



SSM 54768 2025-2026 F-150 - No Audio/Sound

Some 2025-2026 F-150 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, reprogram the ACM using the latest software level of the Ford Diagnosis and Repair System (FDRS). Should the vehicle exhibit the symptom after the software update, engineering is currently working on a further enhanced solution for this condition that is expected by September 2026. 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 codes 10654C, 12651D and 12651D4.