

USB UPDATE
INSTRUCTIONS
FOR SYNC 3
MAP DATA

SYNC®



These instructions will help you to update your SYNC 3 with the latest Map data.

Please note the vehicle can still be driven during the installation, but some navigation features may be disabled, such as voice control.

Vehicle Update

- You'll need a flash drive of at least 32 GB of space. Please make sure it's clear of any other files on the drive.
- There will be two parts to the installation process and each part can take approximately one hour.
- To avoid any interruptions during the update (e.g. due to low battery level and auto-shutdown), the recommendation is to initiate the update before starting a journey.
- While the update is in process, please do not remove the USB stick or turn off Sync. This may cause malfunctions or damage to the system.



Approximate time to update:
80-110 minutes

Please note that download time will vary depending on connection bandwidth.



File Size: 23.2 GB



The vehicle can be driven during the update period, but some navigation features may be disabled.

It is recommended to download the file from the website to an easily accessible drive on your machine.

PART 1 PREPARE UPDATE



1. Make sure your USB Flash Drive has a capacity of at least 32 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.



The update available for download is packaged as an archive so you will need to unzip it after download. For unzipping the file, you can use tools such as WinZip, WinRAR and 7zip.

3. Initiate the download from the website to an easily accessible drive on your PC.

4. Locate the downloaded file on your computer and unzip the files (with a tool of your choice) directly onto the highest level (root directory) of your USB Flash Drive.



To enable a proper update process please make sure that only the following is present on the USB flash drive:

- A folder titled "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 extract the complete main package and not just some of the individual folders and files.



It is recommended to right click on the downloaded file and extract all directly to the USB.

Do not to create any folder on the USB as this may cause errors during installation. However, if the "SyncMyRide" folder is missing from the USB 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



Inside your vehicle.

- 1. Turn on your vehicle's engine. Please remove any other USB devices prior to the installation and do not insert them again until the update is completed.**
- 2. Insert the USB Flash Drive into the vehicle's USB port and follow the SYNC screen prompts.**



Tip: The USB flash drive will begin to be recognised by SYNC. This might take few minutes.

- 3. The first part of the SYNC Map update will continue for approximately the next 30-35 minutes. When the first part is complete, a "Key Cycle" pop-up may appear on the screen.**



Do not remove the USB until the whole installation is complete. It is ok to leave the USB inserted after you park your car and leave it in when you restart the car for your next journey.



To begin installing the second part of the Map Update immediately you will need to perform a key cycle. A key cycle requires the following steps:

- Stop driving
- Ignition OFF / Stop
- Open and close driver's door and lock it
- Wait 2 minutes (ensure the SYNC display shuts off)
- Unlock / open driver's door
- Ignition ON / Start

- 4. The second part of the SYNC Map Update will continue for approximately the next 45-60 minutes. It is highly recommended to not interrupt the installation process until the second part is completed and a "Installation Complete" pop-up appears on the screen.**



Do not remove the USB. A key cycle is required before the updates will take effect and the log file is generated.

- 5. With the next key cycle, the map update is completed. Please do not remove the USB. Sync will create the log file of the update. It takes approximately 2 minutes until a "Installation Complete" pop-up appears on the screen. Remove the USB Flash Drive.**

The vehicle update is now completed.

PART 3 UPDATING RECORDS



Please note that once installation is complete a log file will be generated on your USB flash drive. By uploading it onto the Ford website, you will confirm the installation was successfully completed.

If the log file is not uploaded, the system won't be able to detect that you have installed the latest SYNC update and you might not receive the latest Software and Map data updates in the future.



A successful upload of the log file gives users the possibility to download new Map updates for vehicles equipped with the SYNC 3 navigation system.

- 1. Please go back to the Ford website.**
- 2. Click the “Browse for log file” button and upload the update information from the 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 update was installed. Thank you!**

FREQUENTLY ASKED QUESTIONS



How do I check my USB Flash Drive is formatted to exFAT?

Mac users

1. Insert your USB flash 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 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 and will not provide feedback messages during this period. Please be patient. If it does not start, please check the content of the USB stick and make sure that 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 downloaded file onto the USB stick. 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 that 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 stick is not 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 remains, please get in contact with Ford.

An error message "LST_ERR..." appeared. What do need I to do?

The folder structure may be unexpected. Please make sure that (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"

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 for your vehicles VIN again.





An error message “PKG_ERR...” appeared. What do need I to do?

Probably the USB Flash Drive was removed before the update process was completed. Please Insert the USB Flash Drive again. The Update will restart with the next ignition Cycle. If this issue persists, some files on the Sync system may be corrupted. In this case, please use the Troubleshooting section on the website, near the bottom of the page, to create a new log file. Once that file is uploaded you may start the Maps update again.

An error message “BGMAP_ERR...” appeared. What do need I to do?

Not enough free memory on your storage. Probably the Update Process was interrupted before completion or it was successfully completed but restarted again after the next ignition cycle. Please remove the USB Flash Drive and retry after next ignition cycle. If this issue persists, the USB Flash Drive might be locked by the system. If this issue persists, some files on the Sync system may be corrupted. In this case, please use the Troubleshooting section on the website, near the bottom of the page, to create a new log file. Once that file is uploaded you may start the Maps update again.

The information in the top bar has disappeared before a pop-up appeared. What do I need to do?

The installation status message in the top bar may disappear due to other transient messages. Please do not remove the USB Flash Drive until a pop-up message appears on screen with further instructions (e.g. “Key Cycle..” or “Installation Complete”).

I cannot find the log file that I shall upload back to the Ford server? How can I create the log file (again)?

If the file was not created or deleted by mistake, you can download the logging tool separately from the web page. Extract it to a USB Stick. Plug-in the USB Stick into your vehicle’s USB Port and wait approximately two minutes until a “installation complete...” message appears on screen. 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.

Please consider, the format of the USB Flash Drive needs to be exFat. Otherwise the log file will not be created. To change the format please see FAQ item “How do I format the USB Flash Drive?”

The update of the log file fails or it was uploaded successfully but I can still get the same update on the webpage. How should I proceed?

It may take time until the data is synchronized with the server data. Please be patient and try again later. If the update of the log file fails or the same map package is offered continuously, the log file may be corrupted. In this case please create again the log file in your vehicle. You can visit the Troubleshooting section near the bottom of the page to download a new log file.