS scan tool.

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

- SOBDM
- BECM
- SOBDMB
- SOBDMC
- ABS

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

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