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Some 2017 Fusion/MKZ/MKC and Continental with all audio systems and 2017 Escape with Sony audio systems may exhibit an inoperative audio system after a battery disconnect/reconnect. Make sure battery is at full state of charge before attempting to restore audio operation. Audio system operation should be restored by disconnecting the negative battery cable for 10 minutes and reconnecting. If a vehicle service procedure requires a battery disconnect/reconnect ensure radio functionality is verified before vehicle is released to the customer. To assist with the investigation use the Report A Vehicle Concern link at the bottom of the Oasis report and submit a Global Concern Report (GCR). Continue to monitor OASIS for updates.