

SSM 51882 2024 Mustang - My Mustang Hard Button - No Response On The Center Display Screen When The Hard Button Is Pressed

Some 2024 Mustang vehicles may exhibit no response on the center display screen after pressing the My Mustang hard button. The hard button should navigate from any sub menu to the My Mustang home screen. The My Mustang home screen can be accessed by selecting: Features >> My Mustang. This may be due to the SYNC module (APIM) software. Replacement of the APIM will not resolve this condition. Inform customers that engineering is currently working on a solution for this condition and will be released via Ford Power-Up software updates delivered over-the-air (OTA) expected in Q1 2024. Software will update automatically if vehicle connectivity is enabled in the vehicle's settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update in Q1 2024. Monitor OASIS for additional information.