

SB-10058110-9780

FORD:

2011-2014 Edge, Explorer

2013-2014 F-150, Flex, Fusion, Taurus

LINCOLN:

2011-2014 MKX

2013-2014 MKS, MKT, MKZ

ISSUE

Some 2011-2014 Edge, Explorer, MKX, 2013-2014 Fusion, Taurus, Explorer, Flex, F-150, MKZ, MKT and MKS vehicles equipped with MyFord Touch™/MyLincoln Touch™ and ambient lighting may exhibit the ambient lighting defaulting to white on Lincoln vehicles or ice-blue on Ford vehicles after cycling the ignition switch.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Determine the level of software in the accessory protocol interface module (APIM) by navigating to the system information screen on the 8 inch radio display. Select:
 - a. Menu
 - b. Help
 - c. System Information
 - (1) If the last five numeric digits (e.g. 4.30.13171.PRODUCT) are 13171, proceed to Step 2.
 - (2) If the last five numeric digits are not 13171, this article does not apply. Refer to the Workshop Manual (WSM), Section 417-02 for normal diagnosis.
2. Perform SYNC module (APIM) custom programming. Refer to WSM , Section 415-00.
 - a. When the scan tool displays the list of available software, make sure the software version DA5T-14D544-BD (V3.6) has a green check mark. Also select the ambient light settings restore EA5T-14D546-AMA.
 - (1) If the system auto-selects several other applications, proceed with the applications auto-selected.
 - b. Select continue and follow the on screen prompts.
 - c. As the programming is being performed, several reboots may occur.
 - d. Once the programming is completed, return the thumb drive to the scan tool to report software installation to the Ford online database.

OPERATION	DESCRIPTION	TIME
140175A	Perform Reprogramming Of The APIM Using The USB Flash Drive (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

DEALER CODING

BASIC PART NO.	CONDITION CODE
14D212	04