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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD**

Application Performance Upgrade 11A03 – Supplement #2

Certain 2011-2012 Model Year Edge, MKX, and 2012 Model Year Focus Sold Vehicles Equipped with SYNC[®] with MyFord/MyLincoln Touch[™] Performance Upgrade

REF: **DEMONSTRATION / DELIVERY HOLD – Application Performance Upgrade 11A03 – Supplement #1 - Dated April 10, 2012**

REASON FOR THIS SUPPLEMENT

- *To inform dealers that new updated software (level BB/12285/v3.5.1) is available for affected vehicles.*
- *To advise dealers that a new procedure is available for downloading the new software to a USB Flash Drive (refer to Attachment IV).*
- *To inform dealers that software inspection is no longer required.*
- *To inform dealers that the new software level BB/12285/v3.5.1 requires the use of a new updated Navigation Map SD Card (level A4) for vehicles equipped with navigation.*
 - *The A3 level Navigation Map SD Cards that were previously mailed to vehicle owners are not compatible with the new BB/12285/v3.5.1 level software.*
 - *Dealers are authorized to claim the new SD Card against this program.*
- *Inform dealers of the need to provide an updated User Guide to the vehicle owner.*
- *To advise dealers of new Labor Operation codes.*

PROGRAM TERMS

This program will be in effect through May 1, 2013. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2011-2012 model year Edge, MKX, and 2012 model year Focus Vehicles Equipped with MyFordTouch/MyLincolnTouch[™].

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was made available on March 5, 2012.

REASON FOR THIS PROGRAM

The MyFordTouch/MyLincolnTouch[™] software has been upgraded to improve overall system functionality, voice recognition, screen refresh rates, response to touch, and simplify screens for ease of use.

New! SERVICE ACTION

For vehicles brought into dealers for the upgrade, dealers are to reprogram the APIM using an updated USB Flash Drive, and for vehicles equipped with navigation, provide an updated Navigation Map SD Card (level A4). In addition, dealers are to insert an updated User Guide in the vehicle glove compartment.

This Application Upgrade was specifically designed to be performed with a simple procedure that requires no tools or specific technical training and can be completed virtually anywhere the vehicle can be running safely. The software download will take approximately 45-60 minutes to complete. In the event that the upgrade is unsuccessful, the vehicle should be diagnosed and repaired by a technician using normal diagnostics and claimed as related damage.

The USB Flash Drives that were shipped to dealers the week of February 27, 2012 should be updated by dealers with the latest level software (BB/12285/v3.5.1) per the instructions in Attachment IV. The Flash Drives are reusable on any affected Ford or Lincoln vehicle, and can be duplicated by dealers through the use of a computer with multiple USB ports.

Dealers are authorized to perform the upgrade on any affected vehicle at the request of the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed in March 2012.

New! ATTACHMENTS

- Attachment I: Administrative Information
 - Attachment II: Labor Allowances and Parts Ordering Information*
 - Attachment III: Technical Information*
 - Attachment IV: Instructions for Updating a USB Drive to Software Level BB/12285/v3.5.1*
- Owner Notification Letters

QUESTIONS & ASSISTANCE

- Special Service Support Center (Dealer Assistance Only)1-800-325-5621
- Navigation Map SD Card Questions (Ford Component Sales)1-313-390-3635
- In Vehicle Technology Center (Customer Concerns with the Update Process)1-800-392-4040

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD
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Certain 2011-2012 Model Year Edge, MKX, and 2012 Model Year
Focus Sold Vehicles Equipped with SYNC® with MyFord/MyLincoln Touch™
Performance Upgrade

OASIS ACTIVATED?

Yes, OASIS was activated on April 10, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN lists are available through <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses were made available the week of April 16, 2012.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

New! SERVICE PLAN

Dealers are authorized to perform the upgrade on any affected vehicle that is open in OASIS. Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

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RENTAL VEHICLES

The use of rental vehicles is not authorized under this FSA.

Note: Customers are eligible for one (1) day of rental coverage while having the upgrade performed. Dealers may claim one (1) Transportation Assistance Program (TAP) day using program code TAP5 for Ford rental vehicles and TAP6 for Lincoln vehicles. These claims will be funded by Ford and will not affect your TAP budget or utilization. For questions regarding TAP allowance, call the Warranty Assistance Team at 800-423-8851.

New! CLAIMS PREPARATION AND SUBMISSION

- Navigation Map SD Cards must be claimed for a vehicle equipped with Navigation.
- For Navigation Map SD Cards claiming, use service part number *DM5Z-19H449-AA (A4 level)*.
- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- PROGRAM TERMS: This program will be in effect through May 1, 2013. There is no mileage limit for this program.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>Note: Labor operation for software inspection has been eliminated.</i>		
<u>Navigation equipped vehicles:</u> - Perform reprogramming of the APIM using a USB Flash Drive - <i>Insert a new A4 level Navigation Map SD Card</i> - <i>Provide an updated User Guide to the vehicle owner</i>	<i>11A03D</i>	0.3 Hour(s)
<u>Non-Navigation vehicles:</u> - Perform reprogramming of the APIM using a USB Flash Drive - <i>Provide an updated User Guide to the vehicle owner</i>	<i>11A03F</i>	0.3 Hour(s)

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Navigation Map SD Cards

To order additional Navigation Map SD Cards for Navigation equipped vehicles:

- *Go to FMCDealer.com*
- *Select the Parts & Service tab*
- *Select Parts Department Tools*
- *Select Parts Inquiries & Forms*
- *Select Navigation Maps Update Order Form*
- *Select MyFord/MyLincoln Touch Performance Upgrade Map Upgrade*
- *Follow the on-screen instructions*

Part Number	Description	Quantity
<i>DM5T-19H449-AA (A4 level) (Use for ordering)</i> <i>DM5Z-19H449-AA (A4 level) (Use for claiming)</i>	Navigation Map SD Card (if equipped with Navigation)	1

Questions regarding Navigation Map SD Card availability should be directed to 313-390-3635 or fesq@ford.com. This number is used for ordering only.

USB Flash Drives

The USB Flash Drives that were shipped to dealers the week of February 27, 2012 should be updated by dealers with the latest level software (BB/12285/v3.5.1). The Flash Drives are reusable on any affected vehicle, and can be duplicated by dealers through the use of a computer with multiple USB ports. Successful duplication of the Flash Drives is subject to the use of reliable high-quality drives comparable to the original drives provided by Ford. Low-quality drives may not be readable by SYNC or may cause installation failures. The following specific best practices apply to Flash Drive duplication:

- Use a 2 GB Flash Drive which is USB 2.0-certified.
- The Flash Drive should be COMPLETELY empty.
- Do NOT use a Flash Drive which requires a password, is biometrically protected, or is locked.
- Do NOT use a Flash Drive with special software on it, such as a U3 USB drive.

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User Guides

User Guides have been updated for compatibility with the new level software. The updated User Guides are available through the Dealer eStore through the following link path:

- *Go to FMCDealer.com*
- *Marketing & Advertising*
- *Dealer eStore*
- *Search on MyFord or MyLincoln*

Navigation Map SD Card Licensing Agreements

Licensing agreements previously provided for this FSA still apply. If additional licensing agreements are required, contact the Special Service Support Center at 1-800-325-5621.

EXCESS STOCK RETURN

Excess Navigation Map SD Cards to be returned for credit must have been purchased from Ford Customer Service Division/Ford Component Sales. Only new, unopened (still in shrink wrap) product will be eligible for return.

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New! *Instructions For Updating a USB Drive to Software Level BB/12285v3.5.1*

Minimum 2 gigabyte (GB) USB drive required. USB drives previously provided for FSAs 11A02 and 11A03 are preferred for compatibility. This procedure will clear any saved data stored on the USB drive. Save any important data stored on the USB drive to another location prior to starting this procedure.

NOTE: If you previously performed this procedure and already have a USB drive loaded with this software update, proceed to Attachment III.

1) Format USB Drive.

- a. Insert USB drive into computer
- b. From Windows start button or desktop, select my computer.
- c. Right click on the USB drive/temporary disk.
- d. Select "Format".
- e. Under File System, select "FAT32"
- f. Under Allocation Unit Size, select Default allocation size.
- g. Under Format Options, select "Quick Format"
- h. Select "start" to reformat.
- i. Select "OK", for pop up warning, "Reformatting will erase all data stored on this disk."
- j. Close all open pop-up windows once complete.
- k. Tag the USB Drive to identify that it contains the new software level (BB/12285/v3.5.1).

2) Click on the following link to download the software update. A hard wired internet connection is recommended.

<http://www.syncmyride.com/syncmedia/swparts/Gen2v351build12285updatepackageRev3.exe>

A download pop-up window will appear with selections: run, save, or cancel.

- a. Select "Save".
- b. A "Save-As" pop up window will appear with a file named "Gen2v351build12285updatepackageRev3.exe". Choose a folder on your computer to save the file temporarily.
- c. Select "Save".
- d. When the "Download Complete" pop up window appears, select "Open folder".
- e. A file named "Gen2v351build12285updatepackageRev3.exe" will be highlighted. Double click on the file.
- f. A download warning may appear. If so, agree to continue by choosing "yes", "ok", or "run".
- g. An extract pop up window will appear. The extract destination to the USB drive will need to be selected. To browse for the USB drive, select the button with three dots located to the right of the pop up window.
- h. Scroll down and select "computer"
- i. Select the USB drive/removable disk and click "Ok". USB drives previously provided for FSA 11A02 and 11A03 will be titled "SYNC".
- j. Select Extract.
- k. Confirm USB drive contents. Select USB drive located under "My Computer". A folder named "SyncMyRide" and two files (autoinstall.lst and DONTINDX.msa) will be present on the USB drive; it's now ready for the Vehicle Software Install procedure located in Attachment III.

CERTAIN 2011-2012 MODEL YEAR EDGE, MKX, AND 2012 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH SYNC® WITH MYFORD/MYLINCOLN TOUCH™ — PERFORMANCE UPGRADE

NEW! OVERVIEW

For vehicles brought into dealers for the Performance Upgrade, dealers are to reprogram the Accessory Protocol Interface Module (APIM) using a supplied USB Flash Drive, insert a *new* Navigation Map SD Card (*A4 level*) on vehicles equipped with navigation, *and provide a new User Guide to the vehicle owner. USB Flash Drives that were shipped to dealers the week of February 27, 2012 must be updated by dealers with the latest level software (BB/12285/V3.5.1).* The Flash Drives are reusable on multiple vehicles and can be duplicated by dealers through the use of a computer with multiple USB ports.

NOTE: *New updated software has been developed for affected vehicles equipped with SYNC® and MyFord/MyLincoln Touch™. Dealers are required to download the new software to a USB Flash Drive (refer to Attachment IV).*

NEW! SERVICE PROCEDURE

SYNC/MyTouch Master Reset Procedure

NOTE: Before proceeding with the "USB Reflash Procedure", you will need to perform the "SYNC/MyTouch Master Reset Procedure".

1. Perform the SYNC/MyTouch Master Reset.

- a. Select the "Settings/Gear" icon.
- b. Select "Settings".
- c. Select "System".
- d. Select "Master Reset" and then "Yes" then "Yes" to start the reset procedure.

NOTE: You must scroll down on Select System screen to see the Master Reset option.

USB Reflash Procedure

Reprogramming Notes

- The installation may take up to 60 minutes.
- The vehicle must be running and in "Park" with the park brake applied, when you begin the installation process.
- Do not remove the flash drive or turn off the vehicle until the installation process has completed.
- During the reflash process, the system may verbally notify you that portions of the reflash process are complete.
- The reflash process is completed after the "Installation Complete!" message appears and "OK" is pressed on the center screen.

NOTE: The reprogramming procedure can take up to 60 minutes. Do not remove the USB drive or turn the vehicle off, until the "Installation Complete!" screen appears.

1. Start the vehicle so that the battery saver mode will not activate while performing the reprogramming procedure.



2. Wait for the system to boot up, remove any connected devices, and for the home screen to appear on the FDIM.
3. Install the USB drive *containing BB/12285/V3.5.1 software level* into one of the vehicle's USB ports. The reprogramming procedure will start automatically. See Figure 1.
 - The USB ports are either located in the center console (Edge and Focus) or behind an access door in the front of the center console (Explorer and MKX).

NOTE: This installation procedure may cause the system to reboot several times and/or cause the screen to go dark/blank for a period of time, this is normal. The USB drive needs to remain installed during this time and should not be removed until the "Installation Complete!" screen appears.



FIGURE 1

4. After the installation starts, a verbal and onscreen message will confirm that the installation is about to start, tap "OK". See Figure 2.



FIGURE 2



5. During the reprogramming process a series of screens may appear and/or the system will reboot with a blank screen. See Figures 3, 4, and 5.



FIGURE 3



FIGURE 4



FIGURE 5



6. When the programming is completed, a screen stating the software update was successful will appear, tap "OK". See Figure 6.

- **DO NOT** remove the USB flash drive.

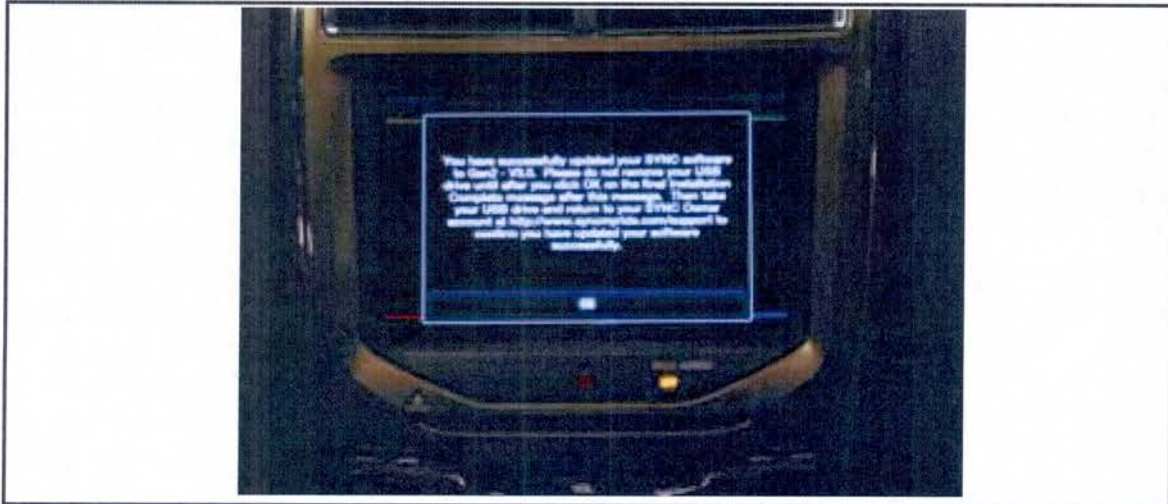


FIGURE 6

7. When the "Installation Complete!" screen appears tap "OK". See Figure 7.



FIGURE 7

NOTE: The entire upgrade is complete when you see an "Installation Complete!" message and you press "OK" on the center screen or when the home screen appears.

8. Remove the USB drive from the vehicle's USB port.



NOTE: For vehicles not equipped with navigation, proceed to step 12.

NEW! **Vehicles Equipped With Navigation**

NOTE: After the reprogramming procedure has completed, an SD card fault will appear on the screen. This is normal.

9. Remove the Navigation Map SD Card from the vehicle's map card slot.
10. Tap "SD Nav" on the FDIM to clear the SD card fault.
11. Install the *new Navigation Map SD Card (A4 level)* into the vehicle's map card slot. See Figure 8. Wait for the *new* Navigation Map SD Card to be recognized and tap "OK" when the "SD Card Detected" screen appears on the FDIM.



FIGURE 8

NEW! **All Vehicles**

12. *Provide a new user guide to the vehicle owner.*
13. Return the vehicle to the customer.

