



TECHNICAL SERVICE BULLETIN

Not Equipped With Navigation - Compass Inaccurate, Clock Not Updating With Time Zone Change And/Or Inaccurate Vehicle Location in FordPass

22-2107

21 March
2022

Model:

| | |
|-------------|--|
| Ford | Built on or before 18-Feb-2022 at Dearborn Truck Plant |
| 2022 F-150 | Built on or before 24-Feb-2022 at Kansas City Assembly Plant |

Issue: Some 2022 F-150 vehicles not equipped with navigation built on or before 18-Feb-2022 at Dearborn Truck Plant or built on or before 24-Feb-2022 at Kansas City Assembly Plant may experience the compass direction indication is stuck or is not updating correctly in the instrument cluster panel (IPC) and/or touchscreen, inaccurate vehicle location in FordPass and/or the clock not updating with the time zone change. This may be due to the software in the telematic control unit (TCU). To correct the condition, follow the Service Procedure to reprogram the TCU.

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

- One of the following vehicles:
 - 2022 F-150 vehicles built on or before 18-Feb-2022 at Dearborn Truck Plant
 - 2022 F-150 vehicles built on or before 24-Feb-2022 at Kansas City Assembly Plant
- Not equipped with navigation
- One or more of the following customer symptoms:
 - Compass direction indication is stuck or is not updating correctly in the IPC and/or touchscreen
 - Inaccurate vehicle location in FordPass
 - The clock not updating with the time zone change

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 |
|--|---------------|----------|
| 2022 F-150 Check For Updates, Reprogram TCU (Do Not Use With Any Other Labor Operations) | 222107A | 0.4 Hrs. |

Repair/Claim Coding

| | |
|-----------------|--------|
| Causal Part: | 14F546 |
| Condition Code: | 04 |

Service Procedure

1. Update the TCU software using the latest version of the Ford Diagnosis and Repair System (FDRS). Refer to Workshop Manual (WSM), Section 418-01A.

NOTE: A blank 64GB or larger USB flash drive is required for TCU update. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive, and select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. De-selecting Quick Format is not necessary, and results in a more lengthy operation.

(1). Using the FDRS, reprogram the TCU by selecting TCU - Telematics Control Unit Software Update. Follow all on-screen instructions carefully.

(2). When prompted, connect the USB flash drive to the FDRS.

NOTE: It may take up to 30 seconds for the vehicle to recognize the USB flash drive.

(3). When prompted by the FDRS, safely remove/eject the USB flash drive from the diagnostic scan tool and connect it to the USB hub to install the software into the TCU. The update starts automatically, and may take 10 minutes or longer to complete. It is normal for the TCU to reset during this step.

(4). Once the pop-up stating Installation Complete appears in the SYNC screen, select Close, remove the USB flash drive from the USB hub and connect it to the diagnostic scan tool, and select OK on the diagnostic scan tool. This initiates the remaining automated configuration steps and reports the TCU assembly, vehicle interface processor (VIP), calibration, customer interface processor (CIP), and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the TCU to reset during this step.

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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.