



TECHNICAL SERVICE BULLETIN

Discharged Battery / No Crank

21-
2097
25 March
2021

Model:

Ford 2021 F-150

Issue: Some 2021 F-150 vehicles may exhibit a discharged battery and/or no crank condition. This may be due to key off battery drain when the zone lighting power button is left enabled in the SYNC4 display or the FordPass app. A discharged battery or a no crank condition may also occur if a rear door is difficult to close causing the door to not fully latch, resulting in a door ajar being detected.

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

- 2021 F-150
- Equipped with zone lighting and/or crew cab body
- Exhibits a discharged battery and/or no crank condition

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 GWM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212097A	0.4 Hrs.
2021 F-150 Crew Cab: Reprogram The GWM And Align One (1) Rear Door Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212097B	0.9 Hrs.
2021 F-150 Crew Cab: Reprogram The GWM And Align Both (2) Rear Doors Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212097C	1.5 Hrs.
2021 F-150 Crew Cab: Align One (1) Rear Door Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212097D	0.6 Hrs.
2021 F-150 Crew Cab: Align Both (2) Rear Doors Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212097E	1.1 Hrs.

Repair/Claim Coding

Causal Part:	15604
Condition Code:	04

Service Procedure

1. Was the vehicle built on or before 16-Mar-2021 and equipped with zone lighting?

- (1). Yes - proceed to Step 2.
- (2). No - proceed to Step 8.

2. Connect a battery charger to the 12V battery.

NOTE: A blank 32GB or larger universal serial bus (USB) flash drive is required for this software 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 will result in a more lengthy operation.

3. Using the Ford Diagnosis and Repair System (FDRS), reprogram the gateway module (GWM) by selecting GWM - Gateway Module A (GWM) Software Update. Follow all on-screen instructions carefully.

4. When prompted, connect the USB flash drive to the diagnostic scan tool.

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

5. 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 GWM. The update will start automatically, and may take 10 minutes or longer to complete. It is normal for the GWM to reset during this step.

6. 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 GWM assembly, VIP, Calibration, 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 GWM to reset during this step.

7. Once the service tool has completed all GWM reprogramming processes, perform a self-test on all modules then clear all diagnostic trouble codes (DTCs).

8. Is the vehicle a crew cab?

- (1). Yes - proceed to Step 9.
- (2). No - if answered Yes to Step 1, repair is complete. If answered No to Step 1, this article does not apply. Refer to Workshop Manual (WSM), Section 414-01 > General Procedures > Battery Drain Check.

9. Do both rear doors close with similar force required compared to all 4 doors, and do the doors align with the body lines?

- (1). Yes - repair is complete.
- (2). No - proceed to Step 10.

10. Adjust the affected door and/or striker. Refer to WSM, Section 501-03 > General Procedures > Rear Door Alignment – Super Crew.

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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.