

## **SSM 50726 - 2017-2021 Various Vehicles Equipped With Telematics Control Unit (TCU) - Various FordPass/LincolnWay Mobile App Concerns**

Some 2017-2021 Ford and Lincoln vehicles equipped with a TCU may exhibit inoperative remote features via Ford Pass/Lincoln Way mobile app, incomplete user authorization and/or no modem electronic serial number (ESN) displayed. To correct this condition prior to programming, remove the TCU fuse for 5 minutes then reinstall. Delete all previous session files for the vehicle. Verify that the electronic serial number (ESN) is now displayed. Start a new IDS/FDRS session. Program the TCU to the latest IDS/FDRS version level. Make sure you are connected to the internet before retesting. If the concern is still present, follow normal diagnostics in Workshop Manual (WSM), Section 415-00. Refer to PTS OASIS home page for TCU version identification. For claiming, use causal part 14G229 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

### APPLICABLE VEHICLES

2017 - 2019 TRUCK: M2 C520N ESCAPE  
2017 - 2019 TRUCK: FC P552N F-150  
2018 - 2019 CAR: PL D544N CONTINENTAL  
2018 - 2019 CAR: BW B515A ECOSPORT INDIA  
2018 - 2019 TRUCK: UB U502N EXPLORER  
2018 - 2019 TRUCK: ME C489N MKC  
2019 CAR: CT B299N FIESTA MCA  
2019 - 2020 CAR: DQ CD539N EDGE  
2019 - 2020 TRUCK: FE P558N SUPER DUTY  
2019 - 2020 TRUCK: FG P375N RANGER  
2020 CAR: TV U611N AVIATOR  
2020 CAR: TF CX483N CORSAIR  
2020 CAR: TC CX482N ESCAPE  
2020 CAR: TW U625N EXPLORER  
2018 - 2020 TRUCK: B8 U553N EXPEDITION  
2018 - 2020 CAR: D9 U540N MKX  
2018 - 2020 CAR: C9 CD533N MKZ  
2018 - 2020 CAR: ZG S550N MUSTANG  
2018 - 2020 TRUCK: B9 U554N NAVIGATOR  
2017 - 2020 CAR: C7 CD391N FUSION  
2021 CAR: HD CX430N C-SUV  
2021 TRUCK: Y3 P131N STRIPPED CHASSIS  
2017 - 2020 CAR: C7 CD391N FUSION  
2018 - 2020 CAR: HC V408E TRANSIT CONNECT  
2018 - 2020 CAR: HC V408E TRANSIT CONNECT  
2018 - 2020 CAR: C9 CD533N MKZ