

SSM 48316 - 2017-2020 Various Vehicles Equipped With Telematics Control Unit (TCU) - Various FordPass/LincolnWay Mobile App Concerns

Some 2017-2020 Ford and Lincoln vehicles equipped with a TCU may exhibit inoperative remote features via Ford Pass/Lincoln Way mobile app, incomplete user authorization and/or no modem electronic serial number (ESN) displayed. To correct this condition prior to programming, remove the TCU fuse for 5 minutes then reinstall. Delete all previous session files for the vehicle. Verify that the electronic serial number (ESN) is now displayed. Start a new IDS/FDRS session. Program the TCU to the latest IDS/FDRS version level. Make sure you are connected to the internet before retesting. 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.

APPLICABLE VEHICLES

2018 CAR: PL D544N CONTINENTAL
2018 TRUCK: M2 C520N ESCAPE
2018 TRUCK: B8 U553N EXPEDITION
2018 TRUCK: UB U502N EXPLORER
2018 TRUCK: FC P552N F-150
2018 TRUCK: ME C489N MKC
2018 CAR: D9 U540N MKX
2018 CAR: C9 CD533N MKZ
2018 CAR: ZG S550N MUSTANG
2018 TRUCK: B9 U554N NAVIGATOR
2018 - 2019 CAR: BW B515A ECOSPORT INDIA
2019 CAR: PL D544N CONTINENTAL
2019 TRUCK: M2 C520N ESCAPE
2019 TRUCK: B8 U553N EXPEDITION
2019 TRUCK: UB U502N EXPLORER
2019 TRUCK: FC P552N F-150
2019 TRUCK: ME C489N MKC
2019 CAR: D9 U540N MKX
2019 CAR: C9 CD533N MKZ
2019 CAR: ZG S550N MUSTANG
2019 TRUCK: B9 U554N NAVIGATOR
2019 TRUCK: FE P558N SUPER DUTY
2017 TRUCK: M2 C520N ESCAPE
2017 TRUCK: FC P552N F-150
2019 CAR: DQ CD539N EDGE
2019 CAR: CT B299N FIESTA MCA
2019 TRUCK: FG P375N RANGER
2019 CAR: HC V408E TRANSIT CONNECT
2020 CAR: TV U611N AVIATOR
2020 CAR: TW U625N EXPLORER
2017 TRUCK: M2 C520N ESCAPE
2017 TRUCK: FC P552N F-150
2017 - 2019 CAR: C7 CD391N FUSION