

## SSM 48929

2019 Various Vehicles - Audio Voice Prompt Concerns While Providing Directions

Some 2019 F-150/Ranger/Continental/Edge/Nautilus/Mustang/Fusion/MKZ vehicles may experience voice prompts that skip, hiccup or have short pauses while directions are being provided. No repairs should be made to attempt to correct this condition. Engineering is currently working on a solution for this condition. Please inform customers that Ford is developing a software fix that is expected in early August. Let the customer know they can continue to drive the vehicle and schedule a follow-up appointment with the customer for early to mid August 2020. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

### **Vehicles:**

- 2019 Continental (D544) (PL)
- 2019 Edge (CD539N) (DQ)
- 2019 F-150 (P552) (FC)
- 2019 Fusion (CD391N) NA, Fusion Hybrid/Energi (CD391N) (C7)
- 2019 MKX/Nautilus (D9)
- 2019 MKZ (CD533), MKZ Hybrid (C9)
- 2019 Mustang (S550) (ZG)
- 2019 Ranger P375N USA (FG)