



SSM 52289 2024 Ranger - Navigation Does Not Respond To Voice Command

Some 2024 Ranger vehicles may exhibit a condition where the navigation does not respond to voice commands, followed by a prompt to turn connected navigation On while the connected navigation settings are on in the connected vehicle features settings. This may be due to the accessory protocol interface module (APIM) software. Reprogramming or replacement of 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. 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.