

SSM 50258 - 2012-2015 Various Vehicles - MyFord Mobile and MyLincoln Mobile App Functionality Concerns - 3G Cellular Network Decommission

Various 2012-2015 vehicles equipped with a 3G modem may experience a lack of 3Gmodem performance. This may be due to the 3G cellular service functionality being decommissioned starting August 2021 and through March 2022. As the 3G cellular service is decommissioned, vehicles equipped with the 3G telematics control unit (TCU) will lose MyFord Mobile and MyLincoln Mobile app functionality/connectivity. Repair or Replacement of the TCU should no longer be performed using existing service stock. Replacement of the 3G TCU for this concern will result in programming concerns and repairs should not be performed.

APPLICABLE VEHICLES

2012 - 2015 CAR: DH C346N FOCUS

2012 CAR: DE FUSION/MILAN/MKZ (ZEPHYR)

2013 CAR: CG C344N C-MAX

2013 CAR: C7 CD391N FUSION