

**SYNC—PHONE/USB CONNECTIVITY—VOICE RECONGNITION AND TRAFFIC—DIRECTIONS AND INFORMATION MESSAGING**

**TSB 12-9-6**

**FORD:**

2009 Taurus X  
2009-2010 Focus, Taurus  
2010 Mustang  
2009-2010 Edge, Explorer Sport Trac,  
Explorer  
2010 E-Series

**LINCOLN:**

2009-2010 MKX

**MERCURY:**

2009 Sable

**ISSUE**

Some 2009 Taurus X and Sable, 2009-2010 Edge, MKX, Explorer, Explorer Sport Trac, Focus, Taurus, 2010 Mustang and E-Series vehicles equipped with SYNC may experience concerns with Phone/USB connectivity and voice recognition. Some 2010 vehicles equipped with Traffic, Directions and Information (TDI) receive improved SYNC notification messaging.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. 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 and 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 proceed to Step 2.

2. 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.

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
120906A	Reprogram The APIM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
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 supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.