

Information and Entertainment System

Diagnostic Trouble Code (DTC) Charts

ACM DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.

REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B128C:13	Speaker #15: Circuit Open	GO to Pinpoint Test F
B150C:01	Automobile Audio Bus (A2B) Node 1: General Electrical Failure	GO to Pinpoint Test C
B150C:11	Automobile Audio Bus (A2B) Node 1: Circuit Short To Ground	GO to Pinpoint Test C
B150C:12	Automobile Audio Bus (A2B) Node 1: Circuit Short To Battery	GO to Pinpoint Test C
B150C:13	Automobile Audio Bus (A2B) Node 1: Circuit Open	GO to Pinpoint Test C
B150C:55	Automobile Audio Bus (A2B) Node 1: Not Configured	GO to Pinpoint Test C
B150C:87	Automobile Audio Bus (A2B) Node 1: Missing Message	GO to Pinpoint Test C
B150C:8F	Automobile Audio Bus (A2B) Node 1: Erratic	GO to Pinpoint Test C
B150C:95	Automobile Audio Bus (A2B) Master Node: Incorrect Assembly	GO to Pinpoint Test C
B1511:01	Automobile Audio Bus (A2B) Master Node: General Electrical Failure	GO to Pinpoint Test C
B1511:11	Automobile Audio Bus (A2B) Master Node: Circuit Short To Ground	GO to Pinpoint Test C
B1511:12	Automobile Audio Bus (A2B) Master Node: Circuit Short To Battery	GO to Pinpoint Test C
B1511:13	Automobile Audio Bus (A2B) Master Node: Circuit Open	GO to Pinpoint Test C
B1511:95	Automobile Audio Bus (A2B) Master Node: Incorrect Assembly	GO to Pinpoint Test C
B1A01:01	Speaker #1: General Electrical Failure	GO to Pinpoint Test F
B1A01:11	Speaker #1: Circuit Short To Ground	GO to Pinpoint Test F
B1A01:12	Speaker #1: Circuit Short To Battery	GO to Pinpoint Test F
B1A01:13	Speaker #1: Circuit Open	GO to Pinpoint Test F
B1A02:01	Speaker #2: General Electrical Failure	GO to Pinpoint Test F
B1A02:11	Speaker #2: Circuit Short To Ground	GO to Pinpoint Test F
B1A02:12	Speaker #2: Circuit Short To Battery	GO to Pinpoint Test F
B1A02:13	Speaker #2: Circuit Open	GO to Pinpoint Test F
B1A03:01	Speaker #3: General Electrical Failure	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G
B1A03:11	Speaker #3: Circuit Short To Ground	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B1A03:12	Speaker #3: Circuit Short To Battery	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G
B1A03:13	Speaker #3: Circuit Open	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G
B1A04:01	Speaker #4: General Electrical Failure	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G
B1A04:11	Speaker #4: Circuit Short To Ground	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G
B1A04:12	Speaker #4: Circuit Short To Battery	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G
B1A04:13	Speaker #4: Circuit Open	- For the 4, 6, 5 or 7 speaker system, GO to Pinpoint Test F - For the 10 speaker system, GO to Pinpoint Test G
B1A06:01	Speaker #6: General Electrical Failure	GO to Pinpoint Test F
B1A06:11	Speaker #6: Circuit Short To Ground	GO to Pinpoint Test F
B1A06:12	Speaker #6: Circuit Short To Battery	GO to Pinpoint Test F
B1A06:13	Speaker #6: Circuit Open	GO to Pinpoint Test F
B1A89:11	Satellite Antenna: Circuit Short To Ground	GO to Pinpoint Test B
B1A89:13	Satellite Antenna: Circuit Open	GO to Pinpoint Test B
U0100:00	Lost Communication With ECM/PCM "A": No Sub Type Information	GO to Pinpoint Test AC
U0140:00	Lost Communication With Body Control Module: No Sub Type Information	GO to Pinpoint Test AE
U0155:00	Lost Communication With Instrument Panel Cluster (IPC) Control Module: No Sub Type Information	GO to Pinpoint Test AG
U0238:00	Lost Communication With Digital Audio Control Module "D": No Sub Type Information	GO to Pinpoint Test AO
U0253:00	Lost Communication With Accessory Protocol Interface Module: No Sub Type Information	GO to Pinpoint Test AS
U0256:00	Lost Communication With Front Controls Interface Module "A": No Sub Type Information	GO to Pinpoint Test AT
U201A:51	Control Module Main Calibration Data: Not Programmed	GO to Pinpoint Test AY
U201B:51	Control Module Calibration Data #2: Not Programmed	GO to Pinpoint Test AY
U201B:55	Control Module Calibration Data #2: Not Configured	GO to Pinpoint Test AY
U2100:00	Initial Configuration Not Complete: No Sub Type Information	GO to Pinpoint Test AY
U2101:00	Control Module Configuration Incompatible: No Sub Type Information	GO to Pinpoint Test AY
U3000:41	Control Module: General Checksum Failure	GO to Pinpoint Test AZ

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
U3000:42	Control Module: General Memory Failure	GO to Pinpoint Test AZ
U3000:96	Control Module: Component Internal Failure	GO to Pinpoint Test AZ
U3003:16	Battery Voltage: Circuit Voltage Below Threshold	GO to Pinpoint Test AU
U3003:17	Battery Voltage: Circuit Voltage Above Threshold	GO to Pinpoint Test AV

APIM DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B108E:01	Display: General Electrical Failure	GO to Pinpoint Test M
B108E:02	Display: General Signal Failure	- For vehicles not equipped with a touchscreen display unit, GO to Pinpoint Test L - For vehicles equipped with a touchscreen display unit, GO to Pinpoint Test M
B108E:4A	Display: Incorrect Component Installed	- For vehicles not equipped with a touchscreen display unit, GO to Pinpoint Test L - For vehicles equipped with a touchscreen display unit, GO to Pinpoint Test M
B108E:4B	Display: Over Temperature	- For vehicles not equipped with a touchscreen display unit, GO to Pinpoint Test L - For vehicles equipped with a touchscreen display unit, GO to Pinpoint Test M
B108E:63	Display: Circuit / Component Protection Time-Out	GO to Pinpoint Test L
B108E:87	Display: Missing Message	- For vehicles not equipped with a touchscreen display unit, GO to Pinpoint Test L - For vehicles equipped with a touchscreen display unit, GO to Pinpoint Test M
B119F:01	GPS Antenna: General Electrical Failure	GO to Pinpoint Test U
B119F:13	GPS Antenna: Circuit Open	GO to Pinpoint Test U
B1252:11	USB Port: Circuit Short To Ground	- For vehicles not equipped with a touchscreen display unit, GO to Pinpoint Test P - For vehicles equipped with a touchscreen display unit, GO to Pinpoint Test Q
B1252:13	USB Port: Circuit Open	- For vehicles not equipped with a touchscreen display unit, GO to Pinpoint Test P - For vehicles equipped with a touchscreen display unit, GO to Pinpoint Test Q
B14FD:11	External Media Control Connectivity: Circuit Short To Ground	GO to Pinpoint Test Q
B1D79:11	Microphone Input: Circuit Short To Ground	GO to Pinpoint Test O
B1D79:12	Microphone Input: Circuit Short To Battery	GO to Pinpoint Test O
B1D79:13	Microphone Input: Circuit Open	GO to Pinpoint Test O

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
C1001:01	Vision System Camera: General Electrical Failure	REFER to: Parking Aid (413-13B Parking Aid - Vehicles With: Parking Aid Camera, Diagnosis and Testing).
U0100:00	Lost Communication With ECM/PCM "A": No Sub Type Information	GO to Pinpoint Test AC
U0121:00	Lost Communication With Anti-Lock Brake System (ABS) Control Module: No Sub Type Information	GO to Pinpoint Test AD
U0140:00	Lost Communication With Body Control Module: No Sub Type Information	GO to Pinpoint Test AE
U0151:00	Lost Communication With Restraints Control Module: No Sub Type Information	GO to Pinpoint Test AF
U0155:00	Lost Communication With Instrument Panel Cluster (IPC) Control Module: No Sub Type Information	GO to Pinpoint Test AG
U0159:00	Lost Communication With Parking Assist Control Module "A": No Sub Type Information	GO to Pinpoint Test AH
U0162:00	Lost Communication With Navigation Display Module: No Sub Type Information	- For vehicles not equipped with a touchscreen display unit, GO to Pinpoint Test P - For vehicles equipped with a touchscreen display unit, GO to Pinpoint Test Q
U0184:00	Lost Communication With Radio: No Sub Type Information	GO to Pinpoint Test AI
U0198:00	Lost Communication With Telematic Control Module: No Sub Type Information	GO to Pinpoint Test AJ
U0208:00	Lost Communication With "Seat Control Module A": No Sub Type Information	GO to Pinpoint Test AK
U020C:00	Lost Communication with Wireless Accessory Charging Module "A": No Sub Type Information	GO to Pinpoint Test AL
U0232:00	Lost Communication With Side Obstacle Detection Control Module - Left: No Sub Type Information	GO to Pinpoint Test AM
U0233:00	Lost Communication With Side Obstacle Detection Control Module - Right: No Sub Type Information	GO to Pinpoint Test AN
U0238:00	Lost Communication With Digital Audio Control Module "D": No Sub Type Information	GO to Pinpoint Test AO
U023B:00	Lost Communication With Image Processing Module B: No Sub Type Information	GO to Pinpoint Test AP
U024B:00	Lost Communication With Seat Control Module "G": No Sub Type Information	GO to Pinpoint Test AQ
U024C:00	Lost Communication With Seat Control Module "H": No Sub Type Information	GO to Pinpoint Test AR
U0256:00	Lost Communication With Front Controls Interface Module "A": No Sub Type Information	GO to Pinpoint Test AT
U0415:00	Invalid Data Received From Anti-Lock Brake System (ABS) Control Module: No Sub Type Information	GO to Pinpoint Test AX
U0422:00	Invalid Data Received From Body Control Module: No Sub Type Information	GO to Pinpoint Test AX
U0423:00	Invalid Data Received From Instrument Panel Cluster Control Module: No Sub Type Information	GO to Pinpoint Test AX
U0452:00	Invalid Data Received From Restraints Control Module: No Sub Type Information	GO to Pinpoint Test AX
U1A00:87	Private Communication Network: Missing Message	GO to Pinpoint Test B
U2017:45	Control Module Software #2: Program Memory Failure	GO to Pinpoint Test AY
U2017:51	Control Module Software #2: Not Programmed	GO to Pinpoint Test AY

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
U2017:52	Control Module Software #2: Not Activated	GO to Pinpoint Test AY
U2017:54	Control Module Software #2: Missing Calibration	GO to Pinpoint Test AY
U2100:00	Initial Configuration Not Complete: No Sub Type Information	GO to Pinpoint Test AY
U2101:00	Control Module Configuration Incompatible: No Sub Type Information	GO to Pinpoint Test AY
U3000:04	Control Module: System Internal Failure	GO to Pinpoint Test AZ
U3000:09	Control Module: Component Failure	GO to Pinpoint Test AZ
U3000:41	Control Module: General Checksum Failure	GO to Pinpoint Test AZ
U3000:88	Control Module: Bus Off	GO to Pinpoint Test AW
U3003:16	Battery Voltage: Circuit Voltage Below Threshold	GO to Pinpoint Test AU
U3003:17	Battery Voltage: Circuit Voltage Above Threshold	GO to Pinpoint Test AV

DSP DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B13FB:11	Audio Enable Line: Circuit Short To Ground	GO to Pinpoint Test C
B1A01:01	Speaker #1: General Electrical Failure	GO to Pinpoint Test H
B1A01:11	Speaker #1: Circuit Short To Ground	GO to Pinpoint Test H
B1A01:12	Speaker #1: Circuit Short To Battery	GO to Pinpoint Test H
B1A01:13	Speaker #1: Circuit Open	GO to Pinpoint Test H
B1A02:01	Speaker #2: General Electrical Failure	GO to Pinpoint Test H
B1A02:11	Speaker #2: Circuit Short To Ground	GO to Pinpoint Test H
B1A02:12	Speaker #2: Circuit Short To Battery	GO to Pinpoint Test H
B1A02:13	Speaker #2: Circuit Open	GO to Pinpoint Test H
B1A03:01	Speaker #3: General Electrical Failure	GO to Pinpoint Test H
B1A03:11	Speaker #3: Circuit Short To Ground	GO to Pinpoint Test H
B1A03:12	Speaker #3: Circuit Short To Battery	GO to Pinpoint Test H
B1A03:13	Speaker #3: Circuit Open	GO to Pinpoint Test H
B1A04:01	Speaker #4: General Electrical Failure	GO to Pinpoint Test H
B1A04:11	Speaker #4: Circuit Short To Ground	GO to Pinpoint Test H
B1A04:12	Speaker #4: Circuit Short To Battery	GO to Pinpoint Test H
B1A04:13	Speaker #4: Circuit Open	GO to Pinpoint Test H
B1A05:01	Speaker #5: General Electrical Failure	GO to Pinpoint Test H
B1A05:11	Speaker #5: Circuit Short To Ground	GO to Pinpoint Test H
B1A05:12	Speaker #5: Circuit Short To Battery	GO to Pinpoint Test H
B1A05:13	Speaker #5: Circuit Open	GO to Pinpoint Test H
B1A06:01	Speaker #6: General Electrical Failure	GO to Pinpoint Test H
B1A06:11	Speaker #6: Circuit Short To Ground	GO to Pinpoint Test H
B1A06:12	Speaker #6: Circuit Short To Battery	GO to Pinpoint Test H

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B1A06:13	Speaker #6: Circuit Open	GO to Pinpoint Test H
B1A07:01	Speaker #7: General Electrical Failure	GO to Pinpoint Test H
B1A07:11	Speaker #7: Circuit Short To Ground	GO to Pinpoint Test H
B1A07:12	Speaker #7: Circuit Short To Battery	GO to Pinpoint Test H
B1A07:13	Speaker #7: Circuit Open	GO to Pinpoint Test H
U0140:00	Lost Communication With Body Control Module: No Sub Type Information	GO to Pinpoint Test AE
U0155:00	Lost Communication With Instrument Panel Cluster (IPC) Control Module: No Sub Type Information	GO to Pinpoint Test AG
U0184:00	Lost Communication With Radio: No Sub Type Information	GO to Pinpoint Test AI
U0253:00	Lost Communication With Accessory Protocol Interface Module: No Sub Type Information	GO to Pinpoint Test AS
U0256:00	Lost Communication With Front Controls Interface Module: No Sub Type Information	GO to Pinpoint Test AT
U0422:00	Invalid Data Received From Body Control Module: No Sub Type Information	GO to Pinpoint Test AX
U201A:51	Control Module Main Calibration Data: Not Programmed	GO to Pinpoint Test AY
U2100:00	Initial Configuration Not Complete: No Sub Type Information	GO to Pinpoint Test AY
U2101:00	Control Module Configuration Incompatible: No Sub Type Information	GO to Pinpoint Test AY
U3000:41	Control Module: General Checksum Failure	GO to Pinpoint Test AZ
U3000:42	Control Module: General Memory Failure	GO to Pinpoint Test AZ
U3003:16	Battery Voltage: Circuit Voltage Below Threshold	GO to Pinpoint Test AU
U3003:17	Battery Voltage: Circuit Voltage Above Threshold	GO to Pinpoint Test AV

FCIM DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
 REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B00D5:01	Restraint System Passenger Disable Indicator: General Electrical Failure	REFER to: Airbag Supplemental Restraint System (SRS) (501-20B Supplemental Restraint System, Diagnosis and Testing).
B1034:11	Left Front Seat Heater Element: Circuit Short To Ground	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).
B1034:15	Left Front Seat Heater Element: Circuit Short To Battery or Open	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).
B1036:11	Right Front Seat Heater Element: Circuit Short To Ground	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).
B1036:15	Right Front Seat Heater Element: Circuit Short To Battery or Open	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).
B1038:11	Left Front Seat Heater Sensor: Circuit Short To Ground	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).
B1038:15	Left Front Seat Heater Sensor: Circuit Short To Battery or Open	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).
B103A:11	Right Front Seat Heater Sensor: Circuit Short To Ground	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B103A:15	Right Front Seat Heater Sensor: Circuit Short To Battery or Open	REFER to: Front Seats (501-10A Front Seats, Diagnosis and Testing).
B105A:12	Cabin Temperature Sensor Fan: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B105A:14	Cabin Temperature Sensor Fan: Circuit Short To Ground or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1081:07	Left Temperature Damper Motor: Mechanical Failure	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1081:11	Left Temperature Damper Motor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1081:12	Left Temperature Damper Motor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1081:13	Left Temperature Damper Motor: Circuit Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1082:07	Right Temperature Damper Motor: Mechanical Failure	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1082:11	Right Temperature Damper Motor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1082:12	Right Temperature Damper Motor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B1082:13	Right Temperature Damper Motor: Circuit Open	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:07	Recirculation Damper Motor: Mechanical Failure	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:11	Recirculation Damper Motor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:12	Recirculation Damper Motor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:13	Recirculation Damper Motor: Circuit Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1086:07	Air Distribution Damper Motor: Mechanical Failure	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1086:11	Air Distribution Damper Motor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1086:12	Air Distribution Damper Motor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B1086:13	Air Distribution Damper Motor: Circuit Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10AF:11	Blower Fan Relay: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10AF:15	Blower Fan Relay: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B3:11	Right Panel Air Discharge Temperature: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B3:15	Right Panel Air Discharge Temperature: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B4:11	Right Floor Air Discharge Temperature: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B4:15	Right Floor Air Discharge Temperature: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B5:11	Left Panel Air Discharge Temperature: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B5:15	Left Panel Air Discharge Temperature: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B6:11	Left Floor Air Discharge Temperature: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B10B6:15	Left Floor Air Discharge Temperature: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B8:63	Push Buttons: Circuit / Component Protection Time-Out	GO to Pinpoint Test AZ
B10B9:12	Blower Control: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B9:14	Blower Control: Circuit Short To Ground or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E5:12	Left HVAC Damper Position Sensor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E5:14	Left HVAC Damper Position Sensor: Circuit Short To Ground or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E6:12	Right HVAC Damper Position Sensor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E6:14	Right HVAC Damper Position Sensor: Circuit Short To Ground or Open	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E7:12	Air Distribution Damper Position Sensor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B11E7:14	Air Distribution Damper Position Sensor: Circuit Short To Ground or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11F0:12	Air Intake Damper Position Sensor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11F0:14	Air Intake Damper Position Sensor: Circuit Short To Ground or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1202:01	Restraint System Passenger Enable Indicator: General Electrical Failure	REFER to: Airbag Supplemental Restraint System (SRS) (501-20B Supplemental Restraint System, Diagnosis and Testing).
B1474:11	Heater Relay 1: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1474:15	Heater Relay 1: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B147A:11	Heater Relay 2: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B147A:15	Heater Relay 2: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B147B:11	Heater Relay 3: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B147B:15	Heater Relay 3: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A61:11	Cabin Temperature Sensor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A61:15	Cabin Temperature Sensor: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A63:11	Right Solar Sensor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A63:15	Right Solar Sensor: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A64:11	Left Solar Sensor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A64:15	Left Solar Sensor: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A69:12	Humidity Sensor: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B1A69:14	Humidity Sensor: Circuit Short To Ground or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1B71:11	Evaporator Temperature Sensor: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1B71:15	Evaporator Temperature Sensor: Circuit Short To Battery or Open	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1C83:12	Rear Defog Relay: Circuit Short To Battery	REFER to: Glass, Frames and Mechanisms (501-11 Glass, Frames and Mechanisms, Diagnosis and Testing).
B1C83:14	Rear Defog Relay: Circuit Short To Ground or Open	REFER to: Glass, Frames and Mechanisms (501-11 Glass, Frames and Mechanisms, Diagnosis and Testing).
C1B14:11	Sensor Supply Voltage A: Circuit Short To Ground	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
C1B14:12	Sensor Supply Voltage A: Circuit Short To Battery	REFER to: Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC) (412-00 Climate Control System - General Information, Diagnosis and Testing). REFER to: Climate Control System - Vehicles With: Dual Automatic Temperature Control (DATC) (412-00 Climate Control System - General Information, Diagnosis and Testing).
U0140:00	Lost Communication With Body Control Module: No Sub Type Information	GO to Pinpoint Test AE
U0151:00	Lost Communication With Restraints Control Module: No Sub Type Information	GO to Pinpoint Test AF
U0155:00	Lost Communication With Instrument Panel Cluster (IPC) Control Module: No Sub Type Information	GO to Pinpoint Test AG
U0253:00	Lost Communication With Accessory Protocol Interface Module: No Sub Type Information	GO to Pinpoint Test AS
U0401:00	Invalid Data Received from ECM/PCM A: No Sub Type Information	GO to Pinpoint Test AX
U0401:82	Invalid Data Received from ECM/PCM A: Alive / Sequence Counter Incorrect / Not Updated	GO to Pinpoint Test AX
U0422:68	Invalid Data Received From Body Control Module: Event Information	GO to Pinpoint Test AX

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
U0422:81	Invalid Data Received From Body Control Module: Invalid Serial Data Received	GO to Pinpoint Test AX
U0452:82	Invalid Data Received From Restraints Control Module: Alive / Sequence Counter Incorrect / Not Updated	GO to Pinpoint Test AX
U1000:00	Solid State Driver Protection Active -Driver Disabled: No Sub Type Information	GO to Pinpoint Test BA
U2024:51	Control Module Cal-Config Data: Not Programmed	GO to Pinpoint Test AY
U2100:00	Initial Configuration Not Complete: No Sub Type Information	GO to Pinpoint Test AY
U3000:41	Control Module: General Checksum Failure	GO to Pinpoint Test AZ
U3000:49	Control Module: Internal Electronic Failure	GO to Pinpoint Test AZ
U3003:16	Battery Voltage: Circuit Voltage Below Threshold	GO to Pinpoint Test AU
U3003:17	Battery Voltage: Circuit Voltage Above Threshold	GO to Pinpoint Test AV

SCCM DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B137F:09	Steering Wheel Left Switch Pack: Component Failure	GO to Pinpoint Test J
B137F:11	Steering Wheel Left Switch Pack: Circuit Short To Ground	GO to Pinpoint Test J
B137F:17	Steering Wheel Left Switch Pack: Circuit Voltage Above Threshold	GO to Pinpoint Test J
B1380:09	Steering Wheel Right Switch Pack: Component Failure	GO to Pinpoint Test J
B1380:11	Steering Wheel Right Switch Pack: Circuit Short To Ground	GO to Pinpoint Test J
B1380:17	Steering Wheel Right Switch Pack: Circuit Voltage Above Threshold	GO to Pinpoint Test J
All other Diagnostic Trouble Codes (DTCs)	â€”	REFER to: Power Steering - Vehicles With: Electronic Steering Actuator (211-02 Power Steering, Diagnosis and Testing).

SECM DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B137F:11	Steering Wheel Left Switch Pack: Circuit Short To Ground	GO to Pinpoint Test K
B137F:17	Steering Wheel Left Switch Pack: Circuit Voltage Above Threshold	GO to Pinpoint Test K
B137F:2A	Steering Wheel Left Switch Pack: Signal Stuck In Range	GO to Pinpoint Test K
B137F:4A	Steering Wheel Left Switch Pack: Incorrect Component Installed	GO to Pinpoint Test K
B1380:11	Steering Wheel Right Switch Pack: Circuit Short To Ground	GO to Pinpoint Test K
B1380:17	Steering Wheel Right Switch Pack: Circuit Voltage Above Threshold	GO to Pinpoint Test K
B1380:2A	Steering Wheel Right Switch Pack: Signal Stuck In Range	GO to Pinpoint Test K
B1380:4A	Steering Wheel Right Switch Pack: Incorrect Component Installed	GO to Pinpoint Test K
All other Diagnostic Trouble Codes (DTCs)	â€”	REFER to: Adaptive Steering (211-02 Power Steering Diagnosis and Testing).

TCU DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
B116C:04	External SIM Cable/SIM Card: System Internal Failure	GO to Pinpoint Test AZ
B1246:11	GSM (Group System for Mobile) Antenna: Circuit Short To Ground	GO to Pinpoint Test W
B1246:12	GSM (Group System for Mobile) Antenna: Circuit Short To Battery	GO to Pinpoint Test W
B1246:13	GSM (Group System for Mobile) Antenna: Circuit Open	GO to Pinpoint Test W
B156D:55	TCU Customer Connectivity Settings Synchronization With HMI: Not Configured	GO to Pinpoint Test AY
B156D:89	TCU Customer Connectivity Settings Synchronization With HMI: ISO/SAE Reserved	GO to Pinpoint Test AY
B1D55:11	Antenna #2: Circuit Short To Ground	GO to Pinpoint Test X
B1D55:12	Antenna #2: Circuit Short To Battery	GO to Pinpoint Test X
B1D55:13	Antenna #2: Circuit Open	GO to Pinpoint Test X
U0100:00	Lost Communication with ECM/PCM "A": No Sub Type Information	GO to Pinpoint Test AC
U0140:00	Lost Communication With Body Control Module: No Sub Type Information	GO to Pinpoint Test AE
U0155:00	Lost Communication With Instrument Panel Cluster (IPC) Control Module: No Sub Type Information	GO to Pinpoint Test AG
U0253:00	Lost Communication With Accessory Protocol Interface Module: No Sub Type Information	GO to Pinpoint Test AS
U0422:00	Invalid Data Received From Body Control Module: No Sub Type Information	GO to Pinpoint Test AX
U0554:00	Invalid Data Received From Accessory Protocol Interface Module: No Sub Type Information	GO to Pinpoint Test AX
U2100:00	Initial Configuration Not Complete: No Sub Type Information	GO to Pinpoint Test AY

DTC	Description	Action <i>New: hover over Pinpoint Test links to show title</i>
U2101:00	Control Module Configuration Incompatible: No Sub Type Information	GO to Pinpoint Test AY
U3000:04	Control Module: System Internal Failure	GO to Pinpoint Test AZ
U3000:41	Control Module: General Checksum Failure	GO to Pinpoint Test AZ
U3000:42	Control Module: General Memory Failure	GO to Pinpoint Test AZ
U3000:52	Control Module: Not Activated	GO to Pinpoint Test AZ
U3000:56	Control Module: Invalid / Incompatible Configuration	GO to Pinpoint Test AZ
U3003:16	Battery Voltage: Circuit Voltage Below Threshold	GO to Pinpoint Test AU
U3003:17	Battery Voltage: Circuit Voltage Above Threshold	GO to Pinpoint Test AV

Symptom Charts

Symptom Chart: Radio

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
A module does not respond to the diagnostic scan tool	Refer to the Pinpoint Test	REFER to: Communications Network (418-00 Module Communications Network, Diagnosis and Testing).
The AM radio is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test A
The FM radio is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test A
Poor AM reception	Refer to the Pinpoint Test	GO to Pinpoint Test A
Poor FM reception	Refer to the Pinpoint Test	GO to Pinpoint Test A
Continuous seek or scan in AM/ FM/ DAB mode	Refer to the Pinpoint Test	GO to Pinpoint Test A
Poor satellite radio reception	Refer to the Pinpoint Test	GO to Pinpoint Test B
Poor sound quality or no sound while in satellite radio mode - all other functions operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test B
The satellite radio is inoperative or does not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test B
The audio system does not operate correctly from the FCIM	Refer to the Pinpoint Test	GO to Pinpoint Test I
One or more audio steering wheel control button is inoperative - vehicles not equipped with adaptive steering	Refer to the Pinpoint Test	GO to Pinpoint Test J
One or more audio steering wheel control button is inoperative - vehicles equipped with adaptive steering	Refer to the Pinpoint Test	GO to Pinpoint Test K
Unable to change the audio source	Refer to the Pinpoint Test	GO to Pinpoint Test C
The touchscreen displays Audio System Off at regular intervals	Refer to the Pinpoint Test	GO to Pinpoint Test C

Symptom Chart: Speakers and Sound Quality - 4, 6, 5 Or 7 Speaker System

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
No sound from all speakers	Refer to the Pinpoint Test	GO to Pinpoint Test C
The left speakers are inoperative when using Bluetooth and USB hub SYNC features	Refer to the Pinpoint Test	GO to Pinpoint Test N
The right speakers are inoperative when using Bluetooth and USB hub SYNC features	Refer to the Pinpoint Test	GO to Pinpoint Test N
Poor sound quality or distorted sound from one or more speakers (not all speakers)	Refer to the Pinpoint Test	GO to Pinpoint Test D
The speed compensated volume does not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test E
The instrument panel center speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The left A-pillar speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The right A-pillar speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The left front door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The right front door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The left rear door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The right rear door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F

Symptom Chart: Speakers and Sound Quality - 10 Speaker System

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
No sound from all speakers	Refer to the Pinpoint Test	GO to Pinpoint Test C
The left speakers are inoperative when using Bluetooth and USB hub SYNC features	Refer to the Pinpoint Test	GO to Pinpoint Test N
The right speakers are inoperative when using Bluetooth and USB hub SYNC features	Refer to the Pinpoint Test	GO to Pinpoint Test N
Poor sound quality or distorted sound from one or more speakers (not all speakers)	Refer to the Pinpoint Test	GO to Pinpoint Test D
The speed compensated volume does not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test E
The instrument panel center speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test H
The left A-pillar speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The right A-pillar speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test F
The left front door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test H
The right front door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test H
The left rear door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test H
The right rear door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test H
The subwoofer speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test H

Symptom Chart: FCIM

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
The audio/SYNC system does not respond to button presses on the FCIM	Refer to the Pinpoint Test	GO to Pinpoint Test I

Symptom Chart: Display Unit - Non-Touchscreen

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.

REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
The display unit is blank or black	Refer to the Pinpoint Test	GO to Pinpoint Test L
One or more buttons on the display unit is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test L
The image on the display unit is incorrect, the image color is incorrect, or the image is distorted, flickering, or unclear	Refer to the Pinpoint Test	GO to Pinpoint Test L
The image on the display unit is locked or frozen	Refer to the Pinpoint Test	GO to Pinpoint Test L

Symptom Chart: Display Unit - Touchscreen

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.

REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
The display unit is blank or black	Refer to the Pinpoint Test	GO to Pinpoint Test M
The display unit is not responsive to touch	Refer to the Pinpoint Test	GO to Pinpoint Test M
The display unit is slow to respond to touch	Refer to the Pinpoint Test	GO to Pinpoint Test M
The image on the display unit is incorrect, the image color is incorrect, or the image is distorted, flickering, or unclear	Refer to the Pinpoint Test	GO to Pinpoint Test M
The image on the display unit is locked or frozen	Refer to the Pinpoint Test	GO to Pinpoint Test M

Symptom Chart: SYNC Features/Media/Phone

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.

REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions

Condition	Possible Sources	Actions
The SYNC system does not operate correctly from the radio control panel	Refer to the Pinpoint Test	GO to Pinpoint Test I
One or more steering wheel SYNC control button is inoperative - vehicles not equipped with adaptive steering	Refer to the Pinpoint Test	GO to Pinpoint Test J
One or more steering wheel SYNC control button is inoperative - vehicles equipped with adaptive steering	Refer to the Pinpoint Test	GO to Pinpoint Test K
The left speakers are inoperative when using Bluetooth and media hub SYNC features	Refer to the Pinpoint Test	GO to Pinpoint Test N
The right speakers are inoperative when using Bluetooth and media hub SYNC features	Refer to the Pinpoint Test	GO to Pinpoint Test N
The SYNC system audible prompts are inoperative or do not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test N
During a phone call, no incoming audio is heard in the vehicle	Refer to the Pinpoint Test	GO to Pinpoint Test N
Poor sound quality, distorted, or no sound while in SYNC mode	Refer to the Pinpoint Test	GO to Pinpoint Test N
Voice commands are inoperative or outgoing audio is not transmitted during a phone call	Refer to the Pinpoint Test	GO to Pinpoint Test O
Unable to pair Bluetooth device or the Bluetooth functionality is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test R
An individual Bluetooth device or feature is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test S
A USB device is not recognized by the SYNC system or audio files on a USB device are not found using the SYNC system from the USB port - vehicles equipped with a non-touchscreen display	Refer to the Pinpoint Test	GO to Pinpoint Test P
A USB device is not recognized by the SYNC system or audio files on a USB device are not found using the SYNC system from one or both USB ports - vehicles equipped with a touchscreen display	Refer to the Pinpoint Test	GO to Pinpoint Test Q
The 911 Assist or Emergency Assistance Not Operational message displays	Refer to the Pinpoint Test	GO to Pinpoint Test T
SYNC AppLink is inoperative or does not operate correctly - vehicles equipped with a non-touchscreen display	Refer to the Pinpoint Test	GO to Pinpoint Test Y
SYNC AppLink is inoperative or does not operate correctly - vehicles equipped with a touchscreen display	Refer to the Pinpoint Test	GO to Pinpoint Test Z
The Deep Sleep Mode Activated notification is received on the FordPass App	Refer to the Pinpoint Test	GO to Pinpoint Test V
SYNC Connect is inoperative or does not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test W

Condition	Possible Sources	Actions
Android Auto [®] , [℄] or Apple CarPlay [®] , [℄] is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test AA
The SYNC system is unable to discover or log onto an unsecure Wi-Fi connection	Refer to the Pinpoint Test	GO to Pinpoint Test AB
The SYNC Wi-Fi connection does not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test AB
A device (smartphone/laptop) is unable to discover the vehicle Wi-Fi Hotspot	Refer to the Pinpoint Test	GO to Pinpoint Test AB
A device (smartphone/laptop) is unable to log onto the vehicle Wi-Fi Hotspot connection after a master reset from SYNC Master Reset menu	Refer to the Pinpoint Test	GO to Pinpoint Test AB
The vehicle Wi-Fi hotspot feature is inoperative, experiencing poor data speed or cannot stream any data	Refer to the Pinpoint Test	GO to Pinpoint Test X

Symptom Chart: Navigation/Compass

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.
REFER to: Diagnostic Methods (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
The compass is inoperative or does not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test U
Navigation is inoperative or does not operate correctly	Refer to the Pinpoint Test	GO to Pinpoint Test U
SIRIUS Travel Link [®] , [℄] or digital radio data link is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test B

Pinpoint Tests

☐ [PINPOINT TEST A : POOR AM \(AMPLITUDE MODULATION\) - FM \(FREQUENCY MODULATION\) RECEPTION](#)

☐ [PINPOINT TEST B : SATELLITE RADIO/SIRIUS TRAVEL LINK[®],[℄]/DIGITAL RADIO DATA LINK CONCERN](#)

☐ [PINPOINT TEST C : NO SOUND FROM ALL SPEAKERS](#)

☐ [PINPOINT TEST D : POOR SOUND QUALITY OR DISTORTED SOUND FROM ONE OR MORE SPEAKERS \(NOT ALL SPEAKERS\)](#)

☐ [PINPOINT TEST E : THE SPEED COMPENSATED VOLUME DOES NOT OPERATE CORRECTLY](#)

☐ [PINPOINT TEST F : ONE OR MORE SPEAKER IS INOPERATIVE - ACM \(AUDIO FRONT CONTROL MODULE\) CONTROLLED 4, 6, 5 OR 7 SPEAKER SYSTEM](#)

- ☐ PINPOINT TEST G : ONE OR MORE SPEAKER IS INOPERATIVE - ACM (AUDIO FRONT CONTROL MODULE) CONTROLLED 10 SPEAKER SYSTEM
- ☐ PINPOINT TEST H : ONE OR MORE SPEAKER IS INOPERATIVE - DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE) CONTROLLED SPEAKERS
- ☐ PINPOINT TEST I : THE AUDIO/SYNC SYSTEM DOES NOT OPERATE CORRECTLY FROM THE FCIM (FRONT CONTROLS INTERFACE MODULE)
- ☐ PINPOINT TEST J : ONE OR MORE AUDIO/SYNC STEERING WHEEL CONTROL BUTTON IS INOPERATIVE - VEHICLE NOT EQUIPPED WITH ADAPTIVE STEERING
- ☐ PINPOINT TEST K : ONE OR MORE AUDIO/SYNC STEERING WHEEL CONTROL BUTTON IS INOPERATIVE - VEHICLE EQUIPPED WITH ADAPTIVE STEERING
- ☐ PINPOINT TEST L : THE DISPLAY UNIT (NON-TOUCHSCREEN) IS INOPERATIVE OR DOES NOT OPERATE CORRECTLY
- ☐ PINPOINT TEST M : THE DISPLAY UNIT (TOUCHSCREEN) IS INOPERATIVE OR DOES NOT OPERATE CORRECTLY
- ☐ PINPOINT TEST N : SOUND FROM THE SYNC SYSTEM (MUSIC/AUDIBLE PROMPTS) IS INOPERATIVE OR DOES NOT OPERATE CORRECTLY
- ☐ PINPOINT TEST O : VOICE COMMANDS ARE INOPERATIVE OR OUTGOING AUDIO IS NOT TRANSMITTED DURING A PHONE CALL
- ☐ PINPOINT TEST P : USB (UNIVERSAL SERIAL BUS) INPUT CONCERN - VEHICLES EQUIPPED WITH A NON-TOUCHSCREEN DISPLAY
- ☐ PINPOINT TEST Q : USB (UNIVERSAL SERIAL BUS) INPUT CONCERN - VEHICLES EQUIPPED WITH A TOUCHSCREEN DISPLAY
- ☐ PINPOINT TEST R : UNABLE TO PAIR BLUETOOTH DEVICE OR THE BLUETOOTH FUNCTIONALITY IS INOPERATIVE
- ☐ PINPOINT TEST S : AN INDIVIDUAL BLUETOOTH DEVICE OR FEATURE IS INOPERATIVE
- ☐ PINPOINT TEST T : THE 911 ASSIST OR EMERGENCY ASSISTANCE NOT OPERATIONAL MESSAGE DISPLAYS
- ☐ PINPOINT TEST U : THE COMPASS/NAVIGATION IS INOPERATIVE OR DOES NOT OPERATE CORRECTLY
- ☐ PINPOINT TEST V : THE DEEP SLEEP MODE ACTIVATED NOTIFICATION IS RECEIVED ON THE FORDPASS APP
- ☐ PINPOINT TEST W : THE SYNC CONNECT FEATURE IS INOPERATIVE OR DOES NOT OPERATE CORRECTLY
- ☐ PINPOINT TEST X : THE VEHICLE WI-FI HOTSPOT FEATURE IS INOPERATIVE, EXPERIENCING POOR DATA SPEED OR CANNOT STREAM ANY DATA

- ☐ PINPOINT TEST Y : SYNC APPLINK CONCERN - NON-TOUCHSCREEN
- ☐ PINPOINT TEST Z : SYNC APPLINK CONCERN - TOUCHSCREEN
- ☐ PINPOINT TEST AA : ANDROID AUTOÂ,,ç OR APPLE CARPLAYÂ,,ç CONCERN
- ☐ PINPOINT TEST AB : OTHER VEHICLE WI-FI HOTSPOT CONCERN
- ☐ PINPOINT TEST AC : U0100:00 (ACM (AUDIO FRONT CONTROL MODULE) , APIM (SYNC MODULE) , TCU (TELEMATIC CONTROL UNIT MODULE))
- ☐ PINPOINT TEST AD : U0121:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AE : U0140:00 (ACM (AUDIO FRONT CONTROL MODULE) , APIM (SYNC MODULE) , DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE) , TCU (TELEMATIC CONTROL UNIT MODULE))
- ☐ PINPOINT TEST AF : U0151:00 (APIM (SYNC MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE))
- ☐ PINPOINT TEST AG : U0155:00 (ACM (AUDIO FRONT CONTROL MODULE) , APIM (SYNC MODULE) , DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE))
- ☐ PINPOINT TEST AH : U0159:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AI : U0184:00 (APIM (SYNC MODULE) , DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE))
- ☐ PINPOINT TEST AJ : U0198:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AK : U0208:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AL : U020C:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AM : U0232:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AN : U0233:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AO : U0238:00 (ACM (AUDIO FRONT CONTROL MODULE) , APIM (SYNC MODULE))
- ☐ PINPOINT TEST AP : U023B:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AQ : U024B:00 (APIM (SYNC MODULE))
- ☐ PINPOINT TEST AR : U024C:00 (APIM (SYNC MODULE))

☐ PINPOINT TEST AS : U0253:00 (ACM (AUDIO FRONT CONTROL MODULE) , DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE) , TCU (TELEMATIC CONTROL UNIT MODULE))

☐ PINPOINT TEST AT : U0256:00 (ACM (AUDIO FRONT CONTROL MODULE) , APIM (SYNC MODULE) , DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE))

☐ PINPOINT TEST AU : U3003:16 (ACM (AUDIO FRONT CONTROL MODULE) , APIM (SYNC MODULE) , DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE) , TCU (TELEMATIC CONTROL UNIT MODULE))

☐ PINPOINT TEST AV : U3003:17 (ACM (AUDIO FRONT CONTROL MODULE) , APIM (SYNC MODULE) , DSP (AUDIO DIGITAL SIGNAL PROCESSING MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE) , TCU (TELEMATIC CONTROL UNIT MODULE))

☐ PINPOINT TEST AW : BUS OFF

☐ PINPOINT TEST AX : INVALID DATA RECEIVED

☐ PINPOINT TEST AY : MODULE CONFIGURATION FAULT

☐ PINPOINT TEST AZ : INTERNAL MODULE FAILURE

☐ PINPOINT TEST BA : SOLID STATE DRIVER PROTECTION CONCERN
