

SSM 49288: 2018 EcoSport/Expedition/Explorer - TCU - Remote Start Inoperative With Vehicle Failed To Start Message Using MyFord Mobile/FordPass

Some 2018 EcoSport/Expedition/Explorer vehicles equipped with a telematics control unit (TCU) module may exhibit an inoperative remote start with a Vehicle Failed To Start message when using the Ford Pass mobile application. This message may be observed even if the vehicle has been driven immediately prior to the remote start request. Other functions such as remote lock and unlock from the Ford Pass mobile application will work as expected. Engineering is currently investigating this condition. Inform customers Ford is developing a software fix that is expected in early January. In the interim, let the customer know they can continue to drive the vehicle and schedule a follow-up appointment with the customer for early January. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

Vehicles:

2018	EcoSport B515 India (BW)
2018	Expedition (U553) (B8)
2018	Explorer (U502), Police Interceptor Utility (U502) (UB)