

## **SSM 49820 - Various 2017-2021 Ford And Lincoln Vehicles - Missing Authorization, Command And Control Or Phone-As-A-Key Buttons In FordPass Or LincolnWay App**

Some 2017-2021 Ford and Lincoln vehicle owners may experience a condition of missing Authorization, Command and Control, Battery Charging Details or Phone-as-a-Key setup buttons/selections in their FordPass or LincolnWay App. This condition is due to an error within the FordPass or LincolnWay App and not due to a concern on the vehicle. Verify that the customers FordPass or LincolnWay App is at the latest version. Replacement or reprogramming of the telematics control unit (TCU)/gateway module (GWM)/remote function actuator (RFA) will not resolve this condition. If the condition persists, Utilize the FordPass Guides or Lincoln Way Concierge teams.

### APPLICABLE VEHICLES

2020 - 2021 CAR: TV U611N AVIATOR  
2018 - 2019 CAR: PL D544N CONTINENTAL  
2018 - 2019 CAR: BW B515A ECOSPORT INDIA  
2018 - 2019 TRUCK: UB U502N EXPLORER  
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2019 - 2021 CAR: DQ CD539N EDGE  
2020 - 2021 CAR: TF CX483N CORSAIR  
2018 - 2019 TRUCK: M2 C520N ESCAPE  
2018 - 2021 TRUCK: B8 U553N EXPEDITION  
2018 - 2020 TRUCK: FC P552N F-150  
2021 TRUCK: FD P702N F150  
2018 - 2021 CAR: D9 U540N MKX  
2018 - 2021 CAR: ZG S550N MUSTANG  
2018 - 2021 TRUCK: B9 U554N NAVIGATOR  
2020 - 2021 CAR: TW U625N EXPLORER  
2019 CAR: CT B299N FIESTA MCA  
2019 - 2021 TRUCK: FE P558N SUPER DUTY  
2018 - 2020 CAR: C7 CD391N FUSION  
2018 - 2020 CAR: C7 CD391N FUSION  
2019 - 2021 TRUCK: FG P375N RANGER  
2019 - 2020 CAR: HC V408E TRANSIT CONNECT  
2019 - 2020 CAR: HC V408E TRANSIT CONNECT  
2021 CAR: HD CX430N C-SUV  
2021 CAR: GW CX727N C-EV  
2017 TRUCK: M2 C520N ESCAPE  
2017 TRUCK: FC P552N F-150  
2017 CAR: C7 CD391N FUSION  
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