FORD:
2012-2013 Focus
2013 Fusion, Taurus
2011-2013 Edge, Explorer
2013 Escape, F-150, Flex

LINCOLN:
2013 MKS
2011-2013 MKX
2013 MKT

This article supersedes TSB **12-9-1** to update Title, Issue Statement, Service Procedure and vehicle model lines covered.

ISSUE

Some 2011-2013 Edge, MKX, Explorer, 2012-2013 Focus, and 2013 Flex, MKT, Taurus, MKS, Fusion, Escape and F-150 vehicles equipped with MyFord Touch/MyLincoln Touch may exhibit concerns with navigation, voice recognition, call sound quality, phone pairing and/or system performance.

ACTION

Follow the Service Procedure steps to Perform software update.

SERVICE PROCEDURE

NOTE
THIS PROCEDURE DOES NOT APPLY TO FOCUS BATTERY ELECTRIC VEHICLES (BEV) AND FUSION HYBRID VEHICLES DUE TO UNIQUE SOFTWARE APPLICATIONS.

Please run OASIS using the Vehicle Identification Number (VIN) to search for open Field Service Actions (FSA). If FSA 11A01, 11A02 and 11A03 are open, they must be performed and this article does not apply. Performing this TSB on vehicles with FSA 11A01 open, will result in undesired system performance issues.

NAVIGATION EQUIPPED VEHICLES WILL REQUIRE A NEW A4 LEVEL SD-CARD FOR PROPER NAVIGATION FUNCTION ONCE THIS UPDATE HAS BEEN PERFORMED.

Software Download Procedure

This TSB will update the Consumer Interface Processor (CIP) to the latest (BB)/(12285) suffix level/Version V3.5.1 using a USB flash drive. The software requires a one-time software download onto a USB flash drive. One or multiple USB drives can be updated. The USB drive can then be used to update multiple vehicles following the Vehicle Software Install procedure.

Minimum 2 gigabyte (GB) USB drive required. USB drives previously provided for FSAs 11A02 and 11A03 are preferred for compatibility. Be sure to identify USB drives so the software level contained on the drive is known. This procedure will clear any saved data stored on the USB drive. Save any important data stored on the USB drive to another location prior to starting this procedure.

1. If you previously performed this TSB and already have a USB drive loaded with this software update, skip to Vehicle Software Install procedure below.

2. Format USB Drive:

    a. Insert USB drive into computer.

    b. From Windows start button or desktop select "my computer".

    c. Right click on the "USB drive/temporary disk".

    d. Select "Format".

    e. Under File System select "FAT32".

    f. Under Allocation Unit Size select "Default allocation size".

g. Under Format Options select "Quick Format".

h. Select "start" to reformat.

i. Select "OK", for pop up warning, "Reformatting will erase all data stored on this disk".

j. Close open pop-up windows once complete.

3. Click on the following link to download the software update. A hard wired internet connection is recommended. A download pop-up will appear with selections to run, save or cancel.

MyTouch Update V3.5.1
http://www.syncmyride.com/syncmedia/swparts/Gen2v351build12285updatepackageRev3.exe

a. Select "Save".

b. A "Save-As" pop up window will appear with a file named "Gen2v351build12285updatepackageRev3.exe". Choose a folder on your computer to save the file temporally.

c. Select "Save".

d. When the download complete pop up appears select "Open folder".

e. A file named "Gen2v351build12285updatepackageRev3.exe" will be highlighted. Double click on the file.

f. A download warning may appear, if so, agree to continue by choosing "yes", "Ok", or "run".

g. An extract pop up window will appear. The extract destination to the USB drive will need to be selected. To browse for the USB drive, select the "button with three dots" located to the right of the pop up.

h. Scroll down and select "computer".

i. Select the "USB drive/removable disk". USB drives previously provided for FSA 11A02 and 11A03 will be titled "SYNC".

j. Select "Extract".

k. Confirm USB drive contents. Select the USB drive located under My Computer. A folder named "SyncMyRide" and two files (autoinstall.lst and DONTINDX.msa) will be present on the USB drive; it's now ready for the Vehicle Software Install procedure.

Vehicle Software Install

The installation may take up to 60 minutes.

The vehicle must be running and in "Park" with the park brake applied, when you begin the installation process.

Do not remove the flash drive or turn off the vehicle until the installation process has completed.

The reflash process is completed after the "Installation Complete" message appears and "Ok" is pressed on the center screen.

1. Start the vehicle so the battery saver mode will not activate while performing the reprogramming procedure.

2. Perform SYNC Master Reset:

   a. From the home screen select "settings icon".

   b. Select "Settings".

   c. Select "System".

   d. Scroll down and select "Master Reset".

3. Remove any connected devices; wait for the system to boot up and the home screen to appear on the Front Display Interface Module (FDIM).

4. Install the USB drive into one of the vehicle's media hub USB ports. Refer to Workshop Manual (WSM) Section 415-00 for media hub location. The reprogramming procedure will start automatically.

The installation procedure may cause the system to reboot several times and/or cause the screen to go dark/blank for a period of time. This is normal. The USB drive needs to remain installed during this time and should not be removed until the "Installation Complete" screen appears and Ok has been pressed.

5. If the vehicle is equipped with Navigation, install an A4 level SD-card. Press Ok when prompted for the SD-card.

6. When the programming is completed, "Installation Complete" will appear. Press the Ok then remove the USB drive from the vehicle's USB port.

PART NUMBER	PART NAME
DM5Z-19H449-AA	SD Card (A4)

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
121101A	Perform Reprogramming Of The APIM Using The USB Flash Drive (Do Not Use With Any Other Labor Operations)	0.3 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
14D212	04