



GENERAL SERVICE BULLETIN

Determining Latest SYNC 4 Software Level

23-714625 October
2023

Summary

This article will provide information on determining the latest level of SYNC 4 software due to FDRS limitations that may not expose available software updates and to make sure a complete update has been performed before returning the vehicle to the customer.

Service Information

In-vehicle method

NOTE: In some cases, other modules will need to be updated or updated multiple times before the latest SYNC 4 software is obtained. Always follow the directions in a TSB for the vehicle and model year completely to obtain the latest level of SYNC 4 software.

- While SYNC is powered up with ignition in run or accessory, go to the Settings selection on the center display screen.
 - Refer to the Owner's Manual if Settings cannot be found.
- Go to General Settings.
- Select About SYNC.
- Find the SYNC 4 Software Version followed by a number structure such as 4.0.****. (*=numbers) Compare that version to the latest version located in this link: [SYNC 4 Latest Software Level](#).
- If the version in the vehicle is lower than the number in the document, then follow the applicable TSB or SSM to update the software.

Referring to PTS method

NOTE: In some cases other modules will need to be updated or updated multiple times before the latest SYNC 4 software is obtained. Always follow the directions in a TSB for the vehicle and model year completely to obtain the latest level of SYNC 4 software.

- Go to the PTS website.
- Under the Vehicle ID tab, select By VIN enter the VIN number and select Go.
- When the system loads, highlight the Diagnostics tab and scroll down and select SYNC. Review the part number or version located next to the CIP and compare that to the latest version located in this link: [SYNC 4 Latest Software Level](#).
- If the version in the vehicle is lower than the number in the document, follow the applicable TSB or SSM to update the software.