



# TECHNICAL SERVICE BULLETIN

## SYNC 3 - Screen/CarPlay/Voice Prompt Concerns, Wi-Fi Connection Message, Rear View Camera Operation, Echo/Robotic Voice Concerns

**21-2263**09 August  
2021

This bulletin supersedes 21-2150. Reason for update: Replace Awareness/Interim Message

**Model:**

<b>Ford</b>
2021 Bronco Sport
2020-2021 EcoSport
2019-2020 Edge
2020-2021 Escape
2020-2021 Expedition
2020-2021 Explorer
2019-2020 F-150
2020-2021 F-Super Duty
2019-2020 Fusion
2019-2021 Mustang
2019-2021 Ranger
2019-2021 Transit Connect
<b>Lincoln</b>
2020-2021 Aviator
2019-2020 Continental
2020-2021 Corsair
2019-2020 MKZ
2019-2020 Nautilus
2020-2021 Navigator

**Summary**

This article supersedes TSB 21-2150 to update the Issue, Action and Service Procedure.

**Issue:** Some 2019-2020 Edge/F-150/Fusion/Continental/MKZ/Nautilus, 2019-2021 Mustang/Ranger/Transit Connect, 2020-2021 EcoSport/Escape/Expedition/Explorer/F-Super Duty/Aviator/Corsair/Navigator and 2021 Bronco Sport vehicles with SYNC 3 may experience various SYNC performance related concerns including but not limited to:

- Intermittent audio echo/robotic voice heard during a Bluetooth phone call
- Wi-Fi connection message pop-up every key cycle
- Frozen unresponsive touchscreen
- Solid blue screen when moving forward at speeds above 16 km/h (10 mph) (2019 vehicles only)
- Rear parking aid camera remains on the screen at speeds below 16 km/h (10 mph) (2019 vehicles only)
- Inoperative infotainment applications
- Poor/no AppLink function
- Apple CarPlay not launching on connection or a black screen when connected

- Voice prompts that skip or have short pauses while directions are being provided
- Sirius Travel Link™ not working properly with active subscription
- Remote start not able to be scheduled from FordPass or Lincoln Way (2020 vehicles only)
- Blank screen or frozen screen
- System states "In Michigan" when trying to select a Point Of Interest (POI) on the navigation system
- System scrolls through FM presets on screen when listening to Bluetooth or when on Android Auto/CarPlay
- Climate control features missing after previous update

This may be due to the SYNC Software. To correct the condition, follow the Service Procedure to update the accessory protocol interface module (APIM) software.

**NOTE: Ford has found some of the APIMs replaced and returned for inspection contained an outdated software level and the APIM did not require replacement. The customer concern may have been resolved by updating the APIM with latest level of software. The SYNC 3 Universal Thumb Drive will be able to update the APIM software without the use of a scan tool and does not require the process to be monitored. Ford will be monitoring APIM replacements to confirm TSB directed software updates have been performed.**

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

- One of the following vehicle lines:
  - 2019-2020 Edge/F-150/Fusion/Continental/MKZ/Nautilus
  - 2019-2021 Mustang/Ranger/Transit Connect
  - 2020-2021 EcoSport/Escape/Expedition/Explorer/F-Super Duty/Aviator/Corsair/Navigator
  - 2021 Bronco Sport
- Equipped with SYNC 3
- At least one of the following infotainment concerns:
  - Intermittent audio echo/robotic voice heard during a Bluetooth phone call
  - Wi-Fi connection message pop-up every key cycle
  - Frozen unresponsive touchscreen
  - Solid blue screen when moving forward at speeds above 16 km/h (10 mph) (2019 vehicles only)
  - Rear parking aid camera remains on the screen at speeds below 16 km/h (10 mph) (2019 vehicles only)
  - Inoperative infotainment applications
  - Poor/no AppLink function
  - Apple CarPlay not launching on connection or a black screen when connected
  - Voice prompts that skip or have short pauses while directions are being provided
  - Sirius Travel Link™ not working properly with active subscription
  - Remote start not able to be scheduled from FordPass or Lincoln Way (2020 vehicles only)
  - Blank screen or frozen screen
  - System states "In Michigan" when trying to select a Point Of Interest (POI) on the navigation system
  - System scrolls through FM presets on screen when listening to Bluetooth or when on Android Auto/CarPlay
  - Climate control features missing after previous update

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
Reprogram The APIM Using The SYNC 3 Universal Thumb Drive (Do Not Use With Any Other Labor Operations)	212263A	0.3 Hrs.

### Repair/Claim Coding

Causal Part:	14G371
--------------	--------

Condition Code: 04

## Service Procedure

1. Verify that the SYNC 3 universal thumb drive is titled SG3v202107 or later (later software levels will have a higher numerical value). Is the SYNC 3 universal thumb drive title SG3v202107 or later?
  - (1). Yes - proceed to Step 2.
  - (2). No - download the SYNC 3 Universal USB Updater Application under the Service Tips section of Professional Technician System (PTS). Review the instructions and use Scan for Updates and Update USB. Proceed to Step 2.
    - NOTE: If needed, this is a one time upload to the SYNC 3 universal thumb drive. Downloading the files to laptop and updating the SYNC 3 universal thumb drive could take up to 2 1/2 hours depending on internet speed. Once the SYNC 3 universal thumb drive is updated, it can be used over and over again to update all vehicles in this article.
2. Disconnect all customer connected universal serial bus (USB) items from all media hub locations in the vehicle.
3. Start the vehicle.
4. Insert the SYNC 3 universal thumb drive into the USB port on the media hub.
5. The module automatically updates with no user input required.
  - (1). Modules already at the latest software level will indicate this after approximately 30 seconds.
  - (2). Module programming for a non-updated module does not need to be monitored and can take approximately 20-30 minutes.
  - (3). Once the reprogramming has completed, the screen will display a message indicating the module is up to date.
6. Remove the SYNC 3 universal thumb drive when complete. The screen returns to the SYNC 3 home screen. Reconnect any of the customer USB items. No vehicle or system restarts are required.

---

© 2021 Ford Motor Company

All rights reserved.

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 current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.