



Update your SYNC Software

Windows Instructions



We are committed to enhancing and improving upon the SYNC® driving experience. To make it even better, we will periodically release software updates, providing 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
 - Is FAT32 (for SYNC versions previous to SYNC 3)
 - Is exFAT for SYNC 3

Let's Begin the Update!

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STEP 1 OF 4: START DOWNLOAD RETRIEVING AND DOWNLOADING THE FILE

1. Access ford.com/support using Google Chrome or Safari (if using Safari, see above before proceeding).
2. Under Support Topics, locate "Technology" select "SYNC Updates."
3. Enter Vehicle Identification Number (VIN) > select search.
4. Click in white rectangle "SYNC Update Available."
5. Select USB drive.
6. Locate "Download Update" button, click one time.
7. If prompted, choose a download location – default is likely downloads or desktop – do not download files to the USB drive.

CHECK USB FORMAT

1. Insert your USB drive into your computer's USB port.
2. Open File Explorer.
3. Select the USB – then Right-click on your USB drive and select "Properties."
4. Under File System, you should see "exFAT" or "MS_DOS (fat32)" displayed.
5. If your USB drive is not formatted to exFAT, you will need to either manually format it as exFAT (for SYNC 3) or "ms-dos (fat32)" for MyFordTouch or GEN 1 or use another USB drive.
More on this in the next step

STEP 2 OF 4: PREPARE USB FORMATTING THE USB

1. On Windows PC, connect your thumb drive / USB
2. Click File Explorer
3. On the left-hand side, locate the USB
4. Right Click on USB > Select FORMAT > Locate "File System" > select exFAT for SYNC 3 or MS-DOS (fat32) for MyFordTouch (MyLincolnTouch) or Gen 1 vehicles
5. Select the check mark in "quick format" > press START
6. Click OK in the format warning and wait until the process is complete



UNZIPPING/EXTRACTING THE FILE

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

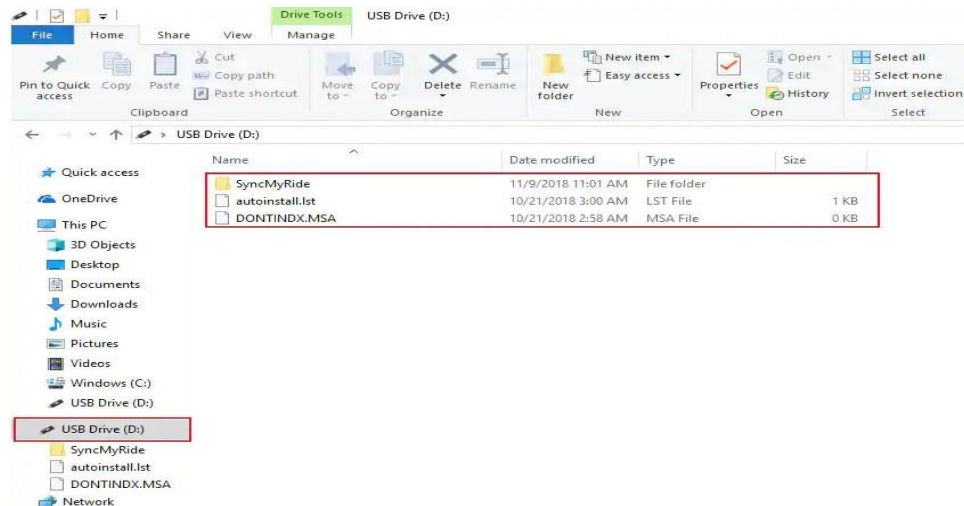
* Your folder and filenames will differ slightly.

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

2. You may need to manually navigate to the file in the destination you specified in Step 1 ("Desktop/Downloads/Desktop").
3. Right click the .zip file and select "extract/extract all."
4. When clicking extract all, the default location is OK
5. Once extracted, you'll find your files in the ABCD-12E346-FGH folder.

SETTING UP THE USB

1. Open that folder and highlight the 3 files (single click top file, hold shift key and click



remaining 2 files, all 3 files are highlighted.)

2. Drag the files to the USB drive (listed on the lefthand side) or copy (ctrl + C) and paste (ctrl + V) the files to the USB drive.
3. If the files remain in a folder, they will not be recognized in your vehicle.
4. Eject the USB by either
 - a. Clicking eject icon shown next to USB drive
 - b. Right-click on your USB drive name from list on the left and choose "Eject" to safely eject the USB drive from your computer.

❖ In the next step, you will receive the vehicle installation instructions and then move to the vehicle to complete the installation.

STEP 3 OF 4: IN-VEHICLE INSTALLATION

- ❖ You will need to follow a set of instructions while in your vehicle on how to install the files in your vehicle. Follow the steps below.
- ❖ Make sure your vehicle engine is turned on and running in an open and safe location free of overhead foliage. If in a garage, ensure it is well ventilated or please open garage door to vent. Installation may take 30-60 minutes. (Navigation updates may take up to 2 hours.)
- ❖ 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.

INSTALLING THE UPDATE

1. Take the loaded USB drive and update instructions to your vehicle.
 2. Start your vehicle in an open and safe location, then disable the automatic engine shut off (if equipped) using a method below:
 - ❖ Press button  to disable
 - ❖ Using the Instrument Panel and steering wheel controls, access "Settings > Vehicle (or Settings > Advanced > Vehicle) > uncheck automatic engine shut off or "30-minute max idle"
 - ❖ Using vehicle's touch screen, access "Settings > Vehicle > disable 30-minute max idle"
- NOTE: For more details, refer to your owner's manual "Starting and Stopping the Engine" section for information on how to disable this feature.
3. 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.
- 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:** The vehicle screen may go dark and reboot throughout the process. Users do not need to turn the vehicle off. Please wait until the "Installation Complete" message remains on the vehicle screen.
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 will 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

REPORTING THE UPDATE (SYNC 3 TOUCHSCREEN)

For SYNC 3 vehicles with a Touchscreen and access to an internet network:

1. With the vehicle running, connect to home Wi-Fi network
2. Settings > Wi-Fi > View Available Networks > Select your network > Enter Wi-Fi password > connect
3. Once vehicle is connected to Wi-Fi, access Settings > Automatic System Updates, toggle Automatic Update "on".
4. Select "scan for updates now"
5. It should report the date and time. We recommend waiting 2 minutes and asking it to scan again to ensure the scan was complete.
 - ❖ **if files begin downloading, keep the vehicle connected to Wi-Fi and Automatic System Updates on. The files will continue to download while the vehicle is off. Some vehicles may retrieve additional files.

REPORTING THE UPDATE (SYNC GEN 1, MyFordTouch, SYNC 3 NON-TOUCHSCREEN)

For GEN 1, MyTouch, SYNC 3 Lite, or SYNC 3 vehicles without access to an internet network:

1. Return to computer and browser page the file was downloaded from
2. Re-connect your USB drive to your computer
3. Select the "Browse for log file" button
4. Select the .xml file added to your USB drive (Ex. sync_48474463_1A2B3C4D5E6F8G8H9.xml*), then click on the "Select" button below.
5. If prompted, confirm. This should be reflected on the server in ~2 weeks. If not, you may ask dealership to confirm the update at next visit

NOTE: * Your file name will differ because it will contain your Vehicle Identification Number.

