

SSM 51762

2021-2023 Various Vehicles - Navigation Feature Unable To Change From Miles To Kilometers On SYNC 4 Equipped Vehicles

Some 2021-2023 Ford and Lincoln vehicles equipped with SYNC 4 may exhibit the navigation feature in the center display screen only displaying imperial units and not being able to change to metric. This may be due to the software level of the SYNC module (APIM). This issue does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time. Inform customers that engineering is currently working on a solution for this condition and will be released via Ford Power-Up software updates delivered over-the-air (OTA) expected in September 2023. Software will update automatically if vehicle connectivity is enabled in the vehicle's settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update in September 2023. Monitor OASIS for additional information.