

Update your SYNC Software

SYNC

Mac Instructions



We're committed to enhancing and improving upon the SYNC® driving experience. And to make it even better, we will periodically release software updates so you have the latest version of SYNC to keep you up-to-date and in-the-know.



Before you start:

- You will need access to your computer and vehicle for this update.
- You will need to be parked in an open area.
- You will need a USB storage drive that:
 - Has at least 8 GB capacity; actual downloads may vary as maps are included
 - Is not currently password protected
 - FAT32 (for SYNC versions previous than SYNC 3)

[What is exFAT?](#)

[How do I format my USB?](#)



NOTE: Some vehicles are equipped with an “Automatic Engine Shutdown” option and due to the length of time for the update process this feature should be Disabled. You can find this feature on the left hand cluster display (use left hand switch Control > Settings > Vehicle and uncheck the box next to “Auto Engine Shutdown”). For more details, refer to your owners manual “Starting and Stopping the Engine” section for information on how to disable this feature.

Let's Begin The Update!

Step 1 of 4: Start download



This portion of the update will start on your computer. The download should start automatically after you click “Download update.”

Please download the update files to your computer and not to the USB drive yet.

If your browser prompts you to do so, “Save” the file to your Desktop or a similar, easily accessible location on your computer’s hard drive.

Keep your USB drive close by. You’ll need it for Step 2.



Step 2 of 4: Move to USB & extract update



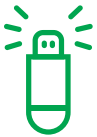
Already know how to do this step? [Move on to Step 3](#)

2.1 While the update file downloads to your computer, insert your empty USB storage drive into your computer's USB port.

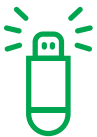
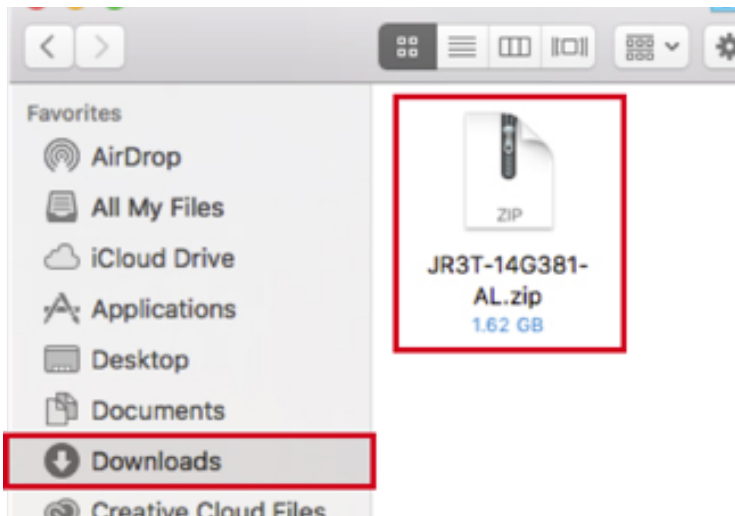


NOTE: If you're using Safari as your browser, go to Preferences > General and make sure the box that says 'Open "safe" files after downloading' is unchecked. (You don't need to do this if you're using Chrome or Mozilla Firefox as your browser).

2.2 When the download is complete, locate the ABCD-12E346-FGH.zip* file that should now be saved to your computer's hard drive.



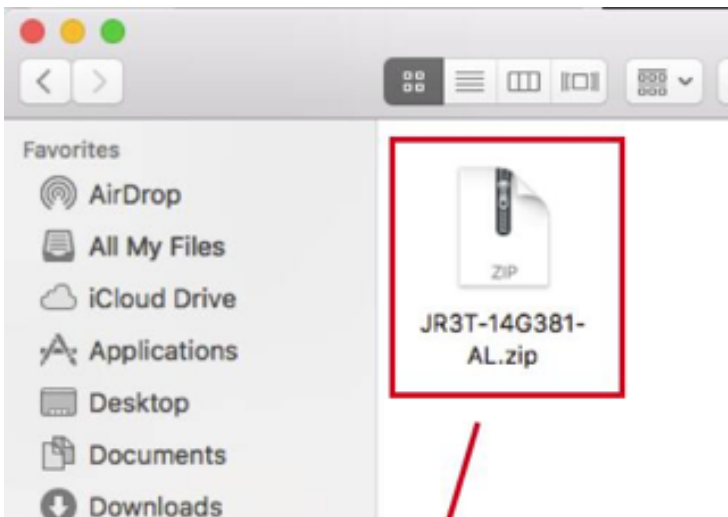
You may need to manually navigate to the file in the destination you specified in Step 1 (ex. "Desktop").



TIP: If you do not specify a destination for these files in Step 1, check for the .zip file in your computer's "Downloads" or "Documents" folder. Your computer may have saved the file to one of those folders by default.

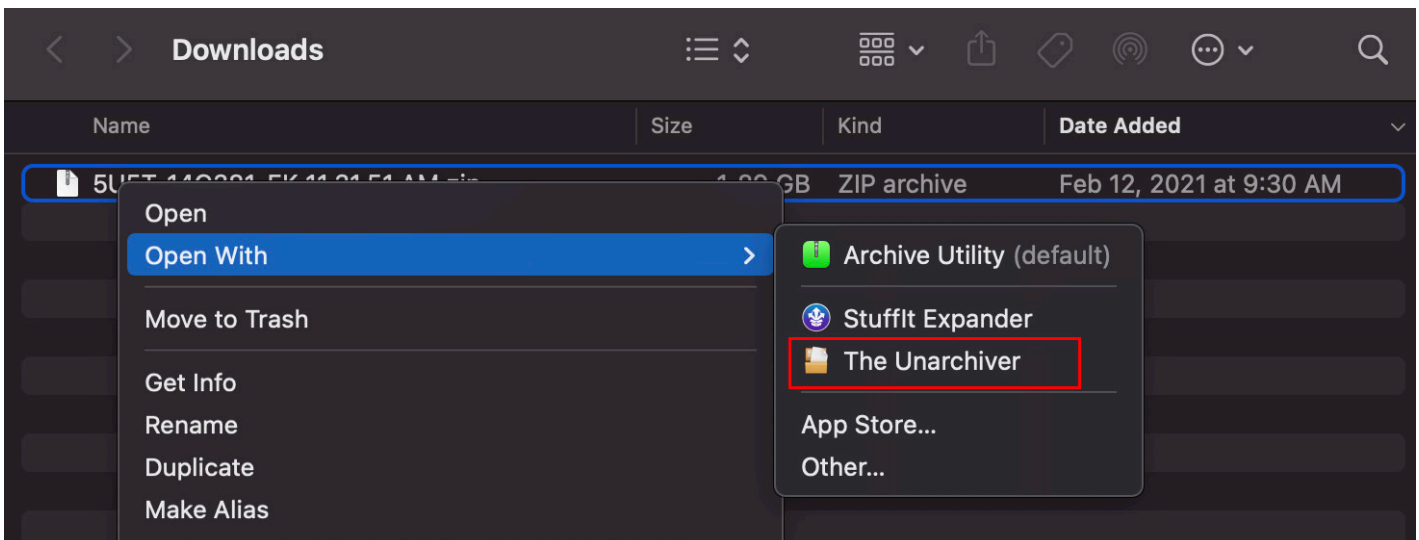


2.2.1 Drag the file to your USB storage drive. Do not unzip the file before transferring it to your USB drive.

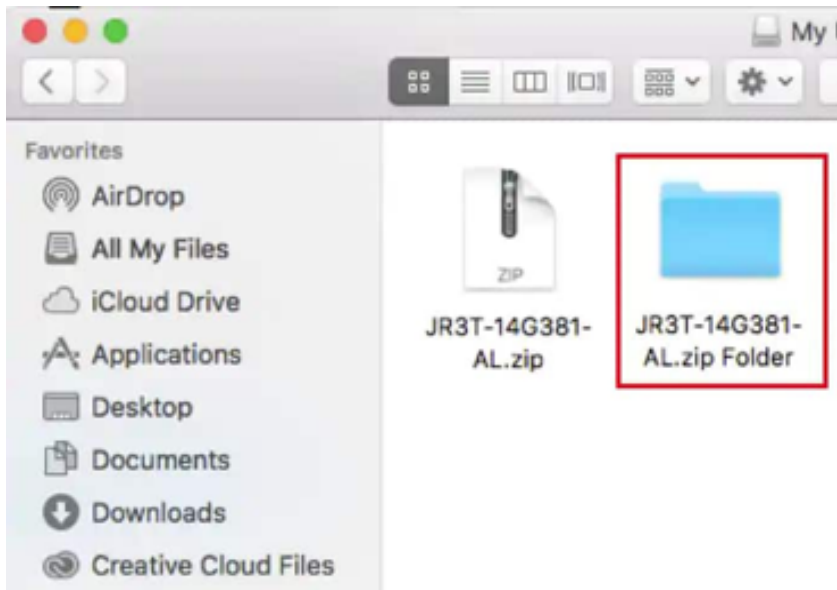


2.3 Right click the .zip file and select “Open With” and choose “The Unarchiver”. Select your USB drive as your location when it prompts you to do so.

[Don't have The Unarchiver?](#)

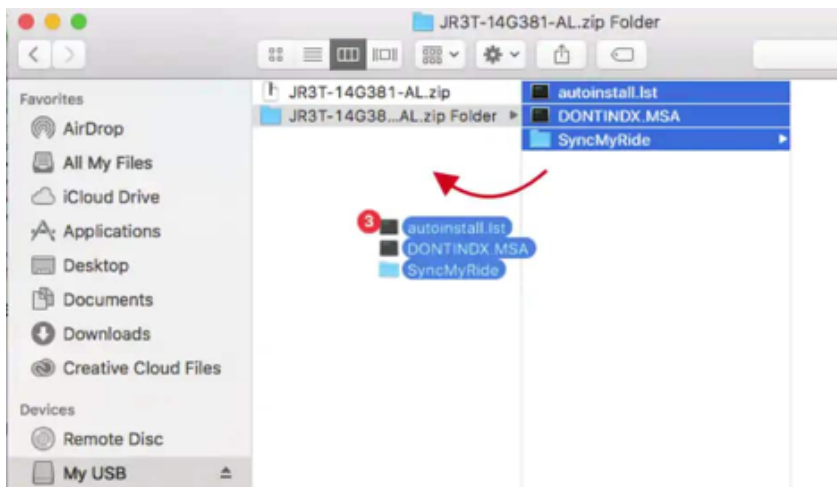


2.4 Once extracted, you'll find your files in the ABCD-12E346-FGH.zip folder.



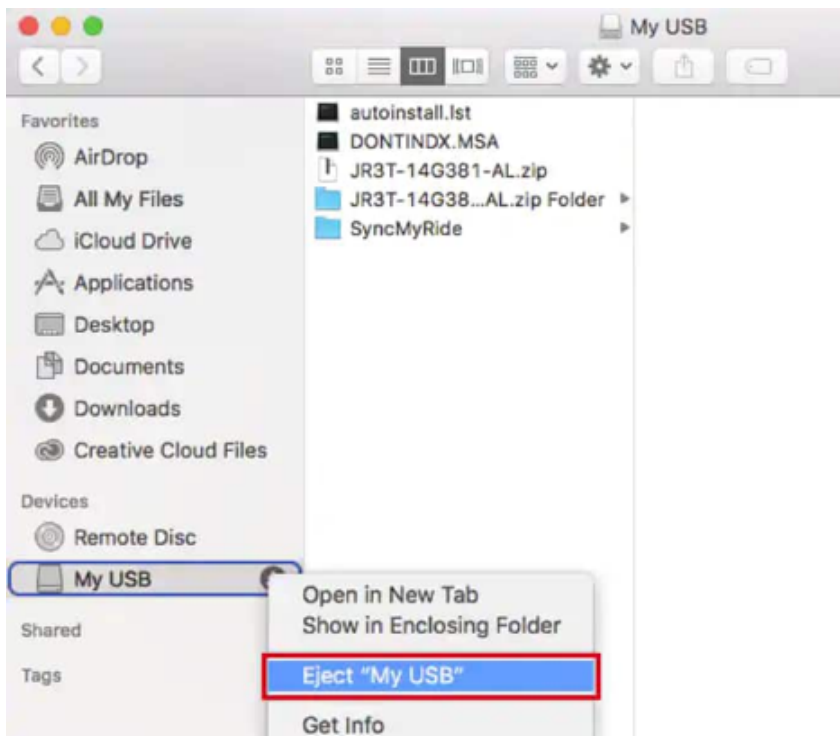
* Your folder and filenames will differ slightly.

2.5 Open that folder and drag the files out, and up a folder level, into the general USB space.



If the file remains in the ABCD-12E346-FGH.zip folder, they will not be recognized in your vehicle.

2.6 Right-click on your USB drive and choose “Eject” to safely eject the USB drive from your computer.



2.7 In the next step, you will receive your vehicle instructions, and then move to the vehicle for the update.

Step 3 of 4: Install files in vehicle



Already know how to do this step? Move on to Step 4

3.1 You will need to follow a set of instructions while in your vehicle on how to install the files in your vehicle. Follow steps 3.2 – 3.4 below, or click the link below for more detailed instructions.

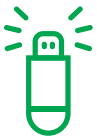
3.2 Take the loaded USB drive and update instructions to your vehicle.

3.3 Start your vehicle and plug the USB drive into the SYNC USB port. Please wait to completely install the SYNC update before removing the USB. It may take up to five minutes for the updates to begin.



Make sure your vehicle is turned on and running.

Installation may take up to 30 minutes. It's possible that pop-ups may appear during this time. These are part of the installation. Look for the "Complete" message to confirm that your update is finished. Please keep the vehicle running in an open, well-ventilated area with the USB drive connected until the "Complete" message appears.



TIP: Use the USB port at the front of your vehicle. The USB ports in the back of your vehicle are used for charging purposes only.

TIP: Updates require a full shut down of the vehicle. In some cases, you may need to turn off your vehicle, open & close your driver door, then turn the vehicle back on to see the new update.

3.4 Once installation is complete, remove the USB drive, turn off your vehicle and open the door. To confirm successful installation, wait a few moments and restart your vehicle. The system will indicate that it has been updated.

Your vehicle downloaded a file to your USB drive upon installation. We'll quickly upload this file in Step 4 to report your update. That will allow us to alert you to other important system updates in the future.



Step 4 of 4: Report the update to Ford



4.1 To report back to Ford and complete this update, re-connect your USB drive to your computer.

4.2 Select the .xml file added to your USB drive (Ex. sync_48474463_1A2B3C4D5E6F8G8H9.xml*), then click on the “Select File” button below.

* Your filename will differ because it will contain your Vehicle Identification Number.



What is exFAT?



How to check if your USB is formatted exFAT:

- Insert your USB drive into your computer's USB port.
- Open **My Computer**.
- Right-click on your USB drive and select "**Properties**".
- Under File System, you should see "**exFAT**" displayed.

If your USB drive is not formatted exFAT, you will need to either manually format it as exFAT or find another USB drive to use.

How do I format my USB drive?

1. On Windows, connect your thumb drive
2. Click **Start > File Explorer > This PC**
3. Right click your flash drive and then select **Format**
4. In the File System list box, choose **exFAT**, type in a Volume Label of your choice, and then click **Start**
5. Click OK in the format warning and wait until the process is complete

