

SB-10058656-7024

**ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR AUGUST 2015**

45302 2016 Escape and Lincoln MKC - SYNC 3 Equipped Unresponsive Touch Screen Or Touch Screen Reacts With No User Input Or Delayed SYNC 3 System Start-Up

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 or a delayed SYNC 3 system Start-up. Using the Integrated Diagnostic System (IDS) tool check for any continuous DTCs, and attempt to clear them with IDS first. If DTC s are present that will not clear then follow the normal diagnostics in Workshop Manual, Section 415. If there are no DTCs or DTCs 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.