

SYNC FUNCTIONS INOPERATIVE, DTC U3000-41, U0485, OR U0100, AND/OR BATTERY DRAW WITH ACCESSORY PROTOCOL INTERFACE MODULE CONNECTED

TSB 09-14-3

FORD:

2008-2009 Focus, Taurus X, Taurus
2008-2010 Fusion
2010 Mustang
2008-2009 Edge, Explorer Sport Trac,
Explorer
2009 Escape Hybrid, Escape, Expedition,
F-150, F-Super Duty, Flex

LINCOLN:

2008-2009 Zephyr

2008-2010 MKZ
2009 MKS
2008-2009 MKX, Navigator

MERCURY:

2008-2009 Sable
2008-2010 Milan
2008-2009 Mountaineer
2009 Mariner Hybrid, Mariner

ISSUE

Some 2008-2010 vehicles equipped with SYNC version 2 software level, SYNC 911 Assist and Vehicle Health Report, may exhibit all or most of the following symptoms:

- Diagnostic Trouble Codes (DTC) U3000-41, U0485, or U0100 in Accessory Protocol Interface Module (APIM)
- SYNC display menus/options blank
- USB port inoperative
- No SYNC Blue Tooth device connectivity
- Voice/Phone/OK steering wheel controls inoperative
- Lack of APIM communication
- Parasitic battery draw with APIM connected

These symptoms may be triggered by a low battery state of charge, or a recent battery disconnect/reconnect.

ACTION

Follow the service procedure to correct the condition.

SERVICE PROCEDURE

This software upgrade only applies to the following Accessory Protocol Interface Module (APIM) Vehicle Interface Processor (VIP) and Customer Interface Processor (CIP) software levels:

- VIP: 9L2T-14D205-AC / CIP: 9L2T-14D544-BC
- VIP: 9L2T-14D205-AD / CIP: 9L2T-14D544-BD
- VIP: 9L2T-14D205-AE / CIP: 9L2T-14D544-BD

To determine the current APIM software level, reference the Professional Technician Society (PTS) website, enter the VIN in OASIS, click the GO button and select the SYNC button.

1. Determine if communication can be established with the APIM using IDS.
 - a. If communication cannot be verified, proceed to Step 2.
 - b. If communication is present, proceed to Step 3.
2. Reference Workshop Manual, Section 418-00, Module Communication Network to determine if communication can be established. If not, perform an APIM power reset by disconnecting and reconnecting the vehicle battery.
 - a. If communication is now present, proceed to Step 3.

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, Lincoln, or Mercury 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.

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- b. If communication still cannot be established, replace the APIM.
3. Reprogram the APIM to VIP software level 9L2T-14D205-AF by following the Service Procedure.

NOTE

SOFTWARE IS AVAILABLE ONLY THROUGH THE PTS WEBSITE, AND NOT AVAILABLE THROUGH THE SYNCMYRIDE.COM WEBSITE.

NOTE

CONFIGURATION AND PROGRAMMING REQUIRES THE USE OF A SPECIAL PTS APPLICATION. INSTALLER MUST HAVE ACCESS TO PTS AND HAVE A VALID PTS USER ID AND PASSWORD.

- a. Connect the vehicle communication module (VCM) to the data link connector (DLC).
- b. Connect the VCM to the IDS tool or laptop running IDS software.
- c. Turn the ignition key to the on position.
- d. Launch IDS tool.
- e. If required, update the VCM with the latest software.
- f. Close the IDS tool.
- g. From the PTS website, run OASIS by pressing the Read VIN And DTC's button. After vehicle communication is established, press the GO button.
- h. From the Vehicle Service Session screen, Select the SYNC button.
- i. Press read APIM button.
- j. Select software and press program APIM to update the SYNC module.

NOTE

YOU MUST USE A MALE-A TO MALE-A USB CABLE LIKE ROTUNDA PART NUMBER CCMU5B2-AM-AM-10 TO COMPLETE THIS STEP.

NOTE

DO NOT USE A TRANSFER TYPE CABLE.

NOTE

DO NOT DISCONNECT THE VCM OR USB CABLES DURING APIM PROGRAMMING.

NOTE

THE SYSTEM MAY PROMPT YOU TO INSTALL SOFTWARE FOR THE USB PORT. FOLLOW THE ON SCREEN INSTRUCTIONS TO INSTALL THE USB PORT DRIVER ALREADY INCLUDED IN WINDOWS XP.

- k. Program the processor in the APIM.
- l. Connect the Male-A to Male-A USB cable, Rotunda part number CCMU5B2-AM-AM-10, to the IDS tool or laptop running IDS software, and to the vehicle USB port.
- m. Follow the on-screen instructions to program the VIP module.
- n. At the end of the configuration and programming procedure, the programming has been completed successfully screen will be displayed.
- o. Exit PTS, disconnect the VCM and disconnect the USB cable.

PART NUMBER	PART NAME
9L3Z-14D212-CD	Module (2009 Expedition, Navigator, F-150, Super Duty, Flex, 2008- 2010 Fusion, Milan, MKZ)
9L2Z-14D212-E	Module (2008-2009 Edge, MKX, Explorer, Mountaineer, Sport Trac, Focus, 2010 Mustang, 2008-2009 Taurus, Sable, Taurus X)
9L3Z-14D212-B	Module (2009 Escape, Mariner, MKS)

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
MT091403	Use SLTS Operations If Available; Claim Additional Diagnosis Or Labor Performed As Actual Time	Actual Time

DEALER CODING

BASIC PART NO.	CONDITION CODE
14D212	04