

SSM 47357	Some 2016 Escape vehicles with SYNC 3 may exhibit a radio that is inoperative and/or no audio after cranking. If SYNC software is not 3.0 or higher on the PTS website or on the vehicle display screen > SYNC Settings, then perform standard programming procedure. Refer to Workshop Manual (WSM), Section 415-00. Reprogram the audio control module (ACM) using the appropriate Ford scan tool or equivalent release 109.05 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. For claiming, use causal part 18C869 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.
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