



SSM 54582 2024 Nautilus, 2025 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 2024 Nautilus and 2025 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 inability to connect to other apps in the center display screen. This may be due to the vehicle's 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 come with a free Connectivity Package that lasts for 1 year. To activate the free trial period or to subscribe to a paid subscription, have the customer follow the steps located within The Ford/Lincoln App and follow the prompts to activate. 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.