

SB-10057744-6495

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR SEPTEMBER 2014

44743 Some 2015 Mustang and MKC - Equipped With MyFord Touch/MyLincoln Touch - Radio Volume Goes To Maximum or Minimum Level

Some 2015 Mustang and MKC vehicles equipped with MyFord Touch/MyLincoln Touch may have a customer concern of the volume going to the maximum or minimum level with one push of the volume + or - buttons on the steering wheel. Before attempting to repair this concern, please verify that the vehicle is out of the Transport Mode. If necessary, perform the Transport Mode Deactivation procedure as per Workshop Manual (WSM), Section 419-10. With the vehicle out of Transport Mode perform a Master Reset by using the touch screen: select Settings, System, Master Re set. If the concern still remains, refer to the Symptom and DTC chart in WSM, Section 415-00 and follow normal diagnostics.