



## **SSM 52345 2022-2024 Various Vehicles - SYNC4 - Error Message When Trying To Enroll In Connected Services**

Some 2022-2024 various Ford/Lincoln vehicles equipped with SYNC 4 may experience concern where customers are receiving an error message when trying to enroll in connected services. This may be due to the gateway module (GWM) software. To correct the concern, download and run the Transport and Factory Mode Deactivation app: under HS1 modules select BCM > Transport and Factory Mode > Download > Run. When the pop-up message appears for Change Vehicle Mode - Transport/Factory/Normal Mode, press OK. This will proceed to the Transport and Factory Mode Deactivation screen, select Unlock Vehicle Connectivity Settings (21 MY + Vehicles). A pop-up message appears noting Vehicle Is Now In Normal Mode, select OK. This will return to the Transport and Factory Mode Deactivation screen, select Exit. A final pop-up notification stating that the application is finished, select OK. For claiming, use causal part 14G490 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.