

SSM 50294 - 2021 F-150 - Instrument Panel Cluster (IPC) Goes Blank Or Reboots During Incoming Or Outgoing Cell Phone Calls

Some 2021 F-150 vehicles may experience the IPC going blank or rebooting during an incoming or outgoing cell phone call. This may be due to the cell phone connected to SYNC having an emoji alongside the text of a name in the cell phone's contact list. If suspected, interview the customer about the concern happening during calls with specific contacts. If confirmed, have the customer remove emojis from the text of names in their contact list and re-evaluate. Inform customers that engineering is currently working on a solution for this condition and will be released via an over the air (OTA) software update expected in February 2022. Software will update automatically if the vehicle is connected to FordPass. Monitor OASIS for additional information. Schedule a service appointment for customers that are not connected to FordPass once the repair becomes available.

APPLICABLE VEHICLES
2021 TRUCK: FD P702N F150