



TECHNICAL SERVICE BULLETIN

Charging System Fault Message In IPC And DTCs U012D, U0284, And/Or U0285 - Built On Or Before 23-Aug-2021

21-2354

13 October 2021

Model:

Ford
2021 Bronco

Issue: Some 2021 Bronco vehicles built on or before 23-Aug-2021 may experience a charging system fault message displayed in the instrument panel cluster (IPC) and diagnostic trouble codes (DTC) U012D, U0284 and/or U0285 stored in the powertrain control module (PCM). This may be due to water intrusion in the active grille shutter connector. To correct this condition, follow the Service Procedure to inspect for water intrusion in the active grille shutter harness connector and repair as needed.

Action: Follow the Service Procedure steps to correct the condition if the vehicle meets all of the following criteria:

- 2021 Bronco
- Built on or before 23-Aug-2021
- Charging system fault message displayed in the IPC
- DTCs U012D, U0284 and/or U0285 stored in the PCM

Parts

Service Part Number	Quantity	Description
HU2Z-14S411-LA	1	Connector C1767 Service Replacement Pigtail
MB3Z-10884-B	1	Active Grille Shutter Motor

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 Bronco: Retrieve DTCs, Inspect Harness, Replace Connector Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212354A	1.5 Hrs.
2021 Bronco: Retrieve DTCs, Inspect Harness, Replace Connector And Active Grille Shutter Motor Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212354B	1.6 Hrs.

Repair/Claim Coding

Causal Part:	15A211
Condition Code:	01

Service Procedure

1. Remove the lower active grille shutter and harness assembly from the vehicle. Refer to Workshop Manual (WSM), Section 501-02, Front End Body Panels > Removal and Installation > Active Grille Shutter.

NOTE: When removing the bumper, the brush guard (if equipped) does not require removal.

2. Disconnect the active grille shutter connector C1767. Is there evidence of water intrusion (trapped water or corrosion) inside connector C1767 harness and/or component side?

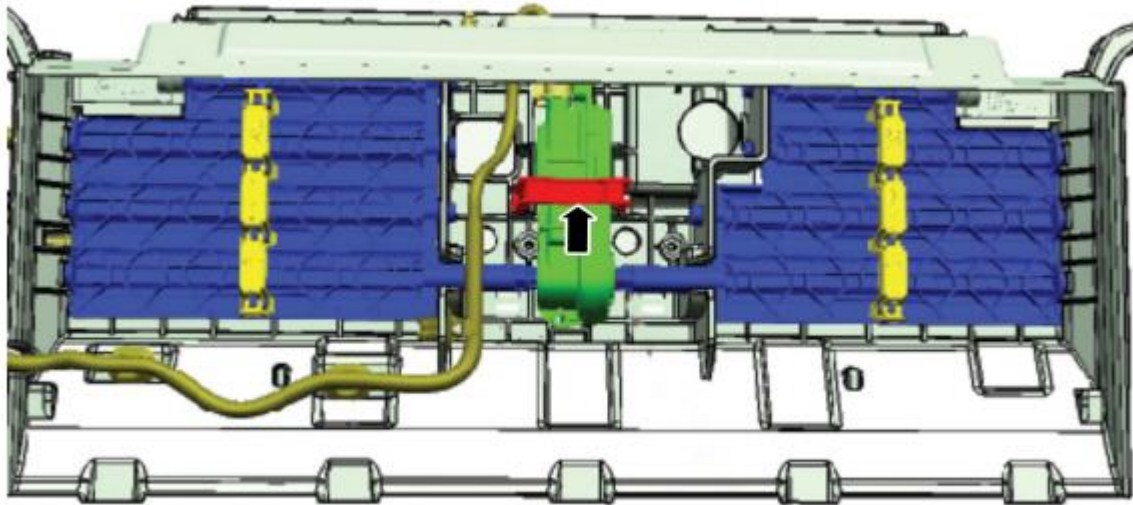
(1). Yes - proceed to Step 3.

(2). No -proceed to Step 4.

3. Replace the active grille shutter motor.

(1). Remove the center active grille shutter motor clip. (Figure 1)

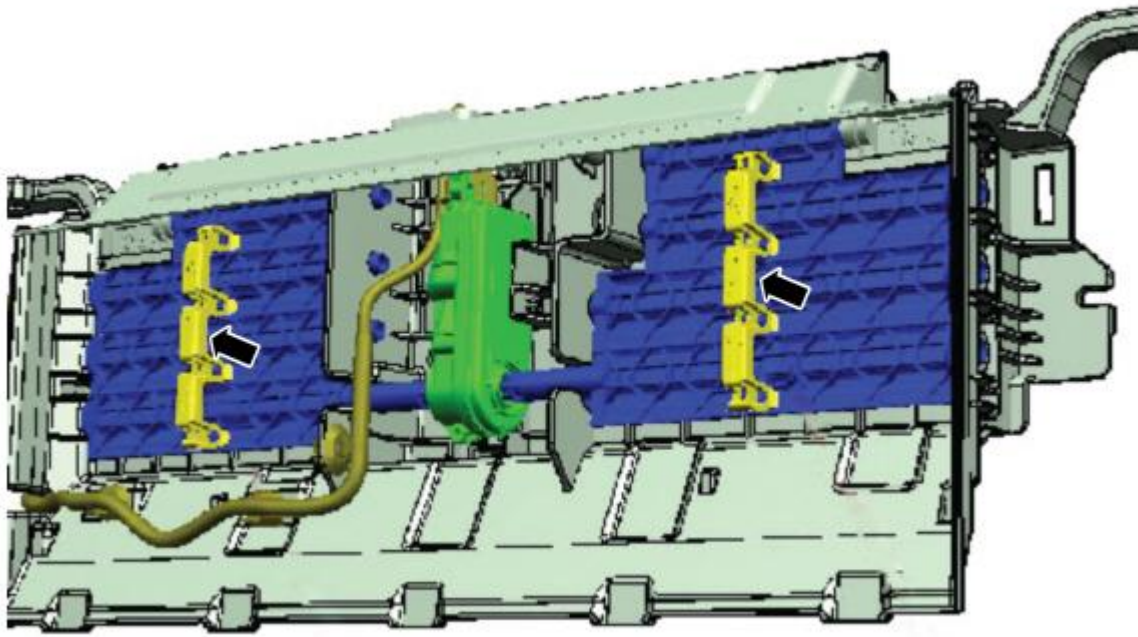
Figure 1



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(2). Remove the vertical fin clips on each side. (Figure 2)

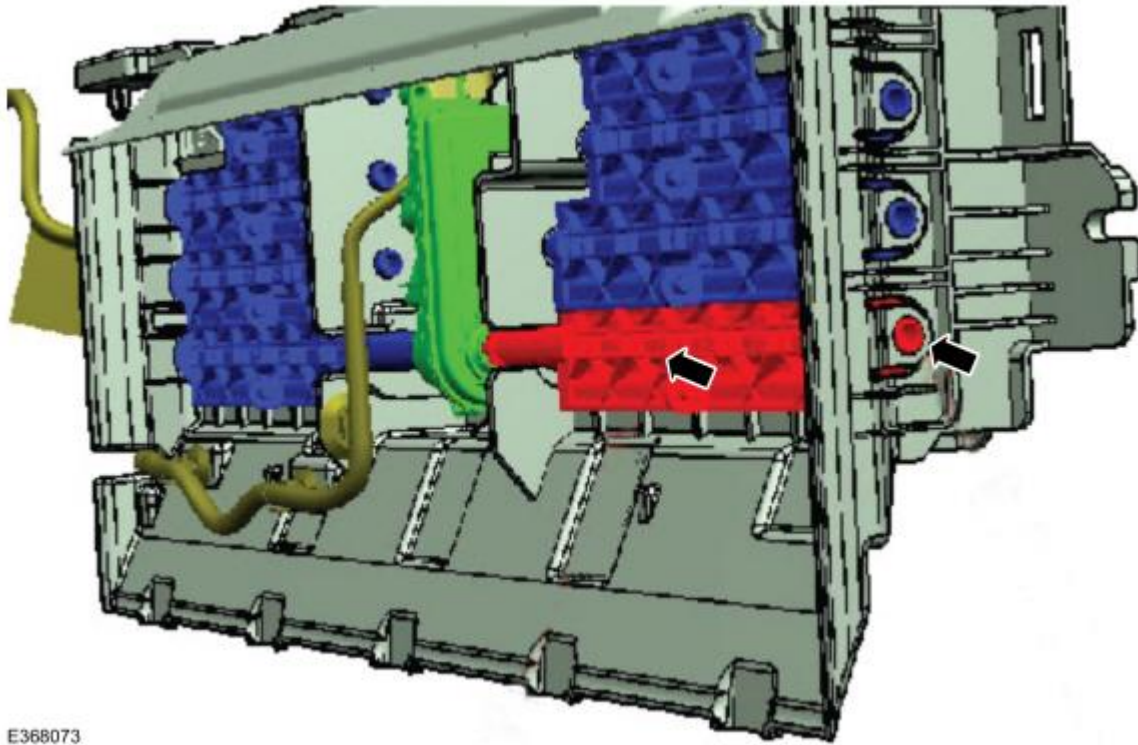
Figure 2



E368072

(3). Remove the bottom fins located on each side. (Figure 3)

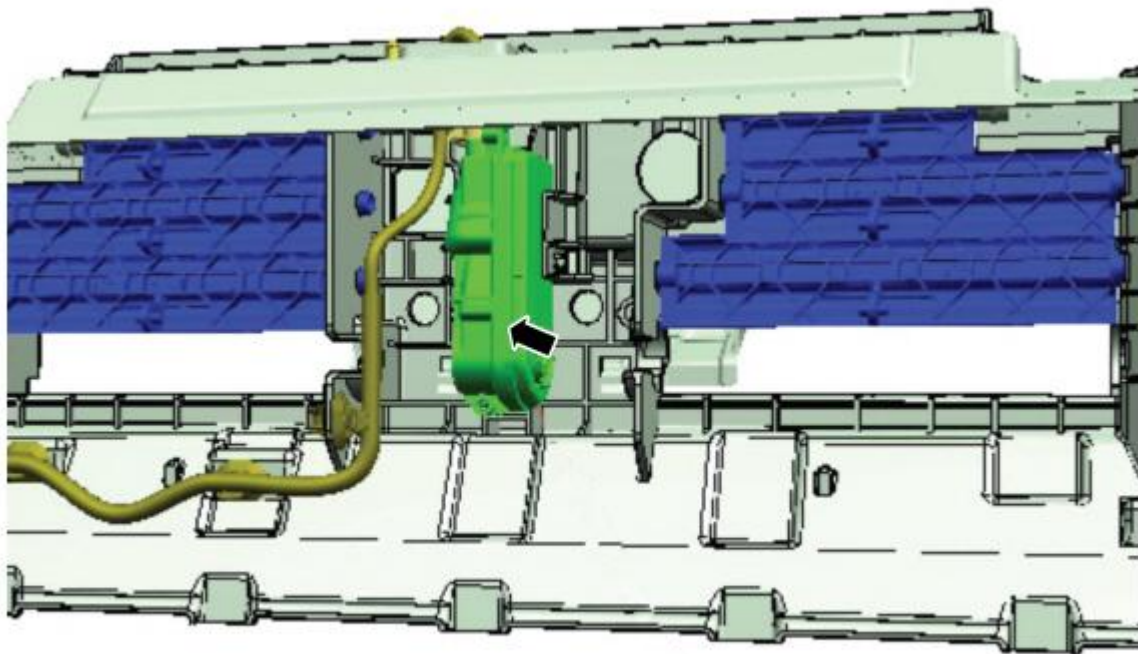
Figure 3



E368073

(4). Remove the active grille shutter motor. (Figure 4)

Figure 4



E368074

- (5). Install the new active grille shutter motor by reversing the installation procedure.
4. Replace the connector C1767 by soldering in a new service pigtail. Refer to Wiring Diagram Cell 005, Page 5.
5. Install the lower active grille shutter onto the vehicle. Refer to WSM, Section 501-02, Front End Body Panels > Removal and Installation > Active Grille Shutter.

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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.