

REFER to: Information and Entertainment System - System Operation and Component Description . See SYNC ® Services.

Possible Sources

- Unregistered SYNC ® Owner Account
- Unregistered, inactive, or expired SYNC ® Services subscription
- Unregistered mobile phone number
- Mobile phone being used not selected as "Active"
- SYNC ® Services server
- Inadequate phone reception
- Obstructions in the GPS antenna's line of sight
- APIM
- GPSM

DIAGNOSIS AND TESTING > INFORMATION AND ENTERTAINMENT SYSTEM > PINPOINT TESTS > PINPOINT TEST Q : ALL SYNC ® SERVICES FEATURES ARE INOPERATIVE OR INACCURATE (TRAFFIC, DIRECTIONS, AND INFORMATION) > PINPOINT TEST Q : ALL SYNC ® SERVICES FEATURES ARE INOPERATIVE OR INACCURATE (TRAFFIC, DIRECTIONS, AND INFORMATION)

Q1 VERIFY THE CUSTOMER'S PHONE CONNECTION TO SYNC ® SERVICES WHILE AWAY FROM THE VEHICLE

 **NOTE:** Caller ID blocking must be disabled on the customer's mobile phone so the SYNC ® Services server can recognize the registered and "Active" phone number.

Advise the customer to call SYNC ® Services (888-240-4529) from their mobile phone.

Verify that the phone call is placed and that the phone connects to SYNC ® Services.

Observe whether the SYNC ® Services subscription commercial plays, or if the system asks which Service is wanted.

Does the SYNC ® Services subscription commercial play?

Yes	GO to Q2
No	GO to Q4

Q2 VERIFY THE CUSTOMER'S SYNC ® OWNER ACCOUNT AND SYNC ® SERVICES

REGISTRATION AND SUBSCRIPTION

Verify that the customer has a SYNC ® Owner Account on www.syncmyride.com.

Verify that the customer has registered for SYNC ® Services and has an active subscription.

Does the customer have a SYNC ® Owner Account and an active SYNC ® Services subscription?

Yes	GO to Q3
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No	* If the customer does not have a SYNC ® Owner Account, INFORM the customer that an account must be created in order to sign up for SYNC ® Services. REFER to www.syncmyride.com . * If the customer does not have an active SYNC ® Services subscription, INFORM the customer that in order for SYNC ® Services to function, the subscription needs to be activated. REFER to www.syncmyride.com .
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Q3 VERIFY THE CUSTOMER'S REGISTERED PHONE NUMBER AND STATUS

 **NOTE:** Only one mobile phone number can be selected as "Active" at a time, and only the "Active" mobile phone number has access to SYNC ® Services.

Verify that the mobile phone being used has the correct mobile phone number registered with the SYNC ® Owner Account on www.syncmyride.com.

Verify that the mobile phone being used is selected as "Active" on www.syncmyride.com.

Is the customer using the registered and active mobile phone associated with the SYNC ® Services account?

Yes	GO to Q5
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No	INFORM the customer that the correct mobile phone number must be registered on the SYNC ® website and selected as "Active." REFER to www.syncmyride.com .
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Q4 VERIFY THE CUSTOMER'S PHONE CONNECTION TO SYNC ® SERVICES FROM INSIDE THE VEHICLE

Ensure the registered and "Active" mobile phone is paired with the SYNC ® system. For information on the pairing process, refer to the Owner's Literature. If necessary, review the device compatibility list found on support.ford.com/sync-technology/device-compatibility-sync.

Ensure that the customer's mobile phone has adequate reception.

Ensure that the vehicle is in an open location that is free from obstacles such as tall buildings or large trees.

Start the vehicle.

Connect to SYNC ® Services from the vehicle controls.

Verify that the phone call is placed and that the phone is connected to SYNC ® Services.

When prompted, select "Directions," and follow the audible prompts to get directions to an address or Saved Point.

Did SYNC ® Services indicate that the vehicle location was being obtained, the route was being sent, and that the route download from the server to the vehicle was complete?

Yes	SYNC ® Services is operating correctly at this time.
No	* If SYNC ® Services indicated that the vehicle location was not able to be obtained, GO to Q5 * If SYNC ® Services did not indicate that the vehicle location was being obtained, the route was being sent, and that the route download from the server to the vehicle was complete, there is a potential SYNC ® Services server issue. The problem does not reside in the vehicle's audio system. CONTACT the Ford Technical Hotline for assistance. If SYNC® Services indicated that the vehicle location was being obtained, the route was being sent, but did not indicate that the route download from the server to the vehicle was complete, GO to Q8 If SYNC® Services did not indicate that the vehicle location was being obtained, the route was being sent, and that the route download from the server to the vehicle was complete, there is a potential SYNC® Services server issue. The problem does not reside in the vehicle's audio system. CONTACT the Ford Technical Hotline for assistance.

Q5 CHECK FOR APIM (SYNC MODULE) DIAGNOSTIC TROUBLE CODES (DTCS)

Ignition ON.

Using a diagnostic scan tool, perform the APIM self-test.

Are any Diagnostic Trouble Codes (DTCs) recorded in the APIM?

Yes	REFER to: Information and Entertainment System . See DTC Chart: APIM.
No	GO to Q6

Q6 CHECK FOR GPSM (GLOBAL POSITIONING SYSTEM MODULE) DIAGNOSTIC TROUBLE CODES (DTCS)

Using a diagnostic scan tool, perform the GPSM self-test.

Are any Diagnostic Trouble Codes (DTCs) recorded in the GPSM?

Yes	REFER to: Information and Entertainment System . See DTC Chart: GPSM.
No	GO to Q7

Q7 CHECK FOR CORRECT APIM (SYNC MODULE) OPERATION

Ignition OFF.

Disconnect and inspect the APIM connector.

Repair:

Corrosion (clean module pins or install new connectors or terminals)

Damaged or bent pins (install new terminals or pins)

Pushed-out pins (install new pins as necessary)

Reconnect the APIM connector. Make sure it seats and latches correctly.

Operate the system and determine if the concern is still present.

Is the concern still present?

Yes	CHECK OASIS for any applicable Technical Service Bulletins (TSBs). If a TSB exists for this concern, DISCONTINUE this test and FOLLOW the TSB instructions. If no Technical Service Bulletins (TSBs) address this concern, PERFORM the APIM Hardware Test. Refer to APIM HARDWARE TESTING . If the concern is still present, GO to Q8
No	The system is operating correctly at this time. The concern may have been caused by module connections. ADDRESS the root cause of any connector or pin issues.

Q8 CHECK FOR CORRECT GPSM (GLOBAL POSITIONING SYSTEM MODULE) OPERATION

Ignition OFF.

Disconnect and inspect the GPSM connector.

Repair:

Corrosion (clean module pins or install new connectors or terminals)

Damaged or bent pins (install new terminals or pins)

Pushed-out pins (install new pins as necessary)

Reconnect the GPSM connector. Make sure it seats and latches correctly.



NOTE: Before operating the system to determine if the concern is still present, ensure that the vehicle is in an open location that is free from obstacles such as tall buildings or large trees so an adequate GPS signal can be obtained.

Operate the system and determine if the concern is still present.

Is the concern still present?