

SECTION 415-00D: Information and Entertainment Systems — 8-Inch (203 mm)
Touchscreen

GENERAL PROCEDURES

2014 F-150 Workshop
Manual

Procedure revision date:
10/25/2013

Accessory Protocol Interface Module (APIM) Reset

NOTE: Carrying out an APIM Reset consists of a battery disconnect and a SYNC® system Master Reset.

NOTE: NOTE: This procedure will clear all CMDTCs. The DTCs must be recorded now if other (non SYNC®) diagnoses are to be performed after this procedure.

1. Remove any devices connected to the USB port(s), audio input jack (if equipped), or media hub (if equipped).
2. **NOTE:** After the APIM reset procedure has been completed the customer should be advised to reset their device following the manufacturer's instructions. Refer to the device's owner's manual and/or website for information on how to perform a Manual / Master Reset or Clear. Devices can be powered off and back on for a simple re-boot. In some cases the device's battery may also need to be removed and re-installed to complete a re-boot. In addition, cell phones may need to have SYNC® deleted from the Bluetooth menu prior to re-pairing the phone to the SYNC® system. Customer devices may affect the operation of SYNC® and this should be understood to prevent unnecessary diagnosis or repairs to the system.

Disconnect the negative battery cable for 1 minute, then reconnect it. Refer to [Section 414-01](#).

3. **NOTE:** Performing a Master Reset returns all preference settings to the factory defaults, erases all the phone book and call histories, and deletes any devices paired with the SYNC® system. On vehicles equipped MyFord Touch or MyLincoln Touch with navigation, the customer's saved destination points (home address and points of interest) and preferences will also be lost with a Master Reset.

Carry out a SYNC® system Master Reset. Refer to the owner's literature

4. Verify system function using the Multi-Media Interface Tester 105-00120, to test the audio output for the audio input jack/socket (if equipped), USB port(s), and Bluetooth. If equipped, use the RCA Adapter 105-00121 to test the audio output for the RCA jacks.
 5. If a concern is still present return to the Symptom Charts.
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