

Information and Entertainment System

Symptom Chart: Ford Telematics

Condition	Possible Sources	Actions
Ford Telematics not reporting, intermittently reporting or reporting incorrect data	Refer to the Pinpoint Test	GO to Pinpoint Test A

Pinpoint Test

Ford Telematics Not Reporting, Intermittently Reporting Or Reporting Incorrect Data

Refer to Wiring Diagrams Cell 141 for schematic and connector information.

Normal Operation and Fault Conditions

REFER to: [Information and Entertainment System - Overview](#) (415-00E Information and Entertainment System - General Information - Vehicles With: Ford Telematics, Description and Operation).

REFER to: [Information and Entertainment System - System Operation and Component Description](#) (415-00E Information and Entertainment System - General Information - Vehicles With: Ford Telematics, Description and Operation).

Possible Causes

- Inadequate cellular or GPS reception
- Fuse
- Telematics module and telematics module harness

Visual Inspection and Diagnostic Pre-Checks

- Verify the vehicle being diagnosed is within adequate cellular network coverage.
- Verify the vehicle is in an open location with a clear view to the sky that is free from obstacles such as tall buildings or large trees.
- Verify the telematics module harness inline fuse (3A) is OK. If not OK, replace the fuse then [GO to Pinpoint Test A](#)
- Verify the telematics module harness connectors for corrosion, damaged or bent pins or pushed-out pins. Make sure they seat and latch correctly.

PINPOINT TEST A : FORD TELEMATICS NOT REPORTING, INTERMITTENTLY REPORTING OR REPORTING INCORRECT DATA

A1 CHECK THE RECEPTION AND THE FOUR STATUS INDICATORS

NOTE: Successful validation of the Ford telematics is dependent on both GPS and cellular network signal strength. The vehicle may need to be relocated with sky-view for better reception, i.e., outside.

- Start the engine.
- Run engine for 30 seconds.
- Ignition OFF.
- Wait 10 seconds.
- Start the engine.
- Run engine for 30 seconds.
- Ignition OFF.
- Wait 10 seconds.
- Access the "Telogis Installation QA Lookup" website at: <http://toolbox.telogis.com/otr/vinlookup.php>.
- **NOTE:** The VIN search in this step must be completed within 15 minutes of the last engine start.

Enter the vehicle VIN.

- Select "Find Unit".
- **NOTE:** A system that is operating correctly has a green status indicator next to four data fields: VIN, Last Contact, Last GPS Fix, and Last CAN Data.

Observe the color of the four status indicators.

Are all four status indicators green?

Yes	The system is operating correctly at this time. The concern may have been caused by the vehicle being outside of cellular network coverage or obstructions in the GPS antenna's line of sight.
No	GO to A2

A2 RESET THE TELEMATICS MODULE AND RECHECK THE FOUR STATUS INDICATORS

- Disconnect Telematics Module C2409A.
- **Wait one minute.**
- Connect Telematics Module C2409A.
- Start the engine.
- Run engine for 30 seconds.
- Ignition OFF.
- Wait 10 seconds.
- Start the engine.
- Run engine for 30 seconds.
- Ignition OFF.
- Wait 10 seconds.

- Access the "Telogis Installation QA Lookup" website at: <http://toolbox.telogis.com/otr/vinlookup.php>.
- **NOTE:** *The VIN search in this step must be completed within 15 minutes of the last engine start.*

Enter the vehicle VIN.

- Select "Find Unit".
- **NOTE:** *A system that is operating correctly has a green status indicator next to four data fields: VIN, Last Contact, Last GPS Fix, and Last CAN Data.*

Observe the color of the four status indicators.

Are all four status indicators green?

Yes	The system is operating correctly at this time.
No	WAIT 30 seconds. GO to A3

A3 RECHECK FOR CORRECT TELEMATICS SYSTEM OPERATION

- Start the engine.
- Run engine for 30 seconds.
- Ignition OFF.
- Start the engine.
- Run engine for 30 seconds.
- Ignition OFF.
- Wait 10 seconds.
- Access the "Telogis Installation QA Lookup" website at: <http://toolbox.telogis.com/otr/vinlookup.php>.

- **NOTE:** *The VIN search in this step must be completed within 15 minutes of the last engine start.*

Enter the vehicle VIN.

- Select "Find Unit".
- **NOTE:** *A system that is operating correctly has a green status indicator next to four data fields: VIN, Last Contact, Last GPS Fix, and Last CAN Data.*

Observe the color of the four status indicators.

Are all four status indicators green?

Yes	The system is operating correctly at this time.
No	INSTALL a new Ford Telematics kit (both telematics module and telematics module harness). REFER to: Telematics Module (415-00E Information and Entertainment System - General Information - Vehicles With: Ford Telematics, Removal and Installation). GO to A1