



## **SSM 52410 2019-2024 Various Vehicles - Diagnostics And Repair Process Updates For SYNC When An RVC Is Required**

Various vehicles have had pinpoint tests, guided routines and the Warranty and Policy Manual recently updated for diagnostics and repairs on SYNC generation 3 and later applications. When performing diagnostics and repairs on SYNC Gen 3 or later, select the diagnostics tab and search for related symptoms, DTCs and keywords. The search results will be shown in the search results pane. Read and follow all Technical Service Bulletins (TSB), Special Service Message (SSM)s or General Service Bulletin (GSB) first if a bulletin specifically addresses the vehicle concern. If there are no messages, run the appropriate diagnostic pinpoint test found in the Workshop Manual (WSM). Follow the steps in the pinpoint test. Make sure to note the title of the guided routine, using the correct one for the vehicle's symptom or diagnostic trouble code (DTC) is critical. Depending on the outcome of the pinpoint test, a repair validation code (RVC) may be generated either in the pinpoint test or Guided Routine. If the vehicle concern still exists after following the pinpoint tests or guided routine, then a manual RVC can be generated using the RVC Assist Form. A manual RVC can only be generated once the above process has been followed. Refer to the Warranty and Policy Manual, Section 3.5.02.83.