



TECHNICAL SERVICE BULLETIN

3.5L PowerBoost - Pro Power Onboard Service Required Message Displayed With P0364 In The PCM

21-2127

22 April 2021

Model:

Ford 2021 F-150	Engine: 3.5L PowerBoost
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Issue: Some 2021 F-150 vehicles equipped with a 3.5L PowerBoost engine and the 7.2 kilowatt (kW) inverter system may experience a Pro Power Onboard Service Required message in the center stack display and diagnostic trouble code (DTC) P0364 stored in the powertrain control module (PCM). This may be due to various software parameters within the direct current/alternating converter module A (DCACA) inverter and the PCM. To correct the condition, follow the Service Procedure to reprogram the PCM and the DCACA inverter.

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

- 2021 F-150
- 3.5L PowerBoost engine
- Pro Power On Board Service Required message in the center stack display with DTC P0364 stored in the PCM

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 3.5L PowerBoost: Retrieve DTCs and Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212127A	0.3 Hrs.
2021 F-150 3.5L PowerBoost With 7.2 KW Inverter: Retrieve DTCs and Reprogram The PCM And DCACA Inverter (Do Not Use With Any Other Labor Operations)	212127B	0.5 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.

2. For vehicles equipped with the 7.2 kW inverter system, reprogram the DCACA inverter using the latest software level of the appropriate Ford diagnostic scan tool.

NOTE: A 7.2 kW inverter system can be identified by the presence of a 240 volt outlet in the pickup bed power outlet panel.

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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.