

SSM 50651 - 2017-2022 Various Vehicles - Telematics Control Unit (TCU) – FordPass/Lincoln Way Feature Unavailable Message

In various 2017-2022 Ford and Lincoln vehicles, customers may receive a message in the FordPass or LincolnWay App stating "Feature Unavailable. Since this is a fleet vehicle, it cannot access the (SYNC Connect) FordPass or LincolnWay app through the TCU Embedded Modem". If this message appears, the vehicle may be equipped with a fleet telematics module. Replacement of the TCU or TCU related repairs will not prevent this message from appearing. Please refer the customer to inapp FordPass Guides or LincolnWay Concierge Teams to aid with fleet telematics removal. Open app, select Account > Help > CHAT or CALL option

APPLICABLE VEHICLES

2017 - 2022 CAR: BW B515A ECOSPORT INDIA
2017 - 2022 CAR: DQ CD539N EDGE
2017 - 2019 TRUCK: M2 C520N ESCAPE
2020 - 2022 CAR: TC CX482N ESCAPE
2017 TRUCK: B7 U222N EXPEDITION
2018 - 2022 TRUCK: B8 U553N EXPEDITION
2020 - 2022 CAR: TW U625N EXPLORER
2017 - 2020 TRUCK: FC P552N F-150
2021 - 2022 TRUCK: FD P702N F150
2017 - 2022 TRUCK: FE P558N SUPER DUTY
2017 - 2020 CAR: C7 CD391N FUSION
2017 - 2020 CAR: C7 CD391N FUSION
2017 - 2022 CAR: D9 U540N MKX
2017 - 2020 CAR: C9 CD533N MKZ
2017 - 2020 CAR: C9 CD533N MKZ
2017 - 2022 CAR: ZG S550N MUSTANG
2018 - 2022 TRUCK: B9 U554N NAVIGATOR
2019 - 2022 TRUCK: FG P375N RANGER
2017 - 2022 TRUCK: TH V363N TRANSIT
2021 - 2022 TRUCK: G1 U725N BRONCO
2022 CAR: FE P758N C-PICKUP
2020 - 2022 CAR: TF CX483N CORSAIR
2018 - 2019 TRUCK: UB U502N EXPLORER
2018 - 2019 TRUCK: UB U502N EXPLORER
2020 - 2022 CAR: TV U611N AVIATOR
2021 - 2022 CAR: HD CX430N C-SUV
2018 - 2019 TRUCK: ME C489N MKC
2019 CAR: CT B299N FIESTA MCA
2021 - 2022 CAR: GW CX727N C-EV