

SSM 49795 - Various 2018-2021 Ford And Lincoln Vehicles - Unable To Perform Remote Commands Via The FordPass/LincolnWay App - Erroneous Deep Sleep Message

Some 2018-2021 Ford and Lincoln vehicles may not be able to perform remote commands via the FordPass/LincolnWay App due to an erroneous deep sleep message. If the vehicle has been driven within 14 days and the battery state of charge is above 9.5 volts when the deep sleep message set, this is an erroneous message. Starting and running the vehicle will clear the message and allow the remote commands to function again. Inform customers that engineering is currently working on a solution for this condition that will be released via an over the air (OTA) update that is expected in June 2021. Replacement or reprogramming of the telematics control unit (TCU)/gateway module (GWM) will not resolve this condition. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.

APPLICABLE VEHICLES

2020 - 2021 CAR: TV U611N AVIATOR
2018 - 2019 CAR: PL D544N CONTINENTAL
2018 - 2019 CAR: BW B515A ECOSPORT INDIA
2018 - 2019 TRUCK: UB U502N EXPLORER
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2019 - 2021 CAR: DQ CD539N EDGE
2020 - 2021 CAR: TF CX483N CORSAIR
2018 - 2019 TRUCK: M2 C520N ESCAPE
2018 - 2021 TRUCK: B8 U553N EXPEDITION
2018 - 2020 TRUCK: FC P552N F-150
2021 TRUCK: FD P702N F150
2018 - 2021 CAR: D9 U540N MKX
2018 - 2021 CAR: ZG S550N MUSTANG
2018 - 2021 TRUCK: B9 U554N NAVIGATOR
2020 - 2021 CAR: TW U625N EXPLORER
2019 CAR: CT B299N FIESTA MCA
2019 - 2021 TRUCK: FE P558N SUPER DUTY
2018 - 2020 CAR: C7 CD391N FUSION
2018 - 2020 CAR: C7 CD391N FUSION
2019 - 2021 TRUCK: FG P375N RANGER
2019 - 2020 CAR: HC V408E TRANSIT CONNECT
2019 - 2020 CAR: HC V408E TRANSIT CONNECT
2021 CAR: HD CX430N C-SUV
2021 CAR: GW CX727N C-EV