



SSM 52820 2019-2024 Various Vehicles – “Location” Toggle Button Grayed Out - Location Sharing Cannot Be Disabled

Some 2019-2024 Ford and Lincoln vehicles equipped with a telematics control unit module (TCU) may exhibit the “Location” toggle button in the Connectivity setting menu grayed out with an inability to switch it off. This may be due to the TCU software. To correct the condition and allow the customer to switch off the vehicle location setting, using Ford Diagnostic and Repair System (FDRS) select "BCM - Transport and Factory Mode Deactivation", and select "unlock vehicle connectivity settings" and then press "Continue" to unlock the "Location" button. For claiming, use causal part 14G087 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.