

General Service Bulletin (GSB):	2016 SYNC 3 Apple CarPlay & Android Auto Upgrade
GSB Overview:	Customer Pay Upgrade - 2016 Lincoln Vehicles (Less MKX) With SYNC 3 - Adding Apple CarPlay And/Or Android Auto
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.	

Some customers with 2016 Lincoln vehicles (Less MKX) equipped with SYNC 3 version 1.0 or 1.1 may request an upgrade to their SYNC system for Apple CarPlay or Android Auto functionality. This upgrade requires SYNC 3 version 2.2 software to be installed for both applications to function. In addition, Apple CarPlay requires a new Media Hub/Universal Serial Bus (USB) hub to be installed. (This part upgrade is not a warranty repair per the Warranty & Policy Manual, Section 3, Warranty Coverages – SYNC.)

Apple CarPlay

Apple CarPlay helps you control some apps from your iPhone using the touchscreen, steering wheel controls, and Siri®. Once you're connected, you'll access apps that can help you make calls, listen and reply to messages, and play your music and podcasts. You can also get turn-by-turn directions, traffic conditions, and estimated travel times from Apple Maps.

For more information on compatible Apple CarPlay apps and iPhone models, go to the [CarPlay section](#) of the Apple support site.

**Apple CarPlay is compatible with Apple iPhone 5 or newer running iOS 7.1 or higher (updating to the latest version of iOS is recommended). Most core features require a data plan or are enhanced by a data connection.*

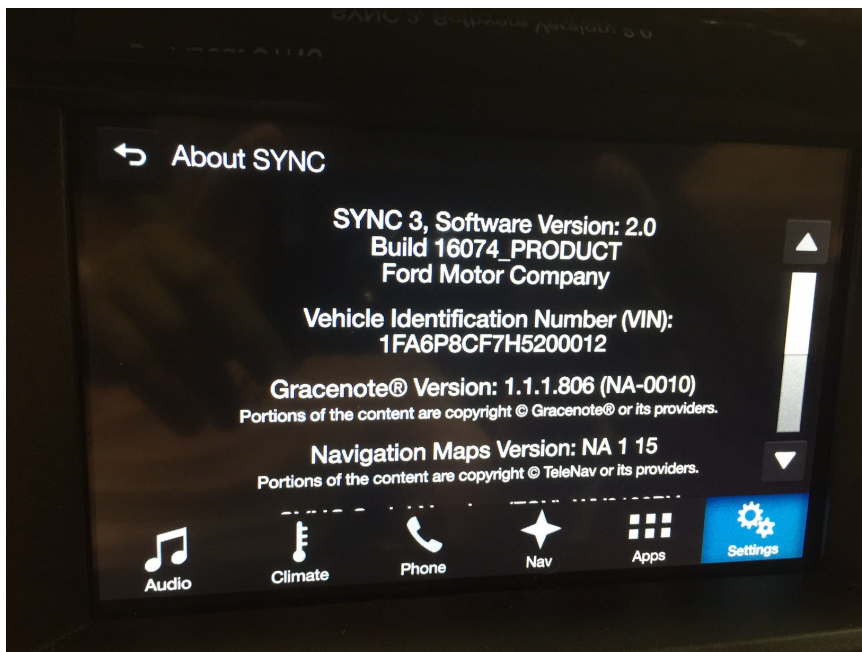


2016 SYNC 3 - Apple CarPlay Android Auto Upgrade

Apple CarPlay Software Install:

The SYNC 3 system software must be at version v2.0 or later for Apple CarPlay to function.

SYNC 3 software version can be verified in vehicle on the SYNC 3 display by selecting the **Settings** Icon in the bottom function tray, selecting **General**, and then scrolling down and selecting **About SYNC**.



SYNC 3 software version can also be checked in OASIS, by selecting the SYNC tab from the OASIS home page.

2017 Mustang
1FA6P8CF7H5200012

PTS Professional Technician Society

Home Vehicle ID OASIS TSB/GSB/SSM Workshop Wiring PC/ED Service Tips Owner Info PDI SLTS

SYNC Service for VIN: 1FA6P8CF7H5200012

Notice
This vehicle already has the latest level SYNC software. Re-installing the same CIP level software recommended. If a VIP level software update is shown available and the CIP is at the latest level r Workshop Manual Diagnostic procedures in section 4.

Last Recorded State - Software

VIP	GB5T-14G374-CB	Installed Date
Calibration	GB5T-14G375-CA	Installed Date
CIP	HB5T-14G381-AJ	Installed Date
Version	SYNC3 v2.0	Install Source
Description	<p>The new version contains the following updates:</p> <ul style="list-style-type: none"> • Updated voice recognition engine. • Bluetooth phone, media, and Wi-Fi improvements. • Navigation user interface improvements (if equipped). 	

[Click here to view the SYNC Device Compatibility Matrix](#)

2016 SYNC 3 - Apple CarPlay Android Auto Upgrade

1. **Update the SYNC 3 software:** If the SYNC 3 system software is at v1.0 or v1.1 then update to v2.2 or later using Workshop Manual (WSM) Section 415-00 SYNC Module APIM programming. If the SYNC system software is at v2.0 or higher no software update is required. (This part upgrade is **not a warranty repair** per the Warranty & Policy Manual, Section 3, Warranty Coverages –SYNC.)

Note: The SYNC 3 software update must be completed prior to the Media Hub/Universal Serial Bus (USB) hub replacement. Customers could download the SYNC 3 v2.2 system software from the Lincoln consumer site or use Over-The-Air (OTA) when available to perform their own no cost SYNC 3 system software update.

2. **Upgrade the SYNC 3 hardware:** The Media Hub/Universal Serial Bus (USB) hub must be replaced with the Apple CarPlay compatible Media Hub/Universal Serial Bus (USB) hub. (This part upgrade is **not a warranty repair** per the Warranty & Policy Manual, Section 3, Warranty Coverages – SYNC.)
3. Refer to the Ford Catalog Advantage (FCA) for the latest Media Hub/Universal Serial Bus (USB) hub part number listing which supports the Apple CarPlay upgrade.
4. Follow Workshop Manual (WSM) Section 415-00 Removal and Installation procedure for the Media Hub/Universal Serial Bus (USB) hub. Remove and discard original equipment Media Hub/Universal Serial Bus (USB) hub and replace with the new Media Hub/Universal Serial Bus (USB) hub identified in step 3.
5. Clear any diagnostic trouble codes (DTCs) which may have been generated during the Media Hub/Universal Serial Bus (USB) hub hardware replacement.
6. Refer to www.Owner.Lincoln.com for more information on Apple CarPlay.
7. For more support on Apple CarPlay, go to the [CarPlay section](#) of the Apple support site or tweet [@AppleSupport](#).

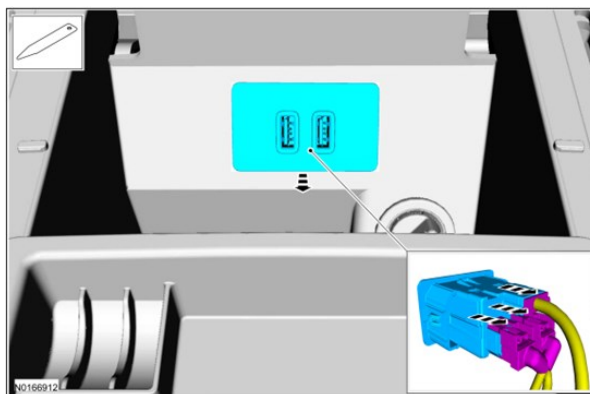
Notes:

iPhone must be plugged into any USB port in your vehicle using an Apple-provided Lightning® connector USB cable.

When you're connected to Apple CarPlay, many SYNC 3 features, such as the optional Navigation system and SYNC® AppLink™, will be unavailable.

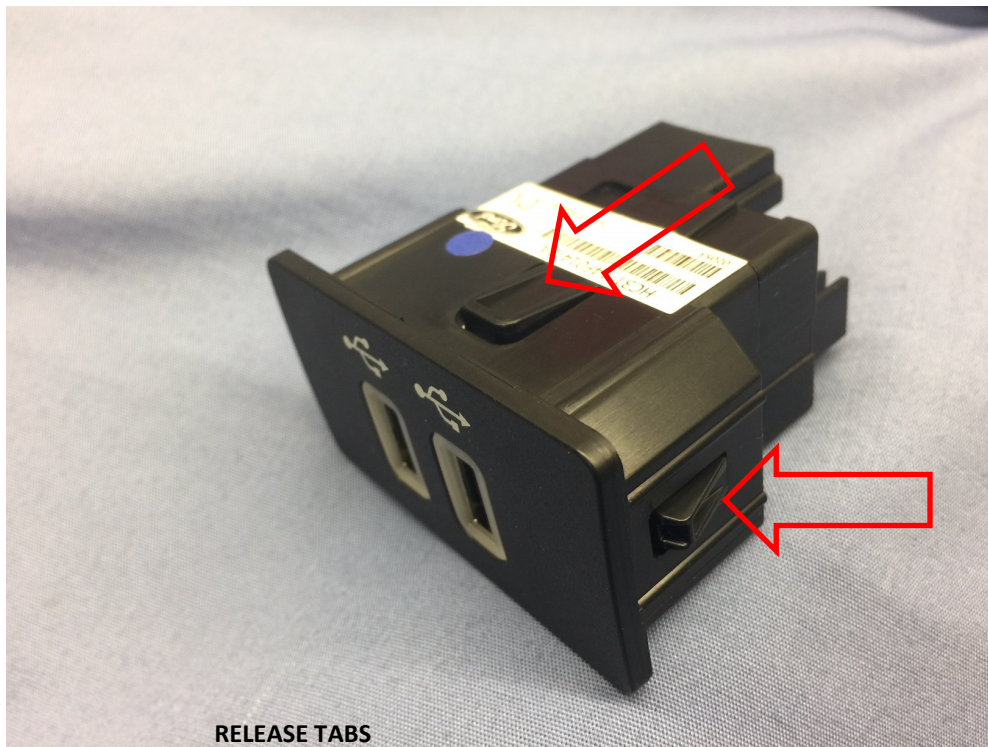
SYNC does not control Apple CarPlay while in use. Apple is solely responsible for Apple CarPlay functionality.

Using an interior trim removal tool, remove the Media Hub/Universal Serial Bus (USB) hub by prying and then disconnecting the electrical connectors.



2016 SYNC 3 - Apple CarPlay Android Auto Upgrade

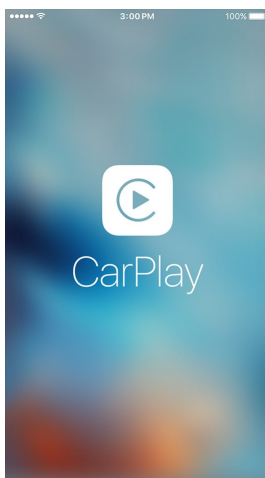
Media Hub/Universal Serial Bus (USB) Hub Views



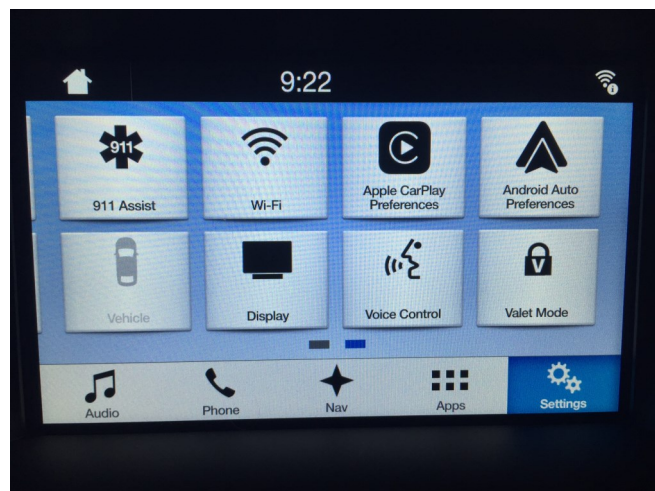
2016 SYNC 3 - Apple CarPlay Android Auto Upgrade

After a successful SYNC 3 software upgrade to v2.2 and the correct Media Hub/Universal Serial Bus Hub installation Apple CarPlay will appear in customers device after connecting the Apple lightning cable to the customers device and vehicles Media Hub/Universal Serial Bus Hub.

Select 'Settings' and swipe to the left—the following screen will display Apple CarPlay Preferences. (An incorrect Media Hub/Universal Serial Bus Hub will not allow the Apple CarPlay Preferences Icon to display.)



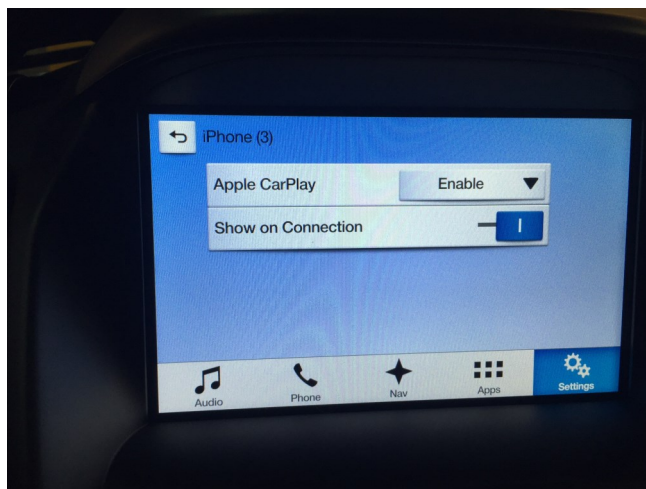
Customer Device



SYNC 3 Settings Screen

Tip:

Ensure Apple CarPlay is 'Enabled' and 'Show on Connection' is set to 1 in Preferences.



2016 SYNC 3 - Apple CarPlay Android Auto Upgrade

Android Auto

Android Auto helps you control some apps from your smartphone using the touchscreen. You can also talk to Google™ using the voice command button on your steering wheel. Once you're connected, you'll access apps that can help you make calls, listen and reply to text messages, and play your music and podcasts. Google Maps also provides voice-activated navigation, live traffic information, and estimated travel time.

For a full list of compatible Android Auto apps go to [Google Play](#).

**Android Auto is compatible with Android smartphones running 5.0 (Lollipop) or higher. Most core features require a data plan or are enhanced by a data connection.*

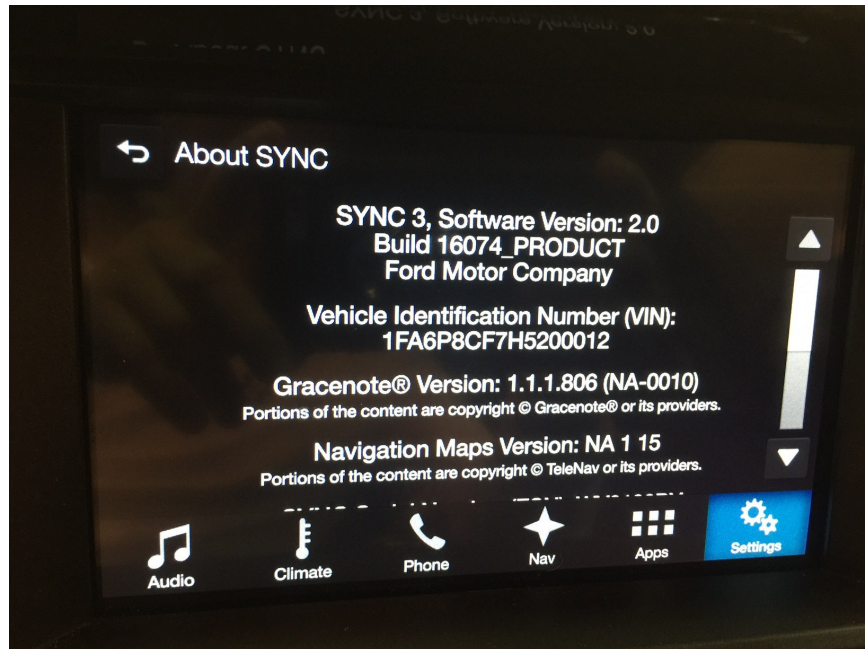


2016 SYNC 3 - Apple CarPlay Android Auto Upgrade

Android Auto Software Install:

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Note: Customers could download the SYNC 3 v2.2 system software from the Lincoln consumer site or use Over-The-Air (OTA) when available to perform their own no cost SYNC 3 system software update.

2. **No hardware upgrade is necessary for Android Auto.**
3. Refer to www.Owner.Lincoln.com for more information on Android Auto.
4. For more support on Android Auto, visit the [Android Auto Help Center](#) or tweet [@Android](#) using #androidautohelp.

Notes:

The phone must be connected to SYNC 3 via a USB cable.

You must enable Android Auto in your vehicle before you connect your phone via a USB cable.

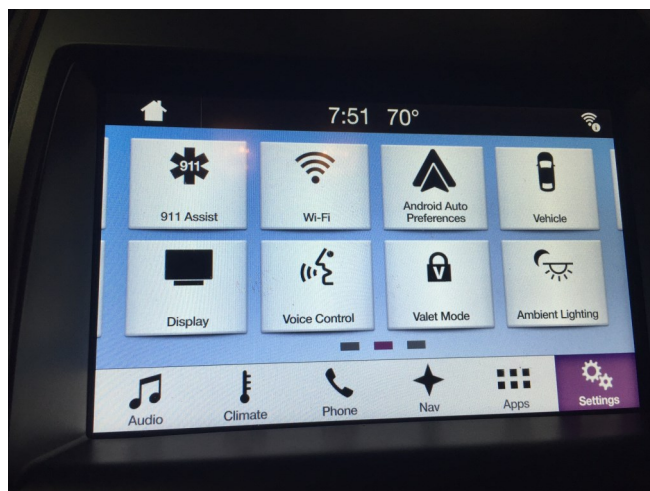
When connected to Android Auto, your smartphone screen may be locked out. Android Auto does not control any of the standard functions in your vehicle.

SYNC does not control Android Auto while in use. Google is solely responsible for Android Auto functionality.

Successful SYNC 3 software upgrade - Customer Device and SYNC 3 Preference Screen



Customer Device



SYNC 3 Settings Screen