TECHNICAL SERVICE BULLETIN

21-2126
19 April 2021

5.0L - No Start/No PCM Communication If The Oil Level Is Approximately 1 Or More Quarts Low And The Oil Life Is At/Or Less Than 20% - Built On Or Before 9-Apr-2021

Model:

Ford 2021 F-150	Engine: 5.0L

Issue: Some 2021 F-150 vehicles equipped with a 5.0L engine built on or before 9-Apr-2021 may exhibit a no start/no powertrain control module (PCM) communication condition if the oil level is approximately 1 or more quarts low and the oil life is at or less than 20%. This may be due to various parameters within the PCM. To correct the condition, follow the Service Procedure to reset and reprogram the PCM.

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

- 2021 F-150
- Built on or before 9-Apr-2021
- 5.0L engine
- No start/no PCM communication condition if the oil level is approximately 1 or more quarts low and the oil life is at/or less than 20%

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.

Parts

Part Number	Description	Quantity
FL500SB12	Oil Filter	1
XO-5W30-Q1SP	Motorcraft® SAE 5W-30 Synthetic Blend Motor Oil (All Markets Except Canada)	As Needed
CXO-5W30-LSP6	Motorcraft® SAE 5W-30 Super Premium Motor Oil (Canada Only)	As 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 5.0L: Reset And Reprogram The PCM, Includes Time To Change The Engine Oil And Filter, Reset Oil Change Reminder (Do Not Use With Any Other Labor Operations)	212126A	0.8 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Perform a reset of the PCM by following the instructions and running the reset program found in the ZIP file.

(1). Click here to obtain the file

2. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

3. Change the engine oil and engine oil filter. Refer to the Workshop Manual (WSM), Section 303-01E.

4. Perform a reset of the engine oil change reminder. Refer to the vehicle Owner's Manual.

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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.