

# SSM 49283: 2017-2020 Various Vehicles - TCU - Incomplete User Authorization, Inoperative Remote Features And/Or Fleet Vehicle Feature Unavailable Message

Some 2017-2020 Ford and Lincoln vehicles equipped with a telematics control unit (TCU) may exhibit incomplete user authorization, inoperative remote features and/or a message stating the system cannot access the Lincoln/FordPass Connect feature in the application due to being a fleet vehicle. Replacing the TCU will not resolve this condition. Engineering is currently investigating this condition. Inform customers Ford is developing a software fix that is expected in early January. In the interim, let the customer know they can continue to drive the vehicle and schedule a follow-up appointment with the customer for early January. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

## Vehicles:

	Aviator (U611N) (TV)
2020	Corsair (CX483) (TF)
2020	EcoSport B515 India (BW)
2020	Edge (CD539N) (DQ)
2020	Escape (CX482) (TC)
2020	Expedition (U553) (B8)
2020	Explorer (U625N) (TW)
2020	F-Super Duty (P558) NA (FE)
2020	Fusion (CD391N) NA, Fusion Hybrid/Energi (CD391N) (C7)
2020	MKX/Nautilus (D9)
2020	MKZ (CD533), MKZ Hybrid (C9)
2020	Mustang (S550) (ZG)
2020	Navigator (U554) (B9)
2020	Ranger P375N USA (FG)
2020	Transit Connect   Tourneo Connect (HC)
2020	Transit V363 NA (TH)

## Symptom Code:

### Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides & Information				2****
Driver Aides & Information	SYNC			221***
Driver Aides & Information	SYNC			2210**
Driver Aides & Information	SYNC			221000
Driver Aides & Information	SYNC	Information/Display		2211**
Driver Aides & Information	SYNC	Information/Display		221100
Driver Aides & Information	SYNC	Information/Display	Error Message	221126
Driver Aides & Information	SYNC	Information/Display	Unable to Connect	221176
Driver Aides & Information	SYNC	Mobile Apps		221C**
Driver Aides & Information	SYNC	Mobile Apps		221C00
Driver Aides & Information	SYNC	Mobile Apps	Command Not Recognized	221C14
Driver Aides & Information	SYNC	Mobile Apps	Inoperative	221C38
Driver Aides & Information	SYNC	Mobile Apps	Unable to Connect	221C76
Driver Aides & Information	SYNC	Not Listed		221Z**
Driver Aides & Information	SYNC	Not Listed		221Z00