

**FORD:**

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

**LINCOLN:**

2008-2009 MKZ

2009 MKS

2008-2009 MKX, Navigator

2009 Mark LT

**MERCURY:**

2008-2009 Milan, Sable, Mountaineer

2009 Mariner Hybrid, Mariner

**ISSUE**

The Sync Accessory Protocol Interface Module (APIM) may require updates to add system enhancements, improve system reliability or address consumer issues. The installation or availability of these updates may be made available in two different methods:

- Downloadable consumer Service Pack updates available through [www.SYNCmyride.com](http://www.SYNCmyride.com) website.
- APIM Programming Using the Integrated Diagnostic System (IDS).

The tool and installation requirements vary between these two methods. This information is being provided to supplement current publications, clarify the requirements needed to reprogram or update the APIM module and provide some additional diagnostic/operational system information.

**ACTION**

Refer to the Service Tips for details.

**SERVICE TIPS**

**Downloadable Consumer Service Pack Updates (Available At [www.SyncMyRide.com](http://www.SyncMyRide.com))**

These Service Pack Updates are for the Consumer Interface Processor (CIP) side of the APIM module only and are customized for each vehicle based on the last reported APIM software level state. The software download process will bundle the appropriate service packs that are required to achieve the desired state. This is why consumers are asked to report back to the website once they have completed the install.

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

**NOTE**

IT IS NOT RECOMMENDED TO REUSE A DOWNLOADED SERVICE PACK ACROSS MULTIPLE VEHICLES. EACH DOWNLOAD IS PACKAGED ACCORDINGLY TO THE CURRENT STATE OF THE VEHICLE THAT THE DOWNLOAD IS INTENDED FOR.

**NOTE**

CONSUMERS DO NOT HAVE THE ABILITY TO REMOVE SERVICE PACK UPDATES ONCE THEY ARE INSTALLED.

**Steps For Consumer's To Update Sync With The Latest Enhancements**

1. Prepare universal serial bus (USB) storage drive by:
  - a. Log into their Sync account and select applications and updates to download.
  - b. Locates a portable USB storage drive that they can take to their vehicle.

**NOTE**

FOR OWNERS OF MULTIPLE SYNC-EQUIPPED VEHICLES, IT IS STRONGLY RECOMMENDED TO USE A SEPARATE USB DRIVE FOR EACH SYNC-EQUIPPED VEHICLE.

## TSB 08-21-2 (Continued)

Dedicating a USB drive to each vehicle's Sync system helps keep each vehicle's download and installation history current and accurate. In addition, as new Sync features and functionalities become available, consumers may decide to install different features on different vehicles. Dedicated USB drives will help maintain the unique applications for each vehicle.

2. Download files by:
  - a. Plug the USB drive into the computer's USB port.
  - b. Select the USB port being used on the computer.
  - c. Confirm choice of USB storage drive. Then click Next.
  - d. After clicking Next, the files will automatically begin downloading.

### **NOTE**

DO NOT REMOVE THE USB DRIVE UNTIL THE DOWNLOAD IS COMPLETE. THE SCREEN WILL CONFIRM THAT THE DOWNLOAD IS COMPLETE.

- e. Safely remove the USB storage drive from the computer's USB port by clicking on the Windows personal computer (PC) Safely Remove Hardware icon at the bottom right of the screen, next to the clock.
3. Install files by:
  - a. Insert USB storage drive into the vehicle's Sync USB port.
  - b. Turn on both, the vehicle and radio.

### **NOTE**

IT IS RECOMMENDED TO HAVE THE VEHICLE RUNNING (WITH PROPER EXHAUST VENTILATION) AND NOT IN THE ACCESSORY MODE. THIS IS TO ENSURE THE VEHICLE'S BATTERY SUPPLY VOLTAGE REMAINS STABLE DURING THE PROGRAMMING PROCESS.

- c. Select User Device.
  - d. Select Settings.
  - e. Select Install. Display will change to Begin Installation?
  - f. Select Yes. Installing file - will display on the screen.

### **NOTE**

DO NOT REMOVE THE USB DRIVE WHILE THE INSTALLATION IS IN PROGRESS.

- g. Upon completion of downloading of files, Installation Complete will display on the Sync screen.
  - h. The Sync voice will say, Installation complete. Sync may also say, The system will now reboot. Please wait a few moments before using the system. Installation Complete will remain on the Sync display until you exit the installation mode.
  - i. Select the Menu radio button to exit installation mode.
  - j. Remove the USB storage drive.
  - k. Consumer takes their USB storage drive back to their computer to report the successful install. (This feature allows for tracking and determining if the consumers vehicle has a newer version available for downloading or not.)

### **NOTE**

ADDITIONAL INFORMATION AND DETAILS ARE AVAILABLE ON THE SYNCMYRIDE.COM WEBSITE. REGISTERED SYNC OWNERS WILL SEE VEHICLE SPECIFIC DETAILS AND DIRECTIONS BASED ON THEIR VEHICLE'S OPTION CONTENT.

### **APIM Programming Using IDS**

This method programs both, the Vehicle Interface Processor (VIP) (through the data link connector) and CIP (through the USB port), portions of the APIM module.

### **NOTE**

SOFTWARE PACKAGES OBTAINED THROUGH THE PROFESSIONAL TECHNICIAN SOCIETY (PTS) WEBSITE CONTAINS BOTH, VIP AND CIP FILES, THESE DO NOT NEED TO BE INSTALLED IN SEQUENCE LIKE THE CONSUMER DOWNLOAD SERVICE PACK UPDATES, BUT THE ENTIRE PACKAGE MUST BE INSTALLED DURING REPROGRAMMING FOR PROPER OPERATION. THESE SOFTWARE PACKAGES ARE MUCH LARGER IN SIZE AND CONTAIN ALL THE PREVIOUS LEVELS OF ENHANCEMENTS AND UPDATES AS WELL AS ANY ADDITIONAL ENHANCEMENTS AND UPDATES FOR BOTH THE VIP AND CIP PROCESSORS LOCATED IN THE APIM MODULE.

**NOTE**

YOU WILL NOT HAVE THE ABILITY TO RESTORE THE PREVIOUS LEVEL OF SYNC OPERATING SOFTWARE ONCE THE APIM MODULE HAS BEEN SUCCESSFULLY UPDATED TO THE NEXT HIGHER LEVEL.

**NOTE**

If a new APIM is being installed, install the new APIM before carrying out the following procedure. For additional information, refer to Workshop Manual (WSM), Section 415-00.

It is recommended to install a battery charger to the vehicles battery and set at the low charge setting and insure the PC being used for reprogramming is fully charged or plugged into a power source prior to starting the reprogramming process.

1. Turn the ignition key to the On position.
2. Turn the audio control module (ACM) on.
3. Connect the scan tool to the data link connector (DLC).
4. Connect one end of the USB male-A to male-A cable Rotunda part number CCMUSB2-AM-AM-10 (1-800-Rotunda option 6) or equivalent to the scan tool. Compatible cables. (Figures 1) Non-compatible cables. (Figure 2)

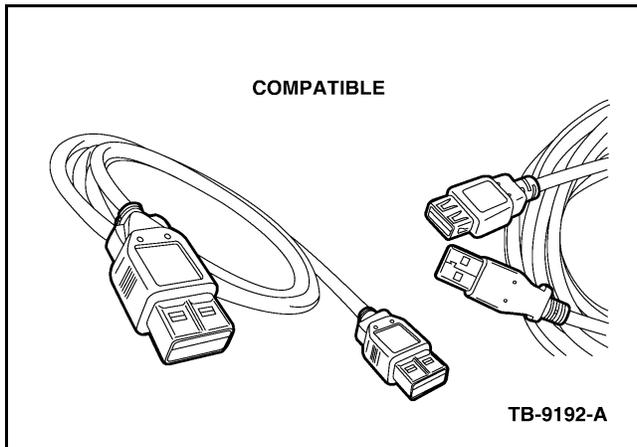


Figure 1 - Article 08-21-2

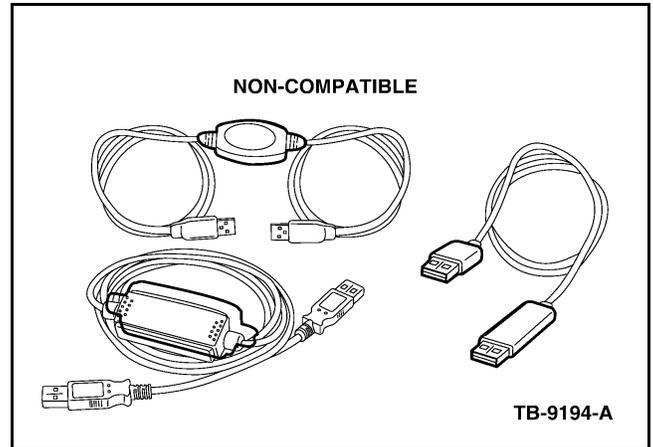


Figure 2 - Article 08-21-2

5. Connect the other end of the USB male-A to male-A cable to the vehicle USB port.
6. From the technician service publication website, run OASIS using Quick Start or by manually entering the vehicle identification number (VIN).
7. From the OASIS tab, select the Sync/APIM bullet.
8. Select the Read APIM button to verify the current APIM VIP and CIP software levels.

**NOTE**

DO NOT DISCONNECT THE VEHICLE COMMUNICATION MODULE (VCM) OR USB CABLES DURING APIM PROGRAMMING.

9. Select the desired software level from the list of available software for programming then select the Program APIM button to begin the APIM programming process. Enter the APIM As-Built data if prompted.
  - a. When only the CIP is being programmed, select cancel when prompted whether or not to program the VIP.
  - b. When the VIP is programmed, the CIP will be programmed automatically.
10. The Sync/APIM application downloads the software into the APIM and displays Programming has been completed successfully.
11. Test the audio system for correct operation. PC requirements for successful reprogramming an APIM module.

## TSB 08-21-2 (Continued)

### Ford And L/M Logon Issues - Including Proper Browser Settings

The following list will have you check various computer settings to insure your PC is set to the proper configuration for reprogramming an APIM module.

#### **NOTE**

CHANGES TO PC SETTINGS MAY REQUIRE ADMINISTRATOR ACCESS.

1. Do not use a customized browser like AOL, it will not work. Please use Internet Explorer (IE) version 5.5 SP2, 6.0, or higher.
2. Log into [www.FMCDEALER.com](http://www.FMCDEALER.com).
3. Navigate to PTS (Professional Technician Society) under the Technical Tools on the Parts and Service tab.
4. Check IE settings by completing the following:
  - a. Preliminary Checks.

#### **NOTE**

THESE INSTRUCTIONS APPLY TO WINDOWS XP MACHINES WITH SP2 AND IE 6.0 AND ABOVE.

- (1) Open IE, select Tools at the top of the screen and select Security.
- (2) Click on the Internet Zone, and find Navigate Sub-frames across different domains and enable this function.
- (3) Then click OK, system may ask you if you want to accept these function please select Yes.
- (4) Check the Windows Firewall to make sure it is turned off by:
  - (a) Selecting the Start button.
  - (b) Select Control Panel.
  - (c) Select Windows Firewall (if you do not see the icon, make sure you are using Classic View) and set to off.
- (5) Check Windows Pop-up Blocker to make sure it is turned off.
  - (a) Open IE.
  - (b) Select Tools at the top of the screen.

(c) Select Pop-up Blocker and turn it off.

- (6) Remove any add-on toolbars such as Google or Yahoo toolbars, as these have additional built in pop-up blockers.
  - (7) Verify that any third party anti-virus, anti-spyware, firewall, or internet security software is temporarily disabled.
- b. Browser Settings - Open IE and select Internet Options under the Tools heading.
- (1) Select the General tab
  - (2) Select Delete Files and check the Delete all offline content and select OK
  - (3) Select Delete Cookies and click OK
  - (4) Select Clear History and select Yes.
  - (5) Click on the Security tab.
  - (6) Click on the Trusted Sites icon.
  - (7) Click on Sites.
  - (8) In the box below add this website to the zone type in - [dealerconnection.com](http://dealerconnection.com).
  - (9) Ensure that required server verification (https:) for all sites in this zone is not checked.
  - (10) Click the Add button.
  - (11) Click the Close button.
  - (12) Re-select the Security tab and select Custom Level.
  - (13) Under Reset Custom Settings, pull down and Reset to: Low, select Reset, select Yes and then OK.

#### **NOTE**

IF RUNNING OASIS ON IE 7.0, RESET TO: MEDIUM-LOW. ALSO, UNDER SETTINGS, SCROLL TO NAVIGATE SUB-FRAMES ACROSS DIFFERENT DOMAINS, SET TO ENABLED AND CLICK OK.

- (14) Select the Privacy tab, and move the slider to Low.

- (15) Click on the Advanced, check the box Override automatic cookie handling and check the box to Always allow session cookies' and click OK.
  - (16) Select the Advanced tab and scroll down to HTTP 1.1 settings; make sure both options under this section are checked.
  - (17) Scroll down to Security section and make sure the following are checked:
    - (a) Empty Temporary Internet folder when browser is closed.
    - (b) Use SSL 2.0.
    - (c) Use SSL 3.0.
    - (d) Use TLS 1.0.
    - (e) Select Apply and then click on OK.
5. Close all browsers and reboot the computer to have the browser settings take affect properly. The browser settings have now been setup correctly as per Ford Browser settings recommendations.

### **Additional PC Security Settings (May Or May Not Be Required - Depends On Operating System)**

Changes to PC Security Settings may require Administrator access.

1. Check for Information Bar near top of IE page stating - This website wants to run the following add-ons.
2. Click on Information Bar and select Run ActiveX Controls or Temporarily Allow Pop-ups depending on your operating system.
3. Click on Retry button to refresh information. (May not be required on some operating systems)

### **PC and Server Troubleshooting (Optional)**

- If you wish to test another browser for web-based training only, download the free version of Opera at [www.Opera.com](http://www.Opera.com).
- For web-based training sound problems, make sure your firewall allows downloading sound file types such as MP3.

- If you have installed special search and add-on programs such as Gator or Bonzi please remove them.
- If you have a router, make sure that port 443 is open for Secure Socket Layer (SSL), and ports 80 and 8080 are open for HTTP.
- Internet access uses a caching or proxy server. Make sure the caching/proxy servers are set to automatically detect settings. Contact your local network administrator and/or your Internet service provider and have them turn off the caching on any and all caching proxy servers for the following:
- Uniform Resource Locator (URL):  
[www.proservicetech.com](http://www.proservicetech.com) or  
[fordtechservice.dealerconnection.com](http://fordtechservice.dealerconnection.com)

### **Additional Sync Related Service Tips**

1. Performing a Master Reset of the APIM module or removing and restoring the Keep Alive Power circuit fuse (refer to the appropriate wiring manual) for 3-minutes, prior to reprogramming will restore the factory APIM defaults. This can reduce the possibilities of corrupt files, that may have been transferred into the APIM modules memory, from interfering with the reprogramming of the CIP portion of the APIM module.
2. Non-factory installed items that can cause background noise, wind noise or obstruct the voice path to the Sync system's microphone, will reduce the reliability or accuracy of the consumer's voice commands or speech being recognized properly. Some examples may include but are not limited to:
  - Objects hanging from the rear view mirror that may make noise or obstruct the system microphone located on the mirror.
  - Bug shields.
  - Roof mounted accessories.
  - Damaged window moldings.
  - Non-factory installed overhead consoles or sun-visor storage compartments that obstruct the voice path to the systems microphone. (It is recommended when diagnosing voice recognition or phone call sound quality issues to eliminate these types of items before replacing any system components)

## TSB 08-21-2 (Continued)

3. Remote Starts may prevent the Automatic Discovery Process, of previously paired phones, from connecting with the consumer's phone as it may be outside of the device's Bluetooth reception range. Once the vehicle is started remotely, the Sync system automatically begins to search for previously paired phones; eventually this process will time out if the customer's phone does not enter the vehicle prior to the expiration of this internal timer, resulting in the vehicle Sync not automatically recognize the phone and pair with it. If this occurs, once the customer enters the vehicle, the consumer will be required to manually connect the phone through the Sync menus if they would like to use the hands free phone features.

### **NOTE**

THE CONSUMER WILL NOT BE REQUIRED TO PAIR THE PHONE AGAIN.

4. When Reprogramming APIM modules, it is strongly recommended to use a hard wired internet connection if possible, due to the APIM program file sizes. If a wired internet connection is not available, it is recommended to access the PTS website and download the latest Sync software files from the Tech Central tab prior to reprogramming. This will reduce the overall reprogramming time when you are connected to the vehicle. If error messages appear during the reprogramming process that indicate errors with the VIP or CIP file/image, comparing the saved file/image by checking the file size, between your PC/IDS with the available file/image size indicated in the PTS description can help determine if the file may be corrupt or damaged. If this has occurred or is suspected, re-download the file/image and select Yes when asked Do you want to replace it?

5. Always diagnose and repair any DTC's for the Audio system or any module communication related faults prior to APIM reprogramming.

**WARRANTY STATUS:** Information Only - Not Warrantable