

SSM 48053 - 2016-2019 Various Vehicles Equipped With SYNC 3 – Various SYNC Performance Related Concerns

Some 2016-2019 Ford and Lincoln vehicles equipped with SYNC 3 not at the latest software level may exhibit Various Performance Related concerns such as Display Operation, Navigation, Voice Recognition, Phone Pairing, Applink, Travel Link, Slow System Response, etc. Check for SYNC software update under the OASIS Tab SYNC selection. If an update is available refer to WSM, Section 415-00 and update the APIM software. 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 a blue or black 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. Section

APPLICABLE VEHICLES

2016 - 2018 CAR -MAX
2017 - 2018 CAR: CONTINENTAL
2016 - 2018 CAR: EDGE
2016 - 2018 TRUCK: F-150
2016 - 2018 CAR: FIESTA
2016 - 2018 CAR: FOCUS
2016 TRUCK: F-SUPER DUTY
2016 CAR: MKS
2016 - 2018 CAR: MKX
2016 - 2018 CAR: MUSTANG
2016 - 2017 TRUCK: NAVIGATOR
2016 - 2018 CAR: TRANSIT CONNECT
2016 - 2019 TRUCK: ESCAPE
2016 - 2019 TRUCK: FLEX
2016 TRUCK: SUPER DUTY
2017 - 2019 TRUCK: SUPER DUTY
2016 - 2019 TRUCK: MKC
2016 - 2019 TRUCK: MKT
2016 - 2019 CAR: TAURUS
2016 - 2019 TRUCK: TRANSIT
2017 - 2019 TRUCK: EXPLORER
2017 - 2019 TRUCK: EXPLORER
2016 - 2019 TRUCK: ESCAPE
2016 - 2019 TRUCK: MKC
2019 - 2019 CAR: BW ECOSPORT
2016 - 2017 TRUCK: EXPEDITION
2018 - 2019 TRUCK: EXPEDITION
2017 - 2019 TRUCK: SUPER DUTY
2017 - 2018 CAR: FUSION
2017 - 2018 CAR: MKZ
2016 - 2018 CAR: TRANSIT CONNECT