

Error Code	Message	Probable Cause or Condition	Solution
User Location Errors - user smartphone not in an area with adequate data coverage			
20001	The command could not be completed at this time. Please try again later (00020001)	An unknown error occurred which did not provide an error code	<ul style="list-style-type: none"> • Retry command • Move phone to an area with adequate data signal level • Connect to or disconnect from an available Wifi signal • Exit and restart the application - may require re-entry of user name and password. • Verify phone has a connection to the internet
20002	The communication to the server failed. Please try again later. (00020002)	The user smart phone cannot communicate/connect to the server. Note: this error may also occur on certain iPhones if the app is suspended or phone sleep before a command sequence is completed.	<ul style="list-style-type: none"> • Retry command • Move phone to an area with adequate data signal level • Check Remote Access password is correct. Close and re-open the app and re-enter the system password. • Disconnect from an available Wifi signal (turn off Wifi) • If Cellular Data signal low, turn Wifi On • Verify phone has a connection to the internet
Vehicle Location Errors - vehicle not in an area with adequate data coverage			
11000	The command could not be confirmed at this time. Please try again later (00011000)	<p>A response was not received from the vehicle or the command request timed out.</p> <p>Intermittent or occasional experiences: This may indicate that the vehicle is in a poor data area or is experiencing a failure in communicating/ connecting to the data server. The following are some typical reasons:</p> <ul style="list-style-type: none"> • Cellular data network traffic may be high and slowing data transfer to the device • there may be a local cell tower problem • the device is temporarily offline due to system maintenance. • users/vehicle maybe in a remote location (camping etc...) that have poor coverage - the error will likely persist until the vehicle is moved back to an area with sufficient coverage. • (Rare/Unlikely) may be an indication of a fault in the device or device status on the network - call 1-800-FORDKEY if the problem last more than a few days and also happens at multiple locations. <p>Note: The vehicle and your cell phone may not be communicating through the same network or tower so smart phone connection bars are not an indicator of vehicle signal strength.</p>	<ul style="list-style-type: none"> • Retry command, data signal levels at your vehicle may change over time • Move vehicle to an area with adequate data signal level • Verify vehicle has battery power. • call 1-800-FORDKEY if the problem last more than a few days and happens at multiple locations. <p><i>Tip: It might be a good idea to check data signal level before you leave the vehicle! Signal level can be confirmed by using the Remote Access app to LOCK the vehicles doors when you park the vehicle.</i></p>
Vehicle Status or State Related Error Codes			
10004	Commands are not allowed while vehicle is not in Park (00010004)	Vehicle is not in park so Remote Access commands are not permitted.	<ul style="list-style-type: none"> • Make sure vehicle is park and ignition key is fully removed , retry the command
10005	This command is not allowed while vehicle ignition is on (00010005)	Vehicle ignition is in the RUN or ACCESSORY position. Remote start or stop commands are not permitted while the ignition key is on.	<ul style="list-style-type: none"> • Verify vehicle ignition key is turned OFF, retry the command
10030	The vehicle did not respond to your command. Please try again later (00010030)	The Remote Access system could not verify the vehicle completed the command. The error may be displayed even if the vehicle performed the requested functions.	<ul style="list-style-type: none"> • Retry command • Turn ignition key ON for a few seconds then OFF • Lock/Unlock the vehicle with door switch • Check for low battery, charge vehicle battery.
10031	The vehicle did not respond to your command. Please try again later (00010031)	The vehicle engine starting systems denied the remote start command from Remote Access.	<ul style="list-style-type: none"> • Retry command • Turn ignition key ON for a few seconds then OFF • Check for low battery, charge vehicle battery • See dealer if check engine indicator is active
10034	The maximum number of remote starts per hour has been reached. Maximum remote starts exceeded. Please cycle the vehicle's ignition ON. Then OFF, or try again later (00010034)	The total remote start run time and/or number of start extend times has been limited by the system or vehicle.	<ul style="list-style-type: none"> • Wait 1 hour and retry command • Turn ignition key ON then Off to reset allowable remote start run time
10035	The vehicle alarm was triggered. Commands cannot be completed at this time (00010035)	The START command cannot be used when the vehicle alarm is triggered and the alarm cycle is active. The LOCK, UNLOCK and FIND commands are allowed.	<ul style="list-style-type: none"> • Check status of vehicle • Disarm/Reset the alarm • Wait for alarm cycle to complete and try again
10036	The remote start feature is disabled. Please check your vehicle settings (00010036)	The vehicle remote start function is disabled or not set to active. This is controlled in the vehicles Driver Information Center menu.	<ul style="list-style-type: none"> • Go to REMOTE START setting in the vehicle driver information menu • Find the System setting and ensure the indicated box is checked
10037	The vehicle cannot be remote started at this time because the hood is open (00010037)	The hood is ajar so the remote command failed.	<ul style="list-style-type: none"> • Check / verify the vehicle hood is closed and retry command
10040	The command could not be completed while vehicle is in power save mode (00010040)	The Remote Access system is in power save mode because the ignition key has not been turned on for more than 72 hours. Commands are denied by the Remote Access system while in power save mode.	<ul style="list-style-type: none"> • Turn Ignition Key On for a few seconds then OFF, retry command after a few minutes • Set wake-up schedule (may need to wait up to 24 hrs. before commands become available) <p><i>Tip: set a wake-up schedule if you anticipate not to drive the vehicle for more than 3 days, but do plan to use the Remote Access system.</i></p> <p><i>See "Power Save" section in FAQ doc or system Owner's Manual for more information.</i></p>
0001FFFF	The command could not be completed at this time. Please try again later.	Unexpected system error occurred	<ul style="list-style-type: none"> • Retry command • Verify phone has a connection to the internet • Close and re-open the app, login using system password

Other error conditions not listed here may occur on very rare occasion - retry the command