

SSM 49728: 2021 F-150 - 5.0L - No Start/No PCM Communication Condition If The Oil Level Is Approximately 1 Or More Quarts Low And The Oil Life Is At/Or Less Than 20%

Some 2021 F-150 vehicles equipped with a 5.0L engine may exhibit a no start/no powertrain control module (PCM) communication condition if the oil level is approximately 1 or more quarts low and the oil life is at/or less than 20%. This may be due to various parameters within the PCM. Inform the customer that Ford is developing a software update to prevent this condition that is expected by the end of May 2021 and a follow-up appointment should be scheduled for a repair. In the interim, PCM functionality can be restored by going to: PTS Home Page > Rotunda > Diagnostic Tool Support > Download Software > 2021 F150 5.0L PCM Reset App. Follow the instructions included with the Zip file. Once PCM functionality has been restored, change the engine oil and filter and reset the engine oil change reminder. For claiming, use causal part 12A650 and M-time.

Vehicles:

2021 F-150 (P702) (FD)