



TECHNICAL SERVICE BULLETIN

26-2220

No Crank/No Start And/Or Fuel Level Displays "Unknown" on PTS And 0% Using Ford Pro Telematics Drive App Or Ford Pro Telematics Software

07 May 2026

Model:

Ford 2023-2025 F-Super Duty	Equipped with: 4.2 Inch Instrument Cluster Display Screen (Minor Feature Code HKRAB).
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Markets: North American markets only.

Summary

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

- Incorrect fuel level displayed in the Ford Pro Telematics Drive App (may show 0% fuel level when the actual level is higher).
- Incorrect fuel level displayed in the Ford Pro Telematics software (may show 0% fuel level when the actual level is higher).
- "Unknown" fuel level shown in PTS; connected data may show 0% or "Unknown".
- No crank/no start due to a 12V battery drain isolated to the IPC.

This may be due to the software in the IPC.

NOTE: To confirm a F-Super Duty vehicle is built with minor feature code HKRAB, review the build information by double-clicking the VIN in the upper left-hand corner in PTS.

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

Warranty Status: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

Labor Times

Description	Operation No.	Time
2023-2025 F-Super Duty: Check IPC Software Version, Read The Configuration Data, Includes Time To Connect Battery Charger and Add The Vehicle Story To The Warranty Claim (Can Be Claimed With B1–B5, C1-C4, D1-E1 And E2)	262220A	0.4 Hrs
2023-2025 F-Super Duty: Time To Program GWM Once (Claim With A, Cannot Be Claimed With B2, B3, B4 or B5)	262220B1	0.5 Hrs
2023-2025 F-Super Duty: Time To Program GWM Twice (Claim With A, Cannot Be Claimed With B1, B3, B4 or B5)	262220B2	1.0 Hrs
2023-2025 F-Super Duty: Time To Program GWM Three Times (Claim With A, Cannot Be Claimed With B1, B2, B4 or B5)	262220B3	1.4 Hrs
2023-2025 F-Super Duty: Time To Program GWM Four Times (Claim With A, Cannot Be Claimed With B1, B2, B3 or B5)	262220B4	1.9 Hrs
2023-2025 F-Super Duty: Time To Program GWM Five Times (Claim With A, Cannot Be Claimed With B1, B2, B3 or B4)	262220B5	2.4 Hrs
2023-2025 F-Super Duty: Time To Program APIM Once (Claim With A, Cannot Be Claimed With C2, C3 or C4)	262220C1	0.8 Hrs
2023-2025 F-Super Duty: Time To Program APIM Twice (Claim With A, Cannot Be Claimed With C1, C3 or C4)	262220C2	1.6 Hrs

2023-2025 F-Super Duty: Time To Program APIM Three Times (Claim With A, Cannot Be Claimed With C1, C2 or C4)	262220C3	2.5 Hrs
2023-2025 F-Super Duty: Time To Program APIM Four Times (Claim With A, Cannot Be Claimed With C1, C2 or C3)	262220C4	3.3 Hrs
2023-2025 F-Super Duty: Time To Program TCU Once (Claim With A, Cannot Be Claimed With D2, D3, D4, D5 or E1)	262220D1	0.1 Hrs
2023-2025 F-Super Duty: Time To Program TCU Twice (Claim With A, Cannot Be Claimed With D1, D3, D4, D5 or E1)	262220D2	0.3 Hrs
2023-2025 F-Super Duty: Time To Program TCU Three Times (Claim With A, Cannot Be Claimed With D1, D2, D4, D5 or E1)	262220D3	0.4 Hrs
2023-2025 F-Super Duty: Time To Program TCU Four Times (Claim With A, Cannot Be Claimed With D1, D2, D3, D5 or E1)	262220D4	0.6 Hrs
2023-2025 F-Super Duty: Time To Program TCU Five Times (Claim With A, Cannot Be Claimed With D1, D2, D3, D4 or E1)	262220D5	0.7 Hrs
2023-2025 F-Super Duty: Time To Program TCU Six Times (Claim With A, Cannot Be Claimed With D1, D2, D3, D4 or D5)	262220E1	0.8 Hrs
2023-2025 F-Super Duty: Time To Program IPC (Claim With A)	262220E2	0.5 Hrs

Repair/Claim Coding

Causal Part:	10849
Condition Code:	04

Service Procedure

1. Confirm the IPC software part number:

- (1). Go to PTS.
- (2). Select the Vehicle ID tab and enter the VIN in the corresponding field.
- (3). Go to the Diagnostics section tab.
- (4). Select the Vehicle Software tab.
- (5). Note the IPC "Software Part Number".

NOTE: Later software part numbers will be in alphabetical order based on the first character of the prefix, then the first character of the suffix, then finally the last character of the suffix. Either the prefix or suffix may be updated in later software levels. (e.g. S*-****-** is later than R***-****-**, S***-****-BA is later than S***-****-AB, S***-****-AB is later than S***-****-AA).**

2. Is the IPC software part number in the vehicle at TC3T-14C088-CC or later?

- (1). Yes - this article does not apply.
- (2). No - proceed to Step 3.

NOTE: The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, USB flash drive variability, and the potential that CAN flashing software update via the DLC with the FDRS may be required. Use a USB 3.2 Gen 2 or higher flash drive. When performing USB software updates, using high speed USB ports on the laptop is recommended for faster file transfer. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

3. Run the "Read The Configuration Data" application in FDRS, located in Toolbox > Multi-Module tab.

4. Navigate to the software updates tab. Is there a software update available for any of the following modules?

- GWM
- APIM
- TCU

- IPC

(1). Yes - proceed to Step 5.

(2). No - if the IPC software part number is not at TC3T-14C088-CC or later and the GWM is not showing an available update, additional support may be required. Perform normal dealer internal escalation process outside this TSB. Proceed to Step 8.

5. Prepare and update the software for the GWM, APIM, TCU, and the IPC. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

NOTE: The option to update a module may not be available until other module(s) are updated to a certain level. The network test is a confirmation that all modules are at the latest available software. Some repairs may require multiple network tests to reveal all module dependent software.

6. Confirm the IPC software part number. Is the software part number in the vehicle at TC3T-14C088-CC or later?

(1). Yes - proceed to Step 8.

(2). No - proceed to Step 7.

7. Is there a software update available for any of the following modules?

- GWM

- APIM

- TCU

- IPC

(1). Yes - proceed to Step 5.

(2). No - if the IPC software part number is not at TC3T-14C088-CC or later and the GWM is not showing an available update, additional support may be required. Perform normal dealer internal escalation process outside this TSB. Proceed to Step 8.

8. Add the vehicle story to warranty claim to support labor operations selected.

(1). ID the vehicle in PTS.

(2). Under the diagnostics tab select vehicle history.

(3). Select programming date.

(4). Select Story Creator.

(5). Select modules programmed.

(6). Click on Create Story.

(7). Copy Story to warranty comments.

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