

SSM 46371	Some 2012-2017 Focus Electric/2013-2017 CMAX Energi/Fusion Energi/2015-2017 MKC/MKZ/2016-2017 MKX and 2017 Continental vehicles operating with a 3G TCU on or before 16-Jan-2017 may not respond to customers remote commands via MyLincoln/MyFord Mobile phone applications. 2G networks were decommissioned on 16-Jan-2017. If the 3G TCU was operating on a 2G network, it will not automatically attempt to reconnect to the replacement 3G network. To correct, reset the TCU by removing its power fuse for 5 minutes. If the concern is still present, follow normal diagnostics in Workshop Manual (WSM), Section 415-00. Refer to PTS OASIS home page for TCU version identification. For claiming, use causal part 14G229 and applicable labor operations in section 10 of the service labor time standards (SLTS) manual.
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