



TECHNICAL SERVICE BULLETIN

SYNC 3 - Various SYNC Performance Related Concerns

24-2165
23 May 2024

This bulletin supersedes 21-2175. Reason for update: revised Service Procedure

Model:

Ford
2016-2018 C-MAX
2018-2019 EcoSport
2016-2018 Edge
2016-2019 Escape
2016-2019 Expedition
2017-2019 Explorer
2016-2018 F-150
2016-2019 F-Super Duty
2016-2019 Fiesta
2016-2019 Flex
2016-2018 Focus
2017-2018 Fusion
2016-2018 Mustang
2016-2019 Taurus
2016-2019 Transit
2016-2018 Transit Connect
Lincoln
2017-2018 Continental
2016-2019 MKC
2016 MKS
2016-2019 MKT
2016-2018 MKX
2017-2018 MKZ
2016-2017 Navigator

Markets: North American markets only

Issue: Some 2016 MKS, 2016-2017 Navigator, 2016-2018 F-150/Focus/C-MAX/Edge/Fiesta/MKX/Transit Connect/Mustang, 2017-2018 Continental/Fusion/MKZ, 2017-2019 Explorer, 2016-2019 Escape/MKC/Flex/MKT/Taurus/Transit/Expedition/F-Super Duty, and 2018-2019 EcoSport vehicles equipped with SYNC 3 may experience various SYNC performance related concerns including but not limited to:

- Display operation concerns
- Navigation inoperative
- Voice recognition concerns
- Phone connection issues
- Dropped phone connections

- Applink related performance
- Travel Link not present or showing incorrect traffic
- Slow system response

This may be due to the SYNC software. To correct the condition, follow the Service Procedure to update the 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NOTE: Ford has found some of the APIMs replaced and returned for inspection contained an outdated software level and the APIM did not require replacement.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 to correct the condition on vehicles that meet all the following criteria:

- One of the following vehicles:
 - 2016 MKS
 - 2016-2017 Navigator
 - 2016-2018 F-150/Focus/C-MAX/Edge/Fiesta/MKX/Transit Connect/Mustang
 - 2016-2019 Escape/MKC/Flex/MKT/Taurus/Transit/Expedition/F-Super Duty
 - 2017-2018 Continental/Fusion/MKZ
 - 2017-2019 Explorer
 - 2018-2019 EcoSport
- Customer complaint of one or more of the following symptoms:
 - Display operation concerns
 - Navigation inoperative
 - Voice recognition concerns
 - Phone connection issues
 - Dropped phone connections
 - Applink related performance
 - Travel Link not present or showing incorrect traffic
 - Slow system response

Special Tool(s)

SYNC 3 Universal Thumb Drive

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/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)	242165A	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 SG3v202403 or later (later software levels will have a higher numerical value). Is the SYNC 3 universal thumb drive title SG3v202403 or later?

(1). Yes - proceed to Step 2.

(2). No - download the SYNC 3 Universal USB Updater Application (1.0.3.1) under the Service Tips section of PTS using at least a 64GB USB 3.2 Gen 2 flash drive or higher. The USB drive must be formatted to exFAT. Review the instructions in the section titled "Updating The Tool" and select "Scan For Updates" and "Update USB". Proceed to Step 2.

NOTE: If needed, this is a one-time upload to the thumb drive. Instructions can be found on PTS under Service Tips. Downloading the files to laptop and updating the thumb drive could take up to 2 1/2 hours depending on internet speed. Once the thumb drive is updated, it can be used repeatedly to update all vehicles in this article. The thumb drive must be synced with the Updater Application every 30 days in order to retain usage permissions.

2. Disconnect all customer connected 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.

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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.