

General Service Bulletin (GSB):	SYNC Accessory Protocol Interface Module (APIM) SYNC System Reset
GSB Overview:	Some 2015 and 2016 model year Ford and Lincoln vehicles equipped with SYNC have a new SYNC System Reset procedure that performs the same function within the APIM as the existing Power Reset procedure. The Power Reset procedure is performed by disconnecting and reconnecting the negative battery cable while the SYNC System Reset is performed by simultaneously pressing and holding the Front Controls Interface Module (FCIM) radio power and seek up buttons. The steps needed to complete the SYNC System Reset can be found in the applicable vehicle Owner's Manual and Workshop Manual.
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

Owner's Manual:

<p style="text-align: center;">SYNC System Reset</p> <p>The SYNC system in your vehicle has System Reset feature that can be performed if the function of a SYNC feature is lost. This reset is intended to restore functionality and will not erase any information previously stored in the system (Such as paired devices, phonebook, call history, text messages, or user settings). To perform a System Reset, press and hold the Seek Up (>>) button while pressing and holding the Radio Power button. Release both buttons after 2-3 seconds. Please allow a few minutes for the reset to complete. After a few minutes has passed you can resume using the SYNC system.</p>

Workshop Manual:

Section 415-00B Information and Entertainment System - General Information - Vehicles / General Procedures

Reset the SYNC Module [APIM]

NOTE: An APIM Reset consists of an APIM software cold boot and a SYNC® system Master Reset. It may **not** be necessary to perform a Master Reset after performing a cold boot if the concern is resolved.

1. Ignition OFF.
2. Remove any devices connected to the USB port(s), audio input jack/socket (if equipped), SD slot (if equipped), or RCA jacks (if equipped).
3. Ignition ON.
4. Cold boot the APIM software by simultaneously pressing and holding the FCIM power and seek up buttons for 8 seconds, and then releasing.
5. **NOTE:** Performing a Master Reset returns all preference settings to the factory defaults, erases the phone book and call histories, and deletes any Bluetooth devices paired with the SYNC® system. For vehicles with navigation, the customer's saved destinations (home, favorites, and previous) are erased.

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For vehicles with a *TCU*, any devices paired with the MyFord® Mobile or MyLincoln Mobile™ phone application will be deleted.

Perform a Master Reset. If necessary, refer to “Master Reset” in the Owner’s Literature.

6. Verify system function using the *MIT 105-00120* to test the audio output for the *USB* port(s), audio input jack/socket (if equipped), and Bluetooth. If equipped, test the audio output for the *RCA* jacks using *RCA Adapter 105-00121*.
7. **NOTE:** If the concern remains after completing the *APIM* Reset procedure, advise the customer to power their device off and back on for a simple reboot. In some cases, if possible, the device’s battery may also need to be removed and re-installed to complete a reboot. Delete *SYNC®* from the device’s Bluetooth menu prior to re-pairing the phone to the *SYNC®* system. If necessary, the customer can also perform a *Master Clear*, *Master Reset*, or *Factory Data Reset* on their device following the manufacturer’s instructions in the device’s owner’s manual and/or website. Customer devices may affect the operation of *SYNC®* and this should be understood to prevent unnecessary diagnosis or repairs to the system.

If a concern is still present, return to the Symptom Charts.

Images showing the SYNC System Reset:



Application by Vehicle Line / Model Year:

YES = System has the new SYNC System Reset Feature.

NO = System does NOT have the new SYNC System Reset Feature. The APIM Reset must be performed using the Power Reset procedure by disconnecting the battery negative cable per the Workshop Manual procedure.

Vehicle line	2015 MY		2016 MY	
	SYNC	MyFord / MyLincoln Touch Systems	SYNC	MyFord / MyLincoln Touch and SYNC 3 Systems
CMAX	NO	YES	NO	YES
Edge	YES	YES	YES	YES
Escape	NO	YES	YES	YES
E-Series	NO	N/A	NO	N/A
Expedition	NO	YES	NO	YES
Explorer	NO	NO	YES	YES
F150	YES	YES	YES	YES
F650/750	NO	N/A	NO	N/A
Fiesta	NO	YES	NO	YES
Flex	NO	NO	NO	YES
Focus	YES	YES	YES	YES
Fusion	NO	NO	NO	YES
MKC	N/A	YES	N/A	YES
MKS	N/A	NO	N/A	YES
MKT	N/A	NO	N/A	YES
MKX	N/A	YES	N/A	YES
MKZ	NO	NO	NO	YES
Mustang	YES	YES	YES	YES
Navigator	N/A	YES	N/A	YES
Superduty	NO	YES	NO	YES
Taurus	NO	NO	NO	YES
Transit	NO	YES	NO	YES
Transit Connect	NO	YES	NO	YES