

- Verify the key is in the ON position (navigation function may be limited in accessory mode on some vehicles).
- Verify the vehicle is located in a clear, open area to ensure the satellite information can be received by the vehicle.
- Verify the navigation SD card is present and fully seated in the SD card slot.
- Run the vehicle for at least one minute before testing the system in order for the navigation and voice recognition application to load properly.

DIAGNOSIS AND TESTING > INFORMATION AND ENTERTAINMENT SYSTEM > PINPOINT TESTS > PINPOINT TEST AF : VOICE RECOGNITION DOES NOT OPERATE CORRECTLY TO VOICE NAVIGATE TO A DESTINATION > PINPOINT TEST AF : VOICE RECOGNITION DOES NOT OPERATE CORRECTLY TO VOICE NAVIGATE TO A DESTINATION

AF1 DETERMINE IF THE VEHICLE IS EQUIPPED WITH A FACTORY-INSTALLED NAVIGATION SYSTEM

Ensure that the correct VIN was entered on the technician service publication website.

Hover the mouse cursor over or click on the OASIS tab toward the top left of the screen.

Select "HVBoM (Historical Vehicle Bill of Material)."

Locate the

Limit to Base: text entry box toward the center of the screen.

Enter the map data SD card base part number "19H449" (do not include quotation marks).

Press Enter on the keyboard or click on "View BoM (Build of Material)."

If the vehicle is equipped with a factory-installed navigation system, a row will appear indicating "CARD - MEMORY" in the DESCRIPTION column.

If the vehicle is **not** equipped with a factory-installed navigation system, a row will **not** appear and the DESCRIPTION column will be blank.

Does the technician service publication website indicate the vehicle is equipped with a factory-installed navigation system?

Yes	GO to AF2
No	Ford Motor Company does not support the addition of a navigation system to vehicles not equipped with a factory-installed navigation system.

AF2 REPROGRAM THE APIM (SYNC MODULE)

Perform the APIM Standard Programming. REFER to: SYNC Module [APIM] Standard Programming .

Override the Service Pack installation and perform a Full Flash/Force CIP.

Once the APIM programming is complete and the system has re-initialized, confirm that the navigation system operates correctly.

Does the navigation system operate correctly?

Yes	The navigation system is operating correctly at this time. The concern was resolved by reprogramming the APIM.
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No	GO to AF3
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AF3 VERIFY THAT NO ROUTE PREFERENCE, NAVIGATION, TRAFFIC, OR AVOID AREA RESTRICTIONS ARE SELECTED

Verify that the Navigation Route Preferences are not set to avoid freeways, toll roads, ferries, and car trains. Refer to the Owner's Literature.

Verify that Traffic Preferences are set properly. Refer to the Owner's Literature.

Verify that the destination being entered is not located within the boundaries of a "to avoid" area. Refer to the Owner's Literature.

Change preferences as necessary, and operate the Voice Navigation system.

Does the Voice Navigation system operate as expected?

Yes	If the concern is not duplicated, the system is operating correctly at this time. INSTRUCT the customer in the correct operation of the route preference, navigation, traffic, and avoid area restrictions.
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No	GO to AF4
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AF4 CHECK THE AUDIBLE PROMPT FUNCTIONALITY

Operate the audio system in AM/ FM mode.

Operate the VOICE steering wheel switch and listen for the SYNC ® audible prompt.

Does the SYNC ® system produce an audible prompt correctly; indicating voice recognition mode has been entered?

Yes	GO to AF5
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No	GO to Pinpoint Test S
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AF5 CHECK THE VOICE RECOGNITION OPERATION