

TROUBLESHOOTING

Problem	Solution	Action
<p>Installation does not begin automatically or one of the following error messages appears when inserting the USB drive into the USB port:</p> <ul style="list-style-type: none"> • “Invalid or Unsigned File – Your package may have corrupted, the package signature may have failed or the signature may have been revoked.” • “Installation Failed – The installation has run out of space or does not work with this version.” 	<p>Perform a Master Reset of your system.</p> <p>NOTE: A Master Reset allows you to completely erase all information stored in SYNC® (all phone book information, call history, text message information, previously paired phones, saved address points, and navigation history) and return to the factory default settings.</p>	<ol style="list-style-type: none"> Make sure the USB drive is removed from the USB port. Ensure the vehicle is parked. Using the touch screen, select Settings > System > Master Reset. When prompted to continue, select “Yes.” Wait several minutes for the module to reset. During that time, the screen will say “Performing scheduled maintenance...”. Upon return of the Home Screen, insert the USB drive into the USB port again and continue with the installation directions.
Cannot upload results to syncmyride.com website	Contact Support Center	Call 800-392-4040
Have questions/concerns	Contact Support Center or visit your dealer	Call 800-392-4040 Visit ford.com/mftupdates

HOW TO UPGRADE YOUR SYSTEM AND REPORT SUCCESSFUL INSTALLATION



TO REPORT YOUR INSTALLATION:
Call our 800 number or visit syncmyride.com/support

KEY PERFORMANCE UPGRADE INFORMATION

Please refer to the Upgrade Process 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 upgrade USB or turn off your vehicle.
- You may drive your vehicle once the upgrade has begun.
- If you choose to upgrade 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 upgrade is running.
 - You will not be able to use your media player, the SYNC®/MyFord Touch®* system or phone (including 911 Assist®) until the upgrade is complete.
 - The rear view camera (if equipped) will not function during parts of the upgrade process.
 - Audio will revert to a previous source during the upgrade. 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 upgrade is complete when you see an "Installation Complete!" message and you press "OK" on your eight-inch center screen or when your Home Screen reappears.

SYSTEM FUNCTIONALITY CHANGES

- The Outside Air Temperature Display has been moved to the right cluster screen.
- AM/FM Browse is no longer available.
- The 3-D Carousel function for USB media has been deleted.
- Wallpaper is now utilized on the main Home Screen, eliminating the Shortcut Home Screen.

RESTORE YOUR PHONE AND PHONE BOOK

Installing this upgrade 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 upgrade 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 upgrade 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 > CCPU S/W Version: 4.26.12023_PRODUCT

NOTE: This software contains all previous enhancements, so there is no need to install any other updates.

SYNCMYRIDE.COM

Register at syncmyride.com/support to report your successful upgrade installation, personalize your SYNC experience and to receive notifications of future software updates. You can even reuse the USB drive from this upgrade to download any such updates for your vehicle.

*Driving while distracted can result in loss of vehicle control. Only use SYNC/MyFord Touch/other devices, even with voice commands, when it is safe to do so. Some features may be locked out while the vehicle is in gear. The Bluetooth word mark is a trademark of the Bluetooth SIG, Inc.

THE UPGRADE PROCESS

Once you have removed any USB drives or devices that may be plugged into your vehicle's media hub USB ports, simply start your vehicle, leave it in Park, turn on the audio system, set your audio volume at a low but audible level, and insert the supplied USB drive. Do not remove your upgrade USB or turn off your vehicle. Keep the engine running during the entire installation process.

The installation will begin automatically. A touch screen pop-up will acknowledge that the system is being updated.



Starting the Upgrade

A message will be 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.



Prompt at the start of the Performance Upgrade

An installation status and progress bar displays on the touch screen. This segment may take up to 20 minutes.



Installing Applications

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.

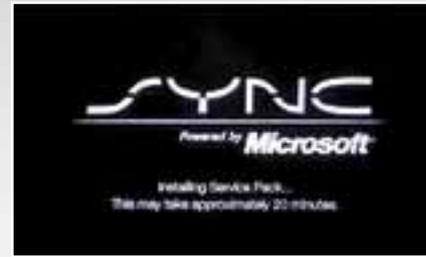
The touch screen will then remain black for up to two minutes.



Restarting System Message

THE UPGRADE PROCESS (CONTINUED)

“Installing Service Pack ...” is displayed for more than 10 minutes.
Another black screen could last up to two minutes for rebooting.



Installing Service Pack

The reboot screen (“Performing scheduled system maintenance...”) is displayed, and the radio may come back on at this point. You may experience some variation in these steps depending on what system version you are starting from.



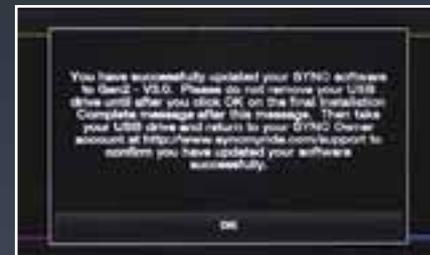
Reboot Screen

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



Home Screen

A message is displayed acknowledging completion of the upgrade along with a reminder to log on to syncmyride.com/support to confirm successful installation. If you prefer, you can call in your confirmation at 800-392-4040.



Installation Status

The entire upgrade is complete when you see an “Installation Complete!” message and you press “OK” on your eight-inch center screen or when your Home Screen reappears. Finally, remove the USB drive to enjoy your newly enhanced system.
If your vehicle is equipped with Navigation, remove the existing SD card and replace it with the new enclosed SD card to address the on-screen error message.



Installation Complete