

SSM 50970

2021-2022 Edge - USB Drive Not Recognized During APIM Software Update Or Center Display Screen Not Acknowledge USB Programming Has Started

Some 2021-2022 Edge vehicles may exhibit a concern during an accessory protocol interface module (APIM) software update where the vehicle fails to recognize the universal serial bus (USB) drive or center display screen does not acknowledge USB programming has started. If the Ford Diagnosis and Repair System (FDRS) application titled Module Update Repair has been performed previously but the vehicle fails to indicate that the USB programming has started, inform customers that they can continue to drive the vehicle and engineering is currently working on a solution, expected by the end of August 2022. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.