

SSM 51407

2021-2022 Various Vehicles - SYNC 4 - Procedure Unsuccessful – Get Config Data From GIVIS Error Message

Some 2021-2022 Ford and Lincoln vehicles equipped with SYNC 4 may experience an error message during the gateway module (GWM) software update application which states Procedure Unsuccessful-GetConfigDataFromGIVIS. This may be the result of a server related concern. To correct the condition, download and run the Ford Diagnosis and Repair System (FDRS) application GWM-Read the Gateway Module A (GWM) Configuration Data application. When the application completes, refresh and re-attempt the GWM-Gateway Module A (GWM) Software Update application. For claiming, use causal part 14G229 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.