

SSM 49885 –

2019-2021 Various Ford And Lincoln Vehicles - Intermittent Audio Echo/Robotic Voice During A Bluetooth Phone Call - Engineering Investigation

Some 2019-2021 Ford and Lincoln vehicles may exhibit an intermittent audio echo/robotic voice heard during a bluetooth phone call by the person that is not in the vehicle. Using Apple CarPlay and Android Auto instead of Bluetooth can help alleviate the concern. Also turning on, then off, the privacy setting in the SYNC touchscreen can temporarily alleviate the concern. Engineering is currently investigating this concern and will be releasing a service fix in early July 2021. Let the customer know they can continue to drive the vehicle and schedule service appointments for customers once the repair becomes available. Monitor OASIS for updates.

APPLICABLE VEHICLES

2020 - 2021 CAR: TV U611N AVIATOR
2020 - 2021 CAR: TF CX483N CORSAIR
2020 - 2021 CAR: BW B515A ECOSPORT INDIA
2020 - 2021 CAR: TC CX482N ESCAPE
2020 - 2021 TRUCK: B8 U553N EXPEDITION
2020 - 2021 CAR: TW U625N EXPLORER
2020 - 2021 TRUCK: FE P558N SUPER DUTY
2020 - 2021 TRUCK: B9 U554N NAVIGATOR
2019 - 2020 CAR: PL D544N CONTINENTAL
2019 - 2020 CAR: DQ CD539N EDGE
2019 - 2020 TRUCK: FC P552N F-150
2019 - 2020 CAR: C7 CD391N FUSION
2019 - 2020 CAR: C7 CD391N FUSION
2019 - 2020 CAR: D9 U540N MKX
2019 - 2020 CAR: C9 CD533N MKZ
2019 - 2020 CAR: C9 CD533N MKZ
2019 - 2021 CAR: ZG S550N MUSTANG
2019 - 2021 TRUCK: FG P375N RANGER
2019 - 2021 CAR: HC V408E TRANSIT CONNECT
2019 - 2021 CAR: HC V408E TRANSIT CONNECT
2021 CAR: HD CX430N C-SUV