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SSM 50226 - 2021 F-150 - False Alarm Activation With A Trailer Connected

Some 2021 F-150 vehicles may experience a false alarm activation event with a trailer connected. A Security System Detected A Trailer Disconnect message may also display in the FordPass app. This may be due to various software parameters in the trailer module (TRM) and compatibility with certain trailer lights. Inform customers that Ford is developing a software update that is expected in February 2022. Let the customer know they can continue to drive the vehicle and schedule a follow-up appointment for repair in March 2022. For trailers that experience this false alarm event, advise customers to electrically disconnect the trailer when parked, then lock, unlock and lock the vehicle again, and reconnect the trailer. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

APPLICABLE VEHICLES

2021 TRUCK: FD P702N F150
