



SSM 52288 2024 Ranger - Offroad Screen Causes Android Audio To Pause

Some 2024 Ranger vehicles may exhibit a condition where Android Audio briefly pauses when launching Pitch And Roll from the Off-Road screen. This may be due to the accessory protocol interface module (APIM) software. Reprogramming or replacing the APIM will not resolve this condition. 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 Q4 2024. The 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 December 2024. Monitor OASIS for additional information.