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| The RHF A-pillar tweeter speaker is inoperative                | Refer to the Pinpoint Test | GO to Pinpoint Test J |
| The RHF door speaker is inoperative                            | Refer to the Pinpoint Test | GO to Pinpoint Test K |
| The RHR door speaker is inoperative (SuperCab and SuperCrew ®) | Refer to the Pinpoint Test | GO to Pinpoint Test L |
| The KICKER ® Subwoofer Speaker Is Inoperative                  | Refer to the Pinpoint Test | GO to Pinpoint Test M |
| The LHR door speaker is inoperative (SuperCab and SuperCrew ®) | Refer to the Pinpoint Test | GO to Pinpoint Test N |

**DIAGNOSIS AND TESTING > INFORMATION AND ENTERTAINMENT SYSTEM >  
SYMPTOM CHARTS > SYMPTOM CHART: SYNC® SYSTEM**

| Condition                                                                                                                                                                                                | Possible Sources           | Actions                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------|
| The SYNC ® system is inoperative (no response is received from phone, voice, and media inputs)                                                                                                           | Refer to the Pinpoint Test | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test O |
| All APIM stereo outputs are inoperative or do not operate correctly REFER to: Information and Entertainment System - System Operation and Component Description . See APIM for a list of stereo outputs. | Refer to the Pinpoint Test | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test P |
| All APIM mono outputs are inoperative or do not operate correctly REFER to: Information and Entertainment System - System Operation and Component Description . See APIM for a list of mono outputs.     | Refer to the Pinpoint Test | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test Q |
| Voice recognition is inoperative or does not operate correctly                                                                                                                                           | Refer to the Pinpoint Test | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test R |
| During a phone call, no outgoing audio is heard on the outside device                                                                                                                                    | Refer to the Pinpoint Test | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to                 |

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|                                                                                                                                                        |                                 | Pinpoint Test R                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| The SYNC ® steering wheel switches are inoperative or do not operate correctly                                                                         | Refer to the Pinpoint Test      | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test V                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| The audio input jack is inoperative or does not operate correctly (with SYNC ®)                                                                        | Refer to the Pinpoint Test      | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| The USB port is inoperative or does not operate correctly                                                                                              | Refer to the Pinpoint Test      | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test T                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Unable to pair Bluetooth device                                                                                                                        | Refer to the Pinpoint Test      | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, GO to Pinpoint Test U                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| An individual Bluetooth device feature is inoperative (text messaging, media playback or controls, phone book download, call history, or call waiting) | Customer's device compatibility | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . INSTRUCT the customer to review the mobile device platform, application, and application version compatibility list. REFER to: owner.ford.com/how-tos/sync-technology/all/phone-setup/how-your-device-works-with-sync.html or es.owner.ford.com/how-tos/sync-technology/all/phone-setup/how-your-device-works-with-sync.html It is normal operation for unsupported or incompatible Bluetooth features to be unavailable through the SYNC ® system.<br>If the inoperative feature is compatible, ADVISE the customer to check their device for firmware updates, and if required, reset their device following the manufacturer's instructions. |
| SYNC ® AppLink™ is inoperative or does not operate correctly                                                                                           | Refer to the Pinpoint Test      | PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] . If the concern is still present, INSTRUCT the customer to review the mobile device platform, application, and application version compatibility list. REFER to: owner.ford.com/how-tos/sync-technology/all/phone-setup/how-your-device-works-with-sync.html or es.owner.ford.com/how-tos/sync-                                                                                                                                                                                                                                                                                                                                                  |