

## **SSM 49085 - 2020 Various Vehicles –**

### **Equipped With Telematics Control Unit (TCU) – Incomplete User Authorization, Vehicle Connectivity/Location And/Or FordPass/LincolnWay Concerns**

Some 2020 Ford and Lincoln vehicles equipped with a TCU may exhibit incomplete user authorization, no authorization pop-up on the SYNC infotainment system, vehicle connectivity concerns, vehicle location disabled message and/or various FordPass/LincolnWay App command/control concerns. To correct these conditions, ensure that customer connectivity settings (CCS) are turned on in the SYNC system. If the concerns persist after CCS is turned on, turn CCS OFF, perform an ignition cycle, and turn CCS settings back on. After any CCS changes, force-close and relaunch the FordPass/ LincolnWay app on the customer's phone. Once CCS is turned on, program the TCU to the latest IDS/FDRS version level. 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.

#### **APPLICABLE VEHICLES**

2020 CAR: TV U611N AVIATOR  
2020 CAR: TF CX483N CORSAIR  
2020 CAR: BW B515A ECOSPORT INDIA  
2020 CAR: DQ CD539N EDGE  
2020 CAR: TC CX482N ESCAPE  
2020 TRUCK: B8 U553N EXPEDITION  
2020 CAR: TW U625N EXPLORER  
2020 CAR: D9 U540N MKX  
2020 CAR: C9 CD533N MKZ  
2020 CAR: C9 CD533N MKZ  
2020 CAR: ZG S550N MUSTANG  
2020 TRUCK: B9 U554N NAVIGATOR  
2020 CAR: HC V408E TRANSIT CONNECT  
2020 CAR: C7 CD391N FUSION  
2020 CAR: C7 CD391N FUSION  
2020 TRUCK: FE P558N SUPER DUTY  
2020 TRUCK: FG P375N RANGER  
2020 TRUCK: TH V363N TRANSIT