



TECHNICAL SERVICE BULLETIN

Rear Audio Control Module (RACM) Displays Satellite No Signal Or Satellite Acquiring Signal Message

21-239609 November
2021**Model:**

Ford 2020 Expedition

Lincoln 2020 Navigator

Issue: Some 2020 Expedition/Navigator vehicles equipped with satellite radio may exhibit a message in the RACM display indicating satellite no signal or satellite acquiring signal instead of the channel number. This may be due to the software in the RACM. To correct this condition, follow the Service Procedure to replace the RACM.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all the following criteria:

- 2020 Expedition/Navigator
- Equipped with satellite radio
- At least one of the following conditions:
 - Satellite Acquiring Signal message in the display
 - Satellite No Signal message in the display

Parts

Service Part Number	Quantity	Description
JL1Z-19A164-A	1	Rear Audio Control Module

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020 Expedition: Replace The RACM (Do Not Use With Any Other Labor Operations)	212396A	0.3 Hrs.
2020 Navigator: Replace The RACM (Do Not Use With Any Other Labor Operations)	212396B	0.7 Hrs.

Repair/Claim Coding

Causal Part:	19A164
Condition Code:	04

Service Procedure

1. Replace the RACM assembly. Refer to Workshop Manual (WSM), Section 415-00 Rear Audio Control Module.
 - (1). Do not perform programmable module installation (PMI) or a software update after installing the RACM assembly. The RACM has preloaded software.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.