



TECHNICAL SERVICE BULLETIN

2024 Nautilus - Inaccurate Clock, Google Map Not Displaying, And/OR Weather Not Updating Along With The Inability To Sign Into Google Automotive Services To Edit A Profile

24-2175

29 May 2024

Model:

Lincoln
2024 Nautilus

Issue: Some 2024 Nautilus vehicles may have a clock that is inaccurate and/or weather information may not be able to update along with the inability to sign-in to Google Automotive Services to update or edit a profile. During this time the Google Map may also not display in the panoramic display screen next to the speedometer. This may be due to a concern with the TCU software.

NOTE: It is normal for the Google Map to not appear in the panoramic display when in calm mode or when using the Waze app.

NOTE: The TCU software update that addresses the symptom listed in this article may have been delivered OTA to connected vehicles that have automatic updates enabled through the vehicle's center display screen. Enter the VIN in PTS and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the APIM has successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2024 Lincoln Nautilus
- Inaccurate clock, Google Map not displaying, and/or weather not updating along with the inability to sign into Google Automotive Services to edit a profile

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2024 Nautilus: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT242175	Actual Time

Repair/Claim Coding

Causal Part:	14F546
Condition Code:	04

Service Procedure

NOTE: The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, USB flash drive variability, and the potential that CAN flashing (software update via the DLC with FDRS) may be required. Connect to the internet with an ethernet cable, use a USB 3.2 Gen 2 or higher flash drive. When performing USB software updates, using high speed USB ports on the laptop is recommended for faster file transfer.

1. Is FSA 24B09 open on this vehicle?

(1). Yes - complete and claim FSA 24B09, proceed to Step 2.

(2). No - proceed to Step 2.

2. Start an FDRS session and navigate to Toolbox tab > Datalogger > body control module (BCM) and select the BATT_SOC_PID. Verify the PID reads 50% or higher.

NOTE: Connecting the battery charger negative clamp directly to the battery negative terminal might result in the SOC_PID not immediately reflecting the improvement from charging.

(1). If the SOC is less than 50%, charge the battery by attaching the battery charger's negative clamp to the engine or chassis ground and not the negative battery terminal. Refer to WSM, Section 414-01.

(2). If the battery is unable to achieve a 50% SOC, use the Rotunda GRX-3590 or DCA-8000 testers to verify if replacement is required.

- If the battery does not need to be replaced, disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.
- If the battery is replaced, fully charge the new battery, disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.

3. Reconnect the battery charger and set it to maintain a vehicle voltage of 12.6-13.6 volts. A low battery SOC while performing a software update to any module may result in a repeat "Restart Required" message in the vehicle's center display screen or a message on the FDRS saying "Part Number Validation Failed" or "DID Validation Failed".

4. Is there a GWM update available?

(1). Yes - proceed to Step 7.

(2). No - proceed to Step 5.

5. Is there an APIM update available?

(1). Yes - proceed to Step 7.

(2). No - proceed to Step 6.

6. Is there a TCU update available?

(1). Yes - proceed to Step 7.

(2). No - this article does not apply.

7. Prepare to update the software for the GWM, APIM, and TCU.

(1). A 32GB or larger USB flash drive is required for GWM, APIM, and TCU software updates. USB 3.2 Gen 2 or higher is recommended for faster file transfer on both the computer port and the USB flash drive.

(2). Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If "File System" under the General tab is not "exFAT", the drive must be formatted.

(3). To format the USB flash drive:

- Right click on the USB flash drive.
- Select Format, select exFAT for the File System.
- Select Default Allocation Size for the Allocation Unit Size.

(4). De-selecting Quick Format is not necessary and results in a lengthier operation.

8. Using the FDRS, begin module programming by selecting the "SW Updates" tab. Follow all on-screen instructions carefully.

9. When prompted, connect the USB flash drive to the FDRS.

10. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS. Start the vehicle (KOER) then connect the USB flash drive to the USB media hub to install the software into the module. When the USB software update begins, the center display screen displays a message stating "Do Not Remove USB". The update may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

11. When the vehicle's center display screen prompts to restart the vehicle:

(1). Turn the vehicle OFF.

(2). Wait 10 minutes.

(3). Restart the vehicle (KOER). The update is still in process at this time.

12. Follow FDRS on-screen prompts to complete the update.

NOTE: It may take up to 5 minutes before "Update Successful" appears in the vehicle's center display screen. After 5 minutes if "Update Successful" pop-up is not shown on the center display screen, remove the USB flash drive and select YES on the FDRS prompt stating "Was The USB Update Successful" (FDRS verifies if the module software update was successfully installed on the module).

NOTE: The center display may incorrectly indicate that the USB update was unsuccessful. When prompted by FDRS "Was the USB update successful" select Yes to continue with the remainder of the programming procedure.

Modules will be updated in the following order: GWM first, APIM second, TCU third.

13. Perform the software update for the GWM. Did the USB software update begin on the vehicle's center display screen?

(1). Yes - proceed to Step 14.

(2). No - proceed to Step 15.

14. Follow all update screens.

(1). Follow the center display screen prompts.

(2). Follow FDRS prompts to complete the GWM programming.

- Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

(3). Perform a network test using the FDRS scan tool.

(4). Proceed to Step 16.

15. Update the GWM.

(1). Press and hold down the round volume button for 10 seconds. After releasing the button a system reset will take place.

(2). Once the screens go black, re-insert the USB flash drive into the vehicle's media hub.

(3). After the system resets, it should recognize the USB flash drive and begin updating. This could take approximately 5 minutes.

(4). Once the USB update is complete, follow FDRS prompts to complete the GWM programming.

(5). Perform a network test using the FDRS scan tool.

(6). Proceed to Step 16.

16. Perform the software update for the APIM. Did the USB software update begin on the vehicle's center display screen?

(1). Yes - proceed to Step 17.

(2). No - proceed to Step 18.

17. Follow all update screens.

(1). Follow the center display screen prompts.

(2). Follow FDRS prompts to complete the APIM programming.

- Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

(3). Perform a network test using the FDRS scan tool.

(4). Proceed to Step 19.

18. Update the APIM.

- (1). Press and hold down the round volume button for 10 seconds. After releasing the button a system reset will take place.
- (2). Once the screens go black, re-insert the USB flash drive into the vehicle's media hub.
- (3). After the system resets, it should recognize the USB flash drive and begin updating. This could take approximately 5 minutes.
- (4). Once the USB update is complete, follow FDRS prompts to complete the APIM programming.
- (5). Perform a network test using the FDRS scan tool.
- (6). Proceed to Step 19.

19. Reformat the USB drive after APIM programming. If this is not performed, subsequent USB updates may fail.

20. Perform the software update for the TCU. Did the USB software update begin on the vehicle's center display screen?

- (1). Yes - proceed to Step 21.
- (2). No - proceed to Step 22.

21. Follow all update screens.

- (1). Follow the center display screen prompts.
- (2). Follow FDRS prompts to complete the TCU programming.
 - Once the pop up stating "Update Successful" appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.
- (3). Repair is complete.

22. Update the TCU.

- (1). Press and hold down the round volume button for 10 seconds. After releasing the button a system reset will take place.
- (2). Once the screens go black, re-insert the USB flash drive into the vehicle's media hub.
- (3). After the system resets, it should recognize the USB flash drive and begin updating. This could take approximately 5 minutes.
- (4). Once the USB update is complete, follow FDRS prompts to complete the TCU programming.