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**Reset the SYNC Module [APIM]****Programming**

**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. 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.