



SSM 52549 2024 F-150 Lightning - Emergency Tow Feature - Intermittent Missing Pop-Up Message When The Key Is In The Off Position

Some 2024 F-150 Lightning vehicles placed in emergency tow state may exhibit a missing pop-up message from the instrument panel cluster (IPC) during early vehicle re-entry with the key in the OFF position. If the vehicle has not fully entered sleep mode or locked, entry through any door within 10-30 minutes may not induce pop-up message visibility when the key is still in the OFF position. Changing the ignition key state to ON will result in a visible emergency tow pop-up message in the IPC. This may be due to the IPC software. Replacement or reprogramming of the IPC will not resolve this condition. Inform customers that engineering is currently working on a solution for this condition and will be released via a software update delivered over-the-air (OTA) expected in Q4 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 Q4 2024. Monitor OASIS for additional information.