



SSM 52841 2025 Explorer/Aviator Built On Or Before 14-Jun-2024, 2024 Nautilus - Map Is Blank Or Map Feature Is Inoperative When Vehicles Equipped with Google Automotive Services (Minor Feature Code HKCGA And IEPAT)

Some 2025 Explorer/Aviator vehicles built on or before 14-Jun-2024 and 2024 Nautilus vehicles may exhibit a concern where the map is blank or the map feature is inoperative in the vehicle's center display screen on vehicles equipped with Google Navigation Automotive Services (minor feature code HKCGA and IEPAT). To confirm a vehicle is built with a certain minor feature code, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner in the Professional Technician System (PTS). This may be due to customer not activating their vehicle's connectivity via FordPass/LincolnWay app. Advise the customer to activate their vehicle's connectivity by adding their VIN to FordPass/LincolnWay app > Activate Vehicle on the FordPass/LincolnWay app > Accept pop-up in the vehicle's center display screen.