



SSM 52675 2019-2024 Various Vehicles - SYNC 3 - Accessory Protocol Interface Module (APIM) Programming Error - "INSTL_ERR12" Using FDRS Or Stuck On "Updating System Software" Or No Response From The Vehicle When Using The Universal USB Updater

Some 2019-2024 vehicles equipped with SYNC 3 may experience a programming Error - "INSTL_ERR12" while programming APIM using the Ford Diagnosis and Repair System, or experience a frozen screen which says "updating system software" or no progress/response from module using the universal USB updater. This may be due to low memory in the APIM commonly occurring on software level NU5T-14G381-AB/BB. The current software level can be verified checked in the SYNC tab of PTS, or using the center display screen, Settings > General > About. To correct the condition run the universal USB updater. If unsuccessful, using the latest software version of the Ford Diagnosis and Repair System (FDRS) scan tool, run the service function "APIM - Reset the Accessory Protocol Interface Module Application" and select "Clear All User Data" option. The center display screen will reboot. As soon as module reboot is detected, immediately initiate APIM module programming by inserting the universal USB updater. The APIM Screen should display "successful APIM update" when complete. If process does not complete as expected, retry 1x. If the concern persists, then raise a Technical Support Request for assistance. Do not replace the APIM prior to contacting Technical Support.