

SSM 49737: 2021 Mustang Mach-E - Audio Inoperative - No Sound From Audio Speakers - No Communication With ACM Or DSP - DTC U1084, U0237 And/Or U0238

Some 2021 Mustang Mach-E vehicles built on or before 29-Mar-2021 may exhibit a concern of the audio inoperative, 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 DTC U1084, U0237 and/or U0238. This may be due to the software in the DSP. To correct this condition, perform a hard reset of the DSP by disconnecting the 12-volt battery. Access the battery through the front luggage compartment by removing the left trim panel. 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 (SLTS) Manual.

Vehicles:

2021 Mustang Mach-E (CX727N) (GW)