

SSM
47533

Some 2018 Explorer, Expedition, F150 excluding Raptor fleet vehicles equipped with a telematics control unit (TCU) may exhibit incomplete Ford Telematics service subscription activation, inability to remotely interface with a vehicle, and/or not receiving fleet alerts. Reprogram the TCU using the appropriate Ford scan tool at the latest software level. Fleet vehicle and TCU type can be identified in the Vehicle Information section of OASIS. TCU will be listed as 4G SYNC Connect. For claiming, use causal part 14G229 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.