
SSM 51129 2023 Transit - Various Connected Vehicle Features Inoperative And Telematics Control Unit (TCU) DTC U2100 - Built On Or After 01-Sep-2022

Some 2023 Ford Transit with 12 inch center display screen built on or after 01-Sep-2022 may exhibit inoperative connected vehicle features, such as the activate button missing in FordPass, unable to connect wirelessly to Android Auto or Apple CarPlay, or in-vehicle Wi-Fi hotspot unavailable and TCU diagnostic trouble code (DTC) U2100. This may be due to various software parameters in the TCU. To correct the condition, download and run the Telematics Control Unit (TCU) Configuration app on the latest level of the Ford diagnostic scan tool. For claiming use causal part number 14C708 and applicable labor times from Section 10 of the Service Labor Times Standard (SLTS) Manual.