

SSM 45215 - SYNC/MyFord And MyLincoln Touch - Navigation Displays Incorrect - Unable To Locate Vehicle - Built On Or Before 9/30/2014

Some 2013-2015 vehicles equipped with SYNC and/or MyFord Touch, MyLincoln Touch and built on or before 9/30/2014 may exhibit a voice prompt indicating SYNC Services Traffic, Directions or Information (TDI) is unable to locate the vehicle. MyFord Touch equipped vehicles with navigation may also exhibit the vehicle location displayed off road from the current vehicle position, the last known vehicle location being displayed instead of current location, a screen message indicating a Navigation Fault. Reprogram the Global Positioning Satellite Module (GPSM) to the latest calibration using IDS release 96.02 or higher. Use applicable 12651D labor operations from Section 10 of the SLTS manual and use causal part 10E893.

APPLICABLE VEHICLES

2015 TRUCK: TH TRANSIT V363 FNA
2014 CAR: HN TRANSIT CONNECT V408N FNA
2015 CAR: HC V408 (EU)
2013 - 2015 CAR: CG C344N HEV
2013 CAR: CH B299 B CAR (NA)
2014 CAR: CT B299 MCA FNA
2015 CAR: CT B299 MCA FNA
2013 - 2015 TRUCK: M2 C520 NA (ESCAPE)
2013 - 2015 TRUCK: UB EXPLORER
2013 - 2015 TRUCK: B7 EXPEDITION (U222)
2013 - 2015 CAR: C7 FUSION
2013 - 2015 CAR: PH TAURUS
2013 - 2014 CAR: ZF MUSTANG (S197)
2015 CAR: ZG MUSTANG (S550)
2013 - 2015 TRUCK: FA P473 SUPER DUTY
2013 - 2014 CAR: DH C346 FOCUS FNA
2013 - 2014 TRUCK: Q1 FORD EDGE/LINCOLN MKX
2013 - 2014 TRUCK: E4 ECONOLINE
2013 - 2014 TRUCK: F6 F150/LINCOLN MARK LT
2013 - 2014 TRUCK: P3 FLEX (FORD C/O UTILITY)
2015 TRUCK: ME C489 LINCOLN CUV
2013 - 2015 TRUCK: Q1 FORD EDGE/LINCOLN MKX
2013 - 2015 TRUCK: B5 NAVIGATOR (U228)
2013 - 2015 CAR: C9 MKZ (CD533)
2013 - 2014 CAR: LE LINCOLN MKS-SWB/LWB
2013 - 2014 TRUCK: P4 MKT (LINCOLN C/O UTILITY)
2015 TRUCK: 00213 TRANSIT
2014 CAR: 00153 TRANSIT CONNECT
2015 TRUCK: 00153 TRANSIT CONNECT
2013 - 2015 CAR: 00204 C-MAX
2013 - 2015 CAR: 00038 FIESTA
2013 - 2015 TRUCK: 00130 ESCAPE
2013 - 2015 TRUCK: 00026 EXPEDITION
2013 - 2015 TRUCK: 00134 EXPLORER 4DR
2013 - 2015 TRUCK: 00028 F-SERIES
2013 - 2015 TRUCK: 00028 F-SERIES
2013 - 2015 TRUCK: 00028 F-SERIES
2013 - 2015 TRUCK: 00028 F-SERIES
2013 - 2015 CAR: 00170 FUSION
2013 - 2015 CAR: 00071 MUSTANG
2013 - 2015 CAR: 00117 TAURUS
2013 - 2014 CAR: 00122 FOCUS
2013 - 2014 TRUCK: 00016 E-SERIES
2013 - 2014 TRUCK: 00016 E-SERIES
2013 - 2014 TRUCK: 00016 E-SERIES
2013 - 2014 TRUCK: 00016 E-SERIES
2013 - 2014 TRUCK: 00176 EDGE
2013 - 2014 TRUCK: 00029 F-SERIES LD
2013 - 2014 TRUCK: 00189 FLEX
2015 TRUCK: 00212 MKC
2013 - 2015 TRUCK: 00177 MKX
2013 - 2015 TRUCK: 00106 NAVIGATOR
2013 - 2015 CAR: 00179 MKZ
2013 - 2014 CAR: 00190 MKS
2013 - 2014 TRUCK: 00194 MKT