

SSM 50257 - 2014-2020 Various Vehicles - MyFord Mobile and MyLincoln

Mobile App Functionality Concerns - 3G Cellular Network Decommission

Various 2014-2020 vehicles equipped with a 3G modem may experience a lack of 3Gmodem performance. This may be due to the 3G cellular service functionality being decommissioned starting August 2021 and through March 2022. As the 3G cellular service is decommissioned, vehicles equipped with the 3G telematics control unit (TCU) will lose MyFord Mobile and MyLincoln Mobile app functionality/connectivity. Repair or Replacement of the TCU should no longer be performed using existing service stock. Replacement of the 3G TCU for this concern will result in programming concerns and repairs should not be performed. The customer can pay to upgrade their 3G modem with a 4G modem by following the information in FSA 21B09. Refer to FSA 21B09 for reference and not for claiming.

APPLICABLE VEHICLES

2014 - 2020 CAR: C7 CD391N FUSION
2014 - 2017 CAR: CG C344N C-MAX
2016 - 2018 CAR: DH C346N FOCUS
2015 - 2017 CAR: C9 CD533N MKZ
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2015 - 2017 TRUCK: ME C489N MKC
2017 CAR: PL D544N CONTINENTAL
2016 - 2017 CAR: D9 U540N MKX