

SSM 51322

2022 Expedition/Navigator - Rear Seat Entertainment Screens Staying On - Battery Drain

Some 2022 Expedition/Navigator vehicles may experience rear seat entertainment screens staying on with possible battery drain. This may be due to Amazon entertainment system software. An Amazon over-the-air (OTA) software update was launched on 14-Oct-2022 to remedy this concern. This update will not show in the Ford OTA Dashboard as this system is a stand-alone feature. For frozen screens, remove fuse F24 in the body control module (BCM) for two minutes and reinstall, the screens should power back on. For the Amazon OTA update to occur, vehicle power needs to be turned on, touch each display, select Settings > Network > Turn On Wi-Fi. Customer will need to connect to their Amazon account. The Amazon software OTA update will happen automatically as soon as Amazon account is connected. For claiming, refer to the Warranty and Policy manual for Ford Licensed Accessories.