

## **SSM 47925 - 2019 Various Vehicles - SYNC 3 - Infotainment Screen Concerns, Wi-Fi Connection Message, Rear View Camera Operation**

Some 2019 vehicles equipped with SYNC 3 may have the following intermittent symptoms: a Wi-Fi connection pop up every key cycle, frozen unresponsive screen, a solid blue screen when moving forward at speeds above 10 mph, the rear view camera remains on the screen at speeds below 10 mph, or poor App performance. To resolve this concern, check for a SYNC software update under the OASIS Tab SYNC selection. If an update is available, update the APIM software per Workshop Manual (WSM), Section 415-00. Follow the onscreen instructions provided by the programming process. To verify success after programming, turn the key off with the door open for 5 minutes. Perform this SYNC programming before taking any other repair steps. For claiming, use causal part 14G371 and applicable labor operations in Section 10 of the SLTS manual.

APPLICABLE VEHICLES  
2019 CAR: CONTINENTAL  
2019 CAR: EDGE  
2019 TRUCK: F-150  
2019 CAR: FUSION  
2019 CAR: MKX  
2019 CAR: MKZ  
2019 CAR: MUSTANG  
2019 TRUCK: RANGER