

SSM 49292: 2018-2020 Various Vehicles - Ford Pass/Lincoln Way Features Inoperative Or DTCs U2100 And/Or B156D In The TCU

Some 2018-2020 Ford and Lincoln vehicles may exhibit inoperative remote features via the Ford Pass/Lincoln Way mobile app, incomplete user authorization, no modem electronic serial number (ESN) displayed or DTCs U2100 and/or B156D in the telematics control unit (TCU). These symptoms may persist even after performing a TCU software update and/or replacement. To correct this condition, start a new session with the latest version of the appropriate diagnostic scan tool and perform a PMI on the TCU. If issues persist, open a hotline assistance request and include the IDS version (if applicable) used to perform the PMI and the Authorization Status PID value in the TCU datalogger. For claiming use causal part 14H092 and applicable labor times in Section 10 of the Service Labor Time Standards (SLTS) Manual.

Vehicles:

2020	Aviator (U611N) (TV)
2018-2020	Continental (D544) (PL)
2020	Corsair (CX483) (TF)
2019-2020	Edge (CD539N) (DQ)
2018-2019	Escape (C520 NA) (M2)
2018-2020	Expedition (U553) (B8)
2018-2019	Explorer (U502), Police Interceptor Utility (U502) (UB)
2020	Explorer (U625N) (TW)
2018-2020	F-150 (P552) (FC)
2019-2020	F-Super Duty (P558) NA (FE)
2019-2020	Fusion (CD391N) NA, Fusion Hybrid/Energi (CD391N) (C7)
2018-2019	MKC (C489) (ME)
2018-2020	MKX/Nautilus (D9)
2018-2020	MKZ (CD533), MKZ Hybrid (C9)
2018-2020	Mustang (S550) (ZG)
2018-2020	Navigator (U554) (B9)
2019-2020	Ranger P375N USA (FG)

Symptom Code:

112000	BODY LATCHES/LOCKS & SECURITY
B156D	
U2100	