

## **SSM 50588 - Various Vehicles - Equipped With A Fleet Telematics GPS - Rear Camera Zoom, Wrong Map Matching Or A Blank Display**

Some 2017-2022 Transit Connect/Transit/Explorer vehicles equipped with a fleet telematics global positioning system (GPS) and a connected human machine interface (HMI) radio (CHR) may experience concerns with rear camera zoom, wrong map matching or a blank display. If these concerns are present, it's likely to be a software issue caused by the audio control module (ACM) that can be remedied by the following: If the existing ACM software level is at H1BT-14G298-GS or higher, update the ACM software with the FDRS application or, if the ACM software level is H1BT-14G298-GR or lower, it cannot be updated and the ACM will need to be replaced with the latest level part number.

### APPLICABLE VEHICLES

2020 - 2022 CAR: TW U625N EXPLORER

2017 - 2022 CAR: HC V408E TRANSIT CONNECT

2017 - 2022 TRUCK: TH V363N TRANSIT