



TECHNICAL SERVICE BULLETIN

Auto Start-Stop Inoperative After PCM Software Update - Built On Or Before 25-Feb-2018

21-2065
09 March
2021

Model:

Ford 2018 F-150

Issue: Some 2018 F-150 vehicles built on or before 25-Feb-2018 may experience an inoperative auto start-stop feature after the powertrain control module (PCM) software has been updated. This may be due to various software parameters within the PCM. To correct the condition, follow the Service Procedure to reprogram the PCM.

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

- 2018 F-150
- Built on or before 25-Feb-2018
- Inoperative auto start-stop feature after previous PCM software update

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
2018 F-150: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212065A	0.3 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

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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.