



## **SSM 54580 2025-2026 Expedition, 2026 Explorer - Google Maps™ Navigation System - Blank/White Google Map Screen, Inoperative Live Traffic Data, Inoperative Voice Assistant, And/Or Inability To Sign Into Google Account**

Some 2025-2026 Expedition and 2026 Explorer vehicles equipped with the Google Maps™ Navigation System (minor feature code HKCGA) may experience a blank/white Google map screen, inoperative live traffic data, inoperative voice assistant, the inability to sign into a Google account in the center touch screen, unable to access the Google Play Store in the center display screen, and/or the inability to connect to other apps in the center display screen. This may be due to the vehicle's Ford Connectivity Package not being activated. To verify if the vehicle has an active Connectivity Package (free or paid) enter the vehicle identification number (VIN) in Professional Technician System (PTS) then navigate to the upper blue tab titled Connected Vehicle > Vehicle Software Subscriptions. It will clearly state if the vehicle has a trial or paid subscription, along with the expiration date. These vehicles will come with one of two connectivity options from the factory.

\*A free Connectivity Package trial that lasts for 1-year (identified as minor feature code N01AB). A credit card is required to enable this 1 year trial. To activate the free trial period or to subscribe to a paid subscription, have the customer follow the steps located within The Ford App and follow the prompts to activate.

\*A pre-paid Connectivity Package that lasts for 7 years (identified as minor feature code N01AD). To activate, have the customer must follow the steps located within The Ford App.

If the Connectivity Package is active and the customer symptom persists, follow Workshop Manual (WSM), Section 415-00 for normal diagnostics.

To confirm a vehicle is built with a certain minor feature code, review the build information by double-clicking the VIN in the upper left corner in PTS.