

SSM 49912 –

2021 F-150/Edge - Compass Inop And/Or Stuck In One Direction - SYNC4 Without Navigation - Engineering Investigation

Some 2021 F-150/Edge vehicles equipped with SYNC4 without navigation may exhibit a condition where the compass is inoperative and/or stuck in one direction in instrument cluster and/or SYNC4 screen. This may be due to a software concern in the telematics control unit (TCU). Inform customers that Ford is currently working on a software update that will be released via an over the air (OTA) update expected in July 2021, and that the TCU software will update automatically if the vehicle has Vehicle Connectivity turned ON in the touchscreen Settings. Let the customer know they can continue to drive the vehicle, and contact the customer in August to determine if they received the update. If the customer needs further assistance with the update, schedule a follow-up appointment. Monitor OASIS for updates.

APPLICABLE VEHICLES
2021 CAR: DQ CD539N EDGE
2021 TRUCK: FD P702N F150