

SSM 51389

2023 F-150/Bronco - Inoperative FordPass App, Remote Start And/Or Remote Lock/Unlock

Some 2023 F-150/Bronco customers may experience inoperative remote start and/or remote lock and unlock through the FordPass application. Diagnostic trouble codes (DTCs) U0146:09 may be stored in the telematics control unit (TCU), and U2402:00 and/or U2402:92 may be stored in the gateway module (GWM). Inform the customer they can continue to drive the vehicle. A solution is planned for deployment via Ford Power-Up software updates delivered over-the-air (OTA) beginning June 2023. Software will update automatically on vehicles connected to FordPass. Monitor OASIS for additional information. Schedule a service appointment in late June 2023 for customers that are not connected to FordPass once the repair becomes available.