

SSM 52704

Title:

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

Text:

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 (FDRS) 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 in the SYNC tab of Professional Technician System (PTS) or using the vehicle's center display screen, Settings > General > About. To correct the condition, run the universal USB updater. If unsuccessful, using the latest software version of the 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 the vehicle's center display screen displays the boot up logo, immediately reinsert the same universal serial bus (USB) drive that was utilized during the prior failed programming attempt.