

SB-10058665-9894

45317 2016 MKZ/MKX/MKC - MKZ Battery Draw - Telematics Control Unit DTC U2100 And/Or U2101

Some 2016 MKZs built on or before 8/6/2015, 2016 MKCs built on or before 8/25/2015, or 2016 MKX vehicles equipped with a Telematics Control Unit (TCU) may exhibit a MyLincoln Mobile App that is unable to connect to the vehicle with DTC(s) U2100 and/or U2101 present in the TCU. Some 2016 MKZs may also exhibit a battery draw that can be isolated to the TCU with or without DTCs U2100 or U2101 present. To correct the concern, program the TCU to the latest calibration using IDS version 96.05 or higher. Use applicable labor operations from Section 10 of the SLTS Manual and causal part 19A387. To determine if equipped, refer to the window sticker which can be accessed through HVBOM. The window sticker will refer to the TCU as an Embedded Modem and is only included in the Reserve or Black Label equipment groups.