



TECHNICAL SERVICE BULLETIN

Instrument Panel Cluster (IPC) Reboots During Incoming Or Outgoing Cell Phone Calls - Built On Or Before 07-Oct-2021

22-2129

12 April 2022

Model:

Ford 2021 F-150	Built on or before 22-Jul-2021 at Dearborn Truck Plant Built on or before 07-Oct-2021 at Kansas City Assembly Plant
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Issue: Some 2021 F-150 vehicles built on or before 22-Jul-2021 at Dearborn Truck Plant or 2021 F-150 vehicles built on or before 07-Oct-2021 at Kansas City Assembly Plant may experience the IPC reboots during an incoming or outgoing cell phone call when a cell phone is connected to the SYNC 4 system. This may be due to the software in the IPC. To correct the condition, follow the Service Procedure to reprogram the IPC.

Action: Follow the Service Procedure steps to correct the condition if the vehicle meets 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 07-Oct-2021 at Kansas City Assembly Plant
- IPC goes blank or reboots during an incoming or outgoing cell phone call when a cell phone is connected to the SYNC 4 system

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
Reprogram The IPC And Any Additional Modules Required By The Software Update (Do Not Use With Any Other Labor Operations)	MT222129	Actual Time

Repair/Claim Coding

Causal Part:	10849
Condition Code:	04

Service Procedure

NOTE: The time required to complete this procedure will vary depending on several factors including the number of module software updates required, available internet bandwidth, universal serial bus (USB) flash drive variability, and the potential that controller area network (CAN) flashing (software update via the datalink connector [DLC] with Ford Diagnosis and Repair System [FDRS]) may be required. It is recommended to connect to the internet with an ethernet cable and use a USB 3.0 capable flash drive when performing software updates.

NOTE: The following modules may each require more than one software update: gateway module (GWM), telematic control unit (TCU), and/or accessory protocol interface module (APIM).

1. Connect a battery charger to the vehicle's 12v battery. Set the charger to maintain the battery at 12.6-13.6 volts.
2. Close all the doors on the vehicle. If a door must be left open during the service procedure, the door latch should be mechanically latched to simulate a closed door.
3. Perform the Module Software Updating Procedures outlined below for the following modules: GWM, TCU, and/or APIM. Perform a network test after each software update using the latest software level of the FDRS scan tool.

This will refresh the list of modules that have available software updates based current module software levels. Continue performing software updates to the GWM, TCU, and/or APIM until all available software updates for those modules are complete.

4. Download and run the IPC - Instrument Panel Cluster (IPC) Software Update app.

Module Software Updating Procedure

NOTE: The following instructions apply when performing a software update on any of the following modules: GWM, TCU, APIM and IPC.

NOTE: A blank 64GB or larger USB flash drive is required, and a USB 3.0 USB flash drive is recommended for fastest software installation. Make sure the USB flash drive being used is formatted as exFAT file system. To confirm the USB flash drive is formatted as exFAT, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive, then select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. De-selecting Quick Format is not necessary and results in a more lengthy operation.

1. Using the FDRS, begin module programming by selecting the SW Updates tab then download and run the application for desired module. Follow all on-screen instructions carefully.
2. When prompted, connect the USB flash drive to the FDRS.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

3. When prompted by the FDRS, safely remove/eject the USB flash drive from the diagnostic scan tool and connect it to the USB hub to install the software into the module. When the USB software update begins the SYNC screen will display a message stating Do Not Remove USB. The update starts automatically, and may take 10 minutes or longer to complete. If the message stating Do Not Remove USB does not display on the SYNC screen within 5 minutes of the USB drive being connected to the vehicle's USB hub select Did The Update Install Successfully > No on the FDRS and follow the on-screen instructions to either attempt USB programming again or perform CAN programming for the module.
4. When the pop-up stating Restart Required appears on the SYNC screen, turn the ignition off and open the driver's door for 10 minutes then close the door and restart the engine. The update is still in process at this time.
5. Once the pop-up stating Update Successful appears in the SYNC screen, select Close, remove the USB flash drive from the USB hub and connect it to the FDRS, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module assembly, vehicle interface processor (VIP), calibration, customer interface processor (CIP), and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

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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.