



TECHNICAL SERVICE BULLETIN

IPC With 4.2 Inch Screen - Eco-Coach Feature Erratic Or Missing And/Or Transmission Temperature Gauge Inaccurate

22-2154

04 May 2022

This bulletin supersedes 22-2050.

Model:

Ford 2021 F-150

Summary

This article supersedes TSB 22-2050 to update the Issue and Action.

Issue: Some 2021 F-150 vehicles equipped with a low-level instrument panel cluster (IPC) which has a 4.2-inch display may experience erratic operation of the Eco-Coach feature or this feature may be missing and/or the transmission temperature gauge reading inaccurate. This may be due to software parameters in the IPC. To correct the condition, follow the Service Procedure to reprogram the IPC.

NOTE: The IPC software update that addresses the symptom listed in this bulletin may have been sent via Ford Power-Up software updates delivered over-the-air (OTA) to connected vehicles that have automatic updates enabled through the SYNC 4 screen. Enter the vehicle identification number (VIN) in Professional Technician System (PTS) and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the IPC has successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.

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

- 2021 F-150
- Low-level IPC which has a 4.2-inch display
- One or more of the following customer symptoms:
 - Eco-Coach feature erratic operation or the feature is missing
 - The transmission temperature gauge reading inaccurate

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 F-150: Reprogram The IPC (Do Not Use With Any Other Labor Operations)	222154A	1.0 Hrs.

Repair/Claim Coding

Causal Part:	10849
Condition Code:	04

Service Procedure

1. Check the IPC for software updates using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool. Is there a software update available for the IPC?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 413-01 for normal diagnostics.
2. Connect a battery charger to the 12v battery.

3. Download and run the IPC - Instrument Panel Cluster (IPC) Software Update app.

- (1). IPC programing could take up to 1.5 hours, however no technician interaction is needed during programming.

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