

SSM 49673: 2021 Mustang Mach-E - Sirius Presets/Audio Settings Not Saving After A Key Cycle - Engineering Investigation

Some 2021 Mustang Mach-E vehicles may experience a symptom of Sirius presets not saving after a key cycle for additional pages 4-6 or audio settings for tone, balance, speed compensated volume or sound mode not saving after a key cycle. Inform the customer that Ford is developing software that will be programmed to the vehicle via an over-the-air (OTA) update in 2Q 2021. Let the customer know they can continue to drive the vehicle and schedule a follow-up appointment for May 2021. Once the update becomes available, contact the customer to ask whether they received the OTA update and confirm if the service appointment is going forward. Monitor OASIS for updates.

Vehicles:

2021 Mustang Mach-E (CX727N) (GW)