FORD:
2008-2009 Focus, Fusion, Taurus X, Taurus
2009 Mustang
2008-2009 Edge, Explorer Sport Trac, Explorer
2009 Escape, Expedition, F-150, F-Super Duty, Flex

LINCOLN:
2008-2009 MKZ
2009 MKS
2008-2009 MKX, Navigator

MERCURY:
2008-2009 Milan, Sable, Mountaineer
2009 Mariner

This article supersedes TSB **08-25-3** to update the Service Procedure.

ISSUE

Some 2008 and early built 2009 SYNC® equipped vehicles may exhibit one or more of the following symptoms:

- Universal Serial Bus (USB) port inoperative.
- USB audio muting when using various non-Apple USB devices.
- Phone book access difficulty on certain 2-digit phone book entries when using voice commands.
- Excessive background noise and/or poor voice sound quality.
- Phone book auto download inoperative on supported devices.
- SYNC steering wheel control (SWC) switches being intermittently inoperative.

This software update does not apply to vehicles that have had the V2 (911 and Vehicle Health Report) upgrade installed.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

Reprogram the accessory protocol interface module (APIM) module to consumer interface processor (CIP) software level 9L3T-14D544-AE by performing the following. Service Pack files may also be obtained at www.syncmyride.com.

Reprogram the APIM

Contains software fix updates for the following:

- Phone book auto download inoperative.
- USB audio muting.
- SYNC steering wheel control (SWC) switches being inoperative.
- Voice recognition on 2-digit entries.
- USB port inoperative with diagnostic trouble code (DTC) B1342.
- Poor call sound quality.

This software update also contains enhancements that will improve the reliability of both Bluetooth and USB connections to SYNC® from various consumer devices, and microphone enhancements to reduce background noise. The Bluetooth enhancements improve the stability of hands-free calls, call waiting, caller ID, multiple call handling and other mobile phone features. The USB enhancements improve support for media players and the playing of file formats and podcasts.

NOTE
CONFIGURATION AND PROGRAMMING REQUIRES THE USE OF A SPECIAL PROFESSIONAL TECHNICIAN SOCIETY (PTS) APPLICATION. INSTALLER MUST HAVE ACCESS TO PTS AND HAVE A VALID PTS USER ID AND PASSWORD.

NOTE
THE INTEGRATED DIAGNOSTIC SYSTEM (IDS) SOFTWARE MUST BE AT LEVEL 60.02 OR HIGHER.

NOTE
REFERENCE OTHER TECHNICAL SERVICE BULLETINS (TSB) FOR ADDITIONAL SYNC SOFTWARE PROGRAMMING TIPS.

1. Connect the vehicle communication module (VCM) to the data link connector (DLC).

2. Connect the VCM to the IDS tool or laptop running IDS software.

3. Turn the ignition key to the on position.

4. Launch IDS tool.

5. If required, update the VCM with the latest software.

6. Close the IDS tool.

7. From the PTS website, run OASIS by pressing the Read VIN & DTC's button. After vehicle communication is established, press the GO button.

8. From the Vehicle Service Session screen, Select the SYNC button.

9. Press read APIM button.

10. Select software and press program APIM to update the SYNC module.

NOTE
YOU MUST USE A MALE-A TO MALE-A USB CABLE LIKE ROTUNDA PART NUMBER CCMU5B2-AM-AM-10 TO COMPLETE THIS STEP.

NOTE
DO NOT DISCONNECT THE VCM OR USB CABLES DURING APIM PROGRAMMING.

NOTE
THE SYSTEM MAY PROMPT YOU TO INSTALL SOFTWARE FOR THE USB PORT. FOLLOW THE ON SCREEN INSTRUCTIONS TO INSTALL THE USB PORT DRIVER ALREADY INCLUDED IN WINDOWS XP.

11. Program both processors in the APIM (VIP and CIP).

   a. Connect the Male-A to Male-A USB cable Rotunda, part number CCMU5B2-AM-AM-10, to the IDS tool or laptop running IDS software, and to the vehicle USB port.

   b. Follow the on-screen instructions to program both processors on the Sync module (VIP and CIP).

NOTE
DO NOT USE A MALE TO MALE USB DATA TRANSFER TYPE CABLE.

12. At the end of the configuration and programming procedure, the programming has been completed successfully screen will be displayed.

13. Exit PTS, disconnect the VCM and disconnect the USB cable.

OTHER APPLICABLE ARTICLES: 08-21-02
WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
090709A	2008-2009 Edge, Explorer, Mountaineer, Explorer Sport Trac, Focus, Fusion, Milan, MKX, MKZ, Sable, Navigator, Taurus, Taurus X, 2009 Mustang, Expedition, Escape, Escape Hybrid, Mariner, Mariner Hybrid, F-150, F-Super Duty, Flex, MKS: Reprogram The APIM (Do Not Use With 12651D, 12651D4, 12651D17)	0.4 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
14D212	04