



SSM 54838 2024 F-150 - Volume Limited To 14 With "MyKey Volume Limited" Message In The Center Display Screen

Some 2024 F-150 vehicles may exhibit a condition where the volume is limited to 14 with a "MyKey volume limited" message in the center display screen. To resolve this concern, disconnect the vehicle's 12-volt battery cables for 10 minutes and reconnect. For hybrid vehicles, disconnect the vehicle's primary 12-volt battery and the auxiliary battery located under the rear seat. Refer to Workshop Manual (WSM), Section 414-01. 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 10849 and labor operation 10654C.