

SSM 54729 - 2024 F-150 - Volume Limited To 14 With "MyKey Volume Limited" Message In The SYNC Display

Some 2024 F-150 vehicles may exhibit a condition where the volume is limited to 14 with a "MyKey volume limited" message in the SYNC screen. To resolve this concern, disconnect the vehicle's 12-volt battery cables for 10 minutes and reconnect. If a battery reset does not resolve this solution inform customers that engineering is currently working on a solution. 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. Vehicles: 2024 F-150 (P702) (FD)