

**TECHNICAL SERVICE BULLETIN****Transmission Downshift When In Drive (D) And Shifting To A Higher Gear Will Be Unavailable In The Instrument Panel Cluster (IPC)****24-2253**21 August  
2024**Model:**

<b>Ford</b> 2021-2024 F-150	Non-Lighting
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**Markets:** North America market only

**Issue:** Some 2021-2024 F-150 non-Lightning vehicles may exhibit a condition where the SelectShift®/SelectShift™ transmission will downshift to a lower gear when in drive (D) and shifting to a higher gear will be unavailable in the IPC. Downshifting may continue, when safe entry conditions are met for each gear, and the IPC display will show the available gears counting down one by one as the vehicles' speed and engine rpm decreases. This may be due to a chafed wire harness in the SelectShift® +/- circuit. To correct the condition, follow the Service Procedure to repair the circuit.

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

- 2021-2024 F-150 non-Lightning
- The transmission will downshift when in drive (D) and shifting to a higher gear will be unavailable in the IPC. The IPC display will show the available gears counting down one by one as the vehicles' speed and engine rpm decreases.

**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
WA-14-SBA	1	1	50	Wiring Strap (Rotunda Parts)
NAI837X	As Needed	1	1	Coroplast Electrical Wire Harness Tape

Claim Quantity refers to the total number of individual pieces required to repair the vehicle.

Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

Number In Package refers to the number of individual pieces included in a service part number package.

**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
2021-2024 F-150 Non-Lightning Inspect Wiring Harness (Pass) Includes Time To Tape And Secure Wiring Harness (Do Not Use With Any Other Labor Operations)	242253A	0.3 Hrs.
2021-2024 F-150 Non-Lightning Inspect Wiring Harness (Fail) Repair Two (2) Wires Includes Time To Tape And Secure Wiring Harness (Do Not Use With Any Other Labor Operations)	242253B	0.5 Hrs.
Additional Time If More Than Two (2) Wires Require Repair (Can Be Claimed With Operation B)	MT242253	Actual Time

**Repair/Claim Coding**

Causal Part:	12A581
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Condition Code:	30
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## Service Procedure

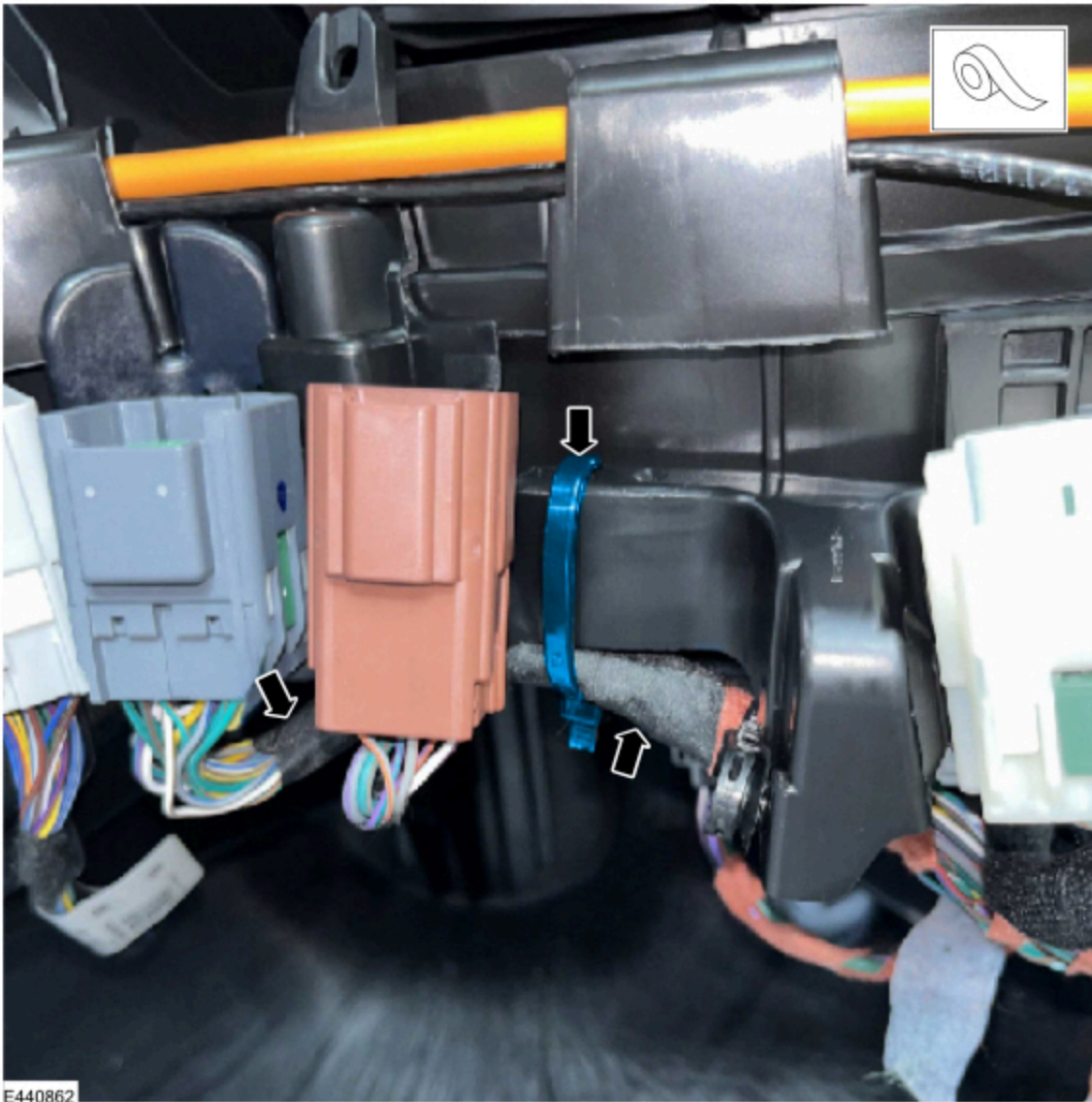
1. Remove the right side insulation panel as outlined in WSM, Section 412-00, Removal And Installation, Blower Motor Control Module.
  - (1). It is not necessary to remove the blower motor control module.
2. Remove the glove compartment storage bin assembly as outlined in WSM, section 501-12, Removal And Installation, Glove Compartment.
3. Inspect CET42/pin 14, from connector C210 behind the glove compartment and further inspect surrounding wires and harness for a rub/pinch condition against the instrument panel frame. (Figure 1)

Figure 1



4. Is any damage present to CET42 or the surrounding wires? (Figure 1)
  - (1). Yes - proceed to Step 5.
  - (2). No - proceed to Step 6.
5. Repair the damaged wiring. Refer to Cell 005, page 5 of the Wiring Diagram.
6. Wrap Coroplast Electrical Wire Harness Tape around the 12A581 harness starting 1 in. (25 mm) from back side of the connector to the harness retainer. (Figure 2)
7. Position the harness and secure it to the connector bracket utilizing a wiring strap to prevent future contact/damage against the instrument panel frame. (Figure 2)

Figure 2



8. Refer to WSM, Section 307-05 for additional SelectShift® diagnosis.

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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.