



## **SSM 52509 2023-2024 Police Interceptor Utility - FordPass Inoperative/Fleet Telematics Cannot Be Enrolled And/Or Telematics Control Unit (TCU) Fails Provisioning With TCU Auth Mode PID Reading As Unprovisioned Mode - Built On 04-Dec-2023 And Through 16-Apr-2024**

Some 2023-2024 Police Interceptor Utility vehicles built on 04-Dec-2023 and through 16-Apr-2024 may exhibit a condition where FordPass is inoperative, Fleet Telematics cannot be enrolled and/or the TCU fails provisioning with the parameter identification (PID) for TCU Auth mode reading as Unprovisioned mode. This may be due to incorrect configuration data in the TCU, audio front control module (ACM) and/or accessory protocol interface module (APIM) modules. To correct the condition, download and run the TCU-Telematics Control Unit (TCU) Module Configuration application and the APIM-Accessory Protocol Interface Module (APIM) Configuration application using the latest level of the Ford Diagnosis and Repair System (FDRS) scan tool. If the APIM is not available on the vehicle, then run the configuration applications for the TCU-Telematics Control Unit (TCU) Module Configuration and the ACM-Audio Front Control Module (ACM) Configuration using the latest level of the FDRS scan tool. For claiming, use causal part 14G087 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.