

SSM 49746: 2021 F-150 - Intermittent Inoperative Remote Commands From The FordPass Mobile App

Some 2021 F-150 vehicles may experience intermittent inoperative 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. This may be due to software in the gateway module (GWM). To correct the condition, reprogram the GWM using the latest level of the appropriate scan tool. Vehicles with automatic updates enabled may receive this software via an over-the-air update. For claiming, use causal part number 14G490 and applicable labor times from Section 10 of the Service Labor Times Standard (SLTS) Manual.

Vehicles:

2021 F-150 (P702) (FD)