

The LHF A-pillar tweeter speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test J
The center instrument panel speaker is inoperative - if equipped	Refer to the Pinpoint Test	GO to Pinpoint Test K
The RHF A-pillar tweeter speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test L
The RHF door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test M
The RHR door speaker is inoperative (SuperCab and SuperCrew ®)	Refer to the Pinpoint Test	GO to Pinpoint Test N
The KICKER ® subwoofer speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test O
The LHR door speaker is inoperative (SuperCab and SuperCrew ®)	Refer to the Pinpoint Test	GO to Pinpoint Test P

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

Condition	Possible Sources	Actions
All SYNC ® Services features are inoperative or inaccurate (traffic, directions, and information)	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
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 R
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 S
Voice recognition is inoperative or does not	Refer to the Pinpoint Test	PERFORM the APIM Reset. REFER to: Reset the SYNC Module [APIM] .

operate correctly		If the concern is still present, GO to Pinpoint Test T
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 Pinpoint Test T
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 Z
All media hub functions are inoperative or do not operate correctly (USB ports, SD card, and audio input jack)	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
The USB port(s) is/are inoperative or does/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 SD card slot 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 W
The audio input jack 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 X
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 Y
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 device compatibility list. REFER to www.syncmyride.com . It is normal operation for unsupported or incompatible Bluetooth features to be unavailable through the SYNC ® system. 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.