

## **SSM 49944 - 2021 Mustang Mach-E/F-150 - SYNC 4 - Various SYNC Concerns - Engineering Investigation**

Some 2021 Mustang Mach-E/F-150 vehicles may exhibit audio settings resetting after a key cycle, Android Auto concerns, Sirius presets missing more than three pages after a key cycle, touchscreen intermittent freezing/locking up, Pro Power Onboard messaging confusion after a tripped circuit breaker (F-150 only), WiFi keyboard defaulting to UK English, WMA files not playing properly from a USB and/or Bluetooth connectivity concerns. There may be a software concern in the APIM. Ford is working on an update that is expected via over the air (OTA) in July 2021. The software will update automatically if Vehicle Connectivity is turned ON. Inform the customer that they can continue to drive the vehicle. Contact the customer in August to determine if they received the update. If the customer needs assistance, schedule a follow-up appointment. Monitor OASIS for updates.

APPLICABLE VEHICLES  
2021 TRUCK: FD P702N F150  
2021 CAR: GW CX727N C-EV