

SSM 51792

2020-2023 Explorer/Aviator - Poor Speaker Sound Quality And/Or Tick-Tock Noise Activating Turn Signals When Streaming Audio Over Bluetooth

Some 2020-2023 Explorer/Aviator vehicles may exhibit poor speaker sound quality and/or tick-tock noise while activating turn signals and streaming audio over Bluetooth. Customers may describe static heard during a Bluetooth phone call, or a door speaker buzz or tick noise with the pulse of the turn signal. This may be due to concerns with the 14401/14A005 wiring harnesses or connector damage. Prior to the replacement of the affected speaker, inspect for incorrect pin fit/crimp, bent pins, broken wire strands, or other damage at inline connectors C202, C2383A, and/or C4240B. These circuits join the SYNC module (APIM) and audio front control module (ACM) components. If wiring/connector concerns are found, repair per Wiring Diagram Cell 5.