



SYNC & Maps software update

Installing the software

Simply prepare your USB flash drive, then download and unpackage the software to the drive.

Follow the instructions below to install the software on your vehicle and update your SYNC system.

These instructions will help you update your SYNC 2 with Touchscreen to the latest software version.

The USB update procedure must not be interrupted and the engine must be running throughout the update process to ensure a constant power supply for the duration of the update.

Approximate time to update: 15 - 45 minutes

File size: Can be up to 2GB

If you need more assistance, your local Ford Dealer will be able to perform the update for you.

(labour costs may apply)



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Please download the file to your computer and prepare the USB flash drive as follows:

1. Please ensure your USB flash drive has a capacity of at least 2 GB
2. Please format the USB flash drive prior to the update to FAT/FAT32 format (no exFAT/no NTFS)

Note that formatting will remove any data stored on your USB flash drive

To unzip the file, you can use tools such as WinZip, WinRAR and 7zip

How do I format my USB flash drive?*

3. Locate the downloaded file on your computer
4. Unzip the files onto the highest level (root directory) of your USB flash drive
5. Safely remove the USB Flash Drive from your computer and enter your vehicle
6. Turn on the vehicle's engine to ensure a constant power supply for the duration of the update process
7. If you have start / stop control, switch it off to ensure the engine is running continuously

8. Ensure the SYNC screen is switched on
9. Connect the USB flash drive containing the update files to the USB port of your vehicle
10. The update starts automatically and will take 15 - 45 minutes to finish. Please don't press any button or turn off the vehicle during this time
11. SYNC will restart several times. Your screen may flicker for a few seconds and you will see several black screens
12. Confirm the 'Installation completed' popup and remove your USB flash drive
13. When your update has finished installing in your vehicle, it will create a log file (in your USB flash drive). Please use the upload page to send the log file and we will know if your system installation has worked



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*See page 3



Formatting your USB flash drive

How to check if your USB drive is formatted FAT32

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 'FAT32' displayed

PC users

1. Insert your USB drive into your computer's USB port
2. Open My Computer
3. Right-click on your USB drive and select 'Properties'
4. Under File System, you should see 'FAT32' displayed
5. If your USB drive is not formatted FAT32, you'll need to either manually format it as FAT32 or find another USB drive to use



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