

## **SSM 50659 - 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 updating the ACM software to the latest level with the FDRS application. If the update does not resolve the concern, refer to the Workshop Manual. For claiming, use causal part 18C869 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

### APPLICABLE VEHICLES

2020 - 2022 CAR: TW U625N EXPLORER

2017 - 2022 CAR: HC V408E TRANSIT CONNECT

2017 - 2022 TRUCK: TH V363N TRANSIT