



SSM 55037 2018-2024 Expedition, 2018-2027 Navigator - Rear Seat Entertainment/Lincoln Play System Technical Support

Some 2018-2024 Expedition and 2018-2027 Navigator vehicles equipped with a rear seat entertainment system/Lincoln Play may experience various system concerns. Rear seat entertainment systems are not on a controller area network (CAN) and are not supported by the Ford Diagnostic and Repair System (FDRS). Certain system concerns may be resolved through software updates which will automatically download once each individual monitor is connected to Wi-Fi.

Diagnostic support for rear seat entertainment systems is provided by VOXX electronics. If necessary, contact the VOXX Customer Service Department at 1-866-869-7888. If possible, record the device serial number by selecting the gear/Setup icon > Settings > Device and Software > About. If the unit will not power up, the serial number is on a label on the back of the monitor. It is helpful to know the date the issue occurred, how long the monitors were on prior to the issue, what app/input/media was being used, and if the system software was recently updated prior to the concern starting. For claiming, refer to the Warranty and Policy manual for Ford Licensed Accessories.