

SSM 51504

2023 F-Super Duty – SYNC™ Does Not Recognize A Mobile Phone Is Connected

Some 2023 F-Super Duty vehicles may exhibit a concern where SYNC™ does not recognize when a mobile phone is connected. These issues will recover after a key cycle. This may be due to the APIM software. Replacement or reprogramming of the APIM may not resolve this condition. Inform customers that engineering is currently working on a solution for this condition and will be released via an over the air (OTA) software update expected in Q2 2023. Customers that have experienced this concern should verify automatic updates are enabled and that the vehicle has been run long enough to receive updates via OTA. Monitor OASIS for additional information.