



TECHNICAL SERVICE BULLETIN

Infotainment Screen Concerns, Wi-Fi Connection Message, Rear View Camera Operation, CarPlay And/Or Voice Prompt Concerns

**20-
2259**
10 August
2020

This bulletin supersedes 19-2282. Reason for update: New Part/Procedure For Same Condition

Model:

| |
|---------------------------|
| Ford |
| 2019-2020 Edge |
| 2020 Escape |
| 2020 Expedition |
| 2020 Explorer |
| 2019-2020 F-150 |
| 2020 F-Super Duty |
| 2019-2020 Fusion |
| 2019-2020 Mustang |
| 2019-2020 Ranger |
| 2019-2020 Transit Connect |
| Lincoln |
| 2020 Aviator |
| 2019-2020 Continental |
| 2020 Corsair |
| 2019 MKZ |
| 2019-2020 Nautilus |
| 2020 Navigator |

Summary

This article supersedes TSB 19-2282 to update the Service Procedure and vehicles affected.

Issue: Some 2019 MKZ, 2019-2020 Mustang/Continental/Fusion/F-150/Transit Connect/Ranger/Edge/Nautilus and 2020 Escape/Corsair/Aviator/Explorer/Expedition/Navigator/F-Super Duty vehicles with SYNC 3 may experience various SYNC performance related concerns including but not limited to:

- Wi-Fi connection message pop-up every key cycle
- Frozen unresponsive touch screen
- Solid blue screen when moving forward at speeds above 16 km/h (10 mph)
- Rear view camera remains on the screen at speeds below 16 km/h (10 mph)
- Inoperative infotainment applications
- Poor/no App Link function
- CarPlay not launching on connection or a black screen when connected

- Voice prompts that skip or have short pauses while directions are being provided
- Sirius Travel Link not working properly with active subscription
- Remote start not able to be scheduled from Ford Pass or Lincoln Way
- Blank screen or frozen screen

This may be due to the SYNC Software. To correct the condition, follow the Service Procedure to update the accessory protocol interface module (APIM) software.

NOTE: Ford has found some of the APIMs replaced and returned for inspection contained an outdated software level and the APIM did not require replacement. The customer concern may have been resolved by updating the APIM with latest level of software. The SYNC 3 Universal Thumb Drive will be able to update the APIM software without the use of a scantool and does not require the process to be monitored. Ford will be monitoring APIM replacements to confirm TSB directed software updates have been performed.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- One of the following vehicle lines:
 - 2019 MKZ
 - 2019-2020 Continental/Edge/Nautilus/F-150/Fusion/Mustang/Ranger/Transit Connect
 - 2020 Escape/Corsair/Aviator/Explorer/Navigator/F-Super Duty
- Equipped with SYNC 3
- At least one of the following infotainment concerns:
 - Wi-Fi connection message pop up every key cycle
 - Frozen unresponsive touch screen
 - Solid blue screen when moving forward at speeds above 16 km/h (10 mph) (Figure 1)
 - The rear view camera remains on the screen at speeds below 16 km/h (10 mph) (Figure 2)
 - Poor/no App Link function
 - CarPlay not launching on connection or a black screen when connected
 - Voice prompts that skip or have short pauses while directions are being provided
 - Sirius Travel Link not working properly with active subscription
 - Remote start not able to be scheduled from Ford Pass or Lincoln Way
 - Blank screen or frozen screen

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

| Description | Operation No. | Time |
|---|---------------|----------|
| Reprogram The APIM Following The Service Procedure (Do Not Use With Any Other Labor Operations) | 202259A | 0.3 Hrs. |

Repair/Claim Coding

| | |
|-----------------|--------|
| Causal Part: | 14G371 |
| Condition Code: | 04 |

Service Procedure

Figure 1



Figure 2



1. Disconnect all customer connected USB items from all media hub locations.
2. Start the vehicle.
3. Insert the SYNC 3 universal thumb drive into the USB port on the media hub.
4. The module will update automatically with no user input required.
 - (1). Modules that are already updated to the latest software would indicate this after approximately 30 seconds.
 - (2). Module programming for a non-updated module does not need to be monitored and can take approximately 20-30 minutes.
 - (3). Once the programing has completed, the screen will display a message indicating that the module is up to date.
5. Remove the SYNC 3 universal thumb when complete, and the screen will return to the SYNC 3 home screen. Reinsert any of the customer USB items. No vehicle or system restarts are required.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.