

SSM 49709: 2021 F-150 - Pro Power Onboard Turned Off - Ground Fault Detected Displayed After Performing The Pro Power Onboard Test Function

Some 2021 F-150 vehicles with 3.5L PowerBoost engine and ProPower Onboard may exhibit a center stack screen message stating Pro Power Onboard Turned Off Ground Fault Detected, after performing the Pro Power Onboard test function. This is a normal response after performing the test and full system function may be restored after pressing the on-screen RESET button. Ford is developing an update to the test screens which is expected to be delivered to the vehicle via over-the-air (OTA) SYNC update in July 2021. Let the customer know they can continue to drive the vehicle and advise to connect to their FordPass account and enable the vehicle to accept the OTA. Schedule a follow-up appointment for July 2021, and contact the customer to understand if OTA was received, and confirm if the service appointment is going forward. Monitor OASIS for updates.

Vehicles:

2021 F-150 (P702) (FD)