



SSM 54502 2025-2026 Expedition/Navigator/Explorer/Aviator, 2024-2026 Nautilus - Google Maps™ Navigation - Blank Screen For Google Maps Or Lack Of Live Traffic Data

Some 2025-2026 Expedition/Navigator/Explorer/Aviator and 2024-2026 Nautilus vehicles equipped with the Google Maps™ Navigation System (minor feature code HKCGA) may experience a blank screen for Google Maps™ or the absence of live traffic data. To correct this condition, refer to the Workshop Manual (WSM), Section 415-00 > Diagnosis and Testing > Information and Entertainment System. The WSM has been updated with improved diagnostics for this condition. To confirm whether a vehicle is built with a specific minor feature code, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner of the Professional Technician System (PTS).