

SSM 51501

2023 F-Super Duty - Missing Pop Up Activation After Selecting Active Vehicle On The FordPass App

Some 2023 F-Super Duty vehicles may exhibit concerns with missing pop up information on the center display screen after selecting Active Vehicle on the FordPass app. This may be due to Apple CarPlay/Android Auto running on the center display screen. These issues will recover after a key cycle. This may be due to the APIM software. Replacement or reprogramming of the APIM may not resolve this condition. As an interim action, disable Apple CarPlay/Android Auto and send another activation request. The customer should get the activation request in the following ignition cycle. 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 Q2 2023. Monitor OASIS for additional information.