



SSM 54227 2024-2025 Various Ford/Lincoln Vehicles - "Map Source Not Available" Displayed On The IPC When Using Apple CarPlay®

Some 2024-2025 Nautilus and 2025 Explorer/Aviator/Expedition/Navigator vehicles equipped with Ford/Lincoln Digital Experience may exhibit a "Map Source Not Available" message on the instrument panel cluster display (IPC) when using Google Maps via Apple CarPlay®. Google Maps does not yet support displaying the navigation map on the IPC within the Apple CarPlay® environment and this is currently the expected behavior. Replacing or reprogramming the accessory protocol interface module (APIM) will not resolve this condition and no diagnosis or repair is necessary. Inform the customer that a future Google Maps update for iPhone is anticipated to enable this functionality. This update will be delivered directly through the Google Maps app on their iPhone and will not require an over the air (OTA) software update or dealership visit.