TECHNICAL SERVICE BULLETIN

FordPass - Remote Start/Lock/Unlock, Vehicle Health Alerts, Vehicle Status, Vehicle Locator, Fleet And Wi-Fi® Hotspot Inoperative - Built On Or Before 21-Sep-2017.

17-2227

08 November 2017

Model:

Ford
2018 F-150

Issue: Some 2018 F-150 vehicles built on or before 21-Sep-2017 and equipped with 4G telematics control unit (TCU) may exhibit FordPass remote start/lock/unlock, vehicle health alerts, vehicle status, vehicle locator, fleet and Wi-Fi® hotspot inoperative.

Action: Follow the Service Procedure steps to correct the condition.

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2018 F-150: Manually Reset TCU As Built Data Following The Service Procedure Includes Time To Complete SYNC Master Reset And Pair Customer's Phone If Necessary (Do Not Use With Any Other Labor Operations)	172227A	0.7

Repair/Claim Coding

Causal Part:	14G229
Condition Code:	04

Service Procedure

1. Run OASIS on the vehicle. Is vehicle equipped with the 4G SYNC connect modem and built on or before 21-Sep-2017?

    (1). Yes - proceed to Step 2

    (2). No - this article does not apply. Refer to Workshop Manual (WSM) Section 415-00 for normal diagnosis.

2. Using Integrated Diagnostic System (IDS) or Ford J2534 Diagnostic Software (FJDS) start a new session. Proceed to Toolbox > Module Programming > As-Built > TCU.

3. When asked, were you referred here from another procedure such as Programmable Module Installation or Module Reprogramming to obtain part numbers, select no.

4. When advised, this function resets configuration data in the module back to its original factory settings, only the configuration data is changed during this process, this routine does not affect the calibration level of the module, select continue.

5. On the next screen, select Manual As-Built data entry.

6. On the PTS website, enter your VIN and proceed to OASIS > As-Built. Scroll down the page until the data reads 754-01-01.

    (1). The data will show 754-01-01: B132 0000 0040. Do NOT enter this data. Instead enter: 754-01-01: B133

0000 0041

7. Continue the Manual As-Built process by entering the remaining 18 lines of As-Built data from PTS.

8. Select Dataloger > Modules > TCU.

9. Select the Authorization Status PID. Does the PID read Factory Mode?

 (1). Yes - proceed to Step 10.

 (2). No - repeat steps 2-9.

10. Return to As-Built > TCU.

11. When asked, were you referred here from another procedure such as Programmable Module Installation or Module Reprogramming to obtain part numbers, select no.

12. When advised, this function resets configuration data in the module back to its original factory settings, only the configuration data is changed during this process, this routine does not affect the calibration level of the module, select continue.

13. On the next screen select Automatic As-Built data entry.

14. Once the module configuration is complete, select Dataloger and monitor the Authorization Status PID again. The PID will initially show Factory Mode. Proceed through several steps and stop at Wait For Authorized or Authorized Mode. Once the PID shows Wait for Authorized or Authorized Mode the repair is complete.

 (1). Make sure the vehicle is in a location that does not obstruct cellular connectivity. With a working cellular connection this process may take between 30 seconds and up to 2 minutes.

15. Advise the customer they may need to perform the following procedures if they are still experiencing issues with their phone and/or the FordPass App.

 (1). Perform a SYNC Master Reset. Refer to the Owner Guide under SYNC for more information.

 (2). Activate vehicle controls in the guides tab of the FordPass App.