



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

January, 2013

SYNC® with MyFord Touch® Customer Satisfaction Program 12A04

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

In the spirit of continuous improvement, Ford is pleased to provide software update V3.5 for the MyFord Touch® system in your vehicle. This software is available for download at [syncmyride.com](http://syncmyride.com) or at your local dealer's service department.

#### **Improvements in the new software**

Our goal is to make the MyFord Touch® system more enjoyable than ever by making it easier to use. V3.5 includes all the improvements from previous updates, plus additional benefits, such as:

- Simplified phone pairing process
- Enhanced voice recognition performance
- Improved call sound quality
- Simplified voice commands for radio and USB-connected audio players
- Enhanced voice and screen destination entry for vehicles equipped with Navigation
- Updated Bluetooth device / SYNC compatibility
- Outside air temperature display on the 8-inch touchscreen

#### **Steps to access and install the software update**

You can easily download and install V3.5 by following the instructions at [syncmyride.com](http://syncmyride.com). Vehicles equipped with Navigation will require installation of a new complimentary map update SD Card that can be ordered from the website. Failure to install the new SD Card once the software has been updated will render the navigation system inoperable.

- Log onto [www.syncmyride.com](http://www.syncmyride.com) and access or create your SYNC Owner Account.
- Navigate to the **SYNC Updates** section, and click **Get Updates**.
- Click **Update My SYNC Now**, and download the software update onto a USB drive to your computer. Note: Use an empty USB drive that holds 2 GB or more of data and is not password-protected.
- If your vehicle is equipped with Navigation, you will be prompted by the system to order a complimentary map update SD card.
- Take the USB drive to your vehicle and install the software update.
- Once you have installed the SYNC software updates, you'll need to pair your phone again.
- To complete the process, take the USB drive to your computer to report the successful installation. Locate the **Update & Customize** section, and click **Report Successful Installations**. Alternatively, you can report successful installation by calling the Ford In Vehicle Technology Center at 1-800-392-4040.

Note: Installation of the software may take up to one hour and can be performed while your vehicle is parked with the parking brake engaged and the engine running, or while it is being driven. It is important that your vehicle remain running during the entire installation procedure.

**Remember: please do not leave your vehicle unattended while it is running.**

If you prefer, your dealer can also install the upgrade for you at no additional charge.

**Keep up to date on future software updates**

To be notified of future software updates to your MyFord Touch<sup>®</sup> system, please make sure to set up your **Owner Profile Information** in your **Account Settings** in your SYNC<sup>®</sup> owner account.

Detailed information about the V3.5 software level and installation instructions can be found at [www.ford.com/mftupdates](http://www.ford.com/mftupdates). If you have questions, or need further assistance, contact the Ford In Vehicle Technology Center at 1-800-392-4040. Representatives are available Monday through Saturday 8:30AM – 9:00PM EST and Sunday 10:30AM – 7:30PM EST.

Thank you for your loyalty to Ford. We greatly appreciate your business, and we know you will enjoy the enhancements to your MyFord Touch<sup>®</sup> system.

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- Click **Update My SYNC Now**, and download the software update onto a USB drive to your computer. Note: Use an empty USB drive that holds 2 GB or more of data and is not password-protected.
- If your vehicle is equipped with Navigation, you will be prompted by the system to order a complimentary map update SD card.
- Your vehicle is equipped with Automatic Engine Idle Shutdown (AEIS), which will need to be temporarily disabled before performing the software download to ensure uninterrupted programming.

To disable this feature:

- Select "Settings" in the left hand Instrument Cluster Display by using the left hand steering wheel thumb controls.
- Select "Vehicle"
- Locate the "Auto Engine Off" setting and select "OFF"
- Note: The AEIS will automatically reset to "ON" after the next key cycle.



- Take the USB drive to your vehicle and install the software update.
- Once you have installed the SYNC software updates, you'll need to pair your phone again.
- To complete the process, take the USB drive to your computer to report the successful installation. Locate the **Update & Customize** section, and click **Report Successful Installations**. Alternatively, you can report successful installation by calling the Ford In Vehicle Technology Center at 1-800-392-4040.

Note: Installation of the software may take up to one hour and can be performed while your vehicle is parked with the parking brake engaged and the engine running, or while it is being driven. It is important that your vehicle remain running during the entire installation procedure. **Remember: please do not leave your vehicle unattended while it is running.**

If you prefer, your dealer can also install the upgrade for you at no additional charge.

#### **Keep up to date on future software updates**

To be notified of future software updates to your MyFord Touch® system, please make sure to set up your **Owner Profile Information** in your **Account Settings** in your SYNC® owner account.

Detailed information about the V3.5 software level and installation instructions can be found at [www.ford.com/mftupdates](http://www.ford.com/mftupdates). If you have questions, or need further assistance, contact the Ford In Vehicle Technology Center at 1-800-392-4040. Representatives are available Monday through Saturday 8:30AM – 9:00PM EST and Sunday 10:30AM – 7:30PM EST.

Thank you for your loyalty to Ford. We greatly appreciate your business, and we know you will enjoy the enhancements to your MyFord Touch® system.

Ford Motor Company



Lincoln Motor Company  
Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

January, 2013

SYNC® with MyLincoln Touch™ Customer Satisfaction Program 12A04

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

In the spirit of continuous improvement, Lincoln is pleased to provide software update V3.5 for the MyLincoln Touch™ system in your vehicle. This software is available for download at [syncmyride.com](http://syncmyride.com) or at your local dealer's service department.

#### **Improvements in the new software**

Our goal is to make the MyLincoln Touch™ system more enjoyable than ever by making it easier to use. V3.5 includes all the improvements from previous updates, plus additional benefits, such as:

- Simplified phone pairing process
- Enhanced voice recognition performance
- Improved call sound quality
- Simplified voice commands for radio and USB-connected audio players
- Enhanced voice and screen destination entry for vehicles equipped with Navigation
- Updated Bluetooth device / SYNC compatibility
- Outside air temperature display on the 8-inch touchscreen

#### **Steps to access and install the software update**

You can easily download and install V3.5 by following the instructions at [syncmyride.com](http://syncmyride.com). Vehicles equipped with Navigation will require installation of a new complimentary map update SD Card that can be ordered from the website. Failure to install the new SD Card once the software has been updated will render the navigation system inoperable.

- Log onto [www.syncmyride.com](http://www.syncmyride.com) and access or create your SYNC Owner Account.
- Navigate to the **SYNC Updates** section, and click **Get Updates**.
- Click **Update My SYNC Now**, and download the software update onto a USB drive to your computer. Note: Use an empty USB drive that holds 2 GB or more of data and is not password-protected.
- If your vehicle is equipped with Navigation, you will be prompted by the system to order a complimentary map update SD card.
- Take the USB drive to your vehicle and install the software update.
- Once you have installed the SYNC software updates, you'll need to pair your phone again.
- To complete the process, take the USB drive to your computer to report the successful installation. Locate the **Update & Customize** section, and click **Report Successful Installations**. Alternatively, you can report successful installation by calling the Lincoln In Vehicle Technology Center at 1-800-392-4040.

Note: Installation of the software may take up to one hour and can be performed while your vehicle is parked with the parking brake engaged and the engine running, or while it is being driven. It is important that your vehicle remain running during the entire installation procedure. **Remember: please do not leave your vehicle unattended while it is running.**

If you prefer, your dealer can also install the upgrade for you at no additional charge.

**Keep up to date on future software updates**

To be notified of future software updates to your MyLincoln™ Touch system, please make sure to set up your **Owner Profile Information** in your **Account Settings** in you SYNC® owner account.

Detailed information about the V3.5 software level and installation instructions can be found at [www.lincoln.com/mftupdates](http://www.lincoln.com/mftupdates). If you have questions, or need further assistance, contact the Lincoln In Vehicle Technology Center at 1-800-392-4040. Representatives are available Monday through Saturday 8:30AM – 9:00PM EST and Sunday 10:30AM – 7:30PM EST.

Thank you for your loyalty to Lincoln. We greatly appreciate your business, and know you will enjoy the enhancements to your MyLincoln Touch™ system.

Lincoln Motor Company