

SSM 49426 - 2020 Various Vehicles - Vehicle Locator Shows Incorrect Vehicle Location When Using Ford Pass/Lincoln Way

Some 2020 Ford and Lincoln vehicles may exhibit the vehicle locator feature display the vehicle location incorrectly when using the Ford Pass/Lincoln Way mobile app. Customers may report that the vehicle location that is displayed is the Ford manufacturing facility where the vehicle was assembled, yet all other features work as intended. This may be due to the vehicle location not updating since assembly. If all other Ford Pass/Lincoln Way features work correctly except for the vehicle location, open the customer connectivity settings on the SYNC display and verify that the location setting is enabled. If the setting is currently enabled, disable and then re-enable the feature. If the vehicle location is still displayed incorrectly in the app, follow Workshop Manual section 415-00 for further diagnosis.

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 TRUCK: FE P558N SUPER DUTY
2020 CAR: C7 CD391N FUSION
2020 CAR: C7 CD391N FUSION
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 TRUCK: FG P375N RANGER
2020 CAR: HC V408E TRANSIT CONNECT
2020 CAR: HC V408E TRANSIT CONNECT
2020 TRUCK: TH V363N TRANSIT