



## **SSM 54116 2019-2024 Various Vehicles - SYNC 3 - Partially Or Fully Black Center Display Screen At Start-up Using Apple CarPlay Or Android Auto**

Various 2019-2024 Ford and Lincoln vehicles equipped with SYNC 3 may experience a partially or fully black center display screen at start-up using Apple CarPlay or Android Auto. This does not affect rear camera operation. This may be due to interference from the phone being connected into the media hub using a universal serial bus (USB) cable during SYNC system boot up. To correct this condition, advise the customer to disconnect the USB cable from the phone. If the center display screen displays normally, reconnect the phone. If the concern persists, disconnect the phone from the USB cable, cycle the ignition off and open the driver's door so the interior lights come on. Close the door, start the vehicle and wait for the center display screen to boot up past the start-up animation and display the home screen, then reconnect the phone using the USB cable. If the concern persists after this procedure, follow normal Workshop Manual diagnostics for a blank screen concern.