

USB UPDATE
INSTRUCTIONS
FOR SYNC 3

SYNC®



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

Please note the vehicle can still be driven during the installation, but you may experience slow system performance due to the installation process running in the background.

Vehicle Update:

- You'll need a USB Flash Drive of at least 4 GB of space. Please make sure it's clear of any other files on the drive.
- The in-vehicle update will take about 20-30 minutes to complete.
- To avoid any interruptions during the update (e.g. due to low battery level and auto-shutdown), the recommendation is to initiate the update before starting a journey of approximately 30 minutes.



*Approximate time for in-vehicle update:
20-30 minutes.*

Before this, the time taken to download the file and add it to your USB Flash Drive will depend on connection bandwidth.



File Size: Approximately 4 GB



While the update is in process, please do not remove the USB Flash Drive or turn off Sync.

This may cause malfunction or damage to the system



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STEP 1 PREPARE UPDATE

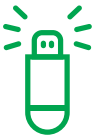


1. Make sure your USB Flash Drive has a capacity of at least 4 GB.

2. Make sure the USB Flash Drive is formatted to exFat prior to the update.



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



The update available for download is packaged as an archive so you will need to unzip it after download. For unzipping the file, you can use tools such as WinZip, WinRAR or 7zip.

3. Initiate the download from the Ford SYNC & Maps software update website (<https://www.ford.co.uk/owner/resources-and-support/sync-bluetooth/update#/>) to an easily accessible drive on your PC.

4. Locate the downloaded file on your computer and unzip the files (with a tool of your choice) directly onto the highest level (root directory) of your USB Flash Drive.



Note: To enable a proper update process please make sure that only the following are present on the USB flash drive:

- The folder with the title "SyncMyRide"
- One file "autoinstall.lst"
- One file "DONTINDEX.MSA"

The unzip tool should automatically create all these files on the USB Flash Drive (root directory). If not, please ensure you extract the complete main package and not just some of the individual folders and files.



It is recommended to right click on the downloaded archive file and extract all directly to the USB Flash Drive.



Do not create any folder on the USB Flash Drive as this may cause errors during installation. However, if the "SyncMyRide" folder is missing on 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.

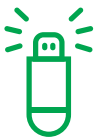
You are now ready to update your vehicle.

STEP 2 VEHICLE UPDATE



Inside your vehicle

1. Turn on your vehicle's engine. Please remove any other USB devices prior to the installation and do not insert again until the update is completed.
2. Insert the USB Flash Drive into the vehicle's USB port. The USB Flash Drive will begin to be recognised by SYNC. This might take few a minutes.



A message at the top bar of the display will indicate that the software update has started. This message is transient and may disappear in the course of the installation.

3. SYNC software update will continue for approximately the next 20-30 minutes.



The system may reboot during the update. Do not remove the USB Flash Drive from the USB port (the update is not yet complete).

During the update, the following Pop-up message may appear: "Automatic software update". In this case press "Not right now". Do not press "Yes" or "No". The installation will proceed automatically.



For further information please consult the FAQ.

4. When the update is finished, an "Installation Is Complete..." Pop-up will appear on the screen. You may now remove the USB Flash Drive.



To ensure the updates will take effect, please perform a key cycle at your earliest convenience. This requires the following steps:

- Stop driving
- Ignition OFF / Stop
- Open and close driver's door and lock it
- Wait at least 2 minutes (ensure SYNC Display shuts off)
- Unlock / open driver's door
- Ignition ON / Start

The vehicle software update is now completed.

STEP 3 UPDATING RECORDS



Once the installation is complete a log file is generated on your USB Flash Drive. Please upload this log file onto the Ford SYNC & Maps software update website (<https://www.ford.co.uk/owner/resources-and-support/sync-bluetooth/update#/>) to confirm the installation was successful. This is required to offer you the latest software and map updates in the future.

Here's how to upload the log file using your PC:

1. Connect your USB Flash Drive to your PC and revisit the Ford SYNC & Maps software update website (<https://www.ford.co.uk/owner/resources-and-support/sync-bluetooth/update#/>).

2. Click the button “Confirm your update” and follow the instructions to upload the log file from your USB Flash Drive.

The log file is stored in the SyncMyRide folder on the USB Flash Drive. The filename includes SYNC + serial number + VIN and has the extension .xml (e.g. Sync_WUB3A18V_WF05MNGCC5FY12345.xml).

3. You have now confirmed the update was installed. Thank you!

FREQUENTLY ASKED QUESTIONS



1. How do I check my USB Flash Drive is formatted to exFAT?

Mac users

1. Insert your USB Flash 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 the option 'exFAT'

PC users

1. Insert your USB Flash 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 the option 'exFAT'

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



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

2. 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 2 minutes due to very large file sizes and will not provide feedback messages during this period. Please be patient. If it does not start, please check the content of the USB Flash Drive and make sure that the following files and folders are in the root folder of the USB Flash Drive:

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

3. There is no "SyncMyRide" folder after uncompressing the downloaded archive 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 Flash Drive and move all files other than "autoinstall.lst" and "DONTINDEX.MSA" into that folder. To enable a proper update process, please make sure that only the following is present in the root folder of the USB Flash Drive:

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

4. The update failed. I got the following error message: "Incorrect Hardware version. Please remove the USB drive. SYNC will restart automatically."

The software on the USB Flash Drive is not compatible with the hardware release in your vehicle. Please visit the Ford SYNC & Maps software update website (<https://www.ford.co.uk/owner/resources-and-support/sync-bluetooth/update#/>) and enter your Vehicle Identification Number (VIN) to get the correct software for your vehicle. If you are still seeing this error message, please get in contact with Ford.



FREQUENTLY ASKED QUESTIONS



5. An error message “LST_ERR...” appeared. What do I need to do?

The folder structure may be unexpected. Please make sure that (only) the following is present in the root folder of the USB Flash Drive:

- One folder with the title “SyncMyRide” including system update files
- One file “autoinstall.lst”

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 “DONTINDEX.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. This may happen when the download from the webpage was interrupted and not resumed successfully. Please download the files for your vehicle’s Vehicle Identification Number (VIN) again from the Ford SYNC & Maps software update website (<https://www.ford.co.uk/owner/resources-and-support/sync-bluetooth/update#/>).

6. An error message “PKG_ERR...” appeared. What do I need to do?

Probably the USB Flash Drive was removed before the update process was completed. Please insert the USB Flash Drive again. The update will restart with the next ignition cycle. Do not remove the USB Flash Drive before you get the “Installation Complete” message.

7. The update in the vehicle was successful but I cannot find the log file that I should upload back onto the Ford server? How can I create the log file (again)?

The log file is stored in the SyncMyRide folder on the USB Flash Drive. The filename includes SYNC + serial number + VIN and has the extension .xml.

If the file was not created or deleted by mistake, you can download the logging tool separately from the Ford SYNC & Maps software update website (<https://www.ford.co.uk/owner/resources-and-support/sync-bluetooth/update#/>) (in the Troubleshooting section). Extract it to a USB Flash Drive. Please make sure that following files and folders are in the root folder of the USB Flash Drive:

- One folder with the title “SyncMyRide” including system update files
- One file “autoinstall.lst”
- One file “DONTINDEX.MSA”

Plug-in the USB Flash Drive into your vehicle’s USB port and wait approximately two minutes until an “Installation complete...” Pop-up appears on the screen.

Please consider, the format of the USB Flash Drive needs to be exFat. Otherwise the log file will not be created. To change the format please see FAQ item “How do I format the USB Flash Drive?”



8. The information in the top bar has disappeared. I am unsure if the installation has been completed. What do I need to do?

The installation status message in the top bar is transient and may disappear due to other transient messages (e.g. after changing the radio station). Please do not remove the USB Flash Drive until a Pop-up message appears on screen with further instructions (e.g. "Installation is complete").

9. During the installation progress I can see a Pop-up message. What should I do?

If the Pop-up message says "Automatic software-update" press "Not right now". Do not press "Yes" or "No". Leave the USB Flash Drive installed in the USB port. The installation will proceed automatically. A key cycle is required before the updates will take effect.

If the Pop-up message says "Installation is complete" just confirm by clicking "Ok". A key cycle is required before the updates will take effect.

10. After the installation I can see functions are missing or different. What should I do?

This requires the following steps:

- Stop driving
- Ignition OFF / Stop
- Open and close driver's door and lock it
- Wait 2 minutes
(ensure SYNC Display shuts off)
- Unlock / open driver's door
- Ignition ON / Start

11. After the installation I can see the language has changed. What should I do?

This requires the following steps:

- Click the "Settings" button on your SYNC display
- On the settings screen, select "General"
- On the General settings screen, click on "Language" and select the language you want to set

12. The update of the log file failed or it was uploaded successfully but on the Ford SYNC & Maps software update website (<https://www.ford.co.uk/owner/resources-and-support/sync-bluetooth/update#/>) the same update is provided to me again. How should I proceed?

It may take time for the data to synchronise. Please be patient and try again later. If the update of the log file fails or the same software update is offered continuously, the log file may be corrupt. In this case please create the log file again in your vehicle. Please refer to the above for details.