

SYNC³

Map Upgrade



Map Upgrade Overall Instructions

United States / Canada / Mexico

The map upgrade thumb drive installation requires some additional information specific to the customer, vehicle and SYNC in order to be complete prior to map upgrade.

Obtain vehicle information

- Vehicle Identification Number (VIN)
- SYNC ECU Serial Number (ESN) 8 DIGIT

Perform Map Update Installation

- Connect thumb drive in vehicle and perform SYNC software update.



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Obtain Vehicle Information

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1. Obtain VIN

VIN can be located at the
bottom corner of the
windshield



or the drivers
door jamb.

VIN: _____



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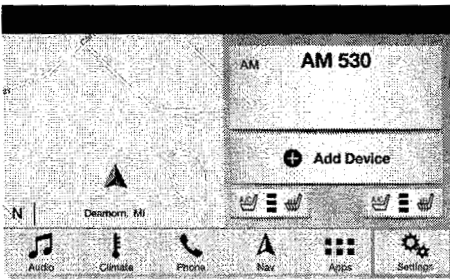


Obtain Vehicle Information

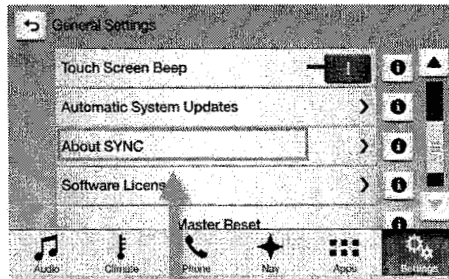
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2. Obtain ESN

- Inside vehicle on SYNC screen.
- Ignition is in "RUN" position and SYNC is active.
- Follow SYNC selections below



1 From the Home Screen
Press [Settings]



2 Under General Settings, Scroll
down and Select [About SYNC]



On the About SYNC screen
Scroll down to display
SYNC Serial Number (ESN)

ESN: _____

Note: If the ESN is not shown, verify that the customer software v2.0 or greater. If not then the SYNC 3 requires additional updates before the map can be installed. The customer can perform an update themselves using their owner.ford.com account or for customer pay at the dealership. If the issue persists with software v2.0 or greater please contact SYNC Support: 1-800-392-3673

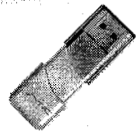


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Estimated update process time should be about 70 minutes. During this update, SYNC will reboot automatically, please do not remove the USB.

70
MINUTES
Estimated
time

Due to large files.

Vehicle can still be driven but some Sync functions will remain unavailable until the update has completed.

All Sync, Climate Control, and Audio functions will be available during installation, but there will be limited navigation capability.

Prerequisites:

- Sync Software Version is 2.0 or higher. (Dealership Requirement Only)
- A USB Map Drive with loaded license specific to this vehicle. (Dealership Requirement Only)
- Vehicle is in a well ventilated area.
- Vehicle fuel level is adequate to run for over an hour.
- Ensure vehicle is running.

NOTE: Some vehicles are equipped with an "Automatic Engine Shutdown" option and due to the length of time for the update process this feature should be Disabled.

! You can find this feature on the left hand cluster display
(Use left hand switch Control → Settings → Vehicle → and Uncheck the box next to "Auto Engine shutdown").

For more details, please refer to your owners manual "Starting and Stopping the Engine" section for more information on how to disable this feature.

Map Software Update Install Procedure:

Insert the USB Drive with loaded licenses specific to the vehicle into the vehicles USB port.
Follow Sync Screen prompts

! **NOTE:** If the software update is interrupted during the installation process the update will need to be restarted from the beginning.

● Some functions will remain unavailable until the update is completed.

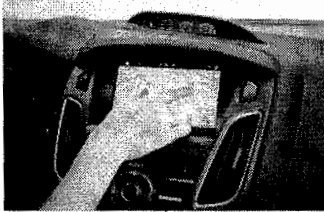


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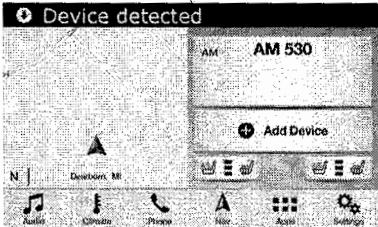


1 Insert the USB Drive with loaded licenses specific to the vehicle into the vehicle's USB port. Follow SYNC screen prompts.



SYNC

NOTE: If the software update is interrupted during the installation process the update will need to be restarted from the beginning.
Some functions will remain unavailable until the update is completed.



2 USB Drive is inserted into the vehicles USB connector.

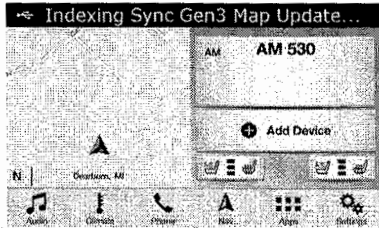


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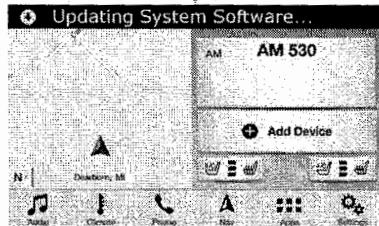


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1 USB Drive is recognized by SYNC.



2 System Update validates and starts loading.

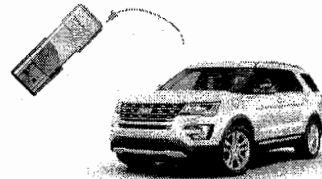
SYNC must be updated before this map update can be applied. Please remove the USB drive. SYNC will restart automatically. For help, contact SYNC Support: 1-800-392-3673

3 Update application verifies Sync Software Version is 2.0 or higher.

Note: If Sync Software Version is not 2.0 or higher a screen directing the user to remove the USB drive and contact Sync Support at 1-800-392-3673 is displayed before the map update is started.

Remove the Map Update drive from the vehicle's USB port.

Sync will reboot automatically.



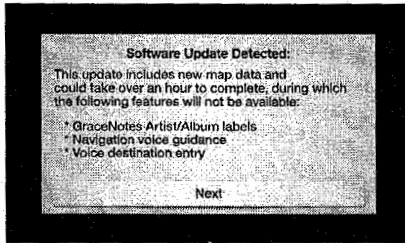
Map update not performed

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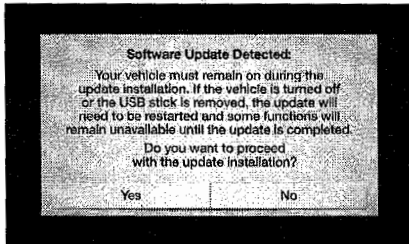
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5 Screen notes changes that will be performed, duration of time and features that will not be available during the update process.

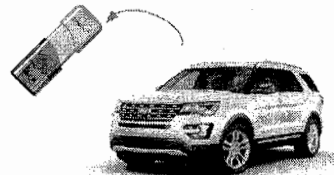


Next



5 Last opportunity to exit Map Update before installation

No



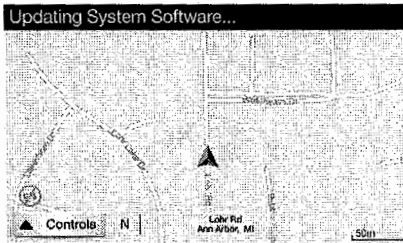
Yes

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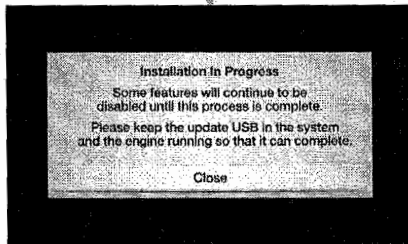


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7 Sync software update will continue for approximately the next 70 minutes.



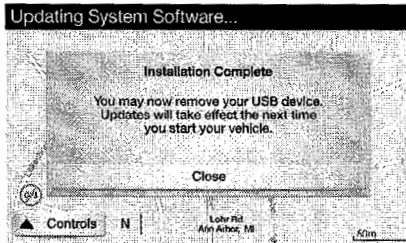
8 SYNC software update continues after auto reboot.

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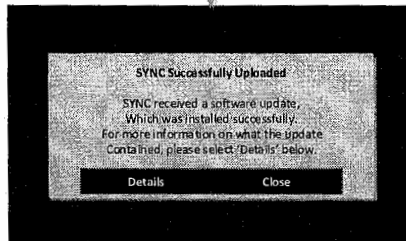


9 Sync Map load is complete and an ignition key OFF cycle is required before the updates will take effect. Remove the Sync Map Install USB drive and perform an Ignition OFF key cycle.



Perform Ignition Key OFF

- Engine Off / Stop
- Wait 15 seconds
- Open Driver Door



10 After the Sync has completely shut down, a key ON cycle is required for the updates to take effect.



Perform Ignition Key ON

- Engine ON / Run
- Sync Installation will complete.

Map update complete

