

## FORD:

2012-2013 Focus, Fusion  
2012-2014 Fiesta, Mustang  
2013 C-MAX, Taurus  
2012-2013 E-Series, Edge, Expedition,  
Explorer, F-150, F-250

2013 Escape  
2013-2014 Flex

## LINCOLN:

2012 MKZ  
2012-2013 Navigator

## ISSUE

Some vehicles equipped with SYNC may exhibit various concerns related to SYNC features. Refer to the Service Procedure for complete details.

## ACTION

Follow the Service Procedure steps to improve the condition.

## SERVICE PROCEDURE

This procedure excludes vehicles equipped with MyFord Touch or MyLincoln Touch.

Symptoms addressed by this procedure include the following:

- All SYNC features inoperative: lack of or slow response to Auxiliary, Phone, and Voice button operation.
- U3000:04 in the Accessory Protocol Interface Module (APIM).
- Intermittent phone connection issues.
- When multiple phones are paired to SYNC, SYNC intermittently does not connect to the device that is set as the Primary phone.
- Incorrect caller ID displayed for text messages.
- Voice recognition system responds Calling Dot at Work.
- Dials the first phone book entry in phone book to all Call commands.
- Apple device connected via USB intermittently does not reconnect and resume playback after ignition cycle, system goes to Line In instead.
- USB over time responds Indexing, Speech control not available with this device, Index Full, or fails to connect to a USB device previously connected without concerns.

1. Verify if a SYNC update is available. Go to the Professional Technician Society (PTS) website and from the OASIS tab select the SYNC button. Scroll to the bottom of the page, under software update actions, click on the View Latest Software hyper link located next to the standard selection. A software update is identified when there is no check box next to the Customer Interface Processor (CIP)
2. Are software updates available?
  - a. No - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnosis.
  - b. Yes - ensure that the Integrated Diagnostic Software (IDS) release is at 85.01 or higher, then close the IDS software and proceeded to Step 3.
3. Reprogram the APIM. To perform the reprogram it will be necessary to follow the online version of the WSM, Section 418-01, for APIM - Standard programming.

**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.

**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.

## TSB 13-6-17 (Continued)

OPERATION	DESCRIPTION	TIME
130617A	Reprogram The APIM (Do Not Use With Any Other Labor Operations)	0.4 Hr.
DEALER CODING		
BASIC PART NO.	CONDITION	
14D212	CODE 04	