

SSM 51838 2017-2023 Various Vehicles - Telematics Control Unit (TCU) – FordPass/Lincoln Way Feature Unavailable Message

In various 2017-2023 Ford and Lincoln vehicles, customers may receive a message in the FordPass or LincolnWay App stating Feature Unavailable. Since this is a fleet vehicle, it cannot access the (SYNC Connect) FordPass or LincolnWay app through the TCU Embedded Modem. If this message appears, the vehicle may be equipped with a fleet telematics module. Replacement of the TCU or TCU related repairs will not prevent this message from appearing. Refer the customer to in app FordPass Guides or LincolnWay Concierge Teams to aid with fleet telematics removal. Open app, select Account > Help > CHAT or CALL option.