

SSM 51298

2022 F-150 - Inoperative FordPass Activation And TCU Not Responding In FDRS With Multiple DTCs - Built At Dearborn Truck On 04-Aug-2022 And Through 20-Sep-2022

Some 2022 F-150 vehicles built on 04-Aug-2022 and through 20-Sep-2022 at Dearborn Truck Plant (DTP) may exhibit inoperative FordPass activation, a Feature Unavailable error message when trying to activate the vehicle from FordPass, a telematics control unit (TCU) not responding to network test while using the Ford Diagnosis and Repair System (FDRS), diagnostic trouble codes (DTCs) U2402:00 and U2402:92 stored in the gateway module (GWM), and U0198:00 stored in the accessory protocol interface module (APIM). This may be due to absence of TCU. Check for TCU presence and if missing, install TCU and perform programmable module installation (PMI) using the latest software level of FDRS. For claiming, use causal part number 14F546 and applicable labor times from Section 10 of the Service Labor Times Standard (SLTS) Manual.