

SSM 48935 - 2019 Various Vehicles - Audio Voice Prompt Concerns While Providing Directions

Some 2019 F-150/Ranger/Continental/Edge/Nautilus/Mustang/Fusion/MKZ vehicles may experience voice prompts that skip or have short pauses while directions are being provided. Engineering is currently working on a solution for this condition. Please inform customers that Ford is developing a software fix that is expected in early August. In the interim, let the customer know they can continue to drive the vehicle and schedule a follow-up appointment with the customer for early August 2020. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

APPLICABLE VEHICLES

2019 CAR: PL D544N CONTINENTAL

2019 CAR: DQ CD539N EDGE

2019 TRUCK: FC P552N F-150

2019 CAR: C7 CD391N FUSION

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2019 CAR: D9 U540N MKX

2019 CAR: C9 CD533N MKZ

2019 CAR: ZG S550N MUSTANG

2019 TRUCK: FG P375N RANGER