



TECHNICAL SERVICE BULLETIN

Rear Audio Control Module (RACM) Displays The Message Satellite No Signal Or Satellite Acquiring Signal

22-2041

14 February
2022

Model:

Ford 2020 Expedition

Lincoln 2020 Navigator

Summary

This article supersedes TSB 21-2396 to update the Part List.

Issue: Some 2020 Expedition/Navigator vehicles equipped with satellite radio may exhibit a message in the RACM display indicating satellite no signal or satellite acquiring signal message instead of the channel number. This may be due to the software in the RACM. To correct this condition, follow the Service Procedure to replace the RACM.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all the following criteria:

- 2020 Expedition/Navigator
- Equipped with satellite radio
- At least one of the following conditions:
 - Satellite Acquiring Signal message in the display
 - Satellite No Signal message in the display

Parts

Service Part Number	Quantity	Description
JL1Z-19A164-A	1	Rear Audio Control Module (Expedition)
JL7Z-19A164-B	1	Rear Audio Control Module (Navigator)

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020 Expedition: Replace The RACM (Do Not Use With Any Other Labor Operations)	222041A	0.3 Hrs.
2020 Navigator: Replace The RACM (Do Not Use With Any Other Labor Operations)	222041B	0.7 Hrs.

Repair/Claim Coding

Causal Part:	19A164
Condition Code:	04

Service Procedure

1. Replace the RACM assembly. Refer to Workshop Manual (WSM), Section 415-00, Removal and Installation, Rear Audio Control Module (RACM).

(1). Do not perform PMI or a software update after installing the RACM assembly. The RACM has preloaded software.

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