

SSM 50049 - 2017-2021 Various Vehicles - Telematics Control Unit (TCU) – FordPass/Lincoln Way Feature Unavailable Message

Some 2017-2021 Ford and Lincoln vehicle customers may receive a message in their FordPass or Lincoln Way App stating “Feature Unavailable. Since this is a fleet vehicle, it cannot access the SYNC Connect or FordPass Connect feature or Lincoln Connect or Embedded Modem”. Do not replace the TCU or perform any repair to resolve this condition. Refer the owner of the vehicle to Ford Pass Guides or Lincoln Way Concierge Teams to assist in removing the fleet telematics subscription.

APPLICABLE VEHICLES

2017 - 2021 CAR: BW B515A ECOSPORT INDIA
2017 - 2021 CAR: DQ CD539N EDGE
2017 - 2019 TRUCK: M2 C520N ESCAPE
2020 - 2021 CAR: TC CX482N ESCAPE
2017 TRUCK: B7 U222N EXPEDITION
2018 - 2021 TRUCK: B8 U553N EXPEDITION
2017 - 2019 TRUCK: UB U502N EXPLORER
2020 - 2021 CAR: TW U625N EXPLORER
2017 - 2020 TRUCK: FC P552N F-150
2021 TRUCK: FD P702N F150
2017 - 2021 TRUCK: FE P558N SUPER DUTY
2017 - 2020 CAR: C7 CD391N FUSION
2017 - 2020 CAR: C7 CD391N FUSION
2017 - 2021 CAR: D9 U540N MKX
2017 - 2020 CAR: C9 CD533N MKZ
2017 - 2020 CAR: C9 CD533N MKZ
2017 - 2021 CAR: ZG S550N MUSTANG
2017 TRUCK: B5 U228N NAVIGATOR
2018 - 2021 TRUCK: B9 U554N NAVIGATOR
2019 - 2021 TRUCK: FG P375N RANGER
2017 - 2021 TRUCK: TH V363N TRANSIT