

SSM 50715 - 2021-2022 Mustang Mach-E/F-150/Edge/Nautilus - SYNC Gen 4 - Loss Of Bluetooth Pairing After A Key Cycle

Some 2021-2022 Mustang Mach-E/F150/Edge/Nautilus vehicles equipped with SYNC Gen 4 may experience a loss of Bluetooth pairing after a key cycle after accessory protocol interface module (APIM) replacement and programming or a software update. This may be due to APIM software. To correct the concern: 1. Perform master reset via settings > general settings > reset > master reset. 2. Make sure customer device is up to date. 3. Reboot customer device. For claiming, use causal part - 14G670- and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2021 - 2022 CAR: DQ CD539N EDGE

2021 - 2022 TRUCK: FD P702N F150

2021 - 2022 CAR: D9 U540N MKX

2021 - 2022 CAR: GW CX727N C-EV