



## TECHNICAL SERVICE BULLETIN

# Pro Power Onboard Unavailable Message And AC Power Outlet Sockets Inoperative With DTC B1438:03 Or DTC B15DA:09 Stored In The BCM Without Symptoms

**22-2429**

09 November  
2022

### Model:

<b>Ford</b> 2021 F-150	Built on or before 15-Jun-2021
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**Issue:** Some 2021 F-150 vehicles equipped with a 2.0kW Pro Power Onboard inverter system and built on or before 15-Jun-2021 may experience a Pro Power Onboard Unavailable message displayed in the center display screen and alternating current (AC) power outlet sockets inoperative with diagnostic trouble code (DTC) B1438:03 stored in the body control module (BCM) or DTC B15DA:09 stored in the BCM without observable symptoms. This may be due to various software parameters in the direct current/alternating current converter module A (DCACA). To correct the condition, follow the Service Procedure to update the software in the DCACA.

**NOTE: A 2.0kW Pro Power Onboard inverter system is identified by the direct current/alternating current (DCAC) inverter assembly being located in the cabin under the rear seat on the left side of the vehicle. Refer to Workshop Manual (WSM), Section 414-05 > Component Location.**

**Action:** Follow the Service Procedure to correct the condition if the vehicle meets all of the following criteria:

- 2021 F-150
- Built on or before 15-Jun-2021
- 2.0kW Pro Power Onboard inverter system
- At least one of the following conditions:
  - Pro Power Onboard Unavailable message displayed in the center display screen and AC power outlet sockets inoperative with DTC B1438:03 stored in the BCM
  - B15DA:09 stored in the BCM without symptoms

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/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: Download And Run The DCACA Software Update Retrieve DTCs Repair Complete (Do Not Use With Any Other Labor Operations)	222429A	0.3 Hrs.
2021 F-150: Download And Run The DCACA Software Update Retrieve DTCs Inspect/Reconnect Connector And Clear Codes (Do Not Use With Any Other Labor Operations)	222429B	0.4 Hrs.

### Repair/Claim Coding

Causal Part:	15604
Condition Code:	04

### Service Procedure

1. Using the latest version of the Ford Diagnosis and Repair System (FDRS), check the DCACA for software updates. Does FDRS show there is a software update available for the DCACA?

- (1). Yes - download and run the DCACA-Direct Current/Alternating Current Converter Module A (DCACA) Software Update app.
  - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 414-00 for normal diagnostics.
- 2. Is a DTC B15DA:09 present in the BCM after performing the DCACA software update?**
- (1). Yes - proceed to Step 3.
  - (2). No - repair is complete.
- 3. Inspect connector C3888 (battery current sensor) for possibly being disconnected or not fully seated. Is connector C3888 disconnected or not fully seated?**
- (1). Yes - reconnect C3888 and clear B15DA:09 from the BCM. Repair is complete. If B15DA:09 returns in the BCM, perform normal diagnostics. Refer to WSM, Section 414-01 > Battery, Mounting and Cables > Diagnosis and Testing > Pinpoint Test D.
  - (2). No - perform normal WSM diagnostics outside of the article. Refer to the WSM Section 414-01 > Battery, Mounting and Cables > Diagnosis and Testing > Pinpoint Test D.

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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.