

**TECHNICAL SERVICE BULLETIN**  
**Black Center Display Screen Or Black Center Display After Welcome Animation**

**Model:**

<b>Ford</b>
2021-2025 Bronco
2025 Bronco Sport
2023-2026 Escape
2021-2024 Edge
2022-2024 Expedition
2021-2025 F-150
2023-2026 F-Super Duty
2025 Maverick
2024-2025 Mustang
2021-2025 Mustang Mach-E
2025-2026 Mustang GTD
2024-2025 Ranger
<b>Lincoln</b>
2023-2026 Corsair
2021-2023 Nautilus
2022-2024 Navigator

**Markets:** North American markets only

**Issue:** Some of the vehicles listed in the model statement above equipped with SYNC4 may experience a blank center display screen or black center display after welcome animation. The rear-view camera will still function when shifting the vehicle to reverse under these conditions.

**Action:** For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to recover the center display screen and reprogram the APIM.

**Warranty Status:** Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

**Labor Times**

Description	Operation No.	Time
Confirm The APIM Software Version, Perform APIM Reset Application, Clear User Data And Add The Vehicle Story To The Warranty Claim (Can Be Claimed Alone Or Used With Operations(s) B-E)	262297A	0.5 Hrs
Additional Time To Update APIM Software (Use With Operation A)	262297B	0.8 Hrs
Additional Time To Update GWM Software (Use With Operation A)	262297C	0.5 Hrs
Additional Time To Update TCU Software (Use With Operation A)	262297D	0.1 Hrs
Additional Time To Perform APIM PMI (Use With Operation A)	262297E	0.1 Hrs

**Repair/Claim Coding**

Causal Part:	14G371
Condition Code:	04

**Service Procedure**

1. Confirm the APIM CIP software part number.

- Go to P.T.S.
- Select the Vehicle ID tab and enter the VIN in the corresponding field.
- Go to the Diagnostics section tab > SYNC.
- Note the CIP software part number.

**Table 1**

CIP software part numbers	
RU5T-14G682-AC	RU5T-14G682-AN
RU5T-14G682-AD	RU5T-14G682-AP
RU5T-14G682-AE	RU5T-14G682-AR
RU5T-14G682-AF	RU5T-14G682-AS
RU5T-14G682-AG	PU5T-14G682-LL
RU5T-14G682-AK	PU5T-14G682-LR
RU5T-14G682-AL	PU5T-14G682-LV
RU5T-14G682-AM	PU5T-14G682-ML
RU5T-14G682-BC	PU5T-14G682-MR
RU5T-14G682-BD	PU5T-14G682-MV
RU5T-14G682-BE	PU5T-14G682-NG
RU5T-14G682-BF	PU5T-14G682-NH
RU5T-14G682-BG	PU5T-14G682-NM
RU5T-14G682-BL	PU5T-14G682-PG
RU5T-14G682-BP	PU5T-14G682-PH
RU5T-14G682-BR	PU5T-14G682-PM
RU5T-14G682-BS	

2. Is the APIM CIP software part number listed in Table 1?

- (1). Yes - proceed to Step 3.
- (2). No - this article does not apply.

**NOTE:** Performing the following procedure will clear all customer device pairing and customer settings.

3. Using the latest software level of the EDRS scan tool, download and run the "APIM Reset" application and select the "Clear User Data" option. Was the center display screen operation restored?

- (1). Yes - proceed to Step 6.
- (2). No - proceed to Step 4.

4. Using EDRS, perform an APIM PMI on the vehicle. During the PMI, when prompted "Is the original module installed?" Select "No" to proceed. Was the center display screen operation restored?

- (1). Yes - proceed to Step 5.
- (2). No - this article does not apply, proceed to normal WSM diagnostics.

5. Check the current APIM CIP. Is the software part number in the vehicle listed in Table 1?

- (1). Yes - proceed to Step 6.
- (2). No - repair is complete.

**NOTE:** The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, USB flash drive variability, and the potential that CAN flashing software update via the DLC with the FDRS may be required. Use a USB 3.2 Gen 2 or higher flash drive. When performing USB software updates, using high speed USB ports on the laptop is recommended for faster file transfer. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

6. Run the "Read The Configuration Data" application in EDRS, located in Toolbox > Multi-Module tab.

7. Is there a software update available for any of the following modules?

- APIM
- GWM
- ICU

(1). Yes - proceed to Step 8.

(2). No - if the current APIM CIIP software part number is still listed in the table and there are no modules listed in this step showing an available update, additional support may be required. Perform normal dealer internal escalation process outside of this article. Proceed to Step 10.

8. Prepare and update the software for the GWM, APIM, and ICU. Refer to WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

9. Check the current APIM CIIP software part number. Is the software part number in the vehicle listed in Table 1?

(1). Yes - proceed to Step 7.

(2). No - proceed to Step 10.

10. Add the vehicle story to the warranty claim to support labor operations selected.

(1). ID the vehicle in FIS.

(2). Under the diagnostics tab select vehicle history.

(3). Select programming date.

(4). Select Story Creator.

(5). Select modules programmed.

(6). Click on Create Story.

(7). Copy Story to warranty comments.

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