

SB-10056698-2669

LINCOLN:
2015 MKC

ISSUE

Some 2015 MKC vehicles equipped with Sirius satellite radio and built on or before 7/28/2014 may display a No Signal message in the radio display, but the satellite radio functions normally.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Does the vehicle display a No Signal message on the radio display, but the satellite radio functions normally?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnosis.
2. Follow SYNC Module Accessory Protocol Interface Module (APIM) Standard Programming. Refer to WSM, Section 415-00.
 - a. When the applications screen appears select Combined Patch for v3.7 release.
 - (1) If the system auto-selects several applications including Combined Patch for v3.7 release, proceed with the applications auto-selected.
 - b. Select continue and follow the on screen prompts.
 - c. As the programming is being performed several reboots will occur.
 - d. When the patch programming is complete, the system will return to its home screen.
 - e. Once the patch programming is complete, return the thumb drive to the PC.
 - f. Perform touch screen calibration.

OPERATION	DESCRIPTION	TIME
140150A	2015 MKC: Follow SYNC Module APIM Standard Programming (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
14D212	04

NOTE: The information contained 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.