

**SSM 48364 - 2018-2019 Expedition/Navigator, 2019 Edge/Nautilus, 2020 Explorer/Aviator - Family Entertainment System - Audio/Video Not Synced When Using The Vehicle Speakers**

Some 2018-2019 Expedition/Navigator, 2019 Edge/Nautilus, 2020 Explorer/Aviator vehicles equipped with a family entertainment system may experience an issue where the audio not synchronized with the video display when using the vehicle speakers. To correct this condition, contact the VOXX Customer Service Department at 1-866-869-7888. For claiming, refer to the Warranty and Policy manual for Ford Licensed Accessories.