TECHNICAL SERVICE BULLETIN
Various FordPass And Connected Vehicle Issues - Built On Or Before 08-Oct-2021

22-2123
30 March 2022

This bulletin supersedes 22-2088.

Model:

Ford 2021 Mustang Mach-E	Built on or before 07-Jul-2021
2021 F-150	Built on or before 22-Jul-2021 at Dearborn Truck Plant Built on or before 08-Oct-2021 at Kansas City Assembly Plant

Summary

This article supersedes TSB 22-2088 to update the Service Procedure.

Issue: Some 2021 F-150 vehicles built on or before 22-Jul-2021 at Dearborn Truck Plant, 2021 F-150 vehicles built on or before 08-Oct-2021 at Kansas City Assembly Plant and 2021 Mustang Mach-E vehicles built on or before 07-Jul-2021 may exhibit FordPass and connected vehicle issues such as: FordPass will not connect, FordPass remote commands inoperative, cannot activate FordPass, connectivity settings unavailable on SYNC touchscreen and/or Professional Technician System (PTS) connected vehicle data not available or not updating. This may be due to a software issue with the gateway module (GWM). To correct the condition, follow the Service Procedure to reprogram the GWM.

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

- One of the following vehicles:

    - 2021 F-150 vehicles built on or before 22-Jul-2021 at Dearborn Truck Plant
    - 2021 F-150 vehicles built on or before 08-Oct-2021 at Kansas City Assembly Plant
    - 2021 Mustang Mach-E vehicles built on or before 07-Jul-2021

- At least one of the following conditions:

    - FordPass will not connect
    - FordPass remote commands inoperative
    - Cannot activate FordPass
    - Connectivity settings unavailable on SYNC touchscreen
    - PTS connected vehicle data not available or not updating

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
MU5Z-14G490-J	1	Gateway Module	1	1
W718633-S451	2	Front Seat Bolts	4	8

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

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 With Floor Console: Review PIDS, Update GWM, Review PIDS. (Do Not Use With Any Other Labor Operations)	222123A	0.4 Hrs.
2021 F-150 With Floor Console: Review PIDS, Update GWM, Review PIDS And Replace GWM. (Do Not Use With Any Other Labor Operations)	222123B	2.8 Hrs.
2021 F-150 Without Floor Console: Review PIDS, Update GWM, Review PIDS. (Do Not Use With Any Other Labor Operations)	222123C	0.4 Hrs.
2021 F-150 Without Floor Console: Review PIDS, Update GWM, Review PIDS And Replace GWM. (Do Not Use With Any Other Labor Operations)	222123D	1.8 Hrs.
2021 Mustang Mach-E: Review PIDS, Update GWM, Review PIDS. (Do Not Use With Any Other Labor Operations)	222123E	0.5 Hrs.
2021 Mustang Mach-E: Review PIDS, Update GWM, Review PIDS And Replace GWM. (Do Not Use With Any Other Labor Operations)	222123F	1.5 Hrs.

Repair/Claim Coding

Causal Part:	14G490
Condition Code:	04

Service Procedure

1. Using the Ford Diagnosis and Repair System (FDRS) scan tool, open Datalogger for the GWM and review the status of parameter identification (PID) named: CCS_ONBRD_SYNC. Is the status for CCS_ONBRD_SYNC showing as: Unrecoverable Synchronization Error or Onboard Synchronization Failed?

    (1). Yes - proceed to Step 2.

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

2. Perform the Module Software Updating Procedure outlined below for the GWM. Perform a network test after each software update using the latest software level of the FDRS scan tool. This refreshes the list of modules that have available software updates based current module software levels. Continue performing software updates to the GWM until all available software updates for the GWM are complete. Proceed to Step 3.

3. Recheck the status of PID named: CCS_ONBRD_SYNC. Is the status for CCS_ONBRD_SYNC still showing as Unrecoverable Synchronization Error or Onboard Synchronization Failed after the GWM software has been updated to the latest level?

    (1). Yes - replace the GWM. Refer to WSM, Section 418-00A.

    (2). No - repair is complete.

Module Software Updating Procedure

NOTE: The following instructions apply when performing a software update on any of the following modules: gateway module (GWM), telematic control unit (TCU), accessory protocol interface module (APIM) and instrument panel cluster (IPC).

NOTE: A blank 64GB or larger USB flash drive is required and a USB 3.0 USB flash drive is recommended for fastest software installation. Make sure the USB flash drive being used is formatted as exFAT file system. To confirm the USB flash drive is formatted as exFAT, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive, then select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. De-selecting Quick Format is not necessary and results in a more lengthy operation.

1. Using the FDRS, begin module programming by selecting the SW Updates tab then download and run the application for desired module. Follow all on-screen instructions carefully.

2. When prompted, connect the USB flash drive to the FDRS.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

3. When prompted by the FDRS, safely remove/eject the USB flash drive from the diagnostic scan tool and connect it to the USB hub to install the software into the module. When the USB software update begins the SYNC screen displays a message stating Do Not Remove USB. The update starts automatically, and may take 10 minutes or longer to complete. If the message stating Do Not Remove USB does not display on the SYNC screen within 5 minutes of the USB drive being connected to the vehicle's USB hub select Did The Update Install Successfully >

No on the FDRS and follow the on-screen instructions to either attempt USB programming again or perform controller area network (CAN) programming for the module.

4. When the pop-up stating Restart Required appears on the SYNC screen, turn the ignition off and open the driver's door for 10 minutes then close the door and restart the engine (key on engine running [KOER]). The update is still in process at this time.

5. Once the pop-up stating Update Successful appears in the SYNC screen, select Close, remove the USB flash drive from the USB hub and connect it to the FDRS, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module assembly, vehicle interface processor (VIP), calibration, customer interface processor (CIP), and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.