

USB UPDATE
INSTRUCTIONS
FOR SYNC 3

SYNC[®]



Go Further

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

Please note, the vehicle can still be driven during the install but the SYNC system may reboot and lose functionality for 60-90 seconds.

Update summary

- A flash drive with a capacity of 4 GB or more is required, with no other files present on the drive.
- The update will take about 30-35 minutes to complete. We recommend you start the update on a longer journey.
- 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:
30-35 minutes



File Size: <size> MB

PART 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 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.

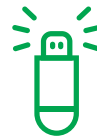
4. Unzip the files (with a tool of your choice) and save them on the highest level (root directory) of your USB flash drive.



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 "DONTINDEX.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

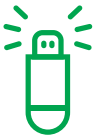


1. Enter your vehicle.

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. SYNC software update will continue for approximately 25-30 minutes.



The system may reboot during the update. Do not remove the USB Flash Drive from the USB port.

During the update the "Automatic Software Update" may appear. Press "Not Right Now".

Do not press "Yes" or "No".

Installation will proceed automatically.

5. When the update is finished, an "Installation Is Complete" pop-up will appear on the screen.



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



You can perform an ignition key cycle at your earliest convenience for the updates to take effect.

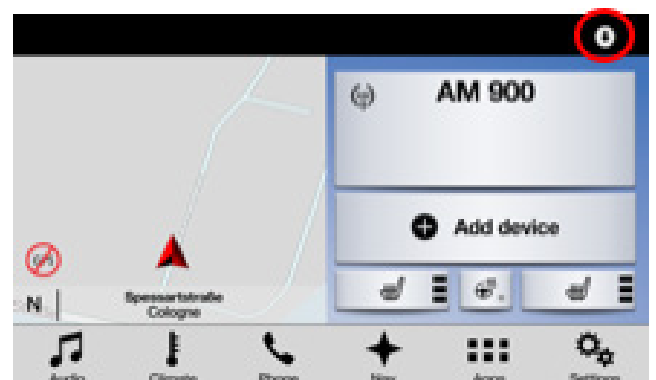
This requires the following steps:

- 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

The vehicle update is now completed.

Update Notice

After successful completion of the update, you will see an icon with an arrow on the upper right corner. If you press on the icon, you will get the release note information. This should confirm that your SYNC system has successfully been updated.

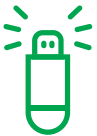


PART 3 UPDATING RECORDS



Please note, once the installation is complete a log file will be generated on your USB flash drive. Please upload it to the Ford website to confirm the installation was successfully completed.

If the log file isn't uploaded, the system won't detect you've installed the latest SYNC update, and you won't be able to perform future software and map data updates.



Uploading the log file enables you to download new map updates for vehicles equipped with the SYNC 3 navigation system.

- 1. Go back to the Ford website.**
- 2. Click the “Browse for log file” button and upload the update information from the USB flash drive.**

The update information 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 updates were properly installed. Thank you!**



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 "DONTINDEX.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 "DONTINDEX.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 "DONTINDEX.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 your 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 “DONTINDEX.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 “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. 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.*

The update in the vehicle was successful but I cannot find the log file that I shall upload back to the Ford server?

*The update information 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 deleted by mistake, please plug-in
the USB Stick into your vehicle’s USB Port again
and start the Update Process again according to
the instructions..*

*If this file was not created after a successful
update, the USB Flash Drive was probably not
in the expected format. Please format the USB
Flash Drive to exFat (all data on the USB stick
will be deleted) and start the Update Process
again according to the instructions.*

*In both cases, the SYNC 3 system recognizes that
the update is already stored and will interrupt the
update after a few minutes with writing back the
feedback file onto the USB flash drive.*

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.*