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March 31, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Optional Product Improvement Program 21G01
 Certain 2021 Model Year F-150 and Mustang Mach-E Vehicles with Ford Co-Pilot360™ Active 2.0 Prep Package (Includes Ford BlueCruise Prep Kit)
 BlueCruise Module Programming

REF **TSB: 22-2117** - Unable To Update The APIM Or TCU with USB - Module Recovery
TSB: 22-2109 - Driver Assistance Feature Concerns And/Or IPMA DTCs
TSB: 22-2121 - Pro Trailer Backup Assist™ - System Is Not Available

PROGRAM TERMS

This program will be in effect through September 30, 2022. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	Dearborn	January 13, 2020 through July 22, 2021
		Kansas City	May 27, 2020 through October 7, 2021
Mustang Mach-E	2021	Cuautitlan	February 24, 2020 through July 7, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMMUNICATION

To inform you that Ford Motor Company is notifying vehicle owners of an optional product improvement program on the affected vehicles. This communication will help you answer customer questions.

Customers of early-launch 2021 F-150 or 2021 Mustang Mach-E with Ford Co-Pilot360™ Active 2.0 Prep Package (includes BlueCruise Prep Kit 43C/50G) will receive:

- Ford Power-Up software updates delivered over-the-air (OTA) that include the BlueCruise hands-free driver assist feature, began deployment to customer vehicles in the first quarter of 2022. Software updates delivered OTA could take several weeks before all software is delivered, and the feature is fully functional. The updates also will include some new features while accelerating the pace of future features and enhancements.
- Or, the option of complimentary dealer installation of the BlueCruise hands-free driver assist feature software (Dealer software installation takes 2 to 8 hours).
- One (1) year of complimentary BlueCruise service once the hands-free driver assist feature is activated and functioning.

NOTE: Program 21G01 does not include those vehicles equipped with full BlueCruise functionality produced after the dates in the Affected Vehicle table above (approximately 35,000 Job 2 and 22MY vehicles as of January 2022).

REASON FOR THIS OPTIONAL PRODUCT IMPROVEMENT PROGRAM

The Active Drive Assist (BlueCruise) hands-free software was not yet available on early-launch vehicles that included the Prep Kit. The Ford Co-Pilot360™ Active 2.0 Prep Package was created to ensure early customers have access to the BlueCruise feature when software is available. F-150 (43C) / Mustang Mach-E (50G) vehicles equipped with the Ford Co-Pilot360™ Active 2.0 Prep Package contain hardware through the Active Drive Assist (BlueCruise) Prep Kit that will enable the activation of the full BlueCruise hands-free feature once the software is installed on the vehicle.

SERVICE ACTION

Upon customer request, dealers are to install the BlueCruise hands-free driver assist feature software on all necessary modules using Ford Diagnosis and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Prior to the customer leaving their vehicle at the dealership, please ensure the customer has enabled FordPass Connected Services on their vehicle using their FordPass application. BlueCruise will not work unless FordPass is enabled.

Activate FordPass Connect

1. Download FordPass from the App Store® or Google Play™
2. Log in with your Ford account or create an account if you don't already have one
3. Press the + sign to add your vehicle to FordPass
4. Scan or type in your VIN and select "Activate Vehicle"
5. Start your vehicle and select "Yes" to enable FordPass Connected Services on the dashboard SYNC® 4A touchscreen to complete activation

NOTE: BlueCruise works with multiple modules. The actual service action is dependent upon vehicle status with the Ford Power-Up/OTA software updates.

Testing BlueCruise to confirm function: A 0.5 Hour labor allowance is given to test drive BlueCruise Hands-Off functionality in a BlueZone. The full BlueZone interactive map is expected to be available in May 2022.

- Determine the nearest hands-free Blue Zone roadway entry ramp locations near your Dealership.
- If test drive can be completed within the allocated Labor Time of 0.5 Hours, perform test drive. NOTE: BlueCruise Test drive over .5 hours is optional
- The Hands-On BlueCruise function can still be tested on any open highway with clearly defined lane markings with a vehicle speed above 40mph (64kmh).

Ford Power-Up/OTA: To help customers receive their BlueCruise software updates as quickly as possible with the Ford Power-Up/OTA, please encourage customers to connect their vehicle to Wi-Fi and have them set a schedule for their software updates in their vehicle. While many Ford Power-Up software updates will be delivered in one step, there will be multiple updates that help enable BlueCruise. Most BlueCruise updates will happen in the background while customers are driving, so feature activation timing will vary based on driving patterns. There will be several updates that require the vehicle to be parked and turned off and include an "Update Now" option for quicker updates than pre-scheduled times that customers may have set. For more information on Ford Power Up/OTA Software Updates, please visit: <https://www.ford.com/support/category/sync-and-technology/ford-power-up-software-updates/>

FORD BLUECRUISE FEATURE DESCRIPTION

BlueCruise hands-free highway driving allows drivers to operate their vehicle hands-free while a driver-facing camera monitors that their eyes remain on the road. This technology is available on certain sections of prequalified, divided highways referred to as “Hands-Free Blue Zones.” This feature grants an additional level of comfort during long drives and is designed to reduce stress while driving with the driver’s eyes on the road.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 11, 2022. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them. Customers will be encouraged to ensure their vehicle is configured to receive updates via OTA.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Blue Zone Information
Attachment V: Ford Power-Up / OTA Help Guide – F-150
Attachment VI: Ford Power-Up / OTA Help Guide – Mach-E
Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Optional Product Improvement Program 21G01

Certain 2021 Model Year F-150 and Mustang Mach-E Vehicles with Ford Co-Pilot360™ Active Drive Assist Prep Kit (Ford BlueCruise Prep Kit) - BlueCruise Module Programming

OASIS ACTIVATION

OASIS will be activated on March 31, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Owners will be encouraged to ensure their vehicle is configured to receive updates via OTA or they can have their dealer perform the service for them.
- Upon customer request, correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize software installation in customer vehicles over software installation in new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- 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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for the upgrade. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - Ford vehicles – 3 years or 36,000 miles

For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number (21G01) is the sub code.
 - Customer Concern Code (CCC): A29 – Adaptive Cruise Speed Control
 - Condition Code (CC): 42 – Does Not Operate Properly
 - Causal Part Number: 14G647 - ADAS ECU
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

Rentals: For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram up to eight (8) vehicle modules to enable BlueCruise with FDRS per Technical Information. NOTE: Vehicle program time (majority is hands off) will vary from actual labor time. If actual Technician time is above stated labor time, please provide documentation to SSSC (e.g. - list of modules reprogrammed and number of times to reprogram each module or clock times etc.).	MT21G01B	Up To 8 Hours
If APIM or TCU module fails to update, and TSB 22-2117 is utilized.	MT21G01C	Up To 1 Hour
If IPC module fails to update over USB, following FDRS prompts and flashing via DLC. Reprogram time takes approximately 5 hours. No tech interaction is needed once programming has started.	MT21G01D	Up To 3 Hours
Allowance to test drive BlueCruise in a Hands-Free Blue Zone - prequalified, divided highway – refer to Attachment IV – Blue Zone map.	21G01E	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this software installation.

CERTAIN 2021 MODEL YEAR F-150 AND MUSTANG MACH-E VEHICLES WITH FORD CO-PILOT360™ ACTIVE 2.0 PREP PACKAGE (INCLUDES FORD BLUECRUISE PREP KIT) - BLUECRUISE MODULE PROGRAMING

SERVICE PROCEDURE

Module Programming

1. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC). VCM 3 is recommended for improved data download time.

2. Log into Ford Diagnostic and Repair System (FDRS). Ensure FDRS is updated to latest version.

NOTE: A blank 32GB or larger USB flash drive is required for APIM, TCU, Cluster, and GWM software updates. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted. To format the USB flash drive, right click on the USB flash drive, select Format, select exFAT for the File System, and select Default Allocation Size for the Allocation Unit Size. De-selecting Quick Format is not necessary and will result in a lengthier operation.

3. Start a new FDRS session.

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

4. Select **Toolbox** tab.

5. Select **Software Updates** tab to see updates available.

6. Select the module from the Module Programming Sequence section below starting at Step 11.

7. When prompted by the FDRS, connect the USB flash drive to the diagnostic scan tool.

8. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS diagnostic scan tool, turn the ignition to Key On Engine Running (KOER), and connect the USB to the media hub to install the software update. The update starts automatically and may take 10 minutes or longer to complete.



NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software update.

9. For APIM, TCU, Cluster, and GWM USB software updates when SYNC touchscreen prompts to restart the vehicle, turn the vehicle ignition OFF and open/close the driver's door to allow the vehicle to power down.

10. With the USB drive still in the vehicle and after waiting 10 minutes, turn the ignition to Key On Engine Running (KOER). Allow the vehicle to power on and look for an Update Successful pop up in the vehicle SYNC touchscreen.

NOTE: It may take up to 5 minutes before SYNC touchscreen displays Update Successful pop up. After 5 minutes if "Successful" pop up is not shown on SYNC touchscreen, remove the USB and select yes on the FDRS "Was the USB Update Successful" prompt (FDRS verifies if the module software update was successfully installed on the module).

NOTE: Repeat Steps 5-10 until no more software updates are available for modules covered in Steps 11-18.



Module Programming Sequence

IMPORTANT NOTE: Modules need to be programmed in the order as listed below (some are repeated) unless there is no update available. Module updates will vary per vehicle based on Ford Power-UP over-the-air (OTA) updates previously completed. Some modules may already be at the latest level.

11. Select **GWM** - Gateway Module (GWM) – software update.
 - Run application.
 - If no more software updates are available, move to the next module in the sequence.
12. Select **TCU** - Telematics Control Unit (TCU) - software update.
 - Run application.
 - If error message on SYNC display screen or no activity after 10 minutes.
 - See TSB 22-2117 - Module Recovery.
 - Retry TCU software update with same USB drive.
13. Select **APIM** - Accessory Protocol Interface Module (APIM/SYNC) - software update.
 - Run application.
 - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
 - If error message on SYNC display screen or no activity after 10 minutes.
 - See TSB 22-2117 - Module Recovery.
 - Retry APIM software update with same USB drive.
14. Select **GWM** - Gateway Module (GWM) - software update.
 - Run application.
 - If no update is available, move to the next module in the sequence.
15. Select **IPMA** – Image Processing Module A (IPMA) - software update.
 - Run application
 - Coordinated update of four modules.
 - Select OK if conditions are met to continue to next module including; Camera Module Rear (CMR), then Cruise Control Module (CCM) module, and then the Power Steering Control Module (PSCM).
 - Refer to TSB's [22-2121](#) and [22-2109](#).
16. Select **APIM** - Accessory Protocol Interface Module (APIM) - software update.
 - Run application.
 - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
17. Select **GWM** - Gateway Module (GWM) - software update.
 - Run application.
 - If no update is available, move to the next module in the sequence.
18. Select **IPC** - Instrument Panel Cluster (IPC) - software update.
 - Run application.
19. Mach-E vehicles **ONLY. Not required for F-150.**
 - Does FSA 21P22 need to be performed?
 - Yes - Perform FSA 21P22 then proceed to step 20.
 - No - Proceed to step 15.



20. Select **GWM** - Gateway Module (GWM) - software update.
- Run application.
 - If no update is available, move to the next module in the sequence.
21. Select APIM - Accessory Protocol Interface Module (APIM / SYNC) - software update.
- Run application.
 - Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
22. Mach-E vehicles **ONLY. Not required for F-150.**
- Select Toolbox tab in FDRS.
 - Perform two (2) hard resets from FDRS main menu to reset SYNC (Otherwise hands free option will not be visible).
 - Select APIM – Reset the SYNC module [APIM]
23. F-150 vehicles.
- Perform a hard reset from FDRS main menu to reset SYNC (otherwise hands-free option will not be visible).

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

24. Testing BlueCruise to confirm repair (BlueCruise test drive over 0.5 hours is optional).
- Ensure BlueCruise is fully installed and activated by going to SYNC and selecting Adaptive Cruise Control. Ensure Adaptive Cruise Control is turned ON and Lane Centering with Hands-Free is switched ON.
 - Ensure availability of BlueCruise operation by going to SYNC and selecting General, then Settings, then About. Ensure the “Hands-Free Driving Mode available” shows a date in the future
 - Determine the nearest hands-free Blue Zone roadway entry ramp locations near your Dealership.
 - If test drive can be completed within the allocated Labor Time of 0.5 Hours, perform test drive.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps.
- Connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect VCM/VCMM and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.



- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key-on-engine-off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select “Read VIN from Vehicle” and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select “No” and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Optional Product Improvement Program 21G01

Certain 2021 Model Year F-150 Vehicles with Ford Co-Pilot360™ Active Drive Assist Prep Kit (Ford BlueCruise Prep Kit) - BlueCruise Module Programming

FORD POWER-UP SOFTWARE UPDATES - F-150 SYNC 4

How to Activate FordPass Connect

1. Download **FordPass** from the **App Store®** or **Google Play™**
2. Log in with your Ford account or create an account if you don't already have one
3. Press the + sign to add your vehicle to **FordPass**
4. Scan or type in your **VIN** and select "**Activate Vehicle**"
5. Start your vehicle and select "**Yes**" to enable **FordPass** Connected Services on the dashboard **SYNC® 4A** touchscreen to complete activation

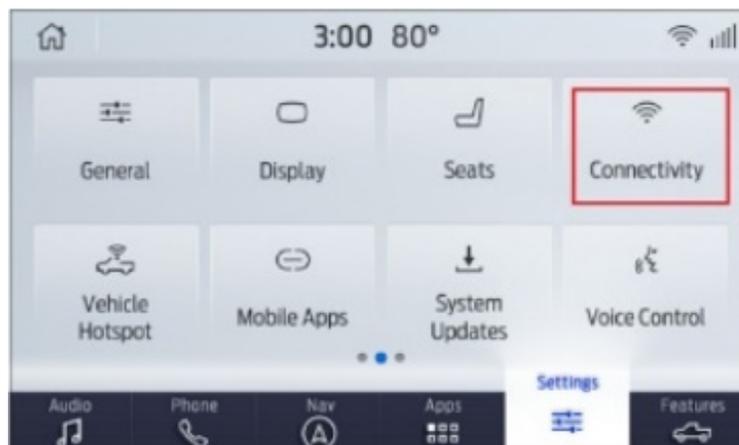
STEP ONE - GET CONNECTED - Connect your vehicle to Wi-Fi. Choose a network you want to automatically connect with (whenever you're in range).

How do I connect to Wi-Fi with SYNC® 4?

1. Press **Settings** on your vehicle's SYNC screen.
2. Select **Connectivity**.
3. Press **Manage Wi-Fi Networks**.
4. Toggle System Wi-Fi to **ON**.
5. Press **View Available Networks**.
 - Your system will display available networks. You can also search for hidden networks by selecting Add a Network.
6. Select an available **Wi-Fi network**
7. Enter the network password if prompted.

When you are connected, a **Wi-Fi Connectivity** icon will show in the top right corner of your SYNC screen.

After you add a network, your vehicle will automatically connect to it when in range.



Optional Product Improvement Program 21G01

Certain 2021 Model Year F-150 and Mustang Mach-E Vehicles with Ford Co-Pilot360™ Active Drive Assist Prep Kit (Ford BlueCruise Prep Kit) - BlueCruise Module Programing

STEP TWO - SET A SCHEDULE - Certain updates require your vehicle to be parked with the ignition off. You can plan ahead by scheduling these updates to happen overnight or whenever it's convenient. **Note:** Once the install starts, your vehicle cannot be driven for up to a few hours. If certain preconditions aren't met, such as the vehicle being turned off, the install process will not initiate and will retry at your next scheduled day and time.

Scheduling Updates from your SYNC® Screen

1. Press **Settings**
2. Press **System Updates**
 - a. Depending on your vehicle, this could be on the second or third pages of Settings
3. Press **Schedule Updates**
 - a. If no schedule has been set, select the **day(s)** and **time** that work best for you.
 - b. Your set schedule will be recurring, so every time a non-drivable update becomes available, it will be installed at your selected day(s) and time unless changed. You'll be notified when an update is scheduled to install, with an option to change the schedule.
 - c. If a schedule has already been set, you can come back at any time to change it.
4. Press **Save**

STEP THREE - DOWNLOAD AND INSTALL - Wi-Fi connected + schedule set = ready for updates. In-Vehicle Ford Power-Up Software Update Icons - Inform you about your update once clicked:

 There is an update available.
Appears only if Automatic Updates are turned off.

 An update is available but needs your permission to proceed.

 A previously scheduled update is about to occur.

 An update has completed and is ready for your review.

 An update is available but needs to be scheduled.

 An update has failed to complete.

Video Tutorial and other information:

[Ford.com/support](https://ford.com/support) → Take Control of Ownership → Ford Power-Up



Optional Product Improvement Program 21G01

Certain 2021 Model Year Mustang Mach-E Vehicles with Ford Co-Pilot360™ Active Drive Assist Prep Kit (Ford BlueCruise Prep Kit) - BlueCruise Module Programming

FORD POWER-UP SOFTWARE UPDATES - Mustang Mach-E - SYNC 4A**How to Activate FordPass Connect**

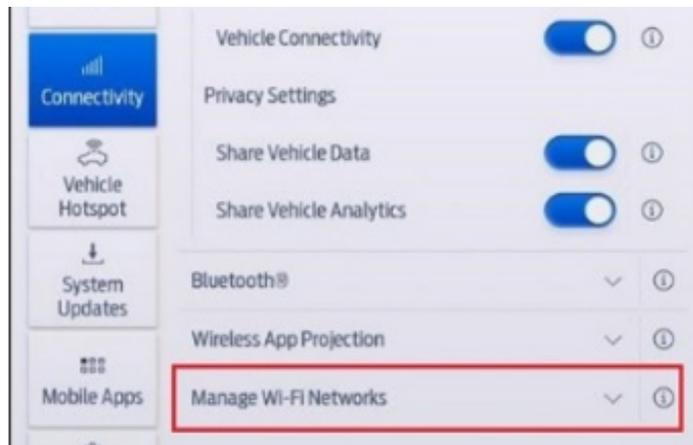
1. Download **FordPass** from the **App Store®** or **Google Play™**
2. Log in with your Ford account or create an account if you don't already have one
3. Press the + sign to add your vehicle to **FordPass**
4. Scan or type in your **VIN** and select "**Activate Vehicle**"
5. Start your vehicle and select "**Yes**" to enable **FordPass** Connected Services on the dashboard **SYNC® 4A** touchscreen to complete activation

STEP ONE - GET CONNECTED - Connect your vehicle to Wi-Fi. Choose a network you want to automatically connect with (whenever you're in range).

How do I connect to Wi-Fi with SYNC® 4A?

1. Tap the **Vehicle image** on the left-hand side of the **SYNC** screen.
2. Press **Settings**.
3. Select **Connectivity**.
4. Press **Manage Wi-Fi Networks**.
5. Toggle **System Wi-Fi** to **ON**.
6. Press **View Available Networks**. Your system will display available networks. You can also search for hidden networks by selecting **Add a Network**.
7. Select an available **Wi-Fi network**.
8. Enter the network password if prompted.

When you are connected, a **Wi-Fi Connectivity** icon will show in the top right corner of your SYNC screen. After you add a network, your vehicle will automatically connect to it when in range.



Optional Product Improvement Program 21G01

Certain 2021 Model Year F-150 and Mustang Mach-E Vehicles with Ford Co-Pilot360™ Active Drive Assist Prep Kit (Ford BlueCruise Prep Kit) - BlueCruise Module Programming

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1. Press the **vehicle icon**
2. Press **Settings**
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 - a. If no schedule has been set, select the **day(s)** and **time** that work best for you.
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