



# TECHNICAL SERVICE BULLETIN

25-2397

## "Reverse Brake Assist Unavailable" Message In The IPC, Missing Active Guide Lines And/Or DTC U0415:86 In The IPMA

25 August  
2025

This bulletin supersedes 22-2214. Reason for update: update labor times from M-time to AP-time and add a limit.

### Model:

Ford
2021 F-150
2021 Mustang Mach-E

**Markets:** North American markets only

**Issue:** Some of the vehicles listed in the model statement above may exhibit at least one of the following conditions:

- "Reverse Brake Assist Unavailable" message displayed in the IPC with missing active guide lines in the reverse camera display
- DTC U0415:86 stored in the IPMA

This may be due to a software issue with the ABS module.

**Action:** For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram the ABS module.

**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 Mustang Mach-E/F-150: Perform Software Update On Appropriate Modules Following TSB Procedure. Includes Time To Perform 360 Camera Alignment Or Pro Trailer Assist Camera Alignment (Do Not Use With Any Other Labor Operations)	AP252397A	Actual Time Up To 2.5 Hrs.

### Repair/Claim Coding

Causal Part:	2005
Condition Code:	04

## Service Procedure

1. Connect a battery charger such as Rotunda GRX-3590 or DCA-8000 to the 12-volt battery.

**NOTE: To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have the vehicle plugged into the high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.**

2. Reprogram the ABS module using the latest software level of the FDRS scan tool. Follow all on-screen instructions carefully to complete all required coordinated module software update(s), including:

- PCM
- SOBDMC
- BECM

**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.**

3. Perform the steering center find relearn by driving the vehicle for approximately 5 minutes, above 18 mph (30 km/h) and with no steering wheel input for a few seconds.
4. Are the active guide lines missing from the reverse camera display when the vehicle is placed in R?
  - (1). Yes - proceed to Step 5.
  - (2). No - repair is complete.
5. Download and run the FDRS "IPMA - Image Processing Module A (IPMA) Alignment" application.
6. Perform the appropriate FDRS camera alignment procedure.
  - (1). For vehicles equipped with 360 degree cameras, download and run the "IPMA - 360 Degree View Camera Alignment" application.
  - (2). For all other vehicles, download and run the "IPMA - Pro Trailer Backup Assist Camera Alignment" application. This procedure should be performed on all vehicles without 360 degree cameras, even if the vehicle is not equipped with PTBA.

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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.