

SSM 51725

2020-2023 Various Vehicles - SYNC3 - Inaccurate Deep Sleep Notifications In FordPass/LincolnWay

Some 2020-2023 Ford and Lincoln SYNC3 equipped vehicles may experience an inaccurate notification in the FordPass®/LincolnWay® app indicating Vehicle Has Entered Deep Sleep Mode. Vehicle Has Entered Deep Sleep Mode message is expected if 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%. If the vehicle is going into deep sleep outside these conditions, this may be due to the telematics control unit (TCU) software. To correct this condition, follow the Service Procedure to update the TCU to the latest software. For claiming, use causal part 14G229 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.