

How to install SYNC® updates to your vehicle

1. Run a Vehicle Health Report

If you have a US Market 2010 or newer model year vehicle, please run a Vehicle Health Report prior to downloading the latest software update.

It's vital to stay current on how well your vehicle is performing, and to make sure that your operating systems are up-to-date. SYNC® helps you keep pace with technology by providing the latest software updates available for your vehicle. We urge you to run a Vehicle Health Report before starting to update your SYNC software. Otherwise, it's possible that you may need to download and install multiple updates to get the most recent software.

To verify your account is ready to run a Vehicle Health Report and learn how, please [click here](#).

Once you've run your Vehicle Health Report in your vehicle, please be sure to log out of your Owner Account until you've received an email or SMS notification (depending on preference) advising that your report is ready to view.

After you have received your notification, please log back in and follow the steps below to download your update.

2. You will need a USB storage drive to transfer the software update files from your computer to your vehicle.



Make sure the USB storage drive:

- is empty
- can hold at least 2 GB of data
- is not password protected
- is formatted FAT32 What's this?

Before you start

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

- Familiarize yourself with your vehicle's USB port, controls, and display
- Note any saved Navigation points. You'll need to re-enter them after the installation is complete
- To perform the following steps, you must first complete the previous procedure: How to download software updates to a USB drive

Please Note: The USB drive should not contain other files, as they may affect the process.

1. Take the USB drive with the software updates to your vehicle. **Turn on** your vehicle, and then **turn on the radio**.

Make sure your vehicle is in a well-ventilated area. Your vehicle will need to be turned on, with the engine running between ten and thirty five minutes. Make sure that your vehicle is not in Accessory mode.

2. **Turn off Bluetooth** on your phone if it is in the vehicle.

3. **Plug the USB** drive in to your vehicle's USB port. Make sure it is completely plugged into the port.

4. Press the **Phone** button in the vehicle.

5. Scroll to **Return**.

6. Press **OK**.

7. Scroll to **Advanced**.

8. Press **OK**.

9. Scroll to **Install Application**.

10. Press **OK**.

11. SYNC automatically detects the files on your USB drive and then displays "Install Application?" Press **OK** to confirm.

12. SYNC displays “Installing Application” during the process. **Do not remove your USB drive or turn off your vehicle while this update is in progress.** Shortly after installation has begun, SYNC says “Your download is in progress and the system may reboot several times during the update. Please wait up to 10 min until you hear your SYNC system update was completed. You may then use SYNC.” Ignore this message. It refers to a specific phase of the installation, not the overall update process. While the update is loading, SYNC will not recognize your mobile phone or media device.

13. In another approximately 10 minutes (timing may vary per update), SYNC says “Installation Complete.” SYNC may also say, “Your SYNC system update is complete. The system will now reboot. Please wait a few moments before trying to use the system.” The system then reboots, which takes several minutes. Do not attempt to use SYNC during this time.

14. SYNC displays “Installation Complete.” Press **MENU** to exit installation mode.

It is now safe to remove your USB drive.

15. Once you have installed the SYNC software updates, you’ll need to pair your phone again. To complete the process, take the USB drive to your computer to report the successful installation.