



SSM 54140 2021-2024 Various Vehicles - B&O Audio System - Pop Noise And/Or Static In Speakers At Start Up

Some 2021-2024 F-150 vehicles equipped with a B&O audio system (minor feature code IDBBQ), and various 2021-2024 Ford and Lincoln vehicles equipped with a B&O audio system may exhibit a pop noise and/or static in the speakers at start up that cannot be turned down or off using the audio system controls. To confirm a vehicle is built with a certain minor feature code, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner on Professional Technician System (PTS). This may be due to software in the digital signal processing (DSP) module. To correct this condition, reprogram the DSP module to the latest software level using the Ford Diagnosis and Repair System (FDRS) scan tool. For claiming, use causal part 18B849 and labor operations 12651D and 12651D4.