

SSM 51499

2023 F-Super Duty - Waze™ App Freezing On The Center Display Screen While FM Radio Is Playing

Some 2023 F-Super Duty vehicles may exhibit Waze™ app freezing events on the center display screen while the FM radio is playing. This may be due to the APIM software. Replacement or reprogramming of the APIM may not resolve this condition. As an interim action, disconnect the universal serial bus (USB) cable from the port and reconnect. It may be necessary to completely disconnect the phone from SYNC (or delete the phone entirely and reintroduce the phone to SYNC). Engineering is working on a solution and will be released via an over the air (OTA) software update expected in Q2 2023. Customers that have experienced this concern should verify automatic updates are enabled and that the vehicle has been run long enough to receive updates via OTA. Monitor OASIS for additional information.