



SSM 55028 Various 2021-2024 Ford/Lincoln Vehicles - "Updating SYNC" Message On The Vehicle Center Display Screen

Some 2021-2024 Ford and Lincoln vehicles may exhibit an "Updating SYNC" message on the vehicle center display screen after an over the air (OTA) update. The message can be cleared from the center display screen and SYNC can be used normally, but it will re-appear at every subsequent ignition cycle. Inform customers that engineering is currently working on a software update solution for this condition to be delivered OTA expected in late Q3 2026. Software will update automatically if vehicle connectivity is enabled in the vehicle's settings. Monitor Professional Technician System (PTS) for additional information.