



SSM 52656 2021-2024 F-150/Bronco, 2023-2024 Escape/F-Super Duty - Certain SYNC 4 Equipped Vehicles Require Android Auto Or Apple CarPlay For Voice Interactions

Some 2021-2024 F-150/Bronco and 2023-2024 Escape/F-Super Duty vehicles built with SYNC 4 require a connected phone with Android Auto or Apple CarPlay active to enable voice interactions and use of the steering wheel voice control button. This is due to the affected vehicles not having built in voice interactions capability. Vehicles with built in voice interaction capability can be identified as also being equipped with the built in connected navigation feature which includes a navigation tab on the center display screen. Diagnostics should only be performed for voice interactions on vehicles equipped with built in voice interaction capability or with Android Auto or Apple CarPlay active.