

## **SSM 50272 - 2021 Bronco/Edge/Nautilus - Unable To Authorize The FordPass/Lincoln Way App - No DTCs Present**

Some 2021 Bronco, Edge/Nautilus customers may be unable to authorize the FordPass/Lincoln Way app and the Enable Connected Services prompt is not showing in the SYNC screen with no diagnostic trouble codes (DTC) present in the telematics control unit (TCU) or the gateway module A (GWM). Before any repair attempts, try to authorize the vehicle via FordPass/Lincoln Way app in order to verify the concern is still present. If the concern is present, make sure the GWM is at the latest software level. Start a new FDRS session and make sure the TCU is at the latest software level. If no software updates are available, remove the TCU and GWM fuses to reset the modules. Make sure the customer is able to authorize the vehicle from FordPass/Lincoln Way to confirm the repair. If the concern is still present, follow normal diagnostics in Workshop Manual (WSM), Section 415-00.

### APPLICABLE VEHICLES

2021 CAR: DQ CD539N EDGE

2021 CAR: D9 U540N MKX

2021 TRUCK: G1 U725N BRONCO