

SSM 49245: 2020 Explorer/Aviator - SYNC - Blank/Black Infotainment Screen - Built On Or Before 30-Sep-2020

Some 2020 Explorer/Aviator vehicles built on or before 30-Sep-2020 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.

Vehicles:

2020 Aviator (U611N) (TV)
 2020 Explorer (U625N) (TW)

Symptom Code:

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides & Information				2****
Driver Aides & Information	SYNC			221***
Driver Aides & Information	SYNC	Information/Display		2211**
Driver Aides & Information	SYNC	Information/Display		221100
Driver Aides & Information	SYNC	Information/Display	Inoperative	221138