General Service Bulletin (GSB):	SYNC Software Programming v1.1
GSB Overview:	Information on Programming the SYNC Accessory Protocol Interface Module (APIM) along with Recommended Computer Settings
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

The SYNC Accessory Protocol Interface Module (APIM) may require programming to add system enhancements/upgrades, improve system reliability and/or address consumer issues. The following information is intended to help determine when programming is necessary and address common programming issues using current Professional Technician Society (PTS)/Integrated Diagnostic System (IDS) Programming methods.

When is APIM programming necessary?

- APIM Replacement - Programming is required with any APIM replacement. (When Workshop Manual Procedures direct to replace)
- Technical Service Bulletin (TSB) – Updates to resolve SYNC performance issues should only be performed when directed by a TSB.
- Upgrades - Occasional upgrades such as 911/VHR, Traffic, Direction, and Information (TDI) will become available at Customer request and expense.

APIM Programming Tips using PTS/IDS programming

- Refer to WSM Section 418-01 or 415-00 for programming steps.
- It's recommended to install a battery charger set on low when performing programming steps.
- A hard wired internet connection is strongly recommended when programming.
- Make sure that the proper SYNC USB 2.0 A-Male to A-Male cable and SYNC USB 2.0 A-Female to Mini B Female 5-Pin Adaptor is being used.
- Internet Explorer (IE) version 9 or 11 is required for proper SYNC programming.
- If no progress bar is present at the bottom of IE, click Maximize to make visible.
- Confirm SYNC function by pressing the "Phone" button. If no SYNC function is present the APIM will not program. Follow normal WSM Diagnosis.

NOTE:

- If unable to complete programming because the operation stops or errors are received, Internet Explorer Security settings may need to be configured. Follow the steps below to properly configure IE.

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This document applies to IE 9, and 11. All graphics were taken from Internet Explorer 9 & 11 Using any other browser other than Microsoft Internet Explorer 9 or 11, will not work and is not supported.

NOTE: If you have the browsers that came with windows 8.1 (Metro) or, Windows 10 (Edge) its recommended that you upgrade to IE 9 or 11**.**

Skipping any steps below may result in a, SYNC programming error.

1. Open Internet Explorer, click on **Tools** select **Internet Options.**

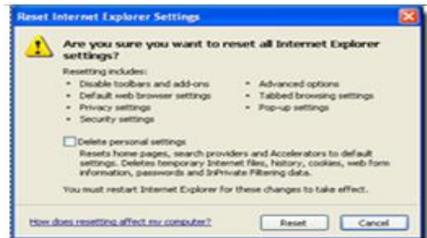> For IE 9, tools is located here.
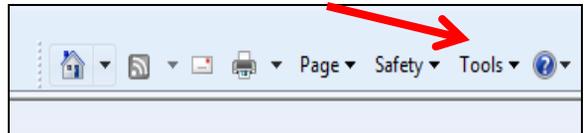
2. Select **Advanced** tab, then click on the **Reset** button under **Reset Internet Explorer settings.**

3. Click the **Reset** button to reset all Internet Explorer Settings.

4. Follow the Internet Explorer pop up's, click **Close** then **OK**. Internet Explorer will need to be restarted.

5. Open Internet Explorer, click on **Tools**, then **Internet Options**. Select the **Security** tab, click **Trusted Sites,** then **Sites** button.

6. Clear any data in the **Add this website to the zone:**, enter this address: ***.dealerconnection.com**. Remove the check from **Require server verification (https:) for all sites in this zone**. Press **Add** and it will be placed in the **Websites box**, click **Close**.
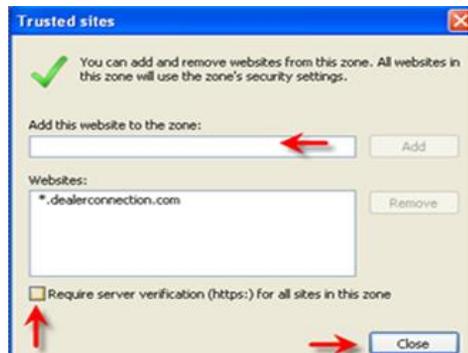
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Click on **Custom Level**.

In **Security Settings – Trusted Sites Zone**, scroll down until you see **Miscellaneous** then look for **Navigate windows and frames across different domains**, select **Enable.**

Select **OK,** and answer YES when asked if you:

"Are sure you want to change the settings for this zone?"

Select the **Privacy** tab, click on the **Settings** button.

Clear any data in the **Address of website to allow**, enter this address: **dealerconnection.com**. Press **Add** and it will be placed in the **Allowed sites box**, click **Close**.

Close Internet Explorer and restart to ensure all settings take effect.

NOTE:

If you are using a new USB flash drive for SYNC programming or experience errors when installing applications, reformatting the USB flash drive may be necessary. To format the drive simply click on **My Computer**, then **left** click on the USB drive. Select **Format**, and choose **FAT32** or **exFAT** for larger files.

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IDS / Scan Tool Issues	
Error State / Message	Possible Solutions
Control 14	· The IDS's Internet Explorer (IE) Security settings and USB drive format may need to be configured per this GSB. · Add current user to administrative privileges. · Select Uninstall for the IDS software and then select the "Repair" option.
General Error 1002	· The IDS Internet Explorer (IE) Security settings may need to be configured per this GSB
General Error 1003	· The IDS Internet Explorer (IE) Security settings may need to be configured per this GSB.
Failure to load session information	· Start a new session on PTS once the "Read VIN & DTC's" is selected, wait until the "Collecting network data, please wait" message disappears before selecting "GO" and continuing. · Open IDS and verify there are no updates available for the VCM · Ensure the correct Internet Explorer version is being used.
Configuration Failed	· Verify that the VCM is properly connected. · Depower/Repower VCM and select retry. For VCMII both connections must be disconnected. · Verify the APIM As-Built Data shown on PTS.
Failed to Parse the Analyze Log File	· Retry 'Read Sync' as the system may have timed out. · This may occur if the IDS window that opens after selecting 'Read Sync' is closed either via the red X or prevented by a pop up box blocker / added IE Toolbar. · The IDS Internet Explorer (IE) Security settings may need to be configured per this GSB.
Communication to the CIP has failed	· Faulty or incorrectly connected SYNC USB programming cable. · The IDS Internet Explorer (IE) Security settings may need to be configured per this GSB. · The SBoot driver is not installed. · Faulty vehicle USB cable or cable connection.

Full Flash APIM Programming Issues—Vehicles Equipped with MyFord/MyLincoln Touch Only	
Error State / Message	Possible Solutions
Navigation, if equipped, is missing after Full Flash programming	· Ensure this application is selected during the programming process before selecting Program Sync. If the application was missed an APIM Standard programming retry is required and the application must be selected.
The Heated Seats, Backup camera, Navigation or other functions, if equipped, are missing after Full Flash programming	· If the reprogramming process is NOT fully completed the APIM will not be configured to the vehicle. If the configuration error was received or missing features an APIM Standard programming retry is required.
Touchscreen response / calibration	· The touchscreen needs to be calibrated. Refer to Workshop Manual section 415-00

USB / Service Pack Programming Issues	
Error State / Message	Possible Solutions
"Unsupported" / "Corrupt Device" / "Installation has run out of space"/ "Does not work with this version"	· Any of these errors may occur during a USB software update. This is caused when a Master Reset is not done prior to the attempted installation of the software. Perform a Master Reset first that complete the USB software installation.

Service Provisioning	
Error State / Message	Possible Solutions
Wireless provisioning isn't functional	· When provisioning a new APIM, don't press the "Wireless Provisioning" button if it is displayed as this is for in-plant use only. If this was done, wait about 40 minutes and then restart the service provisioning process using IDS. Note — An APIM Power Reset will not reset this timer.