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Some 2017 MKC vehicles equipped with all audio systems and 2017 Escape vehicles with a Sony audio system built on or before 23-Dec-2016 may exhibit a discharged battery. A repetitive cycling noise similar to a CD ejecting noise may also be present. If excessive battery drain is present and eliminated with the radio battery power fuse removed, reprogram the audio control module (ACM) to the latest calibration using the Integrated Diagnostic System (IDS) release 104.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com. For claiming, use causal part 18C869 and applicable labor operations in section 10 of the SLTS manual.