



TECHNICAL SERVICE BULLETIN

Modem Authorization After 3G To 4G Modem Upgrade - SYNC Screens 8 Inch Or Larger

22-2162

29 April 2022

Model:

Ford
2014-2017 C-MAX Energi
2016-2018 Focus BEV
2014-2020 Fusion PHEV
Lincoln
2017 Continental
2015-2017 MKC
2016-2017 MKX
2015-2017 MKZ/MKZ Hybrid

Issue: Some 2014-2017 C-MAX Energi, 2014-2020 Fusion plug-in hybrid electric vehicle (PHEV), 2015-2017 MKZ/MKZ Hybrid/MKC, 2016-2017 MKX, 2016-2018 Focus battery electric vehicle (BEV) and 2017 Continental vehicles equipped with SYNC screens 8 inch or larger may be unable to complete modem authorization after 3G to 4G modem upgrade was performed. No Authorization popup displayed on SYNC infotainment screen during the Authorization process. This may be due to the Sync software. To correct the condition, follow the Service Procedure to toggle Valet Mode.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- One of the Following vehicles:
 - 2014-2017 C-MAX Energi
 - 2014-2020 Fusion PHEV
 - 2015-2017 MKZ/MKZ Hybrid
 - 2015-2017 MKC
 - 2016-2017 MKX
 - 2016-2018 Focus BEV
 - 2017 Continental
- Unable to complete modem authorization after 3G to 4G modem upgrade was performed

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
Toggle The Valet Mode Following The Service Procedure (Do Not Use With Any Other Labor Operations)	222162A	0.3 Hrs.

Repair/Claim Coding

Causal Part:	14G229
Condition Code:	04

Service Procedure

NOTE: During the new 3G to 4G modem upgrade, Integrated Diagnostic System (IDS) tool must be at software level 125.04 or higher and connected to the internet.

1. Turn the ignition key to the ON position.
2. Access valet mode in the infotainment display screen, Settings > Vehicle > Valet Mode.
3. Enable Valet Mode (turn on), when prompted, enter Universal PIN 3681. Repeat the same PIN as necessary.
4. Turn the ignition key to the OFF position, allowing the vehicle display to power down fully.
5. Turn the ignition key to the ON position.
6. Disable (turn off) valet mode.
 - (1). To disable Valet Mode (turn off), when prompted, enter Universal PIN 3681. Repeat the same PIN as necessary.
7. Turn the ignition key to the OFF position, allowing the vehicle display to power down fully.

NOTE: The vehicle is now ready for the customer to connect their phone using the latest version of the appropriate FordPass or LincolnWay app. Have the customer activate the vehicle following the app instructions.

8. Select Allow when the vehicle display screen popup appears on the SYNC infotainment screen. If no popup appears, repeat the previous steps to enable/disable Valet Mode.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.