

SSM 49747: 2018-2020 Various Vehicles - Audio System Randomly Seeks Through FM Radio Stations When Bluetooth Device Is Connected

Some 2018 Focus, 2019 Fiesta, 2019-2020 Transit and 2019-2020 Transit Connect vehicles may exhibit a concern where the radio randomly seeks through FM stations when a Bluetooth device is connected and streaming audio. Engineering is currently working on a solution for this condition. Inform customers that Ford is developing a software fix that is expected in May 2021. In the interim, let the customer know that the radio will still function without Bluetooth and schedule a follow-up appointment with the customer for late February. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.

Vehicles:

2019 Fiesta B299 MCA NA (CT)

2018 Focus C346 NA (DH)

2019-2020 Transit Connect | Tourneo Connect (HC)

2019-2020 Transit V363 NA (TH)