



SSM 52721 2021 F-150 - 8 Speaker System - Poor Sound Quality Or Distorted Sound From All Speakers

Some 2021 F-150 vehicles equipped with an 8 speaker system (minor feature code IDBAF) may exhibit poor sound quality or distorted sound from all speakers. To confirm a vehicle is built with a certain minor feature code, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner in the Professional Technician System (PTS). This may be due to a recent update delivered over-the-air (OTA). For coverage of vehicles out of warranty, refer to Section 3.5.02 of the Warranty and Policy Manual for applicable warranty claiming information. To correct this condition, reprogram the audio digital signal processing module (DSP) to the latest software level using the latest software version of the Ford Diagnosis and Repair System (FDRS) scan tool. For claiming, use causal part 18B849 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

Note: The DSP software update that addresses the symptom listed in this bulletin may have been sent via a software update delivered OTA to connected vehicles that have automatic updates enabled through the center display screen. Enter the vehicle identification number (VIN) in PTS and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the DSP has successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.