



TECHNICAL SERVICE BULLETIN**Inoperative FordPass With DTCs U0146:09, U2402:00, And/Or U2402:92 - Built On Or Before 07-Mar-2023**

23-2121

11 April 2023

This bulletin supersedes 23-2104.

Model:

Ford 2023 F-150	Non-Lightning Built on or before 28-Feb-2023 at Kansas City Assembly Plant Built on or before 07-Mar-2023 at Dearborn Truck Plant
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Summary

This article supersedes TSB 23-2104 to update the vehicles affected.

Issue: Some 2023 F-150 non-Lightning vehicles built on or before 28-Feb-2023 at Kansas City Assembly Plant or built on or before 07-Mar-2023 at Dearborn Truck Plant may experience an inoperative FordPass application, inoperative remote start and/or inoperative remote lock and unlock that may be combined with diagnostic trouble codes (DTC) U0146:09 stored in the telematics control unit (TCU) and U2402:00 and/or U2402:92 stored in the gateway module (GWM). This may be due to the software level in the GWM. To correct the condition, follow the Service Procedure to update the GWM to the latest software level via a coordinated flash.

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

- One of the following vehicles:
 - 2023 F-150 built on or before 28-Feb-2023 at Kansas City Assembly Plant
 - 2023 F-150 built on or before 07-Mar-2023 at Dearborn Truck Plant

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- One of the following vehicles:
 - 2023 F-150 built on or before 28-Feb-2023 at Kansas City Assembly Plant
 - 2023 F-150 built on or before 07-Mar-2023 at Dearborn Truck Plant
- At least one of the following conditions:
 - Inoperative FordPass application
 - Inoperative remote start
 - Inoperative remote lock and unlock
 - DTC U0146:09 stored in the TCU
 - DTCs U2402:00 and/or U2402:92 stored in the GWM

Parts

Parts To Inspect And Replace Only If Necessary

Service Part Number	Quantity	Description
BHAGM-H3	If Needed	Battery

If Needed indicates the part is not mandatory.

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
2023 F-150: Read Battery PID And Re-Program The GWM (Do Not Use With Any Labor Operations Outside Of This Article)	232121A	0.4 Hrs.
Extra Time To Charge, Re-Test, And Replace Battery (Can Be Claimed With Operation A)	232121B	0.3 Hrs.

Repair/Claim Coding

Causal Part:	14G490
Condition Code:	04

Service Procedure

NOTE: The time required to complete this procedure varies 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 Ford Diagnosis and Repair System [FDRS]) may be required. Connect to the internet with an ethernet cable and use a USB 3.0 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?**
 - (1). Yes - proceed to Step 4.**
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00.**
- 4. Perform the Module Software Updating Procedures outlined below for the GWM. Perform a network test after each software update using the latest software level of the FDRS scan tool. This will refresh the list of modules that have available software updates based current module software levels. 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 GWM software updates. 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 software updates for the GWM. Perform a network test after each software update using the latest software level of the FDRS scan tool. This will refresh the list of modules that have available software updates based on current module software levels.

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 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 starts automatically and may take 10 minutes or longer to complete.

4. When the pop-up stating Restart Required appears on the center display screen, turn the ignition off, and wait for 10 minutes. Restart the vehicle (key-on vehicle running). The update is still in process 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.