

SSM 50873 - Various 2017-2022 Ford And Lincoln Vehicles - Missing Authorization, Command And Control Or Phone-As-A-Key Buttons In FordPass Or LincolnWay App

Some 2017-2022 Ford and Lincoln vehicle owners may experience a condition of missing authorization, command and control, battery charging details or phone-as-a-key setup buttons/selections in their FordPass or LincolnWay App. This condition is due to an error within the FordPass or LincolnWay App and not due to a concern on the vehicle. Verify that the customers FordPass or LincolnWay App is at the latest version. Replacement or reprogramming of the telematics control unit (TCU)/gateway module (GWM)/remote function actuator (RFA) will not resolve this condition. If the condition persists, utilize the FordPass Guides or Lincoln Way Concierge teams.

APPLICABLE VEHICLES

2018 - 2019 CAR: PL D544N CONTINENTAL
2018 - 2019 CAR: BW B515A ECOSPORT INDIA
2018 - 2019 TRUCK: UB U502N EXPLORER
2018 - 2019 TRUCK: UB U502N EXPLORER
2018 - 2019 TRUCK: M2 C520N ESCAPE
2018 - 2021 CAR: D9 U540N MKX
2019 CAR: CT B299N FIESTA MCA
2018 - 2020 CAR: C7 CD391N FUSION
2017 TRUCK: M2 C520N ESCAPE
2017 CAR: C7 CD391N FUSION
2021 - 2022 CAR: HD CX430N C-SUV
2021 - 2022 TRUCK: FD P702N F150
2021 - 2022 CAR: GW CX727N C-EV
2020 - 2022 CAR: TV U611N AVIATOR
2020 - 2022 CAR: TF CX483N CORSAIR
2020 - 2022 CAR: TW U625N EXPLORER
2019 - 2022 CAR: DQ CD539N EDGE
2019 - 2022 TRUCK: FE P558N SUPER DUTY
2019 - 2022 TRUCK: FG P375N RANGER
2019 - 2022 CAR: HC V408E TRANSIT CONNECT
2019 - 2022 CAR: HC V408E TRANSIT CONNECT
2018 - 2022 TRUCK: B8 U553N EXPEDITION
2021 CAR: ET U540A NAUTILUS
2018 - 2022 CAR: ZG S550N MUSTANG
2018 - 2022 TRUCK: B9 U554N NAVIGATOR
2020 - 2022 CAR: TC CX482N ESCAPE
2017 - 2020 TRUCK: FC P552N F-150
2017 - 2020 CAR: C7 CD391N FUSION