



TECHNICAL SERVICE BULLETIN

Pro Trailer Backup Assist™ - System Is Not Available Message Displayed After The Trailer Detection Process - Built On Or Before 08-Oct-2021

22-2121

28 March
2022

Model:

Ford 2021 F-150	Built on or before 08-Oct-2021
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Issue: Some 2021 F-150 vehicles built on or before 08-Oct-2021 and equipped with Pro Trailer Backup Assist™ may experience a System Is Not Available message in the touchscreen after the trailer detection process. This may be due to a software related issue in various modules. To correct the condition, follow the Service Procedure steps to reprogram various modules.

NOTE: The image processing module A (IPMA) software update that addresses the symptom listed in this bulletin may have been sent via Ford Power-Up software updates delivered over-the-air (OTA) to connected vehicles that have automatic updates enabled through the SYNC 4 screen. Enter the vehicle identification number (VIN) in Professional Technician System (PTS) and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the IPMA has successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2021 F-150
- Built on or before 08-Oct-2021
- Equipped with Pro Trailer Backup Assist™
- System Is Not Available message in the touchscreen after the trailer detection process

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 IPMA And Perform IPMA Alignment Procedure, Includes Time To Perform The Appropriate Camera Alignment (Do Not Use With Any Other Labor Operations)	222121A	2.4 Hrs.
2021 F-150: Reprogram The IPMA, PSCM And CCM, Perform IPMA Alignment Procedure, Includes Time To Perform The Appropriate Camera Alignment (Do Not Use With Any Other Labor Operations)	222121B	2.6 Hrs.
2021 F-150: Reprogram The IPMA, PSCM, CCM And CMR, Perform IPMA Alignment Procedure, Includes Time To Perform The Appropriate Camera Alignment (Do Not Use With Any Other Labor Operations)	222121C	3.1 Hrs.

Repair/Claim Coding

Causal Part:	3504
Condition Code:	04

Service Procedure

1. With the gearshift lever position in park (P) and vehicle ignition in RUN, press the Pro Trailer button on the knob located to the right of the steering wheel to begin setting up the Pro Trailer Backup Assist™ system.

2. Select Add Trailer on the touchscreen and use the keyboard on the touchscreen to enter the trailer name, then press the return button to confirm.

NOTE: If a trailer is being entered into the Pro Trailer Backup Assist™ system for testing purposes, make sure to remove/delete that trailer before returning the vehicle to the customer.

3. Select the Conventional trailer type and select Continue.

4. After about 30 seconds, does a System Is Not Available message display in the touchscreen after the trailer detection process?

(1). Yes - proceed to Step 5.

(2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 413-13D for normal diagnostics.

NOTE: When performing the IPMA software update additional modules will receive software updates. Depending on vehicle features, the coordinated software update includes the IPMA, power steering control module (PSCM), cruise control module (CCM) and/or camera module - rear (CMR).

5. Connect a battery charger to the 12v battery.

6. Check the IPMA 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 IPMA?

(1). Yes - download and run the IPMA - Image Processing Module A (IPMA) Software Update app. Follow all on-screen instructions carefully to complete all coordinated module software updates.

(2). No - this article does not apply. Continue with normal diagnostics in WSM, Section 413-13D.

7. Perform the FDRS Image Processing Module A (IPMA) Alignment procedure.

8. Perform the appropriate FDRS camera alignment procedure.

(1). For vehicles equipped with 360 degree cameras, perform the IPMA - 360 Degree View Camera Alignment procedure.

(2). For all other vehicles, perform the IPMA - Pro Trailer Backup Assist Camera Alignment procedure. This procedure should be performed on all vehicles without 360 degree cameras.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information 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.