



TECHNICAL SERVICE BULLETIN

Non-Lightning - Air Conditioning (A/C) Inoperative, Lack Of Air Flow, And/Or Evidence Of Evaporator Freezing

24-2168

23 May 2024

This bulletin supersedes 24-2126. Reason for update: address the revised software and include affected 2023 3.3L vehicles

Model:

Ford 2021-2023 F-150	non-Lightning
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Markets:

Issue: Some 2021-2023 F-150 vehicles equipped with a gasoline, hybrid or flex fuel engine (non-Lightning) may exhibit inoperative A/C, lack of air flow, and/or evidence of the evaporator freezing. This may be due to the software level of the PCM and HVAC module. To correct this condition, follow the Service Procedure to reprogram the PCM and HVAC module to the latest software level via the FDRS.

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

- 2021-2023 F-150
- Gasoline/flex fuel/hybrid engine (non-Lightning)
- At least one of the following conditions:
 - A/C inoperative
 - Lack of air flow through vents
 - Evaporator is freezing

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2021-2023 F-150: Reprogram The PCM And HVAC Modules Includes Time To Dry Out The Evaporator Case And Verify A/C Operation (Do Not Use With Any Other Labor Operations)	MT242168	1.0 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Reprogram the PCM using the latest software level of the FDRS scan tool. Follow all on-screen instructions carefully to complete all coordinated module software updates.

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.

2. Reprogram the HVAC module using the latest software level of the FDRS scan tool. Follow all on-screen instructions carefully to complete all coordinated module software updates.

3. Dry out the evaporator case.

- (1). Start the vehicle.
- (2). Set the climate control system to panel mode.
- (3). Set the temperature to max heat.
- (4). Set the blower speed to max.
- (5). Set to outside air (not recirculation).
- (6). Set the A/C to OFF.
- (7). Idle the vehicle for 20 minutes.

4. Verify the A/C system operation by test driving the vehicle replicating the customers drive cycle noted when experiencing the concern. Are any A/C related symptoms still present?

- (1). Yes - refer to the WSM, Section 412-00 for additional diagnosis.
- (2). No - repair is complete.

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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.