



TECHNICAL SERVICE BULLETIN

FordPass Authorization Inoperative/Connectivity Menu Not Accessible - Built On 25-May-2022 And Through 3-Sep-2022

23-2099

11 April 2023

Model:

Ford 2022 F-150	Built at Dearborn Truck Plant on 25-May-2022 and through 3-Sep-2022
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Issue: Some 2022 F-150 vehicles built at Dearborn Truck Plant on 25-May-2022 and through 3-Sep-2022 may exhibit an inoperative FordPass activation or Connectivity menu not accessible on the center display screen. This may be due to the software in the gateway module (GWM). To correct the condition, follow the Service Procedure to update the GWM.

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

- 2022 F-150
- Built at Dearborn Truck Plant on 25-May-2022 and through 3-Sep-2022
- At least one of the following conditions:
 - Inoperative FordPass activation
 - Connectivity menu not accessible on the center display screen

Parts**Parts To Replace Only If Necessary**

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
BAGM-94RH7-800	1	Battery	1	1

Labor Times

Description	Operation No.	Time
2022 F-150: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT232099	Actual Time

Repair/Claim Coding

Causal Part:	14G490
Condition Code:	04

Service Procedure

NOTE: Ask the customer to bring their spare key fob to assist in the Ford Diagnosis and Repair System (FDRS) programming. The time required to complete this procedure will vary depending on several factors including the number of module software updates required, available internet bandwidth, universal serial bus (USB) flash drive variability, and the potential that controller area network (CAN) flashing (software update via the data link connector [DLC] with FDRS) may be required. It is recommended to connect to the internet with an ethernet cable and use a USB 3.0/3.1 capable flash drive when performing software updates.

1. Start an FDRS session and navigate to Toolbox tab > Datalogger > Body Control Module (BCM) and select the BATT_SOC parameter identification (PID). Verify the PID reads 80% or higher. If state of charge (SOC) is less than 80%, charge the battery then navigate back to Toolbox tab > BCM > Reset Battery Monitor Sensor Learned Values application. Perform the battery monitor sensor (BMS) reset.

- (1). If the battery is unable to achieve an 80% SOC then a new battery may be required. Use the Rotunda GRX-3590 or DCA-8000 testers to verify if replacement is required. If the battery is replaced, fully charge the new battery. Disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.
2. Reconnect the battery charger and set it to maintain a vehicle voltage of 12.6 – 13.6 volts. A low battery state of charge while performing a software update to any module may result in a repeat Restart Required message in the vehicle center display screen or a message on the FDRS saying Part Number Validation Failed or DID Validation Failed.
3. Are there any updates available for the GWM module?
 - (1). Yes – proceed to Step 4.
 - (2). No – this article does not apply. Refer to Workshop Manual (WSM), Section 415-00.
4. Perform the GWM Software Update using the Procedure outlined below. If any error conditions are experienced during programming, refer to WSM Section 418-01A > General Procedures > Module Programming for the Error Condition Table.

Module Software Updating Procedure

NOTE: A 32GB or larger USB flash drive is required for the GWM software updates. USB 3.0 or higher is recommended for faster file transfer. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and 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.
- Select Default Allocation Size for the Allocation Unit Size.

De-selecting Quick Format is not necessary and will result in a lengthier operation.

1. Using the FDRS, begin module programming by selecting the SW Updates tab. Follow all on-screen instructions carefully. Perform the GWM update.
2. When prompted, connect the USB flash drive to the FDRS.
3. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS and connect it to the USB media hub to install the software into the module. When the USB software update begins, the center display screen displays a message stating Do Not Remove USB. The update may take 10 minutes or longer to complete.

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

4. When the pop-up stating Restart Required appears on the center display screen:
 - (1). Turn the ignition off.
 - (2). Wait for 10 minutes.
 - (3). Restart the vehicle (key-on vehicle running/ready). The update is still in progress at this time.

NOTE: It may take up to 5 minutes before the center display screen displays Update Successful pop up. After 5 minutes if Update Successful pop up is not shown on the center display screen, remove the USB and select yes on the FDRS Was the USB Update Successful prompt (FDRS verifies if the module software update was successfully installed on the module).

5. Once the pop up stating Update Successful appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers 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.

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