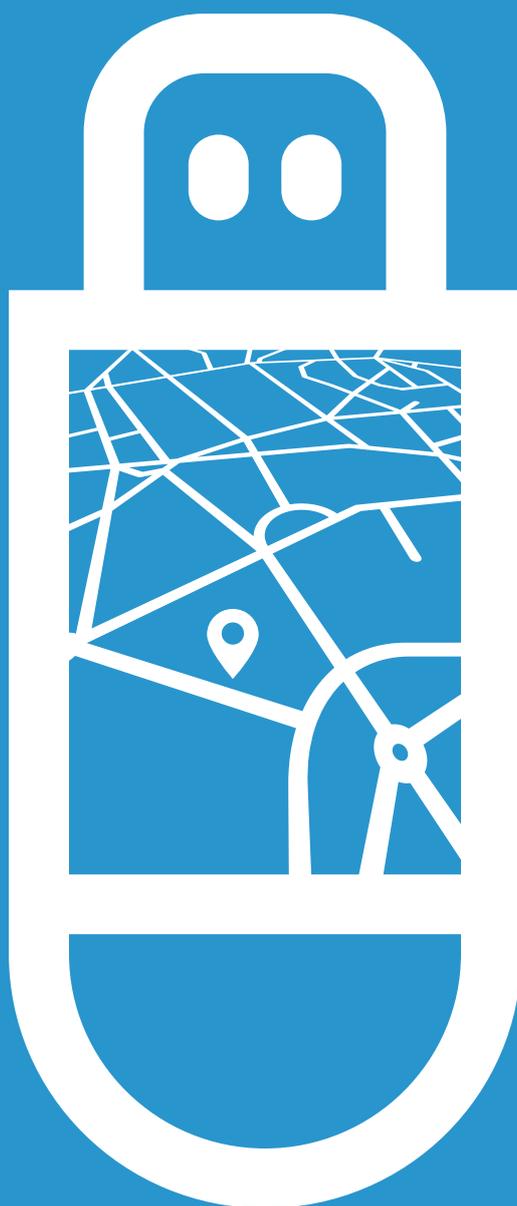# USB UPDATE INSTRUCTIONS FOR SYNC 3 MAP DATA

SYNC

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These instructions will help you to update your SYNC 3 map data to the latest version.

Please note, the vehicle can still be driven during the install but some navigation features may be disabled, such as voice control.

Update summary

· A flash drive with a capacity of 32 GB or more is required, with no other files present on the drive.

· There are two parts to install, each taking up to 1 hour to complete.

· To avoid interrupting the update (e.g. due to low battery level and auto-shutdown), it is recommended you begin each part of the installation before starting a journey of approximately 35-45 minutes.

· If the vehicle is switched off before an installation has completed, the update may restart entirely or partially when you next start the vehicle.

Approximate time to update: 70-80 minutes

File Size: <size> MB

Your vehicle can still be driven during the update period, but some navigation features may be disabled. It's recommended you download the file from the website and save it to an easily accessible location on your machine.

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PART 1
PREPARE UPDATE

1. **Make sure your USB flash drive has a capacity of at least 32 GB.**

2. **Make sure the USB flash drive is formatted to exFat prior to the update.**

Please consult the FAQs section for information on how to format the USB Flash Drive.

When you download the update, it will be packed as an archive. You will need to unzip the package after download. To unzip the file, you can use tools such as WinZip, WinRAR and 7zip.

3. **Begin the download from the website and save it to an easily accessible folder on your PC.**

4. **Unzip the files (with a tool of your choice) and save them on the highest level (root directory)of your USB flash drive.**

Note: Please ensure only the following files are present on the USB flash drive:

- *A folder with the title "SyncMyRide"*
- *One file "autoinstall.lst"*
- *One file "DONTINDX.MSA"*

The unzip tool should automatically create all these files on the USB flash drive (root directory). If not, please ensure you've extracted the complete package and not just some of the individual folders and files.

Tip: It's recommended you right click on the downloaded file and 'extract all' directly to the USB flash drive.

Do not to create any folders on the USB flash drive as this could cause errors during installation. However, if the "SyncMyRide" folder is missing from the USB flash drive after unzipping has completed, you may need to create the folder manually. Please see FAQs on how to do this.

5. **Safely remove the USB flash drive from your computer.**

You are now ready to update your vehicle.

PART 2
INSTALL UPDATE

SYNC®

1. **Enter your vehicle.**

2. **Turn on your vehicle's engine. Please remove any other USB devices prior to installation and do not insert again until the update is completed.**

3. **Insert the USB flash drive into the vehicle's USB port and follow the prompts on the SYNC screen.**

Tip: The SYNC system will automatically recognise the update file on the USB flash drive. This might take few minutes.

4. **The first part of the SYNC map update will last for approximately 30-35 minutes. Once complete, a "Key Cycle" pop-up may appear on the screen.**

Do not remove the USB flash drive until the whole installation is complete. You can leave the USB inserted after you park your car. The installation will then restart when you use the car for your next journey.

To install the second part of the map update, you need to perform a key cycle at your earliest convenience. This requires the following steps:

- *Stop driving*
- *Turn off the ignition*
- *Open and close driver's door and lock it*
- *Wait 2 minutes (ensure the SYNC display shuts off)*
- *Unlock the driver's door*
- *Turn the ignition on*

5. **The second part of the SYNC map update lasts for approximately 40-45 minutes. It's highly recommended you don't interrupt the installation process. Once complete you'll see an "Installation Complete" pop-up on the SYNC screen.**

Remove the USB Flash Drive. Updates will take effect the next time you start your vehicle.

The vehicle update is now completed.

How do I format the USB flash drive?

Mac users
1. *Insert your USB drive into your computer's USB port*
2. *Open Finder*
3. *Right-click on your USB drive and select 'Get info'*
4. *Under Format, you should see 'exFAT' Displayed*

PC users
1. *Insert your USB flash drive into your computer's USB port*
2. *Open My Computer*
3. *Right-click on your USB flash drive and select 'Properties'*
4. *Under File System, you should see 'exFAT' displayed*
5. *If your USB drive is not formatted exFAT, you'll need to either manually format it as exFAT or find another USB drive to use*

Note: formatting will remove any data stored on your USB Flash Drive

Nothing happens after plugging in the USB flash drive. What do I need to do?

The installation process may start with a delay of up to eight minutes due to very large file sizes. The system will not provide feedback messages during this period. Please be patient. If it doesn't start, please check the content of the USB stick and make sure the following files and folders are on the root folder of the USB flash drive:

- *One folder with the title "SyncMyRide" including system update files*
- *One file "autoinstall.lst"*
- *One file "DONTINDX.MSA"*

There is no "SyncMyRide" folder after uncompressing the download file onto the USB flash drive. What do I need to do now?

If the "SyncMyRide" folder is missing, please create it in the root folder of your USB drive and move all files other than "autoinstall.lst" and "DONTINDX.MSA" into that folder. To enable a proper update process, please make sure only the following is present on the root folder of the USB Flash Drive:

- *One folder with the title "SyncMyRide" including system update files*
- *One file "autoinstall.lst"*
- *One file "DONTINDX.MSA"*

The update fails. I get the failure message "Incorrect hardware version. Please remove the USB drive. Sync will restart automatically."

The software on the USB flash drive isn't compatible with the hardware release in your vehicle. Please use the website and enter you Vehicle Identification Number to get the correct software for your vehicle. If this issue continues, please get in contact with Ford.

An error message "LST_ERR…" appeared. What do need I to do?

The folder structure may be incorrect. Please make sure that only the following files are present on the root folder of the USB flash drive:

- *One folder with the title "SyncMyRide" including system update files*
- *One file "autoinstall.lst"*
- *One file "DONTINDX.MSA"*

If the "SyncMyRide" folder is missing, please create it in the root folder of your USB flash drive and move all system update files other than "autoinstall.lst" and "DONTINDX.MSA" into that folder.

If the issue persists, the files may be corrupt or incomplete. Please ensure the archive file was extracted fully and correctly onto the USB flash drive. If this is the case, the archive file may be corrupt. Please download the files again.

An error message "PKG_ERR…" appeared. What do need I to do?

The USB flash drive was probably removed before update process was completed. Please insert the USB flash drive again. The update will restart the next time you start your vehicle. Do not remove the USB flash drive before you get the "Installation Complete" message.

An error message "BGMAP_ERR…" appeared. What do need I to do?

The update process may have been interrupted before completion, or it updated successfully but restarted again after the next ignition cycle. Please remove the USB flash drive and retry after the next ignition cycle. If this issue persists, the USB flash drive might be locked by the system. Please prepare another (new) USB flash drive and restart the procedure.

The information in the top bar has disappeared before a pop-up appeared. What do I need to do?

The installation status message in the top bar may disappear due to other transient messages. Please do not remove the USB flash drive until a pop-up message appears on screen with further instructions (e.g. "Key Cycle" or "Installation Complete").

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