



SSM 54317 2021-2026 Various Vehicles - No Crank/No Start, Battery Drain And/Or Clicking Noise From TRM

Some 2021-2025 F-150, 2022-2025 Expedition/Navigator, 2023-2025 F-Super Duty, 2024-2025 Ranger and 2026 Transit vehicles may exhibit a discharged battery and/or a no crank/no start condition. The vehicle may also exhibit a clicking noise from the trailer module (TRM) while the vehicle is off. This may be due to software in the TRM.

Verify the TRM software part number in the vehicle using Ford diagnosis and repair system (FDRS) to be PC3T-19J297-BF, PC3T-19J297-FF, ML3T-19J297-CD or ML3T-19J297-GD. To confirm a vehicle is equipped with a certain software level, review the software information by hovering over the "Diagnostics" tab in Professional Technician System (PTS) and selecting "Vehicle Software". If one of the listed software part numbers is present, follow the Service Procedure to reprogram the TRM. For vehicles with any other software part number in the TRM, refer to Workshop Manual (WSM), Section 414-01 to continue with normal diagnostics outside of this article. For claiming use causal part 19H332 and labor operation 12651D and 12651D4 of the Service Labor Time Standards (SLTS) Manual.