

SSM 50251 - 2017-2020 Various Vehicles Equipped With Telematics Control Unit (TCU) - Various FordPass/Lincoln Way Mobile App Concerns

Some 2017-2020 Ford and Lincoln vehicles equipped with a TCU may exhibit inoperative remote features via Ford Pass/Lincoln Way mobile app, incomplete user authorization and/or no modem electronic serial number (ESN) displayed. To correct this condition prior to programming, remove the TCU fuse for 5 minutes then reinstall. Delete all previous session files for the vehicle. Verify that the electronic serial number (ESN) is now displayed. Start a new IDS/FDRS session. Program the TCU to the latest IDS/FDRS version level. Make sure you are connected to the internet before retesting. If the concern is still present, follow normal diagnostics in Workshop Manual(WSM), Section 415-00. Refer to PTS OASIS home page for TCU version identification. For claiming, use causal part 14G229 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2018 CAR: PL D544N CONTINENTAL
2018 TRUCK: M2 C520N ESCAPE
2018 TRUCK: B8 U553N EXPEDITION
2018 TRUCK: UB U502N EXPLORER
2018 TRUCK: FC P552N F-150
2018 TRUCK: ME C489N MKC
2018 CAR: D9 U540N MKX
2018 CAR: C9 CD533N MKZ
2018 CAR: ZG S550N MUSTANG
2018 TRUCK: B9 U554N NAVIGATOR
2018 - 2019 CAR: BW B515A ECOSPORT INDIA
2019 CAR: PL D544N CONTINENTAL
2019 TRUCK: M2 C520N ESCAPE
2019 TRUCK: B8 U553N EXPEDITION
2019 TRUCK: UB U502N EXPLORER
2019 TRUCK: FC P552N F-150
2019 TRUCK: ME C489N MKC
2019 CAR: D9 U540N MKX
2019 CAR: C9 CD533N MKZ
2019 CAR: ZG S550N MUSTANG
2019 TRUCK: B9 U554N NAVIGATOR
2019 TRUCK: FE P558N SUPER DUTY
2017 TRUCK: M2 C520N ESCAPE
2017 TRUCK: FC P552N F-150
2019 CAR: DQ CD539N EDGE
2019 CAR: CT B299N FIESTA MCA
2019 TRUCK: FG P375N RANGER
2019 CAR: HC V408E TRANSIT CONNECT
2020 CAR: TV U611N AVIATOR
2020 CAR: TW U625N EXPLORER
2017 TRUCK: M2 C520N ESCAPE
2017 TRUCK: FC P552N F-150
2017 - 2019 CAR: C7 CD391N FUSION
2020 CAR: TF CX483N CORSAIR
2020 CAR: TC CX482N ESCAPE
2020 TRUCK: B8 U553N EXPEDITION
2020 TRUCK: FE P558N SUPER DUTY
2020 CAR: C7 CD391N FUSION
2020 CAR: C7 CD391N FUSION
2020 CAR: C9 CD533N MKZ
2020 CAR: C9 CD533N MKZ
2020 CAR: ZG S550N MUSTANG
2020 TRUCK: B9 U554N NAVIGATOR
2020 CAR: HC V408E TRANSIT CONNECT
2020 CAR: D9 U540N MKX
2020 TRUCK: FG P375N RANGER
2020 CAR: DQ CD539N EDGE