



TECHNICAL SERVICE BULLETIN

Pro Power Onboard Unavailable Message And AC Power Outlet Sockets Inoperative With DTC B1438:03 Or DTC B15DA:09 Stored In The BCM Without Symptoms

22-2429

09 November
2022

Model:

Ford 2021 F-150	Built on or before 15-Jun-2021
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Issue: Some 2021 F-150 vehicles equipped with a 2.0kW Pro Power Onboard inverter system and built on or before 15-Jun-2021 may experience a Pro Power Onboard Unavailable message displayed in the center display screen and alternating current (AC) power outlet sockets inoperative with diagnostic trouble code (DTC) B1438:03 stored in the body control module (BCM) or DTC B15DA:09 stored in the BCM without observable symptoms. This may be due to various software parameters in the direct current/alternating current converter module A (DCACA). To correct the condition, follow the Service Procedure to update the software in the DCACA.

NOTE: A 2.0kW Pro Power Onboard inverter system is identified by the direct current/alternating current (DCAC) inverter assembly being located in the cabin under the rear seat on the left side of the vehicle. Refer to Workshop Manual (WSM), Section 414-05 > Component Location.

Action: Follow the Service Procedure to correct the condition if the vehicle meets all of the following criteria:

- 2021 F-150
- Built on or before 15-Jun-2021
- 2.0kW Pro Power Onboard inverter system
- At least one of the following conditions:
 - Pro Power Onboard Unavailable message displayed in the center display screen and AC power outlet sockets inoperative with DTC B1438:03 stored in the BCM
 - B15DA:09 stored in the BCM without symptoms

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/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: Download And Run The DCACA Software Update Retrieve DTCs Repair Complete (Do Not Use With Any Other Labor Operations)	222429A	0.3 Hrs.
2021 F-150: Download And Run The DCACA Software Update Retrieve DTCs Inspect/Reconnect Connector And Clear Codes (Do Not Use With Any Other Labor Operations)	222429B	0.4 Hrs.

Repair/Claim Coding

Causal Part:	15604
Condition Code:	04

Service Procedure

1. Using the latest version of the Ford Diagnosis and Repair System (FDRS), check the DCACA for software updates. Does FDRS show there is a software update available for the DCACA?

- (1). Yes - download and run the DCACA-Direct Current/Alternating Current Converter Module A (DCACA) Software Update app.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 414-00 for normal diagnostics.
2. Is a DTC B15DA:09 present in the BCM after performing the DCACA software update?
- (1). Yes - proceed to Step 3.
 - (2). No - repair is complete.
3. Inspect connector C3888 (battery current sensor) for possibly being disconnected or not fully seated. Is connector C3888 disconnected or not fully seated?
- (1). Yes - reconnect C3888 and clear B15DA:09 from the BCM. Repair is complete. If B15DA:09 returns in the BCM, perform normal diagnostics. Refer to WSM, Section 414-01 > Battery, Mounting and Cables > Diagnosis and Testing > Pinpoint Test D.
 - (2). No - perform normal WSM diagnostics outside of the article. Refer to the WSM Section 414-01 > Battery, Mounting and Cables > Diagnosis and Testing > Pinpoint Test D.

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