

## **SSM 49983 - 2021 F-150 - Instrument Panel Cluster (IPC) Goes Blank Or Reboots During Incoming Or Outgoing Cell Phone Calls**

Some 2021 F-150 vehicles may experience the IPC going blank or rebooting during an incoming or outgoing cell phone call. This may be due to the cell phone connected to SYNC having an emoji alongside the text of a name in the cell phone's contact list. If suspected, interview the customer about the concern happening during calls only with specific contacts. If confirmed, have the customer remove any emojis alongside the text of names in their contact list and re-evaluate. Inform customers that Ford is developing a software update that is expected in October. Let the customer know they can continue to drive the vehicle and schedule a follow-up appointment for repair in November. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

APPLICABLE VEHICLES  
2021 TRUCK: FD P702N F150