



## **SSM 54765 Various 2025-2026 Vehicles - No Audio/Sound**

Some 2025-2026 Bronco, Bronco Sport, F-Super Duty, Maverick, Mustang, Mustang Mach-E, Ranger and Transit vehicles may exhibit a no audio/sound condition. This may be due to the software in the audio control module (ACM). To determine if it is a software concern, disconnect the vehicle's 12-volt battery cables for 10 minutes and reconnect. If the concern is still present, continue with normal diagnostics in Workshop Manual (WSM), Section 415-00 Information and Entertainment System > General Information > Diagnosis and Testing and repair as necessary outside of this article. If the no audio/sound concern is resolved, engineering is currently working on a solution for this condition that is expected by September 2026. Replacement or reprogramming of the ACM and or audio digital signal processing module (DSP) may not resolve this condition at this time. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available. If a customer's vehicle exhibits this concern, submit a Vehicle Concern Report. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the PTS Vehicle ID screen (vehicle identification number [VIN] required) and fill out the form. Include the article number of this message in the text of the form. Do not use the "Report A Problem" link to submit a report for this condition. For claiming, use causal part 18C869 and labor operation 10654C.