

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR AUGUST 2013

44146 2013-2014 Multiple Vehicle Lines - 3.6/13171 SYNC MyTouch Screen Blank While In Transport Mode

Some 2013-2014 multiple vehicle lines with MyTouch v3.6/13171, may experience the MyTouch screen going blank while in Transport Mode. To identify if the vehicle is in Transport Mode, a message will display in the Instrument Cluster upon an initial key cycle, indicating the vehicle is in this mode. This condition may occur when the vehicle is shifted back into drive or park after a reverse maneuver. Prior to performing diagnostics, ensure vehicle is removed from transport mode (removing vehicles from transport mode should only be completed prior to customer delivery). If the concern is still present with the vehicle out of transport mode, follow normal WSM diagnostics, section 415-00.