

## **SSM 49597 - 2021 F-150 - Intermittent Remote Commands From The FordPass Mobile App**

Some 2021 F-150 vehicles may experience intermittent remote commands from the FordPass mobile app. Intermittent command behavior may also lead the customer to believe there is no cellular signal or coverage. FordPass mobile app commands may become operative again after starting the vehicle with the ignition or key fob. Ford Engineering is developing a software update that is expected in late March 2021. Let the customer know they can continue to drive the vehicle and schedule a follow-up appointment for April 2021. This software will be programmed to the vehicle via an over-the-air (OTA) update if the vehicle is connected to the customer's FordPass account. Once the update becomes available, contact the customer to ask whether they received the OTA update and confirm if the service appointment is going forward. Monitor OASIS for updates.

APPLICABLE VEHICLES  
2021 TRUCK: FD P702N F150