

FORD:

2011 Focus
2011-2012 Fiesta, Fusion, Mustang, Taurus,
E-Series, Escape, Expedition, F-150,
F-Super Duty, Flex

LINCOLN:

2011-2012 MKS, MKZ, MKT, Navigator

MERCURY:

2011 Milan, Mariner

The article supersedes TSB **12-7-6** to add a production fix date.

ISSUE

Some 2011-2012 vehicles equipped with SYNC® and built on or before 7/1/2012 may exhibit intermittent voice recognition: SYNC® is not listening/hearing commands, no response to voice commands or SYNC responds voice commands not available with this device when using play artist/album/track commands. Voice recognition, phone/USB connectivity, and traffic, directions and information notification/voice recognition, commands not available with this device when using play artist/album/track commands.

ACTION

Follow the Service Procedure steps to improve the condition.

SERVICE PROCEDURE

1. This procedure excludes vehicles equipped with MyFord Touch or MyLincoln Touch. All other vehicles proceed to Step 2.
2. Verify if a SYNC update is available. Go to the Professional Technician Society (PTS) website and from the OASIS tab select the SYNC button. Scroll to the bottom of the page, under software update actions click on the (View Latest Software) hyper link located next to the standard selection.
 - a. If no software updates are shown available this article does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnosis.

- b. If software updates are available ensure that the Integrated Diagnostic Software (IDS) release is at 79.02 or higher, then close the IDS software and proceeded to Step 3.

3. Reprogram the Accessory Protocol Interface Module (APIM). To perform the reprogram it will be necessary to follow the online version of the WSM, Section 418-01 Accessory Protocol Interface Module APIM - Standard programming.

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
120819A	Reprogram The APIM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

DEALER CODING	CONDITION CODE
BASIC PART NO. 14D212	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.