



SSM 52110 2024 Nautilus - HVAC - Temperature Settings Inaccurate When Using Voice Commands

Some 2024 Nautilus vehicles may exhibit inaccurate temperatures on the center display screen when requesting a temperature change using voice commands. Setting temperature and display can still be accurately increased/decreased by adjusting the touch controls. This may be due to a software interaction between the heating, ventilation and air conditioning (HVAC) module and SYNC module (APIM). 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 Q2 2024. 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 Q2 2024. Monitor OASIS for additional information.