



## TECHNICAL SERVICE BULLETIN

### Audio System Inoperative Or No Access To FM, AM Or Satellite Radio Modes - Built on or Before 06-Jan-2023

**23-2116**

15 May 2023

**Model:**

<b>Ford</b> 2022 Expedition	Built on or before 28-Oct-2022
2022-2023 F-150 Lightning	Lariat/Platinum trim levels Built on or before 06-Jan-2023

**Issue:** Some 2022-2023 F-150 Lightning vehicles with Lariat/Platinum trim levels built on or before 06-Jan-2023 and 2022 Expedition vehicles built on or before 28-Oct-2022 may exhibit a concern with the audio system inoperative or no access to FM, AM or satellite radio modes. This may be due to liquid ingress in the audio front control module (ACM) from the top of the dash area. To correct the condition, follow the Service Procedure to replace the ACM and seal the dash seam.

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

- One of the following vehicles:
  - 2022-2023 F-150 Lightning vehicles with Lariat/Platinum trim levels built on or before 06-Jan-2023
  - 2022 Expedition built on or before 28-Oct-2022
- Audio system inoperative or no access to FM, AM or satellite radio modes

**Parts**

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
18K810	1	Audio Control Module - Refer To The Parts Catalog For The VIN Specific Application	1	1
PL1Z-7801657-A	2	Seal Tape	1	2
Obtain Locally	As Needed	Isopropyl Alcohol		

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

As Needed indicates the amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

**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
2022 Expedition, 2022-2023 F-150 Lightning: Seal The Dash Seam Following The Service Procedure (Do Not Use With Any Other Labor Operations)	232116A	0.8 Hrs.

**Repair/Claim Coding**

Causal Part:	78042N54
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Condition Code:	42
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## Service Procedure

1. Remove the ACM. Refer to Workshop Manual (WSM), Section 415-00.
2. Remove instrument panel storage tray mat. (Figure 1)

Figure 1



**CAUTION: Do not perform this cleaning step while the ACM is installed or damage to the ACM may occur.**

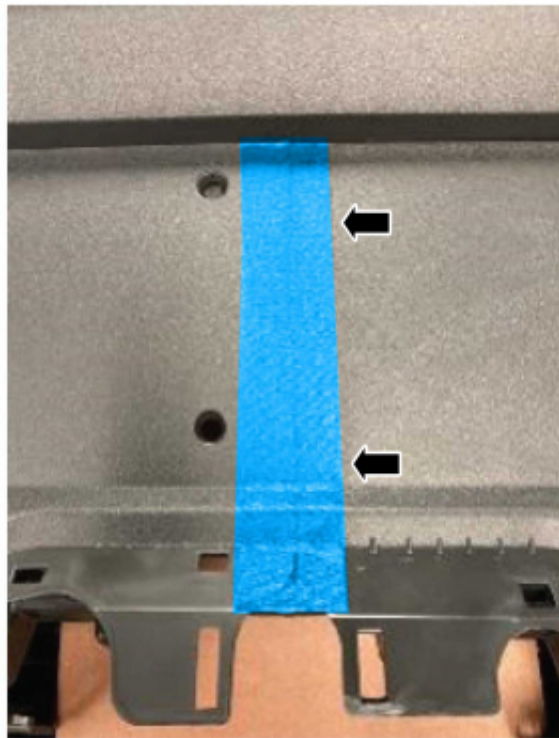
3. Clean the areas where seal tape will be installed on the dash seam in Figures 2-3 and on the underside of the dash in Figures 4-5 by wiping with a clean damp cloth and then wiping a second time with clean cloth that is damp with isopropyl alcohol.

Figure 2



E410830

Figure 3



E410831

Figure 4



Figure 5



4. Install 1 piece of 165 mm x 35 mm (6.5 in x 1.4 in) seal tape on the dash seam as indicated in Figures 2-3.
5. Cut 1 piece of seal tape to 35 mm (1.4 in) long.
6. Install a piece of 35 mm x 35 mm (1.4 in x 1.4 in) seal tape on the underside of the dash to cover the bottom of the locator hole indicated in Figures 4-5.
7. Reinstall the instrument panel storage tray mat.
8. Install a new ACM. Refer to WSM Section 415-00.

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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.