

SSM 48911 - 2016-2017 Expedition/Navigator, 2016-2018 Focus/C-MAX, And 2016-2018 Transit Connect - Radio Reverts To An AM Or FM Station After Vehicle Shutdown

Some 2016-2017 Expedition/Navigator, 2016-2018 Focus/C-MAX, And 2016-2018 Transit Connect vehicles may exhibit a concern where the radio will revert to an AM or FM station after the vehicle's ignition has been turned off and turned back on. To address this condition, reprogram the audio control module (ACM) using the appropriate Ford diagnostic scan tool. For claiming, use causal part 18C869 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2016 - 2017 TRUCK: B7 U222N EXPEDITION
2016 - 2017 TRUCK: B5 U228N NAVIGATOR
2016 - 2018 CAR: CG C344N C-MAX
2016 - 2018 CAR: HC V408E TRANSIT CONNECT
2016 - 2018 CAR: DH C346N FOCUS