

SSM 50375 - 2016-2021 Various Vehicles - Loss of Navigation Voice Prompts After A SYNC Map Update

Some 2016-2021 Ford and Lincoln vehicles equipped with SYNC 3 may exhibit a condition where the navigation voice prompts are inoperative after a SYNC map update. This may be due to an incomplete installation of the SYNC map software. If possible, using the original USB that installed the update, reperform the update and verify the navigation voice prompts have returned. Multiple reboots are expected when this update is being performed. Verify the Installation Is Complete message displays in the touch screen. If the original USB is not available, go to website <https://syncnavigation.com/ford/home> or <https://syncnavigation.com/lincoln/home> to download the files once more for the affected vehicle. For further map update support, reference the FAQ section on these websites.

APPLICABLE VEHICLES

2016 - 2018 CAR: CG C344N C-MAX
2018 - 2021 CAR: BW B515A ECOSPORT INDIA
2016 - 2020 CAR: DQ CD539N EDGE
2016 - 2019 TRUCK: M2 C520N ESCAPE
2020 - 2021 CAR: TC CX482N ESCAPE
2016 - 2017 TRUCK: B7 U222N EXPEDITION
2018 - 2021 TRUCK: B8 U553N EXPEDITION
2017 - 2019 TRUCK: UB U502N EXPLORER
2020 - 2021 CAR: TW U625N EXPLORER
2016 - 2020 TRUCK: FC P552N F-150
2016 TRUCK: FA P473N SUPER DUTY
2017 - 2021 TRUCK: FE P558N SUPER DUTY
2016 - 2018 CAR: CT B299N FIESTA MCA
2016 - 2019 TRUCK: P3 D471N FLEX
2016 - 2018 CAR: DH C346N FOCUS
2017 - 2020 CAR: C7 CD391N FUSION
2017 - 2020 CAR: C7 CD391N FUSION
2016 - 2021 CAR: ZG S550N MUSTANG
2016 - 2019 CAR: PH D258N TAURUS
2016 - 2021 TRUCK: TH V363N TRANSIT
2016 - 2021 CAR: HC V408E TRANSIT CONNECT
2016 - 2021 CAR: HC V408E TRANSIT CONNECT
2021 CAR: HD CX430N C-SUV
2019 - 2021 TRUCK: FG P375N RANGER
2017 - 2020 CAR: PL D544N CONTINENTAL
2020 - 2021 CAR: TF CX483N CORSAIR
2016 - 2019 TRUCK: ME C489N MKC
2016 CAR: LE D385N MKS
2016 - 2019 TRUCK: P4 D472N MKT
2016 - 2020 CAR: D9 U540N MKX
2017 - 2020 CAR: C9 CD533N MKZ
2017 - 2020 CAR: C9 CD533N MKZ
2016 - 2017 TRUCK: B5 U228N NAVIGATOR
2018 - 2021 TRUCK: B9 U554N NAVIGATOR
2020 - 2021 CAR: TV U611N AVIATOR