

SSM 51379

2021-2023 F-150/Transit, 2022-2023 F-150 Lightning - Discontinued Features In FordPass

Some 2021-2023 F-150/Transit, 2022-2023 F-150 Lightning vehicles may experience issues utilizing the Smart Hitch, ProPower Onboard or Onboard Scales features (if equipped) in the FordPass app. Symptoms may include inability to connect, incorrect data displayed in the app, no weight displayed, unable to power on/off the feature, unable to turn on generator mode (gas vehicles only). The connection for these features has been removed from the Android version of the FordPass app, and will soon be removed from the iOS version. The Smart Hitch and Onboard Scales will also be removed in a future FordPass release expected no later than March 1st, 2023. Full functionality of these features will remain in vehicle, but will not be controllable from FordPass. Advise the customer of the FordPass changes and do not perform any repairs for this concern.