



SSM 54589 2019–2024 Ford/Lincoln Vehicles - Equipped With SYNC3 - Various Ford App/Lincoln App Connectivity Concerns With DTC B156D:89 Stored The Telematics Control Unit (TCU) Module

Some 2019-2024 Ford and Lincoln vehicles equipped with SYNC3 may experience various connectivity concerns with The Ford App/Lincoln App including but not limited to: missing activation prompt (pop-up) on the vehicle's center display screen when attempting to activate vehicle through The Ford App/Lincoln App, incorrect location/global positioning system (GPS) reported through The Ford App/Lincoln App, problems with remote commands being performed through The Ford App/Lincoln App and/or incorrect data/information reported on The Ford App/Lincoln App. These symptoms will be accompanied by diagnostic trouble code (DTC) B156D:89 in the TCU. This may be due to the accessory protocol interface module (APIM) software. To correct the condition, update the APIM software.