



SSM 52292 2024 Ranger - Apple CarPlay Audio Starts Playing From Phone Speakers After Audio Source Is Switched

Some 2024 Ranger vehicles may exhibit a concern with the audio starting to play from the phone speakers after the audio source is switched from Apple CarPlay to radio, then back to Apple CarPlay. This may be due to the software in the accessory protocol interface module (APIM). Reprogramming or replacing the APIM will not resolve this condition. Inform customers that engineering is currently working on a solution for this condition and will be released via Ford Power-Up software updates delivered over-the-air (OTA) expected in Q2 2025. Software will update automatically if vehicle connectivity is enabled in the vehicle's settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update in June 2025. Monitor OASIS for additional information.