

# 2021 Ford Mustang Mach-E

## Over the Air (OTA) Update Failure

Entry and jump starting vehicle with dead 12-volt battery



Ford Mustang Mach-E vehicles may fail to update. During these events, the vehicle could be rendered inoperable and require towing to a supporting Ford Dealership.

If the vehicle's 12-volt system is active (charged) and grants access through the driver's door, proceed to **Step 9 – Towing and Neutral Mode**.



1

Remove panel in front bumper pressing at top to remove from bumper cover.



2

Make connections at remote terminals to energize vehicle for entry & open driver door.



3

Pull front luggage compartment release twice to fully release front cover for opening.



4

Cowl & driver side trim panels will need to be removed. No tools are required.

Start with cowl panel along rear edge, passenger side.

Remove driver side panel starting at the rear and working forward.

See images 7 & 8 for clip locations to ease in removal.



5

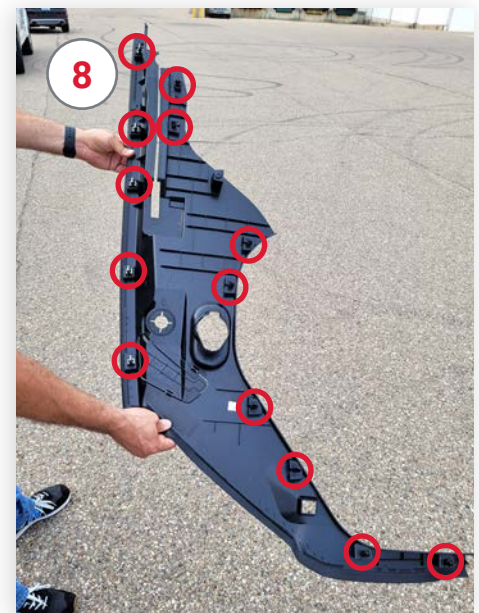
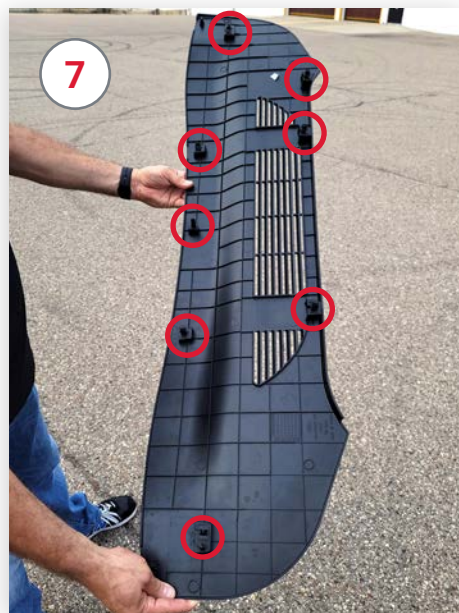
Remote jump post locations

Jump start connection sequence:

1. Connect to positive remote jump post of discharged Mach-E
2. Connect to positive of donor vehicle
3. Connect to negative of donor vehicle
4. Connect to negative remote jump post of discharged Mach-E
5. Verify Mach-E is in **park**
6. Allow several minutes for donor vehicle to charge 12-volt of Mach-E
7. Switch on drive mode by pressing **"START"** button on dash
8. Leave both vehicles connected for three minutes

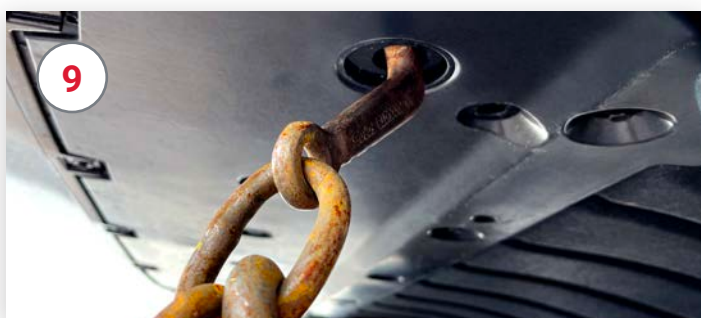
**DO NOT TURN ON HEADLIGHTS WHILE DISCONNECTING CABLES, PEAK VOLTAGE CAN DAMAGE THE BULBS**

9. Disconnect cables in reverse order



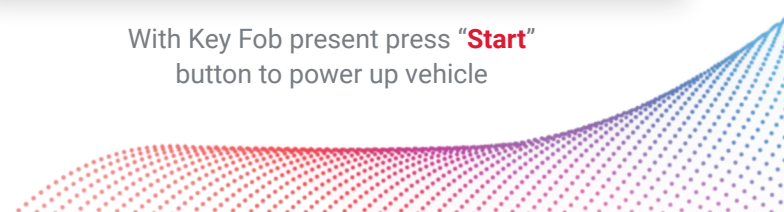
Towing & Neutral Mode

**Prior to activating "Neutral Mode" make all connections to tow truck to prevent roll away.**



Make connections to the disabled Mustang Mach-E at the round openings under front bumper

With Key Fob present press **"Start"** button to power up vehicle



Prior to activating "Neutral Mode" make all connections to tow truck to prevent roll away.



Shift vehicle to "N" Neutral with rotary shifter in center console



Press "L" in center of rotary shifter



Vehicle will enter "Neutral Mode" for 30 minutes as indicated in dash information display



Load vehicle to Rollback Tow Truck for transport, **8 Point Retention ONLY**

To turn off "Neutral Mode" place vehicle back to **Park**  
**Select Park and set Park Brake during Transport**