

**FORD:**

2008-2009 Taurus X  
2008-2010 Focus, Fusion, Mustang, Taurus,  
Edge, Escape, Expedition,  
Explorer Sport Trac, Explorer, F-150, F-250,  
F-350, F-450  
2009-2010 Flex

**LINCOLN:**

2008-2010 MKZ

2009-2010 MKS

2008 Mark LT

2008-2010 MKX, Navigator

2010 MKT

**MERCURY:**

2008-2009 Sable

2008-2010 Milan, Mariner, Mountaineer

**ISSUE**

Some customers of 2008-2010 SYNC-equipped vehicles may express concern with their SYNC paired device defaulting, switching or staying on privacy mode. The customer may not be able to accept the call through the SYNC system or must answer the call manually on their personal device.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Set the Privacy mode to Off on the device and recheck Sync operation.

2. If necessary, test the device on another vehicle with the same version SYNC. If the concern is still present, the device is the concern. Continue with normal WSM Diagnostics.

**NOTE**

PRIVACY MODE MEANS THAT THE PHONE IS CONTROLLING THE AUDIO. SYNC ONLY MAKES REQUESTS TO THE PHONE TO TRANSFER THIS RESPONSIBILITY OR AUDIO TO SYNC. IF THE PHONE DOES NOT ACCEPT THIS REQUEST OR THERE IS A PROBLEM IN THE COMMUNICATION TO MAKE THIS HAPPEN, YOU ARE BY DEFAULT IN PRIVACY MODE.

**WARRANTY STATUS:** Information Only

**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.