



SSM 52316 2024 F-150 - SYNC - Non-Responsive Alexa™ Commands During Media Streaming Requests

Some 2024 F-150 vehicles may exhibit non-responsive media streaming requests when utilizing Alexa™ voice commands. Media selections can still be selected through the center display screen. This may be due to the accessory protocol interface module (APIM) software. Replacement or reprogramming 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 Q3 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 Q3 2024. Monitor OASIS for additional information.