

SSM 48618 - 2020 Various Vehicles - Equipped With SYNC 3 - Unable To Schedule Remote Start Using Fordpass Or Lincolnway Applications

Some 2020 Ford and Lincoln vehicles may exhibit a symptom of no ability to schedule a remote start event using the FordPass or Lincolnway app. If only the scheduling portion of the remote start system is missing from the mobile app or not functioning, please ensure the customer has installed the latest version of the Ford Pass or Lincoln Way app from the mobile phones app store. The customer may also need to log out of the Ford Pass or Lincoln Way app, and then log back in. If the remote start system is not functioning using the key fob and/or the on-demand remote start function from Ford Pass or Lincoln Way application, refer to Workshop Manual (WSM), Section 303-06 for further diagnosis.