



## **SSM 52735 2024 Expedition/Navigator - Trailer Backup Assistance Feature Unable To Complete Trailer Calibration Drive For One-Time Setup Of A Trailer - Built On Or Before 07-Mar-2024**

Some 2024 Expedition/Navigator vehicles built on or before 07-Mar-2024 may exhibit a concern where the vehicle is unable to complete the trailer calibration drive for the trailer backup assistance feature. The customer will see all instructional information in the center display screen for the trailer calibration including "Drive Straight Forward To Calibrate", "Drive Left Or Right To Calibrate" and "System Calibrating", but the system will never complete the calibration process. This will prevent customers from using the feature to back up a trailer. This may be due to the software in the image processing module A (IPMA). To correct this condition, reprogram the IPMA to the latest software level using the latest software version of the Ford Diagnosis and Repair System (FDRS) scan tool. For claiming, use causal part 14G647 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.