SSM 50201 - 2021 Bronco/Edge/Nautilus - Unable To Authorize The FordPass/LincolnWay App - No DTCs Present

Some 2021 Bronco, 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). Before any repair attempts, try to authorize the vehicle via FordPass/LincolnWay app in order to verify the customer concern is still present. If the concern is present, make sure the GWM is at the latest software level, and then make sure the TCU is at the latest software level. If no software updates are available, remove the TCU and GWM fuses to reset the modules. Make sure the customer is able to authorize the vehicle from FordPass/LincolnWay to confirm the repair. If the concern is still present, follow normal diagnostics in Workshop Manual (WSM), Section 415-00.

APPLICABLE VEHICLES
 2021 CAR: DQ CD539N EDGE
 2021 CAR: D9 U540N MKX
 2021 TRUCK: G1 U725N BRONCO