

**GLOBAL POSITION SATELLITE MODULE—TRAFFIC DIRECTIONS AND INFORMATION/NAVIGATION—UNABLE TO LOCATE VEHICLE—BUILT ON OR BEFORE 5/14/2012**

**TSB 12-11-2**

**FORD:**

2010-2011 Fiesta, Focus, Mustang  
 2010-2012 Fusion, Taurus  
 2010 Explorer Sport Trac  
 2010-2011 Explorer  
 2010-2012 E-Series, Edge, Escape, Expedition, F-150, F-Super Duty, Flex

**LINCOLN:**

2010-2012 MKS, MKZ  
 2010-2011 MKX  
 2010-2012 Navigator

**MERCURY:**

2010 Milan, Mountaineer  
 2010-2011 Mariner

This article supersedes TSB **10-13-4** to update the vehicle model years, vehicle lines covered, Title, Issue Statement and Service Procedure.

**ISSUE**

Some 2010-2012 vehicle equipped with SYNC non-navigation and MyFord Touch or MyLincoln Touch and built on or before 5/14/2012 may exhibit a voice prompt indicating SYNC Service's Traffic, Directions or Information (TDI) is unable to locate the vehicle or a Global Position System (GPS) issue is present. Vehicles equipped with MyFord Touch/MyLincoln Touch and Navigation may exhibit a screen message indicating navigation stopped functioning contact your dealer, GPS has red strike through X, Navigation unavailable is displayed in the upper right hand corner of the display screen, and/or the last known vehicle location may be displayed instead of current location.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Disconnect the negative battery cable and wait 1 minute to reset the GPSM.
2. Reprogram the GPSM to the latest calibration using IDS release 81.04 and higher. This new calibration is not included in the VCM 2012.9 DVD. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**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.

OPERATION	DESCRIPTION	TIME
121102A	Reprogram The GPSM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.3 Hr.

**DEALER CODING**

BASIC PART NO.  
 10E893

CONDITION CODE  
 04

**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.