

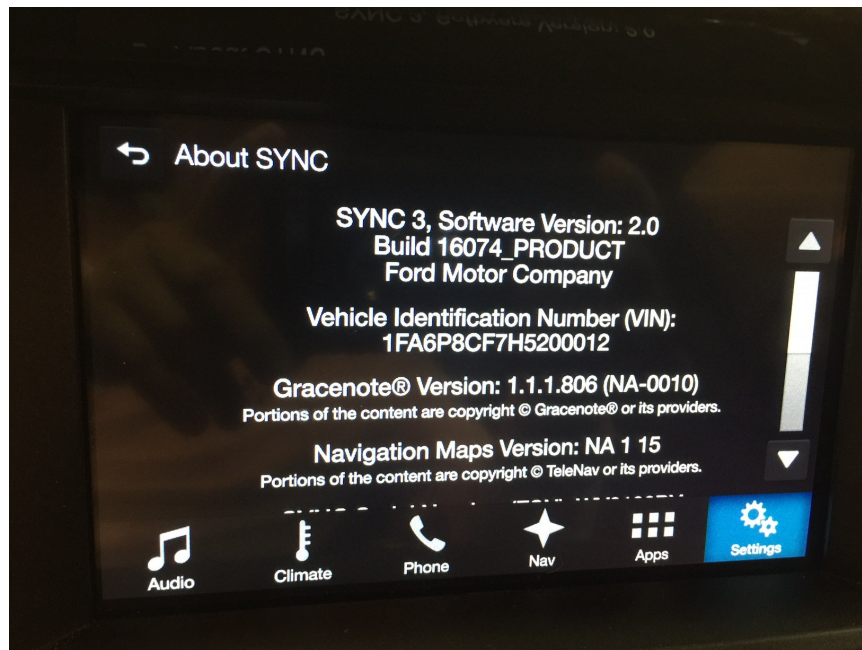
General Service Bulletin (GSB):	2016 SYNC 3 Apple CarPlay & Android Auto Upgrade
GSB Overview:	Customer Pay Upgrade - 2016 Ford & Lincoln Vehicles With SYNC 3 - Adding Apple CarPlay And/OR Android Auto
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

Customers with 2016 Ford C-MAX, Edge, Escape, Expedition, F150, Flex, Fiesta, Focus, Focus RS, Mustang, Taurus and 2016 Lincoln MKC, MKS, MKT, MKX, and Navigator vehicles equipped with SYNC 3 may request an upgrade to their SYNC system for Apple CarPlay or Android Auto. SYNC 3 requires version 2.0 or higher software for both applications to function. In addition, Apple CarPlay requires a new Media Hub/Universal Serial Bus (USB) hub to be installed.

If a customer requests Apple CarPlay or Android Auto first verify the SYNC software level, update if required and for Apple CarPlay replace the Media/USB hub. This upgrade both software and hardware are not warrantable repairs per the Warranty & Policy Manual, Section 3, Warranty Coverages – SYNC.

SYNC 3 Software Verification:

The SYNC 3 system software must be at version v2.0 or higher. 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.

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 higher 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.

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

If updating software using the Ford or Lincoln owner sites or if using PTS a USB flash drive with a minimum storage size of 32 gigabytes (GB) with exFAT formatting is required.

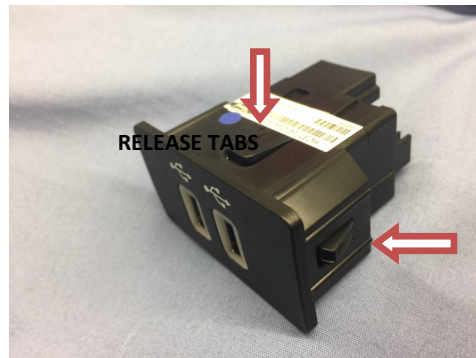
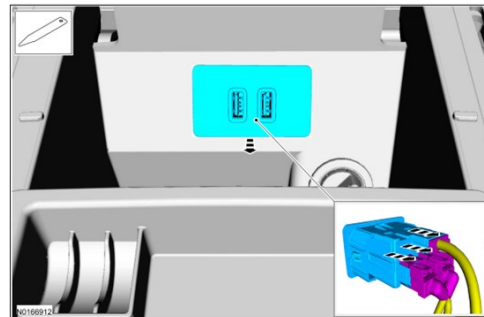
On non-navigation vehicles when asked for 'Automatic Software Update' setup respond with 'Ask Me Later'. Wait for the 2nd 'Installation Complete' pop-up to appear before removing the USB Flash Drive.

Once v2.2 software update is completely installed the ignition key must be turned off for 5 minutes which is critical for a successful installation.

2. **Apple CarPlay Only - Upgrade the Media Hub/Universal Serial Bus (USB) hub:** The Media/USB hub must be replaced. The SYNC 3 software update must be completed prior to the Media/USB hub replacement. Remove and replace the original equipment Media/USB hub with the new Media/USB hub. Follow Workshop Manual (WSM) Section 415-00 Removal and Installation procedure.

Refer to Ford Catalog Advantage (FCA) for the latest Media/USB hub part number listing which supports the Apple CarPlay upgrade.

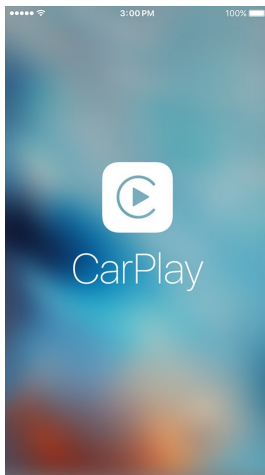
Using an interior trim removal tool, remove the Media Hub/Universal Serial Bus (USB) hub by prying and then disconnecting the electrical connectors.



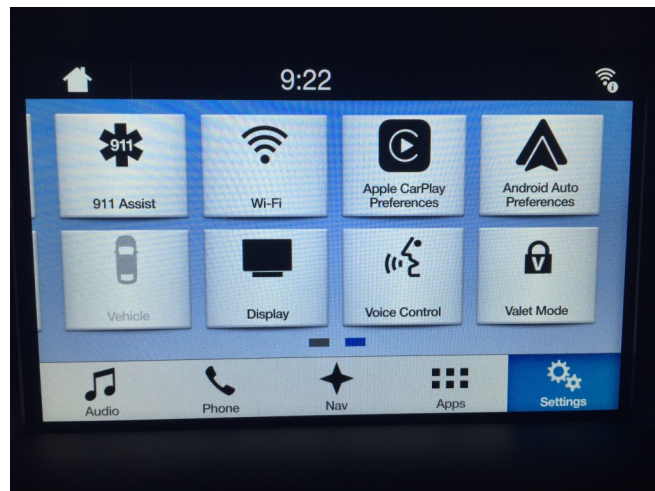
2016 SYNC 3 - Apple CarPlay Upgrade

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 customer's device after connecting the Apple lightning cable to the customer's device and vehicle's Media/USB 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.)



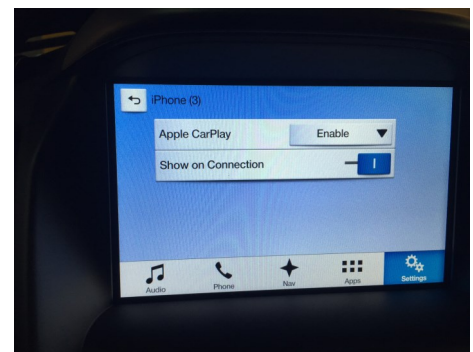
Customer Device



SYNC 3 Settings Screen

Tips:

- iPhone must be plugged into the USB port in your vehicle using an Apple-provided Lightning® connector USB cable.
- Ensure iPhone is unlocked and Apple CarPlay is 'Enabled' in Preferences.
- When you're connected to Apple CarPlay, many SYNC 3 features, such as the optional Navigation system and SYNC® AppLink™, will be unavailable.
- For more support on Apple CarPlay, go to the CarPlay section of the Apple support site or tweet @AppleSupport. SYNC does not control Apple CarPlay while in use. Apple is solely responsible for Apple CarPlay functionality.
- Refer to www.Owner.Ford.com or www.Owner.Lincoln.com for more information on Apple CarPlay.
- 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 - Android Auto Upgrade

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](#).

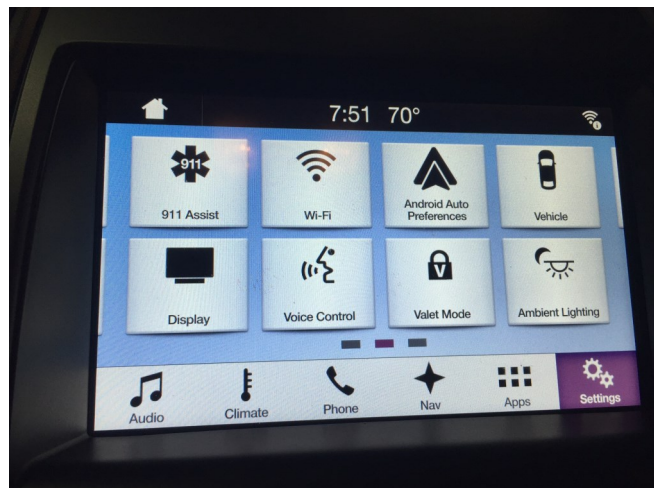
Tips:

- *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.*
- *The phone must be connected to SYNC 3 via a USB cable. No Media/USB hub upgrade is necessary.*
- *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. For more support on Android Auto, visit the [Android Auto Help Center](#) or tweet [@Android](#) using #androidautohelp.*

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



Customer Device



SYNC 3 Settings Screen