

SSM 48917 - 2020 Explorer/Aviator - Equipped with SYNC - Blank/Black Infotainment Screen

Some 2020 Explorer/Aviator vehicles may experience an intermittent or constant blank/black screen on the center infotainment display due the low voltage differential signaling (LVDS) cable at the SYNC accessory protocol interface module (APIM) not being fully seated. Verify that the connector is fully seated into the APIM prior to performing any other diagnostics or repairs on the vehicle for this concern. If the connection is found loose, re-seat the connection and retest. If the LVDS cable is found not to be the cause of the blank screen, follow Workshop Manual section 415-00 for further diagnosis. For claiming, use causal part number 10E929 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2020 CAR: TV U611N AVIATOR

2020 CAR: TW U625N EXPLORER