



SSM 55071 Various 2025-2026 Vehicles - Hands-Free BlueCruise Is Intermittently/Consistently Unavailable When Traveling In A Blue Zone And/Or Speed Sign Recognition Does Not Reflect Correctly With No Active Relevant DTCs

Some 2025-2026 Aviator/Explorer/Expedition/F-150/Mustang Mach-E/Navigator vehicles may exhibit the hands-free BlueCruise feature intermittently/consistently unavailable when BlueCruise is active and when traveling in a "Blue Zone". Speed sign recognition may also be inaccurate. If there are no active relevant diagnostic trouble codes (DTC) present and the issue persists after multiple key cycles and if the BlueCruise System Health Check passes, download and run the "TCU - Reset Telematics Control Unit (TCU) Module" application using the latest software level of the Ford Diagnosis and Repair System (FDRS). If the condition is resolved, inform customers that this may be a temporary fix and engineering is currently working on a solution expected in Q4 2026. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available. For claiming, use causal 14G229 and labor operations 12651D and 12651D4.

If the condition persists after a test drive, refer to Workshop Manual (WSM), Section 419-03B for normal diagnostics and repair as necessary outside of this article.

If a customer's vehicle exhibits this concern, submit a Vehicle Concern Report. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the PTS Vehicle ID screen (vehicle identification number [VIN] required) and fill out the form. Include the article number of this message in the text of the form. Do not use the "Report A Problem" link to submit a report for this condition.