



SSM 52344 2024 F-150 - SYNC - No Audio Output When Using Spotify™

Some 2024 F-150 vehicles may exhibit no audio output when using Spotify™. Audio output may recover with a key cycle. This may be due to the accessory protocol interface module (APIM) software. Replacement or reprogramming of 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 Q3 2024. 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 Q3 2024. Monitor OASIS for additional information.