

## **SSM 50975**

### **2017-2022 Various Ford And Lincoln Vehicles - Deep Sleep Mode Notification In FordPass® And/Or LincolnWay® Cell Phone Apps**

Some 2017-2022 Ford/Lincoln customers may experience a notification in the FordPass®/LincolnWay® app indicating Vehicle Has Entered Deep Sleep Mode. This occurs when the vehicle has not been started for 14 consecutive days, battery voltage is at/below 9.5 volts or the body control module (BCM) 12 volt battery state of charge (SOC) drops below 50%. A warning may also set if the telematic control unit (TCU) has received an over the air update. The TCU powers down all communication when in this mode and app features are disabled. Manually start the vehicle to wake if from mode. More information is located in the app under: Account > Help > search 'Deep Sleep' in the entry box. If the condition remains, check the BCM 12v SOC. If the SOC does not change after charging the battery or after BMS reset is performed, continue with normal battery and/or BMS sensor diagnostics.