

SSM 50039 - 2016-2021 Various Ford And Lincoln Vehicles - SYNC 3 and SYNC 4 - Issues With Vehicle In Transport Mode

Some 2016-2021 Ford or Lincoln vehicles equipped with SYNC 3 or SYNC 4 may exhibit a blank screen or other various SYNC symptoms only when the vehicle is in transport mode. This is considered normal due to the power saving features enabled while in transport mode. It is beneficial for battery life to keep the vehicle in transport mode until the vehicle is prepped for sale. To prevent a SYNC system lockup during transport mode deactivation, follow the Workshop Manual (WSM) procedure exactly allowing time for the SYNC system to complete its tasks such as fully booting up or powering down and shutting off before moving to the next step of the procedure. If the vehicle exhibits a blank screen or SYNC symptoms after transport mode deactivation, refer to WSM, Section 415-00 for normal diagnosis. The SYNC version can be confirmed via OASIS.

APPLICABLE VEHICLES

2016 - 2018 CAR: CG C344N C-MAX
2020 - 2021 CAR: TF CX483N CORSAIR
2016 - 2021 CAR: DQ CD539N EDGE
2016 - 2019 TRUCK: M2 C520N ESCAPE
2020 - 2021 CAR: TC CX482N ESCAPE
2016 - 2017 TRUCK: B7 U222N EXPEDITION
2018 - 2021 TRUCK: B8 U553N EXPEDITION
2016 - 2020 TRUCK: FC P552N F-150
2021 TRUCK: FD P702N F150
2016 - 2019 CAR: CT B299N FIESTA MCA
2016 - 2019 TRUCK: P3 D471N FLEX
2016 - 2018 CAR: DH C346N FOCUS
2016 - 2019 TRUCK: ME C489N MKC
2016 CAR: LE D385N MKS
2016 - 2019 TRUCK: P4 D472N MKT
2016 - 2021 CAR: D9 U540N MKX
2016 - 2021 CAR: ZG S550N MUSTANG
2016 - 2017 TRUCK: B5 U228N NAVIGATOR
2018 - 2021 TRUCK: B9 U554N NAVIGATOR
2016 - 2019 CAR: PH D258N TAURUS
2016 - 2021 TRUCK: TH V363N TRANSIT
2017 - 2020 CAR: PL D544N CONTINENTAL
2017 - 2019 TRUCK: UB U502N EXPLORER
2020 - 2021 CAR: TW U625N EXPLORER
2017 - 2021 TRUCK: FE P558N SUPER DUTY
2017 - 2020 CAR: C7 CD391N FUSION
2017 - 2020 CAR: C9 CD533N MKZ
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2017 - 2021 CAR: HC V408E TRANSIT CONNECT
2017 - 2021 CAR: HC V408E TRANSIT CONNECT
2020 - 2021 CAR: TV U611N AVIATOR
2021 CAR: HD CX430N C-SUV
2021 CAR: GW CX727N C-EV
2019 - 2021 TRUCK: FG P375N RANGER
2016 - 2021 CAR: BW B515A ECOSPORT INDIA