



## Mustang Mach-E Recall FAQ

### **Q. Can I still buy a Mach-E?**

**A.** Yes, you can still purchase one from a Ford dealer. The vehicle will be held until it receives the software update.

### **Q. What is the issue tied to this recall?**

**A.** On affected vehicles, Direct Current (“DC”) fast charging and repeated wide open pedal events can cause the high voltage battery main contactors to overheat. This overheating may lead to arcing and deformation of the electrical contact surfaces, which can result in an electric relay switch remaining open or a relay switch that welds close from heat. An overheated relay switch that opens while driving can result in a loss of motive power, which can increase the risk of an accident.

### **Q. What is the cause of the issue?**

**A.** The design and part-to-part variation of the high voltage battery mainrelay switch is not robust to the heat generated during DC fast charging and multiple wide open pedal events.

### **Q. What is the expected repair?**

**A.** A software update through an Over-The-Air (OTA) update or by visiting a dealer. Software will be available in July.

### **Q. How many vehicles are affected in this recall, and where are they?**

**A.** This action affects 48,924 vehicles in the U.S.

### **Q. Are there any symptoms a customer might notice that could indicate they might have an issue?**

**A.** If the relay switch opens while driving, a powertrain malfunction warning light will be illuminated and the vehicle will display “Stop Safely Now” in the cluster when the vehicle experiences an immediate loss of motive power. Should the relay switch weld closed while driving, a powertrain malfunction warning light will be illuminated on the next drive cycle, along with a no start condition.

### **Q. Can I still drive my vehicle?**

A. Yes, Ford has not issued instructions to stop driving vehicles under this safety recall.

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