

## **SSM 48858- 2012-2020 Various Vehicle - Telematics Control Unit (TCU) ¶ Remote Start Inop With Vehicle Failed To Start Message Using MyFord Mobile/FordPass/Lincolnway App**

Some 2012-2020 Ford and Lincoln vehicles equipped with a TCU may exhibit an inoperative remote start with a 'Vehicle Failed To Start' message when using MyFord Mobile/Ford Pass/Lincoln Way mobile applications. The cellular cloud systems will only allow two remote start requests from the MyFord Mobile/Ford Pass/Lincoln Way apps without a vehicle drive event occurring. If a third remote start request is received, a ¶ Vehicle Failed To Start¶ message will be displayed quickly in the mobile app. Once the vehicle is driven, the remote start counter is reset and will allow remote start commands to be sent from the mobile app. If the remote start system is not functioning using the key fob, refer to Workshop Manual (WSM) Section 303-06 for further diagnosis.

### **Vehicles:**

2020	Aviator (U611N) (TV)
2013-2018	C-MAX - C344 HEV (CG)
2017-2020	Continental (D544) (PL)
2020	Corsair (CX483) (TF)
2020	Corsair (CX483A) (TG)
2018-2020	EcoSport B515 India (BW)
2012-2015	Edge (U387), MKX (U388) (Q1)
2017-2019	Escape (C520 NA) (M2)
2020	Escape (CX482) (TC)
2020	Escape (CX482A) (TE)
2018-2020	Expedition (U553) (B8)
2017-2019	Explorer (U502), Police Interceptor Utility (U502) (UB)
2020	Explorer (U625N) (TW)
2017-2020	F-150 (P552) (FC)
2012-2018	Focus C346 NA (DH)
2019-2020	F-Super Duty (P558) NA (FE)
2013-2020	Fusion (CD391N) NA, Fusion Hybrid/Energi (CD391N) (C7)
2015-2019	MKC (C489) (ME)
2013-2020	MKZ (CD533), MKZ Hybrid (C9)
2018-2020	Mustang (S550) (ZG)
2020	Navigator (U554) (B9)
2020	Transit Connect   Tourneo Connect (HC)