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ONLINE AUTOMOTIVE SERVICE INFORMATION
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45109 2015 C-MAX Equipped With MyFord Touch - Vehicle Health Report Feature Inoperative

Some 2015 CMAX vehicles with MyFord Touch may have the symptom of not being able to run a Vehicle Health Report (VHR). The VHR feature requires activation before use, register at SYNCMYRIDE.COM, customer cell phone must be paired and connected to SYNC and have Caller ID -unblocked-, and the odometer must have at least 200 miles. Verify that there are no items plugged into the OBD connector such as a data logger or insurance tool. If one of these items is present then remove the item and drive the vehicle for 20 minutes then retest for VHR functionality. If VHR is still inoperative, and nothing is present at the OBD connector and the requirements for the VHR feature have been verified do not make any repairs to the vehicle at this time. Engineering is actively investigating the resolution for this concern. Monitor OASIS for updates.