



TECHNICAL SERVICE BULLETIN

Center Display Screen Reverting To "Settings" Menu After A Key Cycle

26-2017

23 January
2026

Model:

Ford
2024 F-150

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit the center display screen reverting back to the "Settings" menu after a key cycle. This may be due to the software within the APIM.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram the APIM to the latest software version.

Warranty Status: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

Labor Times

Description	Operation No.	Time
2024 F-150 – Check APIM Software Version, Read The Configuration Data, Includes Time To Connect Battery Charger and Add The Vehicle Story To The Warranty Claim (Can Be Claimed With B1 Or B2, C1 Or C2, D1 Or D2 And E)	262017A	0.4 Hrs
2024 F-150 - Time To Program GWM Once (Claim With A, Cannot Be Claimed With B2)	262017B1	0.5 Hrs
2024 F-150 - Time To Program GWM Twice (Claim With A, Cannot Be Claimed With B1)	262017B2	1.0 Hrs
2024 F-150 - Time To Program APIM Once (Claim With A, Cannot Be Claimed With C2)	262017C1	0.8 Hrs
2024 F-150 - Time To Program APIM Twice (Claim With A, Cannot Be Claimed With C1)	262017C2	1.6 Hrs
2024 F-150 - Time To Program TCU Once (Claim With A, Cannot Be Claimed With D2)	262017D1	0.1 Hrs
2024 F-150 - Time To Program TCU Twice (Claim With A, Cannot Be Claimed With D1)	262017D2	0.3 Hrs
2024 F-150 - Time To Program IPC (Claim With A)	262017E	0.1 Hrs

Repair/Claim Coding

Causal Part:	14G371
Condition Code:	04

Service Procedure

1. Confirm the APIM software version:

1. While SYNC is powered up with ignition in run or accessory, go to the settings selection on the center display screen. Refer to the Owner's Manual if settings can not be found.

2. Go to General Settings.

3. Select About SYNC.
 4. Find the 5 digit SYNC 4 Software Version.
2. Is the APIM software version in the vehicle at 25213 or higher?
1. Yes - this article does not apply.
 2. No - proceed to Step 3

NOTE: The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, USB flash drive variability, and the potential that CAN flashing (software update via the [DLC]with the [FDRS] may be required. Use a USB 3.2 Gen 2 or higher flash drive. When performing USB software updates, using high speed USB ports on the laptop is recommended for faster file transfer. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

3. Run the "Read The Configuration Data" application in FDRS, located in Toolbox > Multi-Module tab.
4. Is there a software update available for any of the following modules?

- GWM
- APIM
- TCU
- IPC

1. Yes - proceed to Step 5.
 2. No - if there are no modules listed in Step 4 showing an available update, additional support may be required. Perform normal dealer internal escalation process outside of this TSB.
5. Prepare and update the software for the GWM, APIM, TCU and IPC. Refer to WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.
6. Check the current APIM software version. Is the APIM version in the vehicle at 25213 or higher?
1. Yes - go to Step 8.
 2. No - go to Step 7.

7. Are there any updates available for the GWM, APIM, TCU and/or IPC?

NOTE: The option to update a module may not be available until other module(s) are updated to a certain level. The network test is a confirmation that all modules are at the latest available software. Some repairs may require multiple network tests to reveal all module dependent software.

1. Yes - proceed to Step 5.
 2. No - if there are no modules listed in Step 7 showing an available update, additional support may be required. Perform normal dealer internal escalation process outside this TSB.
8. Add the vehicle story to warranty claim to support labor operations selected.
1. ID the vehicle in PTS
 2. Under the diagnostics tab select vehicle history.
 3. Select programming date.
 4. Select Story Creator.
 5. Select modules programmed.
 6. Click on Create Story.
 7. Copy Story to warranty comments.

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.