SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example



# 2021 Ford Mustang Mach-E · 2021 Mustang Mach-E Premium AWD extended range · AWD

3FMTK3SU3MM123456

| ODOMETER IN | DOOR-JAMB BUILD (MM/YY) | RO # | TECHNICIAN / DATE |
|---|---|---|---|
| 55,000 | | | |

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

| | |
|---|---|
| **22V-412** · High voltage battery main contactors may overheat (2021–2022 Mach-E) | ☐ Open ☐ Done ☐ N/A |
| **23V-687** · High voltage battery main contactors may overheat (2021–2022 Mach-E extended range) | ☐ Open ☐ Done ☐ N/A |
| **25V-130** · Contactor software not installed correctly under 22V-412 (2021–2022 Mach-E) | ☐ Open ☐ Done ☐ N/A |
| **26V-417** · Rear differential pinion shaft may fracture (2021–2023 Mach-E) | ☐ Open ☐ Done ☐ N/A |
| **25V-404** · Electronic door latches may stay locked with a low 12V battery (2021–2025 Mach-E) | ☐ Open ☐ Done ☐ N/A |
| **25V-513** · Brakes · ABS module software (re-repair of 24V-777) | ☐ Open ☐ Done ☐ N/A |
| **24V-777** · Brakes · ABS module software | ☐ Open ☐ Done ☐ N/A |
| **22V-333** · Powertrain control software (AWD) | ☐ Open ☐ Done ☐ N/A |
| **21V-979** · Seat belts · rear buckle anchors | ☐ Open ☐ Done ☐ N/A |
| **Factory battery and drive warranty** · may still apply (Ford usually 8 years or 100,000 mi). Check the in-service date before quoting high-voltage battery or drive motor work; covered repairs go to a Ford dealer. | ☐ Covered ☐ Expired ☐ Unknown |

25V-441 (High voltage battery main contactors may overheat (2022 Mach-E extended range, expansion of 23V-687)): not listed by NHTSA for MY2021. Confirm on the dealer printout.

24V-144 (Junction box bus bar fasteners may be loose and arc (2023 F-150 Lightning)): not listed by NHTSA for MY2021. Confirm on the dealer printout.

25V-272 (Junction box bus bar fasteners may be loose and arc (2022–2023 Lightning, expansion of 24V-144)): not listed by NHTSA for MY2021. Confirm on the dealer printout.

22V-646 (Right-rear half shaft may break (2022 Mach-E)): not listed by NHTSA for MY2021. Confirm on the dealer printout.

25V-863 (Integrated park module may not lock in park (2022–2026 Lightning, 2024–2026 Mach-E)): not listed by NHTSA for MY2021. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

### 1. High-voltage junction box: contactors overheat (Mach-E) or bus bars arc (Lightning)

Check now · Inside the range (18,000–84,000 mi, the middle half of 14 owner reports)

| | |
|---|---|
| Check the VIN for 22V-412, 23V-687, 25V-130, 25V-441 (Mach-E) or 24V-144, 25V-272 (Lightning) | ☐ OK ☐ Watch ☐ Fix |
| Scan the BECM for contactor codes | ☐ OK ☐ Watch ☐ Fix |

Scan for: P0ADA, P0ADE, P0AA1, P0AA4

Parts (Mach-E): Ask your parts supplier for the OE part number for this VIN.

### 2. 12V battery drain and low-voltage faults

Check now · Any mileage (2021–2023 Mach-E (drain bulletin), 2022–2023 Lightning (battery sensor program); all years rely on the 12V battery)

| | |
|---|---|
| Load-test the 12V battery | ☐ OK ☐ Watch ☐ Fix |
| Check module software levels (GWM, APIM, DSM) | ☐ OK ☐ Watch ☐ Fix |
| Check the VIN for 25V-404 | ☐ OK ☐ Watch ☐ Fix |

12V battery: __ V / test result

Parts (Mach-E): Ask your parts supplier for the OE part number for this VIN.

### 3. Rear drive unit: pinion shaft, half shaft and park lock

Check now · Any mileage (2021–2023 Mach-E (pinion recall), 2022 Mach-E (half shaft), 2024–2025 Mach-E (stuck in park))

Check the VIN for open recalls ☐ OK ☐ Watch ☐ Fix

Scan the SOBDMC for P07E6 ☐ OK ☐ Watch ☐ Fix

Listen for rear clunks on throttle changes ☐ OK ☐ Watch ☐ Fix

Scan for: P07E6

Parts (Mach-E): Ask your parts supplier for the OE part number for this VIN.

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### 4. Charging faults (Level 3 lock actuator, Level 1/2 P2C94)

Watch · Any mileage (2021–2023 Mach-E, 2022–2023 Lightning)

Inspect the charge port lock actuator pin ☐ OK ☐ Watch ☐ Fix

Scan the SOBDM for P0D93–P0DA0 and P2C94 ☐ OK ☐ Watch ☐ Fix

Scan for: P0D93, P0D94, P2C94

Parts (Mach-E): Ask your parts supplier for the OE part number for this VIN.

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FACTORY MAINTENANCE DUE BY 85,000 MI (ASK FOR RECORDS)

**Brake fluid** · every 3 years · $129 ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE MACH-E / LIGHTNING EV, QUICK CHECKS

- **Driver assistance / braking alerts** (258 complaints): Driver-assistance complaints (and program 26B07 for adaptive cruise); not part of the electric drive.
- **Loss of power while driving** (164 complaints): Most cases trace to the junction box contactors or the 12V system (listed above).

WHAT TO SAY AT THE COUNTER (ADVISOR)

**1. High-voltage junction box: contactors overheat (Mach-E) or bus bars arc (Lightning)**
On the Mach-E, the main contactors in the high-voltage battery junction box can overheat, and the car can lose drive power. At 55,000 mi your car is in the mileage range where owners report it. A recall or warranty extension may pay for it: we check the VIN.
Ask: have you noticed stop Safely Now or Powertrain Malfunction message, or sudden loss of drive power?

**2. 12V battery drain and low-voltage faults**
Ford found software in several Mach-E modules can drain the 12V battery and a Lightning battery sensor that misreports its charge. Owners report it at all mileages, so it is worth a look at every visit. Our price is $388, before tax and shop supplies.
Ask: have you noticed car dead or will not go Ready, or check 12-volt battery message?

**3. Rear drive unit: pinion shaft, half shaft and park lock**
Ford recalled 2021–2023 Mach-Es because the rear differential pinion shaft can fracture; the repair is due in late 2026. Owners report it at all mileages, so it is worth a look at every visit. A recall or warranty extension may pay for it: we check the VIN.
Ask: have you noticed clunk or grinding from the rear, or loss of drive?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.



Reference only. Follow Ford repair procedures and your shop's judgment.