



## TECHNICAL SERVICE BULLETIN

### 2019 Continental/Edge/Nautilus/F-150/Fusion/MKZ/Mustang/Ranger - Infotainment Screen Concerns, Wi-Fi Connection Message, Rear View Camera Operation

**19-  
2282**  
16  
September  
2019

#### Model:

<b>Ford</b>
2019 Edge
2019 F-150
2019 Fusion
2019 Mustang
2019 Ranger
<b>Lincoln</b>
2019 Continental
2019 MKZ
2019 Nautilus

**Issue:** Some 2019 Mustang, Continental, Fusion, MKZ, F150, Transit Connect, Ranger, Edge or Nautilus with SYNC 3 may have the following intermittent symptoms: a solid blue screen when moving forward at speeds above 16 kph (10 mph), the rear view camera remains on the screen at speeds below 16 kph (10 mph), or inoperative infotainment applications. This may be due to the SYNC 3 software version installed on the vehicle. To correct the condition, follow the Service Procedure steps to reprogram the accessory protocol interface module (APIM).

**Action:** Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2019 Continental/Edge/Nautilus/F-150/Fusion/MKZ/Mustang/Ranger
- Equipped with SYNC 3
- At least one of the following infotainment conditions:
  - Wi-Fi connection message pop up every key cycle
  - frozen unresponsive touch screen
  - solid blue screen when moving forward at speeds above 16 kph (10 mph) (Figure 1)
  - the rear view camera remains on the screen at speeds below 16 kph (10 mph) (Figure 2)
  - poor/no App Link function

**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.

#### Labor Times

Description	Operation No.	Time
	192282A	0.3 Hrs.

2019 Continental, Edge, Nautilus, Ranger, F-150, Fusion, MKZ And Mustang: Reprogram The APIM Following The Service Procedure (Do Not Use With Any Other Labor Operations)		
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### Repair/Claim Coding

Causal Part:	14G371
Condition Code:	04

### Service Procedure

Figure 1



Figure 2



1. Run the vehicle in OASIS and select the SYNC page. Is a yellow notice banner present at the top of the page stating the vehicle is at the latest SYNC level?
  - (1). Yes - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnostics.
  - (2). No - proceed to Step 2.
2. Reprogram the APIM using the latest software level of the appropriate Ford diagnostic scan tool. Refer to WSM, Section 415-00. Follow the onscreen instructions provided by the standard programming process. Proceed to Step 3.
3. To fully complete programming, turn the key off with the door open for 5 minutes. Upon the next key cycle the SYNC 3 screen should indicate that an update was successful.

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NOTE: The information 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 or Lincoln 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

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