

SSM 49803 - 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 14G229 and applicable labor times in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2018 - 2020 CAR: PL D544N CONTINENTAL
2018 - 2019 TRUCK: M2 C520N ESCAPE
2018 - 2020 TRUCK: B8 U553N EXPEDITION
2018 - 2019 TRUCK: UB U502N EXPLORER
2018 - 2020 TRUCK: FC P552N F-150
2018 - 2019 TRUCK: ME C489N MKC
2018 - 2020 CAR: D9 U540N MKX
2018 - 2020 CAR: C9 CD533N MKZ
2018 - 2020 CAR: C9 CD533N MKZ
2018 - 2020 CAR: ZG S550N MUSTANG
2018 - 2020 TRUCK: B9 U554N NAVIGATOR
2019 - 2020 CAR: DQ CD539N EDGE
2019 - 2020 TRUCK: FE P558N SUPER DUTY
2019 - 2020 CAR: C7 CD391N FUSION
2019 - 2020 CAR: C7 CD391N FUSION
2019 - 2020 TRUCK: FG P375N RANGER
2020 CAR: TV U611N AVIATOR
2020 CAR: TF CX483N CORSAIR
2020 CAR: TW U625N EXPLORER