

**SSM 48382 - 2019 Flex - SYNC 3 Without Navigation - Compass Stuck
And/Or Does Not Indicate Correct Direction**

Some 2019 Flex vehicles equipped with SYNC 3 without navigation may exhibit a compass that is stuck and/or does not indicate the correct direction. This may be due to the calibration in the accessory protocol interface module (APIM). To resolve the concern, reprogram the APIM using the latest level of the appropriate Ford scan tool. For claiming, use causal part 14G371 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.