



TECHNICAL SERVICE BULLETIN

Various FordPass And Connected Vehicle Issues - Built On Or Before 08-Oct-2021

22-2060

23 February
2022

Model:

Ford 2021 Mustang Mach-E	Built on or before 07-Jul-2021
2021 F-150	Built on or before 22-Jul-2021 at Dearborn Truck Plant Built on or before 08-Oct-2021 at Kansas City Assembly Plant

Issue: Some 2021 F-150 vehicles built on or before 22-Jul-2021 at the Dearborn Truck Plant, 2021 F-150 vehicles built on or before 08-Oct-2021 at the Kansas City Assembly Plant and Mustang Mach-E vehicles built on or before 07-Jul-2021 may exhibit FordPass and connected vehicle issues such as: FordPass will not connect, FordPass remote commands inoperative, cannot activate FordPass, connectivity settings unavailable on SYNC touchscreen and/or Professional Technician System (PTS) connected vehicle data not available or not updating. This may be due to a software issue with the gateway module (GWM). To correct the condition, follow the Service Procedure to replace the GWM.

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

- One of the following vehicles:
 - 2021 F-150 vehicles built on or before 22-Jul-2021 at Dearborn Truck Plant
 - 2021 F-150 vehicles built on or before 08-Oct-2021 at Kansas City Assembly Plant
 - Mustang Mach-E vehicles built on or before 07-Jul-2021
- At least one of the following conditions:
 - FordPass will not connect
 - FordPass remote commands inoperative
 - Cannot activate FordPass
 - Connectivity settings unavailable on SYNC touchscreen
 - PTS connected vehicle data not available or not updating

Parts

Service Part Number	Quantity	Description
MU5Z-14G490-J	1	Gateway Module

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 With Floor Console: Review PIDS and Replace The GWM (Do Not Use With Any Other Labor Operations)	222060A	2.6 Hrs.
2021 F-150 Without Floor Console: Review PIDS and Replace The GWM (Do Not Use With Any Other Labor Operations)	222060B	1.6 Hrs.
2021 Mustang Mach-E: Review PIDS and Replace The GWM (Do Not Use With Any Other Labor Operations)	222060C	1.1 Hrs.

Repair/Claim Coding

Causal Part:	14G490
--------------	--------

Service Procedure

1. Using the Ford Diagnosis and Repair System (FDRS) scan tool, open Datalogger for the GWM and review the status of parameter identification (PID) named CCS_ONBRD_SYNC. Is the status for CCS_ONBRD_SYNC showing as Unrecoverable Synchronization Error or Onboard Synchronization Failed?

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to Workshop Manual (WSM). Section 415-00 for normal diagnostics.

2. Replace the GWM. Refer to WSM, Section 418-00A.

© 2022 Ford Motor Company

All rights reserved.

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.