Report a Problem

SSM 52574 Vehicles Equipped with SYNC4 - Intermittent Symptoms After All Available Software Updates Performed - Awareness of Solutions Being Developed

Some vehicles equipped with SYNC4 may exhibit one or more of the following symptoms after all currently available accessory protocol interface module (APIM) software updates have been performed.
- General system performance, stability, and intermittent system reboots.
- Intermittent Wireless CarPlay or Android Auto function.
- Phone related concerns with intermittent No Audio or Static.
- Navigation/global positioning system (GPS) related concerns through CarPlay and Android Auto.
- Alexa function consistency and stability.

These symptoms may be due to the software in the APIM. Replacing the APIM will not resolve these symptoms for the customer. Before returning the vehicle to the customer, review the procedures within Workshop Manual, Section 415-00 and ensure the latest APIM software is installed. Refer to General Service Bulletin (GSB) 23-7146 for help determining the latest available level of software.

IMPORTANT: some module software updates will only display as available on Ford Diagnosis and Repair System (FDRS) after prerequisite modules areupdated. This may require the technician to update certain modules multiple times during the service visit, before the latest APIM software is accessible in FDRS.

If symptoms continue after latest APIM software has been installed, inform customers that Ford is working on additional software enhancements which are expected to be delivered over-the-air (OTA) by Q4 2024 on F-150, F-150 Lightning, Mustang Mach-E, Mustang, Escape, Corsair, Expedition, Navigator, Bronco, Mustang, and 2023-2024 F-Super Duty. Software will update automatically if vehicle connectivity is enabled in the vehicle's settings. For all other vehicles with SYNC4, schedule a service visit for customers in October 2024, when the updated APIM software is expected to be available to dealers. Monitor OASIS for additional information.