

SSM 50271 - 2021 F-150/Mustang Mach-E/Bronco/Edge/Nautilus - TCU Provisioning Application -FDRS

Some 2021 F-150/Mustang Mach-E/Bronco/Edge/Nautilus customers may experience an inoperative FordPass/Lincoln Way app, features in FordPass/Lincoln Way are not functioning and/or the customer cannot pair the FordPass/Lincoln Way mobile app to the vehicle. If the telematics control unit (TCU) on the vehicle does not exhibit any diagnostic trouble codes (DTC), but the customer is running into these app concerns, this may be due to poor cell signal getting to the TCU. The TCU - Provisioning Application on the Ford Diagnosis and Repair System (FDRS) scan tool will provide cell signal strength information that can help to diagnose the source of the poor cell signal. If poor cell signal is found, refer to WSM 415-00 to help identify an antenna concern. Be sure the vehicle is an open environment.

APPLICABLE VEHICLES

2021 TRUCK: G1 U725N BRONCO

2021 CAR: DQ CD539N EDGE

2021 TRUCK: FD P702N F150

2021 CAR: D9 U540N MKX

2021 CAR: GW CX727N C-EV