



TECHNICAL SERVICE BULLETIN

22-2399

Not Equipped With SYNC - Bluetooth/Applink/CarPlay/Android Auto/Media Player And/Or Customer Connectivity Settings Concerns

21 October
2022

Model:

Ford 2022 Maverick	Built on or before 24-Aug-2022
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Issue: Some 2022 Maverick vehicles not equipped with SYNC built on or before 24-Aug-2022 may experience one of the following symptoms: Bluetooth connectivity concerns, Apple car play not reconnecting automatically, Android auto without audio after key cycle, Android auto not reconnecting automatically, Windows Media Player song progress bar not synchronized, Applink global positioning system (GPS) data not shared and/or climate control temperature repeater pop-up not synchronized. This may be due to the software installed in the audio control module (ACM). To correct the condition, follow the Service Procedure to reprogram the ACM.

NOTE: The ACM software update that addresses the symptoms listed in this article may have been delivered over-the-air (OTA) via Ford Power-Up software updates to connected vehicles that have automatic updates enabled through the center display screen. To enable automatic software updates, turn on the vehicle in a well-ventilated safe location. Press the settings button. Swipe to the right and tap the Wi-Fi button. Use the system Wi-Fi toggle to enable Wi-Fi. Select View Available Networks. Select the Wi-Fi network. Enter the Wi-Fi password to connect to the Wi-Fi network. Press the settings button once connected. Press Automatic Updates. Toggle the automatic system updates on. Select Scan For Updates Now to trigger a software update. If an update to the ACM has been successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.

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

- 2022 Maverick
- Not equipped with SYNC
- Built on or before 24-Aug-2022
- One or more of the following customer symptoms:
 - Phone not recognized as a media device
 - Connecting phone pop-up has no time-out
 - Bluetooth® audio is not accessible
 - Bluetooth® cannot be enabled
 - Distorted voice during phone calls
 - Contact information not displayed in the instrumental panel cluster (IPC)
 - Call time shows AM instead of PM
 - Call list not in order of date
 - Phone call not starting
 - Applink GPS data not shared
 - Screen is not opening after selecting
 - ACM and telematics control unit (TCU) cannot be synchronized
 - Apple Car Play not reconnecting automatically
 - Android Auto without audio after key cycle
 - Android Auto not reconnecting automatically
 - Windows Media Player song progress bar is not synchronized
 - Climate control temperature repeater pop-up not synchronized

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
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2022 Maverick: Reprogram The ACM (Do Not Use With Any Other Labor Operations)	222399A	0.8 Hrs.
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Repair/Claim Coding

Causal Part:	18806
Condition Code:	04

Service Procedure

1. Reprogram the ACM using the latest software version of the Ford Diagnosis and Repair System (FDRS) scan tool.

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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 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.