

## **SSM 49408: 2019 Ranger And Fusion - SYNC3 - Climate Control Features Missing On The Touch Screen**

Some 2019 Ranger and Fusion vehicles may have a symptom of the climate control features missing on the touch screen after updating the SYNC software. At this time it is not recommended to update the SYNC/APIM software on 2019 Ranger and Fusion vehicles. 'Additional Climate Options' will display without on-screen controls after updating the SYNC software. Engineering is currently working on a solution for this condition. Inform customers that Ford is developing a software fix that is expected in late January. In the interim, let the customer know that the climate control will still function with the standard control buttons on the dash and schedule a follow-up appointment with the customer for late January. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

### **Vehicles:**

2019 Fusion (CD391N) NA, Fusion Hybrid/Energi (CD391N) (C7)

2019 Ranger P375N USA (FG)