



TECHNICAL SERVICE BULLETIN

22-2484

5.0L - No Crank/No Start With No PCM Communication - Built On Or Before 23-Apr-2021

12 December 2022

Model:

Ford 2021 F-150	Engine: 5.0L Built on or before 23-Apr-2021
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Issue: Some 2021 F-150 vehicles equipped with a 5.0L engine built on or before 23-Apr-2021 may exhibit a no crank/no start with no powertrain control module (PCM) communication condition if the oil life is at or less than 20%. This may be due to various parameters within the PCM. To correct the condition, follow the Service Procedure to reprogram the PCM.

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

- 2021 F-150
- Built on or before 23-Apr-2021
- 5.0L engine
- No crank/no start with no PCM communication

Parts

Service Part Number	Quantity	Description
AA5Z-6714-A	1	Oil Filter
XO-5W30-Q1SP	As Needed	Motorcraft® SAE 5W-30 Synthetic Blend Motor Oil (All Markets Except Canada)
CXO-5W30-LSP6	As Needed	Motorcraft® SAE 5W-30 Super Premium Motor Oil (Canada Only)

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 5.0L: Reset The PCM And Change The Engine Oil And Engine Oil Filter Includes Time To Reset Oil Change Reminder (Do Not Use With Any Other Labor Operations)	222484A	1.0 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Perform a reset of the PCM by following the instructions and running the reset program found in the ZIP file located at PTS > Rotunda > Diagnostic Tool Support > Download Software > 2021 F150 50L PCM Reset App.
2. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.
3. Change the engine oil and engine oil filter. Refer to the Workshop Manual (WSM), Section 303-01E.

4. Perform a reset of the engine oil change reminder. Refer to the vehicle Owner's Manual.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

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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.