TECHNICAL SERVICE BULLETIN
Modem Authorization/Remote Commands/Location Issues In App After 3G To 4G Modem Upgrade - 8 Inch Or Larger Center Display Screen

22-2309

02 August 2022

This bulletin supersedes 22-2230.

Model:

Ford 2013-2017 C-MAX Energi
2013-2018 Focus BEV
2013-2020 Fusion PHEV
Lincoln 2017 Continental
2015-2017 MKC
2016-2017 MKX
2015-2017 MKZ
2015-2017 MKZ Hybrid

Summary

This article supersedes TSB 22-2230 to update the Issue and Action.

Issue: Some 2013-2017 C-MAX Energi, 2013-2018 Focus battery electric vehicle (BEV), 2013-2020 Fusion plug-in hybrid electric vehicle (PHEV), 2015-2017 MKZ/MKZ Hybrid/MKC, 2016-2017 MKX and 2017 Continental vehicles equipped with 8 inch or larger center display screen may be unable to complete modem authorization after 3G to 4G modem upgrade was performed. No Authorization Pop-up will be displayed on the center display screen during the Authorization process. The vehicle may also not have proper functionality of remote app features such as remote start, return odometer, fuel information, or vehicle location incorrect in the app. 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 to correct the condition on vehicles that meet all of the following criteria:

- One of the following vehicles:

    - 2013-2017 C-MAX Energi
    - 2013-2018 Focus BEV
    - 2013-2020 Fusion PHEV
    - 2015-2017 MKZ/MKZ Hybrid
    - 2015-2017 MKC
    - 2016-2017 MKX
    - 2017 Continental

- At least one of the following concerns:

    - Unable to complete modem authorization after 3G to 4G modem upgrade was performed
    - Not have proper functionality of remote app features such as remote start, return odometer, fuel information or vehicle location incorrect in the app

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

Perform A PMI On The TCU And Toggle The Valet Mode Following The Service Procedure (Do Not Use With Any Labor Operations Outside Of This Article)	222309A	0.4 Hrs.
2017 C-MAX Energi: Check For Later Version Of IPC Software And Install (Can be Claimed With Operation A)	MT222309	Actual Time

Repair/Claim Coding

Causal Part:	14G229
Condition Code:	04

Service Procedure

NOTE: During the new 3G to 4G modem upgrade, the Integrated Diagnostic System (IDS) scan tool must be at software level 126.04 or higher and connected to the internet.

1. Start a new IDS session for the vehicle.

NOTE: Do not use a previous session for the VIN. If the IDS asks to select a prior session, choose None of the Above.

2. Perform a programmable module installation (PMI) on the telematics control unit (TCU).

3. For 2017 C-Max Energi vehicles, check for a later version of instrument panel cluster (IPC) software and install the latest software if available.

4. Turn the ignition key to the ON position.

5. Access valet mode in the center display screen, Settings > Vehicle > Valet Mode, or Settings > Valet Mode.

6. Enable (turn on) valet mode, when prompted, enter universal PIN 3681. Repeat the same PIN as necessary.

7. Turn the ignition key to the OFF position, allowing the center display screen to fully power down.

8. Turn the ignition key to the ON position.

9. Disable (turn off) valet mode.

   (1). To disable (turn off) valet mode, when prompted, enter universal PIN 3681. Repeat the same PIN as necessary.

10. Turn the ignition key to the OFF position, allowing the center display screen to fully power down.

11. Using the latest version of the FordPass or LincolnWay app, remove and then re-add the VIN to the mobile app.

NOTE: The same VIN can be used in multiple FordPass or LincolnWay devices. Any mobile device that might have previously had the VIN in the mobile app needs to have the VIN removed and then added back for proper remote functionality to return.

12. Select Allow when the pop-up appears on the center display screen. If no pop-up appears, repeat the previous steps to enable/disable valet mode.

13. Perform a remote lock/unlock and a remote start from the mobile app.