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Some 2015-2016 MKC, 2016 MKX, and 2016-2017 MKZ vehicles equipped with a Telematics Control Unit (TCU) built on or before 9-Aug-2016 may exhibit loss of functionality of remote features via the MyLincoln Mobile Application. To correct the condition, program the TCU to the latest calibration using IDS version 102.03 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest calibration. Calibration files may also be obtained at www.motorcraftservice.com. For 2015 MKC/MKZ vehicles make sure FSA 15N04 has been completed prior to attempting reprogramming. If FSA 15N04 has been completed and the TCU is at the latest calibration, then refer to WSM, Section 415-00 for normal diagnostics. Use causal part 14G229 and applicable labor operations in section 10 of the SLTS manual.