

SSM 50163 - 2020-2021 Navigator/Aviator - SYNC 3 - Climate Control Temperature Degrees Do Not Appear In The SYNC Screen

Some 2020-2021 Navigator and Aviator vehicles may exhibit a condition where the degrees do not appear in the SYNC screen when adjusting the climate control temperature. This may be due to the SYNC software installed in the accessory protocol interface module (APIM). Engineering is currently developing a software update that is expected in January 2022. Once the software update is available, it will be made available to customers who have enabled SYNC 3 Automatic Updates with their vehicle connected to a Wi-Fi network. Repair appointments should be scheduled for customers in February 2022 who do not receive Automatic Updates. Monitor OASIS for updates.

APPLICABLE VEHICLES

2020 - 2021 TRUCK: B9 U554N NAVIGATOR

2020 - 2021 CAR: TV U611N AVIATOR