TECHNICAL SERVICE BULLETIN

21-2141
05 May 2021

Console Gear Shift Lever Will Not Come Out Of Park Position - Gear Shift Lever Stow Position Operation Delayed Or Stuck

Model:

Ford 2021 F-150

Issue: Some 2021 F-150 vehicles equipped with console shift may exhibit a condition where the gear shift lever will not shift out of PARK. Some vehicles may also have the gear shift lever stow position delayed or inoperative. This may be due to software in the gearshift module (GSM) or internal GSM damage. To correct the condition, follow the Service Procedure to reprogram the GSM or replace GSM if internal damage is found.

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

- 2021 F-150 with console shift
- At least one of the following conditions:
  - Unable to shift out of park
  - Clicking noise from GSM
  - Stow feature inoperative
- With or without diagnostic trouble codes (DTCs) P0919 and/or P0929

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1. "If Needed" indicates the part is not mandatory.

Parts

Part Number		Description	Quantity
ML3Z-7210-B	-	Gear Shift Module (XLT/Lariat Series)	1
ML3Z-7210-C	-	Gear Shift Module (King Ranch Series)	1
ML3Z-7210-D	-	Gear Shift Module (Limited Series)	1
ML3Z-7210-E	-	Gear Shift Module (Platinum Series)	1
Parts To Inspect And Replace Only If Necessary			
W711390-S450B	Package Contains 4 Pieces	Floor Console Bolts	If Needed

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 Console Shift: Reprogram The GSM (Pass) Repair Complete (Do Not Use With Any Other Labor Operations)	212141A	0.3 Hrs.
2021 F-150 With Console Shift: Reprogram The GSM (Fail) And Replace The GSM (Do Not Use With Any Other Labor Operations)	212141B	1.0 Hrs.

Repair/Claim Coding

Causal Part:	7210

Condition Code:	42

Service Procedure

1. Reprogram the GSM using the latest software level of the appropriate Ford scan tool.

2. Does the console shift and the stow feature operate correctly in all positions?

(1). Yes - repair is complete.

(2). No - replace the GSM. Refer to Workshop Manual (WSM), Section 307-05.

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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.