

SSM 48908 - 2016-2020 Various Ford And Lincoln Vehicles - Sync 3 Touchscreen – Volume Control Unresponsive When Using Apple Car Play

Some 2016-2020 Ford and Lincoln vehicles equipped with a SYNC 3 Touchscreen may experience the volume control unresponsive from the Front Control Interface Module (FCIM) and steering volume controls when using Apple Car Play. When the Apple device is removed, volume control is restored. This is due to a concern with the Waze Navigation App software and Apple iOS version. To correct the condition, update the Waze App software and iOS to the latest version available and reboot the customer's Apple device. Perform an ignition cycle and reconnect the Apple device via USB. Open Apple Car Play and confirm volume control is restored. Installing/Updating third party software/applications is not warrantable.

APPLICABLE VEHICLES

2020 CAR: TV U611N AVIATOR
2018 CAR: CG C344N C-MAX
2018 - 2020 CAR: PL D544N CONTINENTAL
2020 CAR: TF CX483N CORSAIR
2018 - 2020 CAR: BW B515A ECOSPORT INDIA
2018 - 2020 CAR: DQ CD539N EDGE
2018 - 2019 TRUCK: M2 C520N ESCAPE
2020 CAR: TC CX482N ESCAPE
2018 - 2019 TRUCK: E4 ECONOLINE
2018 - 2020 TRUCK: B8 U553N EXPEDITION
2018 - 2019 TRUCK: UB U502N EXPLORER
2020 CAR: TW U625N EXPLORER
2018 - 2020 TRUCK: FC P552N F-150
2018 - 2019 CAR: CT B299N FIESTA MCA
2018 - 2019 TRUCK: P3 D471N FLEX
2018 CAR: DH C346N FOCUS
2018 - 2020 TRUCK: FE P558N SUPER DUTY
2018 - 2020 CAR: C7 CD391N FUSION
2018 - 2020 CAR: C7 CD391N FUSION
2018 - 2019 TRUCK: ME C489N MKC
2018 - 2019 TRUCK: P4 D472N MKT
2018 - 2020 CAR: D9 U540N MKX
2018 - 2020 CAR: C9 CD533N MKZ
2018 - 2020 CAR: C9 CD533N MKZ
2018 - 2020 CAR: ZG S550N MUSTANG
2018 - 2020 TRUCK: B9 U554N NAVIGATOR
2018 - 2019 CAR: PH D258N TAURUS
2018 - 2019 TRUCK: UB U502N EXPLORER
2019 - 2020 TRUCK: FG P375N RANGER
2018 - 2019 CAR: PH D258N TAURUS
2018 - 2020 CAR: HC V408E TRANSIT CONNECT
2018 - 2020 CAR: HC V408E TRANSIT CONNECT
2018 - 2020 TRUCK: TH V363N TRANSIT
2016 - 2017 CAR: CG C344N C-MAX
2017 CAR: PL D544N CONTINENTAL
2016 - 2017 CAR: DQ CD539N EDGE
2016 - 2017 TRUCK: M2 C520N ESCAPE
2016 - 2017 TRUCK: E4 ECONOLINE
2016 - 2017 TRUCK: B7 U222N EXPEDITION
2016 - 2017 TRUCK: UB U502N EXPLORER
2016 - 2017 TRUCK: FC P552N F-150
2016 - 2017 CAR: CT B299N FIESTA MCA
2016 - 2017 TRUCK: P3 D471N FLEX
2016 - 2017 CAR: DH C346N FOCUS
2016 TRUCK: FA P473N SUPER DUTY
2017 TRUCK: FE P558N SUPER DUTY
2016 - 2017 CAR: C7 CD391N FUSION
2016 - 2017 CAR: C7 CD391N FUSION
2016 - 2017 TRUCK: ME C489N MKC
2016 CAR: LE D385N MKS
2016 - 2017 TRUCK: P4 D472N MKT
2016 - 2017 CAR: D9 U540N MKX
2016 - 2017 CAR: C9 CD533N MKZ
2016 - 2017 CAR: C9 CD533N MKZ
2016 - 2017 CAR: ZG S550N MUSTANG
2016 - 2017 TRUCK: B5 U228N NAVIGATOR
2016 - 2017 CAR: PH D258N TAURUS
2016 - 2017 TRUCK: UB U502N EXPLORER
2016 - 2017 CAR: PH D258N TAURUS
2016 - 2017 CAR: HC V408E TRANSIT CONNECT
2016 - 2017 CAR: HC V408E TRANSIT CONNECT
2016 - 2017 TRUCK: TH V363N TRANSIT