

SSM 46834	<p>Some 2016-2017 Ford and Lincoln vehicles with SYNC 3 may exhibit an intermittent blue or black screen. Check for SYNC software update under the OASIS Tab SYNC selection. If update is available refer to WSM, Section 415-00 and update APIM software. After Installation Complete pop-up appears, remove USB flash drive and install into IDS tool to update Ford database. Perform a complete ignition cycle by turning the key off for 5 minutes which is critical for a successful installation. If no updates are available or a blue or black screen is present after an update refer to WSM, Section 415-00 for diagnosis or SYNC 3 intermittent blank screen GSB for tips. For claiming, use causal part 14G371 and applicable labor operations in section 10 of the SLTS manual.</p>
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