

## **SSM 49836 - 2021 Mustang Mach-E/Edge/Nautilus - Unable To Authorize The FordPass/LincolnWayApp - No DTCs Present**

Some 2021 Mustang Mach-E, Edge and Nautilus customers may be unable to authorize the FordPass/LincolnWay app and the Enable Connected Services prompt is not showing in the SYNC screen with no diagnostic trouble codes (DTC) present in the telematics control unit (TCU) or the gateway module A (GWM). To resolve this condition, remove the TCU fuse for 5 minutes then reinstall. If available, update the TCU to the latest software level using the latest version of FDRS and try to authorize the vehicle to the app. If the concern is still present, remove the GWMfuse for 5 minutes and reinstall. If the concern is still present, follow normal diagnostics in Workshop Manual (WSM), Section 415-00.

### APPLICABLE VEHICLES

2021 CAR: DQ CD539N EDGE D9 U540N MKX GW CX727N C-EV