



SSM 54090 2021-2025 Various Ford/Lincoln Vehicles - SYNC4/Digital Experience - Unsuccessful TCU Software Update Or Software Activation During The USB Update

Some 2021-2025 Ford and Lincoln vehicles equipped with SYNC4/Digital Experience may exhibit an unsuccessful telematics control unit module (TCU) software update or software activation during a universal serial bus (USB) update. This may be due to the vehicle connectivity setting being disabled. To correct this condition, enable vehicle connectivity in the vehicle center display, select Settings > Connectivity > Connected Vehicle Features > Vehicle Connectivity > Toggle ON. Perform the update. If the condition persists, follow the normal dealer internal escalation process. After the update is complete, toggle the connectivity OFF in the vehicle center display, select Settings > Connectivity > Connected Vehicle Features > Vehicle Connectivity > Toggle OFF.

NOTE: If the vehicle comes in with the connectivity settings disabled, connectivity must be returned to the disabled setting before releasing the vehicle to the customer.