



47444 - 2016-2018 Various Vehicles Equipped With SYNC 3 – Various SYNC Performance Related

Some 2016-2018 Ford and Lincoln vehicles equipped with SYNC 3 not at the latest software level may exhibit Various Performance Related concerns such as Display Operation, Navigation, Voice Recognition, Phone Pairing, Applink, Travel Link, Slow System Response, etc. Check for SYNC software update under the OASIS Tab SYNC selection. If an update is available refer to WSM, Section 415-00 and update the APIM software. After Installation, complete pop-up appears, remove USB flash drive and install into IDS tool to update Ford database. Perform a complete ignition cycle by turning the key off for 5 minutes which is critical for a successful installation. If no updates are available or a blue or black screen is present after an update refer to WSM, Section 415-00 for diagnosis or SYNC 3 intermittent blank screen GSB for tips. For claiming, use causal part 14G371 and applicable labor operations in section 10 of the SLTS manual.