



TECHNICAL SERVICE BULLETIN

No Crank/No Start With No PCM Communication - Built On Or Before 30-Jun-2021

21-239004 November
2021**Model:**

Ford 2020-2021 Mustang GT500
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Issue: Some 2020-2021 Mustang GT500 vehicles built on or before 30-June-2021 may exhibit a no crank/no start with 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. To correct the condition, follow the Service Procedure to reset and reprogram the PCM.

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

- 2020-2021 Mustang GT500
- Built on or before 30-Jun-2021
- No crank/no start with no PCM communication

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
KR3Z-6731-A	1	Oil Filter		
FT4Z-6840-B	1	Oil Filter Housing O-ring Seals	2	2
XO-5W50-QGT	As Needed	Motorcraft® SAE 5W-50 Full Synthetic Motor Oil		

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

Unit of Issue and Piece Quantity are 1 unless otherwise stated.

As Needed indicates the amount of the part may vary or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

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
2020-2021 Mustang GT500: Restore Communication And Reprogram The PCM Following The Service Procedure Includes Time To Change Engine Oil, Filter And Reset Oil Change Minder (Do Not Use With Any Other Labor Operations)	212390A	1.0 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Restore communication to the PCM by removing the instrument panel cluster (IPC) fuse while reprogramming the PCM. This is done by removing the IPC fuse F13 in the body control module (BCM) and installing a temporary 2-prong fuse (with same current rating as original) in the BCM F12 location.
2. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

NOTE: Performing the PCM reprogram also updates the transmission control module (TCM) software.

3. Remove the temporary 2-prong fuse and re-install the 3-prong fuse in F13.
4. Change the engine oil and engine oil filter. Refer to the Workshop Manual (WSM), Section 303-01E.
5. Perform a reset of the engine oil change reminder. Refer to the vehicle Owner's Manual.

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.