

SSM 51243

2022 Expedition/Navigator - Rear Seat Entertainment Screens Staying On - Battery Drain

Some 2022 Expedition/Navigator vehicles may experience rear seat entertainment screens staying on with possible battery drain. This may be due to Amazon entertainment system software. An over-the-air (OTA) software update was launched by Amazon on 14-Oct-2022 to remedy this concern. This update will not show in the Ford OTA Dashboard since the rear seat entertainment system is a stand-alone feature. For the Amazon OTA update to occur, vehicle power needs to be turned on, touch each display, select Settings > Network > Turn On Wi-Fi. Customer will need to connect to their Amazon account. The Amazon entertainment system software OTA update will happen automatically as soon as Amazon account is connected.