



TECHNICAL SERVICE BULLETIN

SYNC 3 - Various SYNC Symptoms, SYNC Screen Flicker, Echo/Robotic Voice Concerns, Slow/Lag Operation, BlueTooth Pairing Loss

23-2307

10 October
2023

This bulletin supersedes 22-2254. Reason for update: Incorrect Procedure

Model:

Ford
2021-2023 Bronco Sport
2020-2021 EcoSport
2019-2020 Edge
2020-2022 Escape
2020-2021 Expedition
2020-2023 Explorer
2019-2020 F-150
2020-2022 F-Super Duty
2019-2020 Fusion
2022-2023 Maverick
2019-2023 Mustang
2019-2023 Ranger
2019-2021 Transit Connect
Lincoln
2020-2023 Aviator
2019-2020 Continental
2020-2022 Corsair
2019-2020 MKZ
2019-2020 Nautilus
2020-2021 Navigator

Summary

This article supersedes TSB 22-2254 to update the Issue, Action and Service Procedure.

Issue: Some 2019-2020 Edge/F-150/Fusion/Continental/MKZ/Nautilus, 2019-2021 Transit Connect, 2019-2023 Mustang/Ranger, 2020-2021 EcoSport/Expedition/Navigator, 2020-2022 Escape/F-Super Duty/Corsair, 2020-2023 Explorer/Aviator, 2021-2023 Bronco Sport and 2022-2023 Maverick vehicles with SYNC 3 may experience various SYNC performance related concerns including but not limited to:

- Loss of BlueTooth pairing
- Loss of navigation destinations
- Slow/lag operation
- Sirius audio not functioning properly after a key cycle with active subscription
- Presets not responding or indicating properly
- 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 or frozen center display 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
- Temperature not displayed in pop up screen when increasing or decreasing temperature (2020-2021 Aviator/Navigator only)
- Center display screen flicker (2020-2022 Explorer/Aviator and 2020-2021 Navigator) This may be due to the SYNC Software.

To correct the condition, follow the Service Procedure to update the SYNC module (APIM) software.

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 Transit Connect
 - 2019-2023 Mustang/Ranger
 - 2020-2021 EcoSport/Expedition/Navigator
 - 2020-2022 Escape/F-Super Duty/Corsair
 - 2020-2023 Explorer/Aviator
 - 2021-2023 Bronco Sport
 - 2022-2023 Maverick
- Equipped with SYNC 3
- At least one of the following infotainment concerns:
 - Loss of BlueTooth pairing
 - Loss of navigation destinations
 - Slow/lag operation
 - Sirius audio not functioning properly after a key cycle with active subscription
 - Presets not responding or indicating properly
 - 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 or frozen center display 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

- Temperature not displayed in pop up screen when increasing or decreasing temperature (2020-2021 Aviator/Navigator only)
- Center display screen flicker (2020-2022 Explorer/Aviator and 2020-2021 Navigator)

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 FDRS (Do Not Use With Any Other Labor Operations)	232307A	0.8 Hrs.

Repair/Claim Coding

Causal Part:	14G371
Condition Code:	04

Service Procedure

NOTE: For vehicles that are not currently at the dealership, the customer can also update their vehicle's SYNC 3 software via Wi-Fi or follow the instructions on <https://www.owner.Ford.com> or <https://www.owner.Lincoln.com> to update the SYNC 3 software.

1. Reprogram the APIM using the latest software level of the Ford Diagnosis and Repair System (FDRS) diagnostic scan tool.

(1). When FDRS asks Do You Have A SYNC3 Universal Device, select No.

© 2023 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.