SSM 51131   2020-2022 Various Vehicles - Equipped With A TCU - Various FordPass/LincolnWay App Or Modem Concerns

Some 2020-2022 Ford and Lincoln vehicles equipped with a telematic control unit (TCU) may exhibit inoperative remote features via Ford Pass/Lincoln Way mobile app, incomplete user authorization, and/or modem electronic serial number (ESN) could not be displayed in the center display screen. To correct this condition prior to programming, remove the TCU fuse for 5-minutes then reinstall. Delete all previous session files for the vehicle. Start a new Ford Diagnosis and Repair System (FDRS) session. Perform a TCU provisioning and Program the TCU to the latest FDRS version level. 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.