



TECHNICAL SERVICE BULLETIN

22-2186

Loss/Reset Of MyView Configurations In The IPC After A Key Cycle - Built On Or Before 08-Oct-2021

10 May 2022

Model:

Ford 2021 F-150	Built on or before 08-Oct-2021 at Kansas City Assembly Plant Built on or before 22-Jul-2021 at Dearborn Truck Plant
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Issue: Some 2021 F-150 vehicles built on or before 08-Oct-2021 at Kansas City Assembly Plant or built on or before 22-Jul-2021 at Dearborn Truck Plant and equipped with a mid-level instrument panel cluster (IPC) which has an 8-inch display and may experience a loss or resetting of the MyView configuration after a key cycle. This may be due to software parameters in the IPC. To correct the condition, follow the Service Procedure to reprogram the IPC.

NOTE: The IPC software update that addresses the symptom listed in this bulletin may have been sent via Ford Power-Up software updates delivered over-the-air (OTA) to connected vehicles that have automatic updates enabled through the SYNC 4 screen. Enter the vehicle identification number (VIN) in Professional Technician System (PTS) and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the IPC has successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.

Action: Follow the Service Procedure 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 08-Oct-2021 at Kansas City Assembly Plant
- Mid-level IPC which has an 8-inch display
- Loss or resetting of the MyView configuration after a key cycle

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: Check For Download And Run The IPC Update App (Do Not Use With Any Other Labor Operations)	222186A	1.0 Hrs.

Repair/Claim Coding

Causal Part:	10849
Condition Code:	04

Service Procedure

1. Check the IPC for software updates using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool. Is there a software update available for the IPC?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 413-01 for normal diagnostics.
2. Connect a battery charger to the 12v battery.
3. Download and run the IPC - Instrument Panel Cluster (IPC) Software Update app.

(1). IPC programing could take up to 1.5 hours, however no technician interaction is needed during programming.

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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.