

SSM 49410: 2020 Aviator/Navigator Intermittently Unable To Unlock Vehicle And No Crank/No Start

Some 2020 Aviator/Navigator vehicles may exhibit the inability to unlock the doors using the remote keyless entry (RKE) transmitter, Lincoln Way App, and the passive entry system door handles. The door keypad and the mechanical key will be the only option to unlock the vehicle when this concern is present. In addition to the inability to unlock the vehicle, the vehicle may also exhibit a no crank/no start symptom. To address this condition, reprogram the body control module (BCM) using the appropriate Ford diagnostic scan tool. For claiming, use causal part 15604 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

Vehicles:

2020 Aviator (U611N) (TV)

2020 Navigator (U554) (B9)