

SSM 48339 - 2020 Various Vehicles - Equipped With Telematics Control Unit (TCU) – Incomplete User Authorization And/Or No Authorization On Infotainment System

Some 2020 Ford and Lincoln vehicles equipped with a TCU may exhibit incomplete user authorization and/or no authorization pop-up received on the SYNC infotainment system. Verify that Customer Connectivity Settings (CCS) are turned ON from the SYNC infotainment system, the vehicle ignition is on, and the vehicle is in an area with cellular coverage. Then select “Activate Vehicle” on the Ford Pass/Lincoln Way mobile app. If the concern persists, delete the VIN from the mobile app, re-add the VIN, and select “Activate Vehicle”. If the concern is still present, follow normal diagnostics in Workshop Manual (WSM), Section 415-00. Refer to PTS OASIS home page for TCU version identification. For claiming, use causal part 14G229.