

Year: [2010](#)
Model: [Mustang](#)
Model: [10-2-8](#)

TSB 10-2-8	<ul style="list-style-type: none">• SYNC SYSTEM DEFAULTS TO OR STAYS IN PRIVACY MODE, MULTIPLE VEHICLE LINES
Publication Date: January 28, 2010	

FORD:	2008-2009 Taurus X 2008-2010 Focus , Fusion, Mustang, Taurus, Edge, Escape, Expedition, Explorer Sport Trac, Explorer, F-150, F-250, F-350, F-450 2009-2010 Flex
LINCOLN:	2008-2010 MKZ 2009-2010 MKS 2008 Mark LT 2008-2010 MKX, Navigator 2010 MKT
MERCURY:	2008-2009 Sable 2008-2010 Milan, Mariner, Mountaineer

ISSUE:

Some customers of 2008-2010 SYNC-equipped [vehicles](#) may express concern with their SYNC paired device defaulting, switching or staying on privacy mode. The customer may not be able to accept the call through the SYNC system or must answer the call manually on their personal device.

ACTION:

Follow the [Service](#) Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Set the Privacy mode to Off on the device and recheck Sync operation.
2. If necessary, test the device on another vehicle with the same version SYNC. If the concern is still present, the device is the concern. Continue with normal WSM Diagnostics.

NOTE:

PRIVACY MODE MEANS THAT THE PHONE IS CONTROLLING THE AUDIO. SYNC ONLY MAKES REQUESTS TO THE PHONE TO TRANSFER THIS RESPONSIBILITY OR AUDIO TO SYNC. IF THE PHONE DOES NOT ACCEPT THIS REQUEST OR THERE IS A PROBLEM IN THE COMMUNICATION TO MAKE THIS HAPPEN, YOU ARE BY DEFAULT IN PRIVACY MODE.

WARRANTY STATUS:

Information Only