

# SYNC SOFTWARE UPDATE—VERSION 3.0—SYNC TRAFFIC, DIRECTIONS, AND INFORMATION FEATURES—US ONLY

TSB 09-11-14

## FORD:

2010 Fusion, Mustang

## LINCOLN:

2010 MKZ

## MERCURY:

2010 Milan

## ISSUE

2010 Mustang, Fusion, Milan and MKZ vehicles built before 08/03/2009 equipped with SYNC do not have the SYNC Traffic, Directions, and Information feature available upon initial delivery due to the late availability of the SYNC module software. These vehicles are already built with the appropriate hardware Global Positioning Sensor Module to support the new features, but require a SYNC software upgrade to enable feature functionality.

This specific software upgrade does not address other SYNC issues, and is not to be performed to resolve additional customer concerns. Reference other Technical Service Bulletins (TSB) for additional information and service procedures.

## ACTION

Follow the Service Procedure steps to upgrade the SYNC software.

## SERVICE PROCEDURE

Reprogram the Accessory Protocol Interface Module (APIM) to Consumer Interface Processor (CIP) software level AR3T-14D544-AC by performing the following. Service pack files for customer download may also be obtained at [www.syncmyride.com](http://www.syncmyride.com).

### **Reprogram the APIM**

## NOTE

CONFIGURATION AND PROGRAMMING REQUIRES THE USE OF A SPECIAL PROFESSIONAL TECHNICIAN SOCIETY (PTS) APPLICATION. INSTALLER MUST HAVE ACCESS TO PTS AND HAVE A VALID PTS USER ID AND PASSWORD.

## NOTE

REFERENCE OTHER TSB FOR ADDITIONAL SYNC SOFTWARE PROGRAMMING TIPS.

- Connect the vehicle communication module (VCM) to the data link connector (DLC).
- Connect the VCM to the IDS tool or laptop running IDS software.
- Turn the ignition key to the on position.
- Launch IDS tool.
- If required, update the VCM with the latest software.
- Close the IDS tool.
- From the PTS website, run OASIS by pressing the Read VIN & DTC's button.
- After vehicle communication is established, press the GO button.
- From the Vehicle Service Session screen, Select the SYNC button.
- Press read APIM button.
- Select software and press program APIM to update the SYNC module.

## NOTE

YOU MUST USE A MALE-A TO MALE-A USB CABLE LIKE ROTUNDA PART NUMBER CCMU5B2-AM-AM-10 TO COMPLETE THIS STEP.

## NOTE

DO NOT DISCONNECT THE VCM OR USB CABLES DURING APIM PROGRAMMING.

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

## TSB 09-11-14 (Continued)

### **NOTE**

THE SYSTEM MAY PROMPT YOU TO INSTALL SOFTWARE FOR THE USB PORT. FOLLOW THE ON SCREEN INSTRUCTIONS TO INSTALL THE USB PORT DRIVER ALREADY INCLUDED IN WINDOWS XP.

- Program both processors in the APIM (VIP and CIP).
- Connect the Male-A to Male-A USB cable Rotunda, part number CCMU5B2-AM-AM-10, to the IDS tool or laptop running IDS software, and to the vehicle USB port.

- Follow the on-screen instructions to program both processors on the Sync module (VIP and CIP).
- At the end of the configuration and programming procedure, the programming has been completed successfully screen will be displayed.
- Exit PTS, disconnect the VCM and disconnect the USB cable.

**WARRANTY STATUS:** Information Only