

SSM 51518

2021-2023 F-150 - Equipped With 8 Inch IPC Screen And SYNC™ Without Navigation - Compass Direction Indication Stuck Or Not Updating Correctly In IPC

Some 2021-2023 F-150 vehicles equipped with minor feature codes HKRAC (8 inch instrument panel cluster (IPC) screen) and HKCAA (SYNC™ without navigation) may exhibit a condition where the compass direction indication is stuck or not updating correctly in the IPC. To confirm a vehicle is built with minor feature codes HKRAC and HKCAA, review the build information by double-clicking the vehicle identification number in the upper left-hand corner in the Professional Technician System (PTS). This may be due to a software concern in the instrument panel cluster (IPC). Engineering is currently working on a software update to address this concern. Inform the customer they can continue to drive the vehicle. For 2021 F-150 vehicles exhibiting this concern, perform Technical Service Bulletin 21-2388 and confirm if the concern is still present. Monitor for OASIS for updates.