

SSM 46860	<p>Some 2016-2018 Ford or Lincoln vehicles equipped with SYNC 3 may exhibit a blank screen or other various SYNC symptoms only when the vehicle is in transport mode. This is due to the power saving features enabled while in transport mode and is beneficial for battery life to keep the vehicle in transport mode until the vehicle is prepped for sale. To prevent a SYNC system lockup during transport mode deactivation, follow the Workshop Manual (WSM) procedure allowing time for the SYNC system to complete all tasks such as fully booting up or powering down and shutting off before moving to the next step of the procedure. If the vehicle exhibits a blank screen or SYNC symptoms after transport mode deactivation, refer to WSM, Section 415-00 for normal diagnosis. The SYNC version can be confirmed via OASIS.</p>
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