



TECHNICAL SERVICE BULLETIN

17-2068
18 April 2017

SYNC 3 – No Rear View Camera Image At Freezing Ambient Temperatures - Built On 01-Jul-2015 And Through 31-Dec-2016

Model:

Ford
2016-2017 Edge
2016-2017 Escape
2016-2017 Expedition
2016-2017 Fiesta
2016-2017 Flex
2016-2017 Mustang
2017 F-Super Duty
2016-2017 Taurus
2017 Explorer
Lincoln
2016-2017 MKC
2016-2017 MKT
2016-2017 MKX
2016-2017 Navigator

Issue: Some 2016-2017 Edge, Escape, Expedition, Fiesta, Flex, MKC, MKT, MKX, Mustang, Navigator, Taurus, 2017 Explorer and F-Super Duty vehicles equipped with SYNC 3 and built on 1-Jul-2015 and through 31-Dec-2016 may exhibit a SYNC display message of Please check your surroundings for safety along with no rear view camera image when in reverse gear. This will occur only at ambient temperatures ranging from -5 °C to 5 °C (23 °F to 41 °F). This maybe due to a temperature dependent issue within the APIM module.

Action: Follow the Service Procedure steps to correct the condition.

Parts

Part Number	Description	Quantity
14G371	See Parts Catalog For Specific Application	1

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2016-2017 Edge: Diagnose And Replace The APIM Following The Service Procedure Includes Time To Complete The 1878 Form (Do Not Use With Any Other Labor Operations)	172068A	1.2 Hrs.
2017 F-Super Duty, Explorer: Diagnose And Replace The APIM Following The Service Procedure Includes Time To Complete The 1878 Form (Do Not Use With Any Other Labor Operations)	172068B	0.9 Hr.
2016-2017 Expedition, Navigator, Flex, MKC And MKT: Diagnose And Replace The APIM Following The Service Procedure Includes Time To Complete The 1878 Form (Do Not Use With Any Other Labor Operations)	172068C	1.0 Hr.
2016-2017 Fiesta: Diagnose And Replace The APIM Following The Service Procedure Includes Time To Complete The 1878 Form (Do Not Use With Any Other Labor Operations)	172068D	0.7 Hr.
2016-2017 MKX, Taurus: Diagnose And Replace The APIM Following The Service Procedure Includes Time To Complete The 1878 Form (Do Not Use With Any Other Labor Operations)	172068E	1.4 Hrs.
2016-2017 Mustang: Diagnose And Replace The APIM Following The Service Procedure Includes Time To Complete The 1878 Form (Do Not Use With Any Other Labor Operations)	172068F	1.3 Hrs.
2016-2017 Escape: Diagnose And Replace The APIM Following The Service Procedure Includes Time To Complete The 1878 Form (Do Not Use With Any Other Labor Operations)	172068G	0.8 Hr.

Repair/Claim Coding

Causal Part:	14G371
Condition Code:	42

Service Procedure

- Was the vehicle built on or after 01-Jul-2015 and through 31-Dec-2016?
 - Yes – proceed to Step 2.
 - No – this article does not apply. Refer to Workshop Manual (WSM), Section 413-00 for normal diagnostics.
- Is the customer reporting a SYNC display message of Please check your surroundings for safety along with no rear view camera image when in reverse gear which occurs during an ambient temperature range of -5 °C to 5 °C (23 °F to 41 °F)? (Figure 1)
 - Yes - proceed to Step 3.
 - No - this article does not apply. Refer to WSM, Section 413-00 for normal diagnostics.

Figure 1



- Start the engine and set the heating ventilation air conditioning (HVAC) controls to maximum heat with blower speed on high. Run the engine until it reaches normal operating temperature. This will allow the accessory protocol interface module (APIM) to reach normal operating temperature. Is the SYNC system displaying a message of Please check your surroundings for safety along with no rear view camera image when in reverse gear (Figure 1)?
 - Yes - this article does not apply. Refer to WSM, Section 413-00 for normal diagnostics.
 - No - replace the APIM. Refer to WSM, Section 415-00.

Record the outside air temperature displayed on the SYNC 3 screen at the time of the failure in the technician description section of the 1878 form.