

Map Software Update Install Procedure

Estimated update process time should be about 60 minutes. During this update, SYNC will reboot automatically, please do not remove the USB.

60 minutes
Estimated time

! NOTE: Time can change depending on the SYNC software in your vehicle.

Vehicle can still be driven but some SYNC functions will remain unavailable until update 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 3.4 or higher. You can visit www.owner.Ford.com or www.owner.Lincoln.com to download the latest software or visit your dealer
- A USB Map Drive with loaded licenses specific to this vehicle.
- 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, refer to your owners manual "Starting and Stopping the Engine" section for information on how to disable this feature.

Map Software Update Install Procedure

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

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



- 2** USB Drive is inserted into the vehicles USB connector.

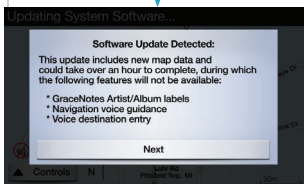


- 3** System update validates and starts loading.



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

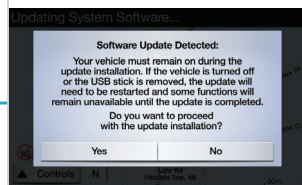
60 minutes
Estimated total



Next

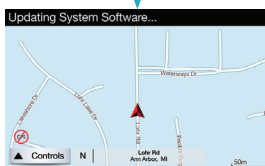
5 Last opportunity to exit Map Update before installation

Map update not performed

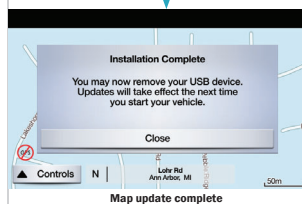


6 SYNC software update will continue for approximately the next 60 minutes.

During the update, SYNC will auto restart twice, please do not remove the USB during the update.



7 SYNC update is complete and an ignition key cycle is required before the updates will take effect. Remove the USB Drive and perform an ignition key cycle.



ignition key cycle

- Engine Off / Stop
- Wait 15 seconds
- Engine Run / Start

TROUBLESHOOTING		
Error	Possible cause	Possible solution
SYNC must be updated before this map update can be applied. Please remove the USB drive.	SYNC Software version is 1.0	Wrong USB, please contact your dealer for correct USB
Installation error. This SYNC software is not compatible with the installed SYNC hardware on the vehicle.	SYNC Software version is NOT 3.3	Update SYNC software to 3.3 and try again
Installation Failed: Error Code: VER_ERR06	Map License file uploaded into USB_SYNCMyRide folder is incorrect	Update Map license file with the correct ESN
Installation Failed: Error Code: LST_ERR05	Map License file is missing from USB_SYNCMyRide folder	Add Map License file into USB_SYNCMyRide folder
Installation Failed: Error Code: BGMAP_ERR01	USB stick is still inserted into SYNC after installation is complete	Remove USB and ignition Off/On