

SSM 46702	<p>Some 2016-2017 Ford/Lincoln vehicles SYNC 3 may exhibit an intermittent blank screen. Check for SYNC software update under the OASIS Tab SYNC selection. If update is available refer to WSM, Section 415-00 and update APIM software. During the update process the SYNC status bar shows Updating System Software for approximately 30 minutes. After Installation Complete pop-up appears, remove USB flash drive and install into IDS tool to update Ford database. Perform a complete ignition cycle by turning the key off for 5 minutes which is critical for a successful installation. If no updates are available or blank screen is present after an update refer to WSM, Section 415-00 for diagnosis or SYNC 3 intermittent blank screen GSB for tips. For claiming, use causal part 14G371 and applicable labor operations in section 10 of the SLTS manual.</p>
--------------	---