

## **SSM 49953 - 2021 Explorer ST/Aviator - Engine Sound Enhancement (ESE)/Active Noise Control (ANC) Inoperative - Built On Or Before 07-Jun-2021**

Some 2021 Explorer ST and Aviator vehicles may exhibit a customer concern of undesirable powertrain sounds inside the vehicle and/or less than optimal speaker sound from the vehicle. This may be due to the engine sound enhancement (ESE) on Explorer ST vehicles and the active noise control (ANC) on Aviator vehicles not being activated. To correct the condition, use the Ford Diagnosis and Repair System (FDRS) > select Toolbox > ACM > ACM - Enable Engine Sound Enhancement and Active Noise Control. Click RUN and follow the on-screen instructions carefully. If prompted with a window stating Feature Not Supported, select OK and continue through the installation application. For claiming use causal 18K810 and applicable labor operations found in Section 10 of the Service Labor Time Standards (SLTS) Manual.

### APPLICABLE VEHICLES

2020 - 2021 CAR: TV U611N AVIATOR

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2021 CAR: TW U625N EXPLORER