



TECHNICAL SERVICE BULLETIN

Tremor - IPC Goes Blank/Reboots After Attempting To Access Trailer Tire Info In The Towing Menu - Built On Or Before 18-Nov-2022

22-2497

19 December
2022

Model:

Ford 2021-2022 F-150	Tremor package Built on or before 18-Nov-2022
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Issue: Some 2021-2022 F-150 Tremor vehicles built on or before 18-Nov-2022 may experience the instrument panel cluster (IPC) goes blank or reboots after attempting to access Trailer Tire Info in the Towing menu. This may be due to the software in the IPC. To correct the condition, follow the Service Procedure to reprogram the IPC.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2021-2022 F-150 Tremor
- Built on or before 18-Nov-2022
- IPC goes blank or reboots after attempting to access Trailer Tire Info in the Towing menu

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/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
2021-2022 F-150 Tremor: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT222497	Actual Time

Repair/Claim Coding

Causal Part:	10849
Condition Code:	04

Service Procedure

NOTE: The time required to complete this procedure will vary depending on several factors including the number of module software updates required, available internet bandwidth, universal serial bus (USB) flash drive variability, and the potential that controller area network (CAN) flashing (software update via the datalink connector [DLC] with Ford Diagnosis and Repair System [FDRS]) may be required. It is recommended to connect to the internet with an ethernet cable and use a USB 3.0 capable flash drive when performing software updates.

NOTE: The following modules may each require more than one software update: gateway module (GWM), telematic control unit (TCU), IPC, and/or accessory protocol interface module (APIM).

1. From the vehicle settings menu, disable the 30 minute max idle option.
2. Connect a battery charger to the vehicle's 12v battery. Set the charger to maintain the battery at 12.6-13.6 volts. Check the vehicle's State Of Charge parameter identification (PID) by performing the following:
 - (1). Launch the FDRS and navigate to toolbox tab > datalogger > BCM and select BATT SOC PID.
 - (2). Make sure that the BATT_SOC PID reads over 80%. If the PID is less than 80%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda battery tester and charger.

(3). Remove the charger from the vehicle and using FDRS, navigate to toolbox tab > BCM > Reset Battery Monitor Sensor Learned Values application. Perform the BMS reset.

NOTE: To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal.

3. Perform the Module Software Updating Procedures outlined below for the following modules: GWM, TCU, IPC, and/or APIM. Perform a network test after each software update using the latest software level of the FDRS scan tool. This will refresh the list of modules that have available software updates based current module software levels. Continue performing software updates to the GWM, TCU, IPC and/or APIM until all available software updates for those modules are complete.

NOTE: Use of a VCM3 or VCMM is recommended for improved data download time.

Module Software Updating Procedure

NOTE: The following instructions apply when performing a software update on any of the following modules: GWM, TCU, IPC, and APIM.

NOTE: A 32GB or larger USB flash drive is required for APIM, TCU, IPC, and GWM software updates. Make sure the USB flash drive being used is formatted correctly. To see available drives hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive, then 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
- Select Default Allocation Size for the Allocation Unit Size.
- De-selecting Quick Format is not necessary and will result in a lengthier operation

1. Using the FDRS, begin module programming by selecting the SW Updates tab then download and run the application for desired module. Follow all on-screen instructions carefully.
2. When prompted, connect the USB flash drive to the FDRS.
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 module. When the USB software update begins the center display screen will display a message stating Do Not Remove USB. The update may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

4. When the center display screen prompts to restart the vehicle:

- (1). Turn the vehicle OFF
- (2). Wait ten minutes.
- (3). Turn the ignition to key on engine running (KOER).

5. Once the pop-up stating Update Successful appears in the center display screen, select Close, remove the USB flash drive from the USB hub and connect it to the FDRS, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and configuration values 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 module to reset during this step.

NOTE: It may take up to 5 minutes before the center display screen shows the Update Successful popup. After 5 minutes if Successful popup is not shown on center display screen, remove the USB and select YES on the FDRS Was The USB Update Successful prompt (FDRS verifies if the module software update was successfully installed on the module).

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.