



TECHNICAL SERVICE BULLETIN

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

20-2363

 19 October
2020

This bulletin supersedes 20-2301. Reason for update: Missing or Incorrect Applications

Model:

| |
|---------------------------|
| Ford |
| 2019-2020 EcoSport |
| 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 20-2301 to update the vehicles affected.

Issue: Some 2019 MKZ, 2019-2020 EcoSport/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 touchscreen
- Solid blue screen when moving forward at speeds above 16 km/h (10 mph)
- Rear parking aid camera remains on the screen at speeds below 16 km/h (10 mph)
- Inoperative infotainment applications
- Poor/no AppLink function

- Apple 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 FordPass or Lincoln Way
- Blank screen or frozen screen
- System states "In Michigan" when trying to select a Point Of Interest (POI) on the navigation system

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NOTE: Ford has found some of the APIMs replaced and returned for inspection contained an outdated software level and the APIM did not require replacement.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 scan tool 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/Expedition/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 touchscreen
 - Solid blue screen when moving forward at speeds above 16 km/h (10 mph) (Figure 1)
 - The rear parking aid camera remains on the screen at speeds below 16 km/h (10 mph) (Figure 2)
 - Poor/no AppLink function
 - Apple 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 FordPass or Lincoln Way
 - Blank screen or frozen screen
 - Infotainment system states "In Michigan" when trying to select a Point Of Interest (POI) on the navigation system

Special Tool(s)

| |
|------------------------------|
| SYNC 3 Universal Thumb Drive |
|------------------------------|

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 Using The SYNC 3 Universal Thumb Drive (Do Not Use With Any Other Labor Operations) | 202363A | 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 automatically updates with no user input required.
 - (1). Modules already at the latest software level will 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 reprogramming has completed, the screen will display a message indicating the module is up to date.
5. Remove the SYNC 3 universal thumb drive when complete. The screen returns to the SYNC 3 home screen. Reconnect 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

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