

CERTAIN 2015 MODEL YEAR MKC AND MKZ VEHICLES EQUIPPED WITH THE RESERVE EQUIPMENT GROUP, AND CERTAIN 2012-2016 FOCUS ELECTRIC, C-MAX ENERGI, AND FUSION ENERGI VEHICLES — EMBEDDED MODEM REPLACEMENT

OVERVIEW

Owners of all affected vehicles received a complimentary subscription to the MyLincoln Mobile or MyFord Mobile service. This service uses an embedded modem that operates on a cellular network that is being decommissioned. As the network is decommissioned, customers who actively use the MyLincoln Mobile or MyFord Mobile service will experience a loss of wireless connectivity with their vehicles. This concern will not impact control or performance of the vehicle. If a customer requests the embedded modem upgrade, dealers are to replace the embedded modem with an updated part that operates on a different cellular network.

SERVICE PROCEDURE

MKZ, C-MAX Energi, and Fusion Energi Vehicles

NOTE: Use Integrated Diagnostic System (IDS) release 102.04 or later for Programmable Module Installation (PMI). When prompted to select automatic or manual process for As-Built data, select automatic.

1. Replace the Telematics Control Unit (TCU)/embedded modem. Please follow Workshop Manual (WSM) procedures in Section 415-00.

NOTE: If the customer has an active MyLincoln Mobile or MyFord Mobile account, a message requesting account authorization may appear in the touch screen display after the replacement TCU has been installed and configured, and the ignition key turned on. Do not select Allow or Deny. The customer should authorize the account once the vehicle has been returned. The message will appear for 10 ignition cycles before the customer is required to restart the authorization process.

NOTE FOR LINCOLN VEHICLES:

If a customer would like more information about the MyLincoln Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the Lincoln Owner web site. Navigate to owner.lincoln.com then select "SYNC & Vehicle Features," then select the "Lincoln Embedded Modem" Quick Link.

NOTE FOR FORD VEHICLES:

If a customer would like more information about the MyFord Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the MyFord Mobile web site. Navigate to www.myfordmobile.com.



MKC Vehicles

1. Using IDS release 102.04 or later, begin the PMI process for the TCU/embedded modem replacement following the on-screen instructions.
2. Remove the RH lower floor console trim panel. See Figure 1.

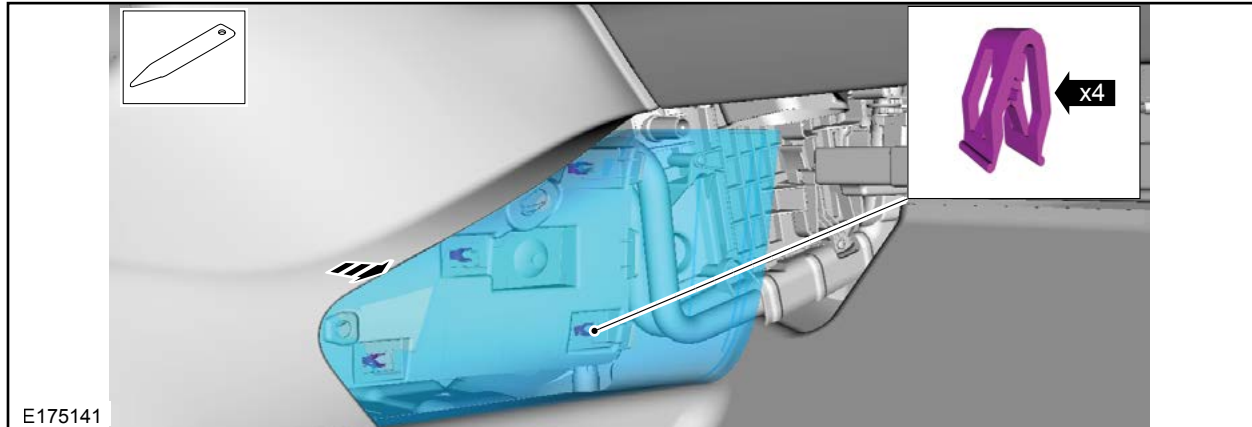


FIGURE 1

3. Remove and discard the TCU/embedded modem. See Figure 2.
 - a. Remove the two TCU bolts.
 - b. Disconnect the electrical connector and remove the TCU.

NOTE: Trim panels and carpet removed for clarity.

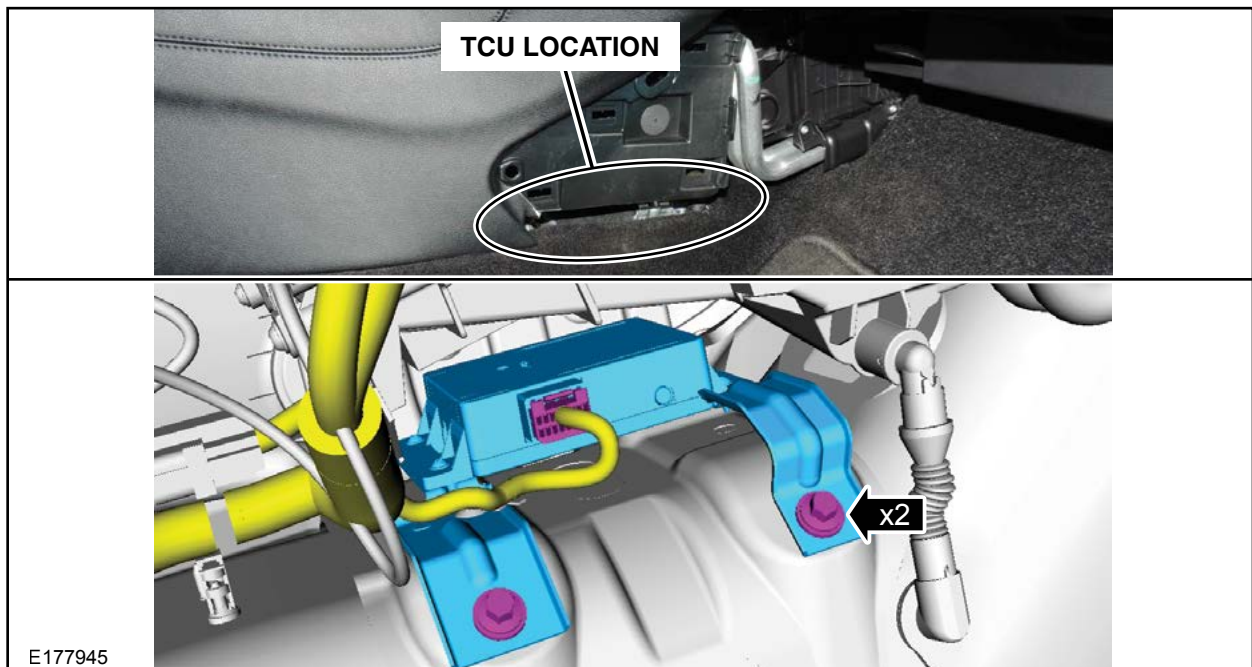


FIGURE 2



4. Install the new TCU/embedded modem by reversing the removal procedure.

- Torque the TCU bolts to 30 lb.ft (40 Nm).

5. Install the RH lower floor console trim panel. See Figure 1.

NOTE: When prompted to select automatic or manual process for As-Built data, select automatic.

6. Using the IDS, complete the PMI process for the TCU following the on-screen instructions.

NOTE: If the customer has an active MyLincoln Mobile account, a message requesting account authorization may appear in the touch screen display after the replacement TCU has been installed and configured, and the ignition key turned on. Do not select Allow or Deny. The customer should authorize the account once the vehicle has been returned. The message will appear for 10 ignition cycles before the customer is required to restart the authorization process.

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Focus Electric Vehicles

1. Using IDS release 102.04 or later, begin the PMI process for the TCU/embedded modem replacement following the on-screen instructions.
2. Replace the TCU/embedded modem.
 - Remove the C-pillar trim panel and then position aside the LH load space trim panel to access the TCU. See Figure 3. Please reference the WSM procedures in Section 415-00 and 501-05.

NOTE: When prompted to select automatic or manual process for As-Built data, select automatic.

3. Using the IDS, complete the PMI process for the TCU following the on-screen instructions.

NOTE: If the customer has an active MyFord Mobile account, a message requesting account authorization may appear in the touch screen display after the replacement TCU has been installed and configured, and the ignition key turned on. Do not select Allow or Deny. The customer should authorize the account once the vehicle has been returned. The message will appear for 10 ignition cycles before the customer is required to restart the authorization process.

NOTE FOR FORD VEHICLES:

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FIGURE 3

