

SSM 49928 - 2021 Mustang Mach-E/F-150/Edge/Nautilus/Bronco - SYNC 4 - Voice Commands Activate Without Pressing The Steering Wheel Switch - Wake Word

Some 2021 Mustang Mach-E, F-150, Edge/Nautilus or Bronco vehicles equipped with SYNC 4 may have a customer symptom of the SYNC voice commands being activated without pushing the steering wheel switch. This may be due to the feature called Wake Word within SYNC 4. This feature allows the driver to activate the SYNC 4 system without pushing the steering wheel switch. Under the touchscreen Settings > Voice Settings the preferred Wake Word can be changed. The feature can also be disabled if the customer does not want the SYNC voice commands being activated without touching the steering wheel switch. This feature is not a defect. Do not submit a claim for this condition.

APPLICABLE VEHICLES

2021 CAR: DQ CD539N EDGE

2021 TRUCK: FD P702N F150

2021 CAR: D9 U540N MKX

2021 CAR: GW CX727N C-EV

2021 TRUCK: G1 U725N BRONCO