



SSM 52999 2023-2024 Escape - Bang & Olufsen (B&O) Audio Only - Intermittent No Audio With DTC U0238 Stored In The ACM And/Or APIM - Built On Or Before 21-Mar-2024

Some 2023-2024 Escape vehicles built on or before 21-Mar-2024 and equipped with a B&O audio system may exhibit an intermittent no audio condition with diagnostic trouble code (DTC) U0238 stored in the audio control module (ACM) and/or in the accessory protocol interface module (APIM). This may be due to the software in the audio digital signal processing (DSP) module. To correct the condition, reprogram the DSP to the latest software level using the Ford Diagnosis and Repair System (FDRS) scan tool. For claiming, use causal part 18T806 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.