



TECHNICAL SERVICE BULLETIN

Eco-Coach Display Erratic Operation Or Selection Missing - IPC With 4.2 Inch Screen - Built On Or Before 07-Oct-2021

22-2050

28 February
2022

Model:

Ford 2021 F-150	Built on or before 07-Oct-2021 at Kansas City Assembly Plant Built on or before 22-Jul-2021 at Dearborn Assembly Plant
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Issue: Some 2021 F-150 vehicles equipped with a low-level instrument panel cluster (IPC) which has a 4.2-inch display and built on or before 07-Oct-2021 at Kansas City Assembly Plant or built on or before 22-Jul-2021 at Dearborn Assembly Plant may experience erratic operation of the Eco-Coach display, or this feature may be missing from the IPC menu. This may be due to software parameters in the IPC. To correct the condition, follow the Service Procedure to reprogram the IPC.

Action: Follow the Service Procedure steps to correct the condition if the vehicle meets all of the following criteria:

- One of the following vehicles:
 - 2021 F-150 vehicles built on or before 07-Oct-2021 at Kansas City Assembly Plant
 - 2021 F-150 vehicles built on or before 22-Jul-2021 at Dearborn Assembly Plant
- Low-level IPC which has a 4.2-inch display
- Eco-Coach display erratic operation or selection missing

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/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 F-150: Reprogram The IPC (Do Not Use With Any Other Labor Operations)	222050A	1.0 Hrs.

Repair/Claim Coding

Causal Part:	10849
Condition Code:	04

Service Procedure

1. Check the IPC for software updates using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool. Is there a software update available for the IPC?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 413-01 for normal diagnostics.
2. Connect a battery charger to the 12v battery.
3. Download and run the IPC - Instrument Panel Cluster (IPC) Software Update app.
 - (1). IPC programing could take up to 1.5 hours, however no technician interaction is needed during programming.

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.