

**SSM 49412: 2019-2020 Nautilus - Inaccurate IPC Navigation Estimated Time To Arrival (ETA), Correct ETA Displayed In SYNC Display Center Stack**

Some 2019-2020 Nautilus vehicles may exhibit an inaccurate instrument panel cluster (IPC) navigation ETA that conflicts with the navigation ETA in the SYNC display center stack. This may be due to the software in the IPC. To correct the condition, reprogram the IPC using the latest software level of the appropriate Ford diagnostic scan tool. For claiming, use causal part 10849 and applicable labor times from Section 10 of the Service Labor Time Standards (SLTS) Manual.

**Vehicles:**

2019-2020 MKX/Nautilus (D9)