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Some 2016-2017 Expedition/Navigator vehicles equipped with rear volume control may experience an inability to control the volume from the rear volume control after an APIM replacement and/or reprogramming. Reprogram the APIM using the standard programming method outlined in the Workshop Manual (WSM) Section 415-00. For claiming, use causal part 14G371 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.