

## **SB-10058628-1779**

### **ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JULY 2015**

45254      2016 Escape Or Lincoln MKC Vehicles - SYNC 3 Equipped → Unresponsive Touch Screen  
Or Touch Screen Reacts With No User Input

Some 2016 Escape or Lincoln MKC vehicles built with SYNC 3 may have a symptom of an unresponsive touch screen or a touch screen that is acting as if it was being touched with no user input. Using the Integrated Diagnostic System (IDS) tool check for any continuous DTC-s, and attempt to clear them with IDS first. If DTCs are present that will not clear then follow the normal diagnostics in Workshop Manual, Section 415. If there are no DTC-s or DTC-s clear and do not return, do not make any further repair attempts. Engineering is aware of this concern and is investigating. Continue to monitor OASIS for future updates.