TECHNICAL SERVICE BULLETIN
Various CAN Communication Issues - Built On 06-Apr-2021 And Through 26-Jul-2021

21-2412
19 November 2021

Model:

Ford 2021 Ranger

Issue: Some 2021 Ranger vehicles equipped with four-wheel drive and built on 06-Apr-2021 and through 26-Jul-2021 may experience a controller area network (CAN) communication issue that will set one or more communication fault diagnostic trouble codes (DTCs). This may be due to an internal hardware fault within the all terrain control module (ATCM)/mode select switch (MSS).

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

- 2021 Ranger
- Equipped with four-wheel drive
- Built on 06-Apr-2021 and through 26-Jul-2021
- Experiencing an intermittent or continuous CAN communication issue
- And at least one of the following:

  - DTCs U0212, U023A, U0131, U0158, U0138, U0151, U0415 and/or U0455 set in any vehicle module
  - A communication DTC (U-code) set in the ATCM, steering column control module (SCCM), image processing module-A (IPM-A), power steering control module (PSCM), restraints control module (RCM), anti-lock brake system (ABS) module, occupant classification system (OCS) and/or head up display (HUD) modules

Parts

Service Part Number	Quantity	Description
14B596 or 14B166	1	All Terrain Control Module - Refer To The Parts Catalog For The VIN Specific Application

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

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 Ranger: Diagnose And Replace The ATCM/MSS Module (Do Not Use With Any Other Labor Operations)	212412A	0.6 Hrs.

Repair/Claim Coding

Causal Part:	7Z155
Condition Code:	42

Service Procedure

1. Disconnect the 12v battery. Refer to Workshop Manual (WSM), Section 414-01, Mounting and Cables, General Procedures, Battery Disconnect and Connect.
2. Access and disconnect the gateway module connector C2431 and measure resistance across pins 17 and 18 (harness side). Is the measured resistance greater than 100 ohms?

   (1). Yes - this article does not apply. Refer to WSM, Section 418-00 for normal diagnostics.

   (2). No - continue to Step 3.
3. Access and disconnect the ATCM/MSS connector C3393. Refer to WSM, Section 308-07A, Removal and Installation, Mode Select Switch (MSS).
4. Access the gateway module connector C2431 and measure resistance across pins 17 and 18 (harness side). Is the measured resistance greater than 100 ohms?

   (1). Yes - replace the ATCM/MSS module. Refer to WSM, Section 308-07A, Removal and Installation, Mode Select Switch (MSS).

   (2). No - this article does not apply. Refer to WSM, Section 418-00 for normal diagnostics.
