



SSM 54635 2024-2025 Mustang Mach-E/F-150 - Crackling Noise From Speakers During Phone Calls When Using Wireless Apple CarPlay Or Wireless Android Auto

Some 2024-2025 Mustang Mach-E/F-150 vehicles may exhibit a crackling noise from speakers during phone calls when using wireless Apple CarPlay or wireless Android Auto. This may be due to wireless interference. To isolate the wireless interference as a possible cause, turn off the wireless projection application in SYNC Connectivity settings in the vehicle's center touch screen and connect the phone through universal serial bus (USB) cable. If the call quality issue through Apple CarPlay or Android Auto is addressed, this confirms that wireless projection was the cause. Engineering is aware of this condition and working on a software solution expected at the end of Q4 2026. As a temporary solution, customers can connect their phones with a USB cable. Reprogramming or replacement of any modules will not correct the condition. Use the "Submit Global Concern Report (GCR)" link at the upper right of the OASIS report to submit a vehicle concern report if the wireless projection is found to be the cause of the condition.