



SSM 52719 2021-2023 F-150 And 2024 F-150 Lightning - Modules On HS-CAN2, HS-CAN3, HS-CAN4, MS-CAN Do Not Respond To FDRS - No DTCs In The Affected Modules

Some 2021-2023 F-150 vehicles and 2024 F-150 Lightning vehicles may exhibit modules on the high-speed controller area network 2 (HS-CAN2), high-speed controller area network 3 (HS-CAN3), high-speed controller area network 4 (HS-CAN4) and/or the medium-speed controller area networks (MS-CAN) not responding to the Ford Diagnosis and Repair System (FDRS) and the modules on these networks fail the network test without any diagnostic trouble codes (DTCs) tied to the affected modules. The modules on the flexible data rate controller area network 2 (FD-CAN1) and the high-speed controller area network 1 (HS-CAN1) will communicate with the FDRS. Vehicles equipped with a power opening/closing tailgate may also exhibit an intermittent inoperative power tailgate. This may be due to the gateway module A (GWM) not being configured properly. To correct this condition, download and run the GWM - Gateway Module A (GWM) Configuration application using the latest version of the FDRS. For claiming, use causal part number 14G490 and applicable labor times from Section 10 of the Service Labor Times Standard (SLTS) Manual.