SSM 49266: 2020 Edge/Nautilus - Ford/Lincoln Pass Inoperative - Built On 12-Aug-2020 And Through 22-Aug-2020

Some 2020 Edge/Nautilus vehicles built on 12-Aug-2020 and through 22-Aug-2020 may exhibit a customer concern of the FordPass or Lincoln Way mobile apps unable to connect to the vehicle. The customer may state that there is no activate button on the FordPass or Lincoln Way mobile app. This may be due to the telematics control unit (TCU) module. To correct the condition, reprogram the TCU using As-Built data. For claiming use causal component 14G087 and labor operations from Section 10 of the Service Labor Time Standards (SLTS) Manual.

Vehicles:

2020	Edge (CD539N) (DQ)	
2020	MKX/Nautilus (D9)	

Symptom Code:

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides & Information				2*****
Driver Aides & Information	SYNC			221***
Driver Aides & Information	SYNC			2210**
Driver Aides & Information	SYNC			221000
Driver Aides & Information	SYNC	Untested Device		2216**
Driver Aides & Information	SYNC	Untested Device		221600
Driver Aides & Information	SYNC	Untested Device	Inoperative	221638
Driver Aides & Information	SYNC	Untested Device	Unable to Connect	221676
Driver Aides & Information	SYNC	Mobile Apps		221C**
Driver Aides & Information	SYNC	Mobile Apps		221C00
Driver Aides & Information	SYNC	Mobile Apps	Inoperative	221C38
Driver Aides & Information	SYNC	Mobile Apps	Unable to Connect	221C76
Driver Aides & Information	SYNC	Not Listed		221Z**
Driver Aides & Information	SYNC	Not Listed		221Z00
Driver Aides & Information	Mobile Interface			22G***
Driver Aides & Information	Mobile Interface			22G0**
Driver Aides & Information	Mobile Interface			22G000
Driver Aides & Information	Mobile Interface	Instrumentation		22G5**
Driver Aides & Information	Mobile Interface	Instrumentation		22G500
Driver Aides & Information	Mobile Interface	Instrumentation	Inaccurate	22G536
Driver Aides & Information	Mobile Interface	Instrumentation	Inoperative	22G538
Driver Aides & Information	Mobile Interface	Starting		22GD**
Driver Aides & Information	Mobile Interface	Starting		22GD00
Driver Aides & Information	Mobile Interface	Starting	Inaccurate	22GD36
Driver Aides & Information	Mobile Interface	Starting	Inoperative	22GD38
Driver Aides & Information	Mobile Interface	Not Listed		22GZ**
Driver Aides & Information	Mobile Interface	Not Listed		22GZ00
Safe & Secure				8*****
Safe & Secure	Handle/Lever	Not Listed		88CZ**
Safe & Secure	Cyber Security			88D***

Safe & Secure	Cyber Security			88D0**
Safe & Secure	Cyber Security			88D000
Safe & Secure	Cyber Security	SYNC		88DG**
Safe & Secure	Cyber Security	SYNC		88DG00
Safe & Secure	Cyber Security	SYNC	Unintended/Unwanted Action	88DG1A
Safe & Secure	Cyber Security	Not Listed		88DZ00