

SSM 49284: 2018-2020 Various Vehicles - Telematics Control Unit (TCU) With WiFi Hotspot - Vehicle Hotspot Feature Is Not Enabled On This Vehicle Message

Some 2018-2020 Ford and Lincoln vehicles equipped with TCU and WiFi Hotspot, may display Vehicle Hotspot feature not enabled on this vehicle when attempting to enter the Hotspot menu. When using the FordPass/Lincoln Way application, the customer may receive a message saying Wi-Fi has been disabled from this vehicle. Check the vehicle specifications or vehicle build information for the mfal code. If mfal = WAFAC or WAFAB do not replace the TCU, 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:

2020	Aviator (U611N) (TV)
2018	C-MAX - C344 HEV (CG)
2018-2020	Continental (D544) (PL)
2020	Corsair (CX483) (TF)
2018-2020	EcoSport B515 Brazil (BQ)
2018-2020	Edge (CD539N) (DQ)
2018-2019	Escape (C520 NA) (M2)
2020	Escape (CX482) (TC)
2018-2019	E-Series (VN127) (E4)
2018-2020	Expedition (U553) (B8)
2018-2019	Explorer (U502), Police Interceptor Utility (U502) (UB)
2020	Explorer (U625N) (TW)
2018-2020	F-150 (P552) (FC)
2018-2019	Fiesta B299 MCA NA (CT)
2018-2019	Flex (P3)
2018	Focus C346 NA (DH)
2018-2020	F-Super Duty (P558) NA (FE)
2018-2020	Fusion (CD391N) NA, Fusion Hybrid/Energi (CD391N) (C7)
2018-2019	MKC (C489) (ME)
2018-2019	MKT (P4)
2018-2020	MKX/Nautilus (D9)
2018-2020	MKZ (CD533), MKZ Hybrid (C9)
2018-2020	Mustang (S550) (ZG)
2018-2020	Navigator (U554) (B9)
2018-2019	Police Interceptor Sedan, Taurus (D258) (PH)
2019-2020	Ranger P375N USA (FG)
2018-2020	Transit Connect Tourneo Connect (HC)
2018-2020	Transit V363 NA (TH)