

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.