

**SSM 48279 - 2018-2019 Various Vehicles - Telematics Control Unit (TCU) -
Vehicle Software Update Message - Service Tool Displays Factory Mode**

Some 2018-2019 Ford and Lincoln vehicles equipped with a telematics control unit (TCU) may exhibit a persistent message in the Ford Pass/Lincoln Way mobile app advising, "Your vehicles software is being updated. Vehicle controls will be unavailable for about 10 minutes while this update takes place." This may be due to the TCU still in factory mode. Using the appropriate Ford diagnostic scan tool, check the TCU_AUTHSTATE PID status showing "Factory Mode". To correct this condition, perform programmable module installation (PMI) on the telematics control unit (TCU). Once PMI is completed, ensure the TCU_AUTHSTATE PID in service tool no longer displays "Factory Mode". If the concern is still present, follow normal diagnostics in Workshop Manual (WSM) section 415-00. For claiming, use causal part 14G229.