

## KEY SOFTWARE UPDATE INFORMATION

Please refer to the software update screens on the next page.

- Installation may take up to 60 minutes.
- Vehicle must be turned on, running and in Park when you initiate the installation process. Please do not leave your vehicle unattended.
- Do not remove your update USB or turn off your vehicle.
- You may drive your vehicle once the update has begun.
- If you choose to update your vehicle while it's idling, make sure your vehicle is not in an enclosed space such as a garage during this time. Always make sure airflow under the vehicle is not blocked by tall grass, snow or any other obstruction.
- Please be aware of the following differences from normal system function while the update is running.
  - You will not be able to use your media player, the SYNC®/ MyFord Touch® system or phone (including 911 Assist®) until the update is complete.
  - The rear view camera (if equipped) will not function during parts of the update process.
  - Audio will revert to a previous source during the update. Please set the volume to a low but audible level before you start.
  - The right cluster screen will not function normally.
  - Climate controls will still be accessible by using the conventional buttons on the instrument panel.
- The entire update is complete when you see an "Installation Complete!" message and you press "OK" on your eight-inch center screen.

## RESTORE YOUR PHONE AND PHONE BOOK

Installing this update will delete the information in SYNC about your phone(s) and your phone book entries.

- You must pair your phone again and download your phone book with SYNC after this installation.
- We recommend you delete the previous SYNC Bluetooth®\*\* connection on your mobile phone and remove your phone's battery momentarily (if applicable) before restarting your vehicle and pairing your phone again with SYNC. This will avoid the possibility that your phone might try to use old pairing settings to try to communicate with SYNC.
- For a step-by-step explanation of how to re-pair your phone, please refer to the enclosed User Guide.

## RESTORE YOUR NAVIGATION FAVORITES

This update will also delete your navigation favorites. Please make a note of any navigation destinations that you need, so that you can re-enter them after the update is complete.

## VERIFY YOUR SOFTWARE LEVEL

While identifying your system software version is not required for successful installation, you may check it easily using the touch screen.

- Press Menu > Help > System Information
- The display will show your current system software version.

## SYNCMYRIDE.COM

Log in or register at [syncmyride.com/support](https://syncmyride.com/support). Use your account to report your successful installation, personalize your SYNC experience and set your notification preferences to learn about future software updates.

- **Before you start**

There are a few things you should do before starting step 1:

- Make note of any saved Navigation points. You'll need to re-enter them after the update is complete.
- Remove any USB drives or devices that are plugged into the media hub USB ports.

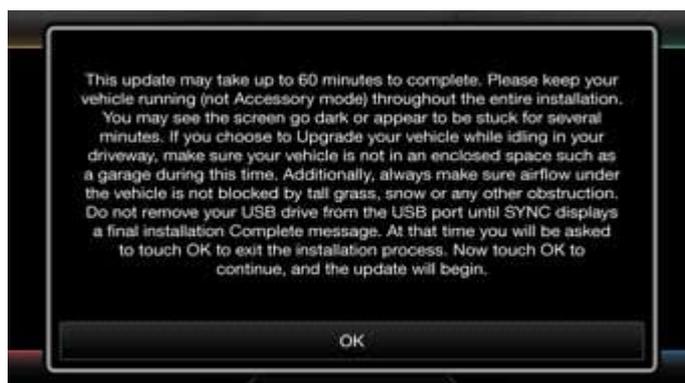
1. **Start your vehicle.** You will need to leave the engine running for the entirety of the installation process. You can drive your vehicle during this process without interrupting the software update, or you can simply leave the vehicle running and parked in a safe place. (Please do not leave your vehicle unattended.)

Turn on the audio system and set your audio volume at a low but audible level.

2. **Insert the USB drive containing the update.** Don't remove your USB drive until the installation is complete.

The installation should begin automatically.

*In the event that the installation does not begin automatically, you can **perform a Master Reset** of your system.*



3. A message is spoken by the system and displayed on-screen to let you know the process is about to start and what to expect. The on-screen message has an "OK" button for you to confirm the start of the process.



4. The system reboots, and then an installation progress bar displays on the touch screen. This segment may take up to 20 minutes.

You may see some variation in this segment, depending on your system.



5. At the completion of this part of the process, a “Restarting System” message displays on the touch screen. A reboot will occur during this process.

**The touch screen will then remain black for up to two minutes.**

6. “Installing Service Pack ...” is displayed for more than 10 minutes.

**Another black screen could last up to two minutes for rebooting.**

7. The system displays the Home Screen briefly, followed by a progress bar.



8. A message acknowledges completion of the update along with a reminder to visit [syncmyride.com/support](http://www.syncmyride.com/support) to confirm successful installation.



9. The update is complete when you see an “Installation Complete!” message. Press “OK” on your eight-inch center screen and remove the USB drive to enjoy your newly enhanced system.

If your vehicle is equipped with Navigation, you can now remove the old SD card and replace it with the new SD card that you received in the mail.

10. Take the USB drive back to your computer to [report your installation](#).

## QUICK TIP

### Things to do after the update

Once you’ve installed the update, you’ll need to pair your phone and download your phone book. You’ll also have to re-enter any saved Navigation points.

If you experience problems with phone pairing after you install the update, try performing a “clean” pairing. First, delete SYNC® from your phone’s list of paired Bluetooth® devices. Then pair your phone as normal.