CERTAIN 2018-2024 MODEL YEAR VARIOUS VEHICLES — UPDATE SYNC SOFTWARE

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

1. Verify that the SYNC 3 universal thumb drive is titled SG3v202405 or later. Later software levels will have a higher numerical value. Is the SYNC 3 universal drive title SG3v2020405 or later?

   Yes - Proceed to Step 2.
   No - Download the latest version of the SYNC 3 Universal USB Updater Application under the Service Tips section of PTS using at least a 64GB 3.2 GEN 2 flash drive or higher. The USB drive must be formatted to exFAT. Review the instructions and use Scan for Updates and update USB. Proceed to Step 2.

Module Programming

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 II (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

2. Turn the key on, engine on.

3. Launch Ford Diagnostic and Repair System (FDRS).

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. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

5. Select **Toolbox** tab.

6. From the list on the LH side of the screen, select the **APIM - Accessory Protocol Interface Module**.

7. From the list on the RH side of the screen, select **APIM - Reset the Accessory Protocol Interface Interface Module [APIM]**. See Figure 1.

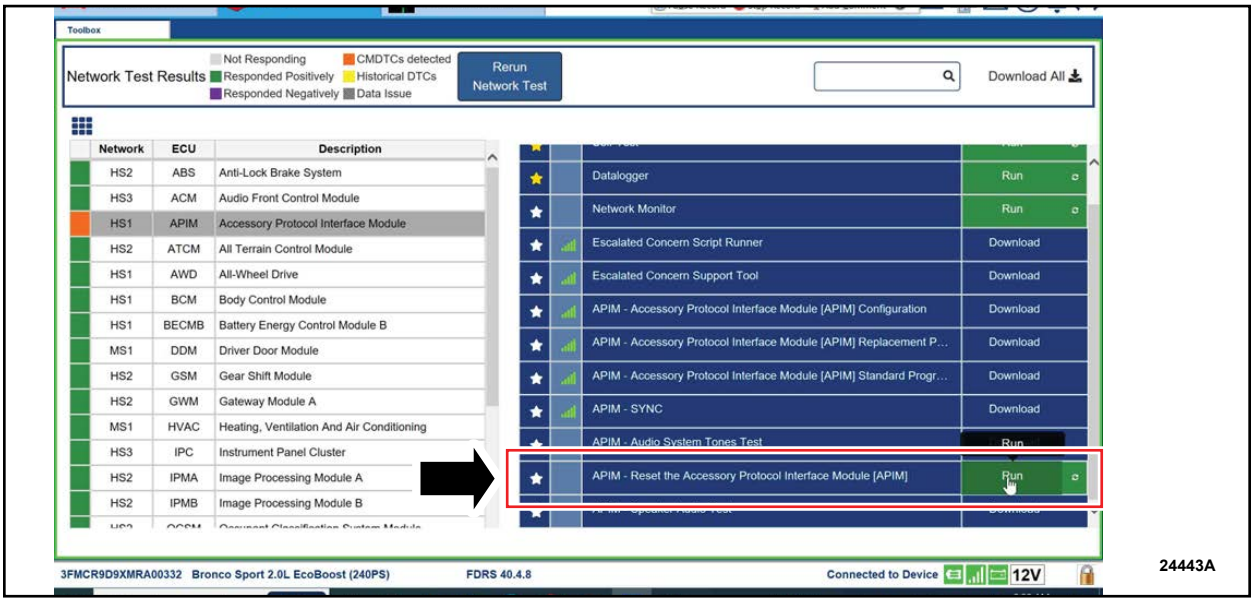

FIGURE 1

8. Click **RUN**. Follow all on-screen instructions carefully.

9. When prompted to select the desired function, click **Clear User Data**. See Figure 2.

NOTE: This will not remove any of the customer's devices that are already paired to the vehicle.

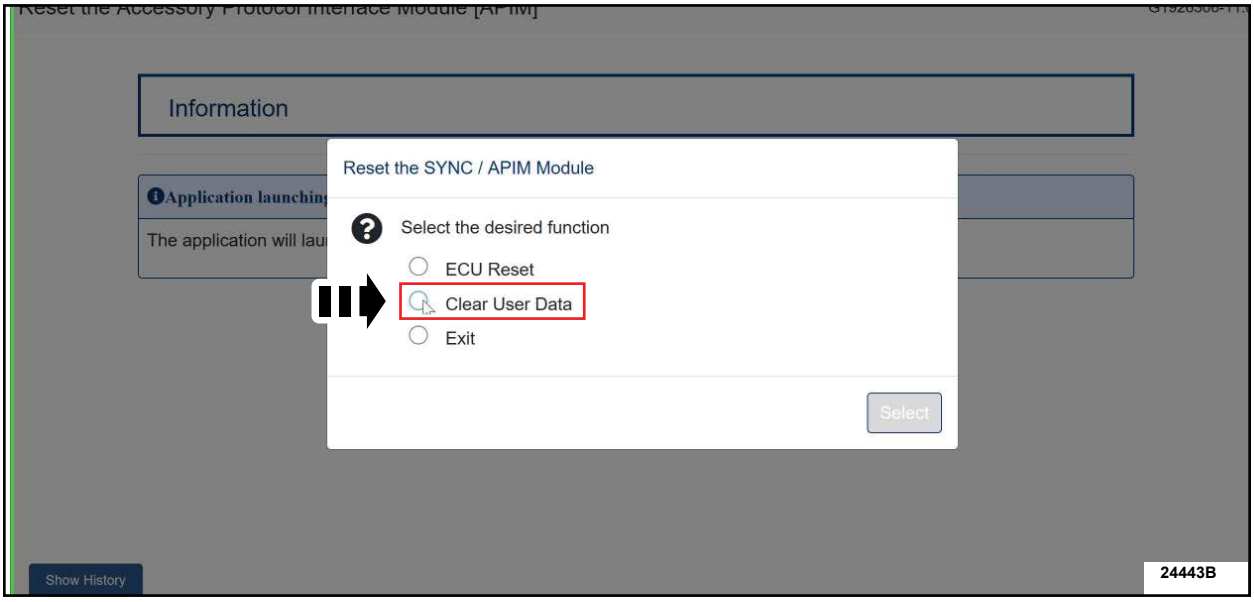

FIGURE 2

NOTE: It is recommended to watch the video for more detailed information on this programming procedure.

10. Watch the SYNC screen carefully. When the SYNC screen goes blank, insert the USB drive immediately, do not wait. Continue to follow on-screen instructions.

NOTE: The USB update could take up to 25 minutes. However, no tech interaction is needed.

11. FDRS will confirm that the procedure is complete. Click **OK**. See Figure 3.

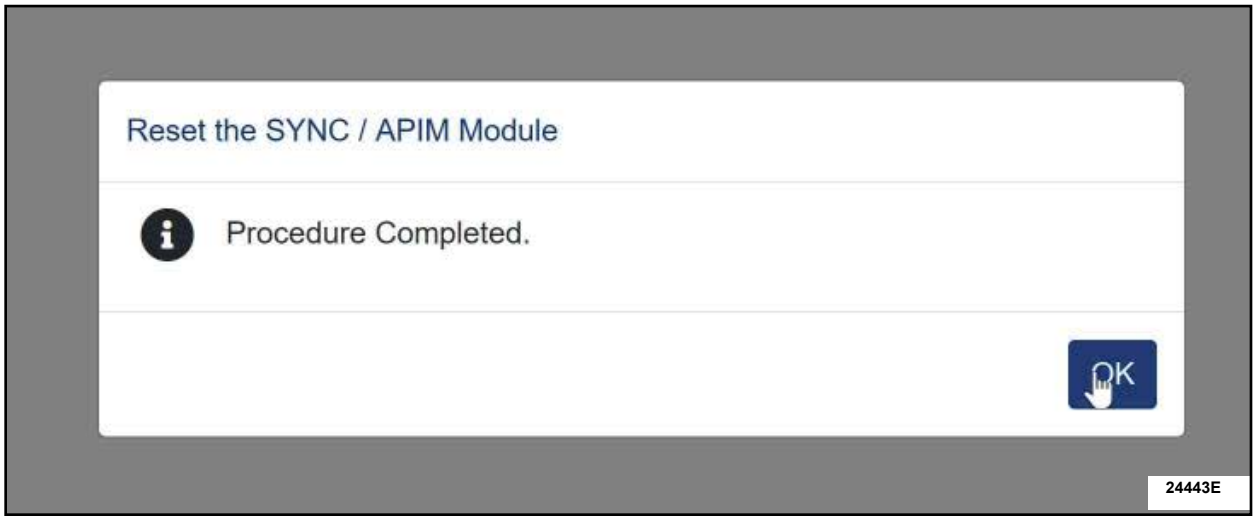

FIGURE 3

12. Once prompted click **Exit**. See Figure 4.

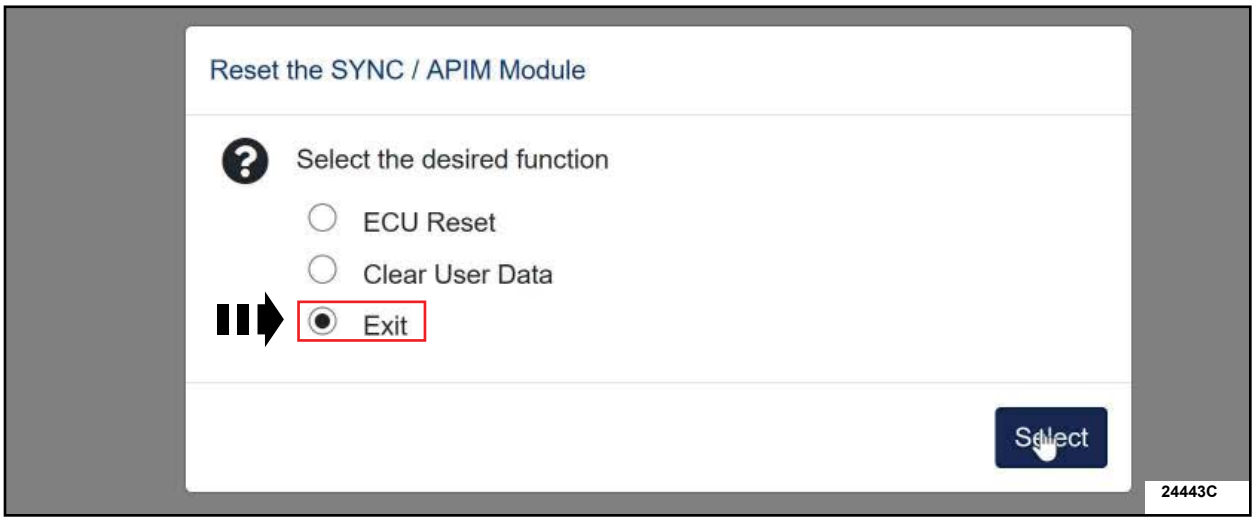

FIGURE 4

13. SYNC 3 USB update will display on SYNC screen, confirming the update is complete. See Figure 5.

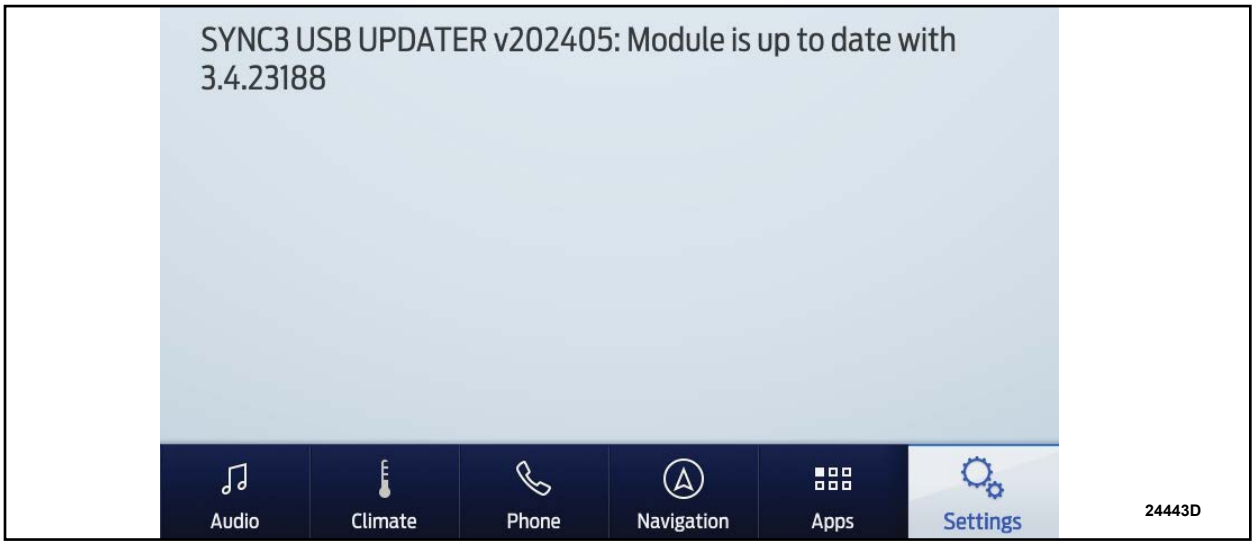

FIGURE 5

14. SYNC will restart, do NOT remove the USB at this time.

15. Key off, engine off. Wait for the USB lighted hubs to turn off.

16. USB can be removed at this time.

17. In FDRS, from the list on the RH side of the screen, select **Self-Test** and click **RUN**.

18. Click the **Run Selected Tests** button in the lower right.

19. Click the **Clear & Retest** button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

NOTE: If the software update does not complete, attempt the update again, one time, starting with Step 1. If the concern persists raise a Technical Support Request for assistance. Do NOT replace the APIM prior to contacting Technical Support.

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 and 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 Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (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.