

SSM 51778

2020-2022 Various Vehicles - Audio Inoperative - No Sound From Audio Speakers - No Communication With ACM Or DSP - DTC U0184, U0237 And/Or U0238

Some 2020-2021 Escape built on/before 23-Nov-2021, 2021 F-150 built on/before 08-Oct-2021, 2021 Mustang Mach-E built on/before 29-Mar-2021, 2021 Expedition built on/before 05-Aug-2021, 2021 Explorer built on/before 27-Sep-2021 and 2020-2022 Edge may exhibit a concern of the audio system does not power on, 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 diagnostic trouble code (DTC) U0184, U0237 and/or U0238. To correct the 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 Manual.