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November 27, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 12A04**
Certain 2012-2013 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln
Touch™
Application Performance Upgrade

PROGRAM TERMS

This program will be in effect through February 1, 2014. There is no mileage limit for this program.

Note: This program supersedes Special Service Instruction 12T08. As a result, claims submitted against 12T08 containing a Repair Order date after November 27, 2012 will not be paid.

AFFECTED VEHICLES

Certain 2012-2013 model year stock vehicles equipped with MyFord/MyLincoln Touch™ as noted below.

2012 – Edge, Explorer, MKX, Focus

2013 – Edge, Explorer, MKX, Focus, Escape, Flex, Fusion, Taurus, MKS, MKT, F-150

Note: Sold vehicles will be added to this program by the 1st Quarter of 2013.

Affected vehicles are identified in OASIS. The affected assembly plants will be phasing in the latest level software through mid-December, so certain vehicles will be produced with the prior level software until that time. As a result, vehicles will be added to, or removed from, OASIS on a daily basis through mid-December. OASIS should be checked daily for updates until that time. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was made available on November 27, 2012.

REASON FOR THIS PROGRAM

An upgraded version of the MyFordTouch/MyLincolnTouch™ software (BB/12285/V3.5.1) is available that improves overall system functionality and performance including navigation, voice recognition, call sound quality, and phone pairing.

SERVICE ACTION

Stock Vehicles

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to reprogram the APIM using an updated USB Flash Drive. For vehicles equipped with Navigation, a new Navigation SD Map Card (A4 level) must be installed.

Sold Vehicles

Sold vehicles will be added to the program by the 1st Quarter of 2013. In the interim period, sold vehicles that are presented by a customer can be serviced under applicable TSBs.

Performing the Repair

This Application Upgrade was specifically designed to be performed with a simple procedure that requires no tools or specific technical training and can be completed virtually anywhere the vehicle can be running safely. The software download will take approximately 45-60 minutes to complete. In the event that the upgrade is unsuccessful, the vehicle should be diagnosed and repaired by a technician using normal diagnostics and claimed as related damage.

USB Flash Drives

The USB Flash Drives that were previously provided for FSAs 11A02 and 11A03 should be loaded with the latest level software version (BB/12285/V3.5.1) by following the procedure outlined in Attachment IV.

The Flash Drives are reusable on any affected Ford or Lincoln vehicle and can be duplicated by dealers through the use of a computer with multiple USB ports.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters will be mailed in the 1st Quarter of 2013.

ATTACHMENTS

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment IV:	Instructions for Updating a USB Drive to Software Level BB/12285/v3.5.1
Owner Notification Letter (when available)	

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)	1-800-325-5621
Navigation Map SD Card Questions (Ford Component Sales)	1-313-390-3635

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated for stock vehicles on November 27, 2012. Because the affected assembly plants will be phasing in the latest level software through mid-December, OASIS should be checked daily for updates until that time.

FSA VIN LIST ACTIVATED?

FSA VIN list for stock vehicles will be available through <https://web.fsavinlists.dealerconnection.com> on November 27, 2012.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Sold vehicles will be added to the program by the 1st Quarter of 2013. Owners of affected vehicles will be notified at that time.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

The use of rental vehicles is not authorized under this FSA.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>All affected vehicles equipped with Navigation:</u> - Perform reprogramming of the APIM using a USB Flash Drive - Insert a new A4 level Navigation Map SD Card - For 2013 Fusion vehicles equipped with Automatic Engine Idle Shutdown, temporarily disable this feature during reprogramming	12A04B	0.3 Hour
<u>All affected vehicles without Navigation:</u> - Perform reprogramming of the APIM using a USB Flash Drive - For 2013 Fusion vehicles equipped with Automatic Engine Idle Shutdown, temporarily disable this feature during reprogramming	12A04C	0.3 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION**Navigation Map SD Cards**

To order additional Navigation Map SD Cards for Navigation equipped vehicles:

- Go to FMCDealer.com
- Select the Parts & Service tab
- Select Parts Department Tools
- Select Parts Inquiries & Forms
- Select Navigation Map Update Order Form
- Select MyFord/MyLincoln Touch Performance Upgrade Map Upgrade
- Follow the on-screen instructions

Part Number	Description	Quantity
DM5T-19H449-AA (A4 level) (Use for <u>ordering</u>)	Navigation Map SD Card (if equipped with Navigation)	1
DM5Z-19H449-AA (A4 level) (Use for <u>claiming</u>)		

Questions regarding Navigation Map SD Card availability should be directed to 313-390-3635 or fesg@ford.com. This phone number is used for ordering only.

USB Flash Drives

The USB Flash Drives that were previously provided for FSAs 11A02 and 11A03 should be loaded with the latest level software version (BB/12285/V3.5.1) by following the procedure outlined in Attachment IV.

The Flash Drives are reusable on any affected Ford or Lincoln vehicle and can be duplicated by dealers through the use of a computer with multiple USB ports. Successful duplication of the Flash Drives is subject to the use of reliable high-quality drives comparable to the original drives provided by Ford. Low-quality drives may not be readable by SYNC or may cause installation failures. The following specific best practices apply to Flash Drive duplication:

- Use a 2 GB Flash Drive which is USB 2.0-certified.
- The Flash Drive should be COMPLETELY empty.
- Do NOT use a Flash Drive which requires a password, is biometrically protected, or is locked.
- Do NOT use a Flash Drive with special software on it, such as a U3 USB drive.

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User Guides

Updated User Guides are not required, but can be ordered through the Dealer eStore at FMCDealer.com.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess Navigation Map SD Cards to be returned for credit must have been purchased from Ford Customer Service Division/Ford Component Sales. Only new, unopened (still in shrink wrap) product is eligible for return.

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Instructions For Updating a USB Drive to Software Level BB/12285/v3.5.1

Minimum 2 gigabyte (GB) USB drive required. USB drives previously provided for FSAs 11A02 and 11A03 are preferred for compatibility. This procedure will clear any saved data stored on the USB drive. Save any important data stored on the USB drive to another location prior to starting this procedure.

NOTE: If you previously performed this procedure and already have a USB drive loaded with this software update, proceed to Attachment III.

1) Format USB Drive.

- a. Insert USB drive into computer
- b. From Windows start button or desktop, select my computer.
- c. Right click on the USB drive/temporary disk.
- d. Select "Format".
- e. Under File System, select "FAT32"
- f. Under Allocation Unit Size, select Default allocation size.
- g. Under Format Options, select "Quick Format"
- h. Select "start" to reformat.
- i. Select "OK", for pop up warning, "Reformatting will erase all data stored on this disk."
- j. Close all open pop-up windows once complete.
- k. Tag the USB Drive to identify that it contains the new software level (BB/12285/v3.5.1).

2) Click on the following link to download the software update. A hard wired internet connection is recommended.

<http://www.syncmyride.com/syncmedia/swparts/Gen2v351build12285updatepackageRev3.exe>

A download pop-up window will appear with selections: run, save, or cancel.

- a. Select "Save".
- b. A "Save-As" pop up window will appear with a file named "Gen2v351build12285updatepackageRev3.exe". Choose a folder on your computer to save the file temporarily.
- c. Select "Save".
- d. When the "Download Complete" pop up window appears, select "Open folder".
- e. A file named "Gen2v351build12285updatepackageRev3.exe" will be highlighted. Double click on the file.
- f. A download warning may appear. If so, agree to continue by choosing "yes", "ok", or "run".
- g. An extract pop up window will appear. The extract destination to the USB drive will need to be selected. To browse for the USB drive, select the button with three dots located to the right of the pop up window.
- h. Scroll down and select "computer"
- i. Select the USB drive/removable disk and click "Ok". USB drives previously provided for FSA 11A02 and 11A03 will be titled "SYNC".
- j. Select Extract.
- k. Confirm USB drive contents. Select USB drive located under "My Computer". A folder named "SyncMyRide" and two files (autoinstall.lst and DONTINDEX.msa) will be present on the USB drive; it's now ready for the Vehicle Software Install procedure located in Attachment III.

CERTAIN IN-STOCK 2012 THROUGH 2013 MODEL YEAR EDGE, EXPLORER, ESCAPE, FOCUS, F-150, FLEX, FUSION, TAURUS, MKX, MKS, AND MKT VEHICLES EQUIPPED WITH SYNC® WITH MYFORD/MYLINCOLN TOUCH™ — APPLICATION PERFORMANCE UPGRADE

OVERVIEW

Dealers are to reprogram the Accessory Protocol Interface Module (APIM) using a USB Flash Drive and insert a *new* Navigation Map SD Card on vehicles equipped with navigation. USB Flash Drives that were previously provided for FSAs 11A02 and 11A03 must be updated by dealers with the latest level software (BB/12285/V3.5.1). The Flash Drives are reusable on multiple vehicles and can be duplicated by dealers through the use of a computer with multiple USB ports.

NOTE: New updated software has been developed for affected vehicles equipped with SYNC® and MyFord/MyLincoln Touch™. Dealers are required to download the new software to a USB Flash Drive (refer to Attachment IV).

SERVICE PROCEDURE

1. On 2013 Fusion vehicles, the Automatic Engine Idle Shutdown (AEIS) will need to be disabled through the left hand instrument cluster display to have uninterrupted reprogramming. To disable this feature perform the following:
 - a. Select "Settings".
 - b. Select "Vehicle".
 - c. Locate the "Auto Engine Off" setting and select "OFF".

NOTE: The AEIS will automatically reset to "ON" after the next key cycle.

SYNC/MyTouch Master Reset Procedure

NOTE: Before proceeding with the "USB Reflash Procedure", you will need to perform the "SYNC/MyTouch Master Reset Procedure".

2. Perform the SYNC/MyTouch Master Reset.
 - a. Select the "Settings/Gear" icon.
 - b. Select "Settings".
 - c. Select "System".
 - d. Select "Master Reset" and then "Yes", then "Yes" again to start the reset procedure.

NOTE: You must scroll down on Select System screen to see the Master Reset option.



USB Reflash Procedure

Reprogramming Notes

- The installation may take up to 60 minutes.
- The vehicle must be running and in "Park" with the park brake applied, when you begin the installation process.
- Do not remove the flash drive or turn off the vehicle until the installation process has completed.
- During the reflash process, the system may verbally notify you that portions of the reflash process are complete.
- The reflash process is completed after the "Installation Complete!" message appears and "OK" is pressed on the center screen.

NOTE: The reprogramming procedure can take up to 60 minutes. Do not remove the USB drive or turn the vehicle off, until the "Installation Complete!" screen appears.

1. Start the vehicle so that the battery saver mode will not activate while performing the reprogramming procedure.
2. Wait for the system to boot up, remove any connected devices, and for the home screen to appear on the FDIM.



3. Install the USB drive containing BB/12285/V3.5.1 software level into one of the vehicle's USB ports. The reprogramming procedure will start automatically. See Figure 1.

NOTE: This installation procedure may cause the system to reboot several times and/or cause the screen to go dark/blank for a period of time, this is normal. The USB drive needs to remain installed during this time and should not be removed until the "Installation Complete!" screen appears.



FIGURE 1

4. After the installation starts, a verbal and onscreen message will confirm that the installation is about to start, tap "OK". See Figure 2.



FIGURE 2



5. During the reprogramming process a series of screens may appear and/or the system will reboot with a blank screen. See Figures 3, 4, and 5.



FIGURE 3



FIGURE 4



FIGURE 5



6. When the programming is completed, a screen stating the software update was successful will appear, tap "OK". See Figure 6.

- **DO NOT** remove the USB flash drive.

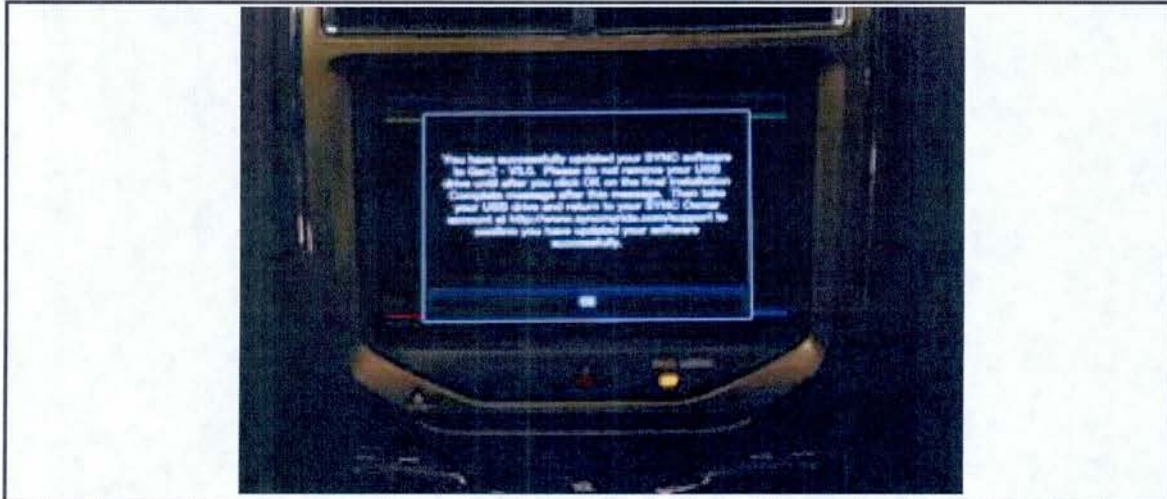


FIGURE 6

7. When the "Installation Complete!" screen appears tap "OK". See Figure 7.



FIGURE 7

NOTE: The entire upgrade is complete when you see an "Installation Complete!" message and you press "OK" on the center screen or when the home screen appears.

8. Remove the USB drive from the vehicle's USB port.



NOTE: For vehicles not equipped with navigation, proceed to step 12.

Vehicles Equipped With Navigation

NOTE: After the reprogramming procedure has completed, an SD card fault will appear on the screen.
This is normal.

9. Remove the Navigation Map SD Card from the vehicle's map card slot.
10. Tap "SD Nav" on the FDIM to clear the SD card fault.
11. Install the *new* Navigation Map SD Card into the vehicle's map card slot. See Figure 8. Wait for the *new* Navigation Map SD Card to be recognized and tap "OK" when the "SD Card Detected" screen appears on the FDIM.



FIGURE 8

All Vehicles

12. Return the vehicle to the customer.



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- h. Select "start" to reformat.
- i. Select "OK", for pop up warning, "Reformatting will erase all data stored on this disk."
- j. Close all open pop-up windows once complete.
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- i. Select the USB drive/removable disk and click "Ok". USB drives previously provided for FSA 11A02 and 11A03 will be titled "SYNC".
- j. Select Extract.
- k. Confirm USB drive contents. Select USB drive located under "My Computer". A folder named "SyncMyRide" and two files (autoinstall.lst and DONTINDX.msa) will be present on the USB drive; it's now ready for the Vehicle Software Install procedure located in Attachment III.