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Some 2017-2018 Fusion/Fusion HEV, 2017 Escape and 2017 F150/Raptor equipped with a Telematics Control Unit (TCU) may exhibit inoperative remote features via FordPass Mobile app, incomplete user authorization and/or accessory protocol interface module (APIM) DTC U0198 with no modem electronic serial number (ESN) displayed. To correct this condition, perform any open TCU field service actions (FSAs). If U0198 DTC still remains, remove the TCU fuse for 5 minutes then reinstall prior to programming. Reprogram the TCU using Integrated Diagnostic System (IDS) release 110.05 or higher. An internet connection is required. Calibration files may also be obtained at www.motorcraftservice.com. For claiming, use causal part 14G229 and applicable labor operations in section 10 of the SLTS manual.