TECHNICAL SERVICE BULLETIN
PHEV - Deep Sleep Mode Notification In Ford Pass And/Or Lincoln Way Apps

22-2078
02 March 2022

Model:

Ford 2020-2022 Escape	PHEV
Lincoln 2021-2022 Corsair	PHEV
2020-2022 Aviator	PHEV

Issue: Some 2020–2022 Escape/Aviator plug-in hybrid electric vehicle (PHEV) and 2021–2022 Corsair PHEV vehicles may exhibit a FordPass or LincolnWay App message notification indicating deep sleep mode and connectivity is temporarily unavailable while the vehicle is plugged in during high voltage battery charging. The vehicle may also exhibit an inoperative remote start feature and/or lock and unlock functionality. This may be due to the software in the telematics control unit (TCU). To correct this condition, follow the Service Procedure to reprogram the TCU.

NOTE: The vehicle may report a deep sleep mode due to not being started for 14 consecutive days or battery voltage is at/or below 9.5 volts. More deep sleep mode information can be found in the FordPass or LincolnWay apps under: More > Help > click in search entry box > type "deep sleep" and click on Ask.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all the following criteria:

- One of the following vehicles:
  - 2020-2022 Escape/Aviator
  - 2021-2022 Corsair
- PHEV
- Deep Sleep Mode message while the vehicle is plugged in during high voltage battery charging

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020-2022 Escape/Aviator PHEV, 2021-2022 Corsair PHEV: Reprogram The TCU (Do Not Use With Any Other Labor Operations)	222078A	1.2 Hrs.

Repair/Claim Coding

Causal Part:	14G229
Condition Code:	04

Service Procedure

1. Reprogram the TCU using the latest software level of the Ford Diagnosis and Repair System (FDRS).

NOTE: TCU programming time could take up to 2 hours, no technician interaction is required once the programming has started.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.