

SSM 50383 - 2021 F-150/Mustang Mach-E - Over-The-Air (OTA) Failed Message In The Center Touchscreen / SYNC Software Does Not Download From The USB

Some 2021 F-150/Mustang Mach-E vehicles may display OTA Update Not Successful messages on the vehicle's center touchscreen. Also, when a software update is being performed on the accessory protocol interface module (APIM) using the FDRS, the center touchscreen may not indicate the APIM software is downloading when plugging a USB drive into the vehicle. This may be due to an APIM software concern. Inform customers that Ford is currently working on a solution for this condition that is to be released via the Ford Diagnosis and Repair System (FDRS) in February 2022. Inform the customer that they can continue to drive the vehicle and only need to schedule a follow-up appointment if they are still experiencing the OTA Update Not Successful message in March 2022 or if the APIM is not able to be updated via the FDRS. Monitor OASIS for updates.

APPLICABLE VEHICLES
2021 TRUCK: FD P702N F150
2021 CAR: GW CX727N C-EV