

SSM 50739 - 2020-2021 Various Vehicles - Audio Inoperative - No Sound From Audio Speakers -No Communication With ACM Or DSP - DTC U1084, U0237 And/Or U0238

Some 2020-2021 Escape vehicles and 2021 F-150/Mustang Mach-E/Expedition/Explorer vehicles built on or before 22-Nov-2021 may exhibit a concern of the audio inoperative, no sound from audio speakers, chimes default to coming through the Instrument cluster, no communication with audio control module (ACM) or digital signal processor (DSP) module, and/or DTC U1084, U0237 and/or U0238. This may be due to the software in the DSP. To correct this condition, perform a hard reset of the DSP by disconnecting the 12-volt battery. Reprogram the DSP module using the latest version of the appropriate Ford diagnostic scan tool. For claiming, use causal part 18B849 and any applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2021 TRUCK: B8 U553N EXPEDITION
2021 CAR: TW U625N EXPLORER
2021 TRUCK: FD P702N F150
2021 CAR: GW CX727N C-EV
2020 - 2021 CAR: TC CX482N ESCAPE
2021 CAR: HD CX430N C-SUV