



## Frequently Asked Questions (FAQs)

**Overview:** This Frequently Asked Questions (FAQs) job aid is designed to help you quickly locate the answers to questions about updating vehicle software via the Over-the-Air network available for owners of fully connected Ford and Lincoln vehicles with SYNC 4/TCU/ECG.

### FAQs

#### What vehicles can participate in Over-The-Air?

Fully Connected (FNv2) Ford vehicles with SYNC 4, from the model year 2021 to current.

- 2021 F-150
- 2021 Mustang Mach-E
- 2021 Bronco 2-Door and 4-Door
- 2021 Edge
- 2021 Nautilus
- 2022 Super Duty
- 2022 Expedition
- 2022 Navigator

#### What are Over-the-Air system updates?

Over-the-Air updates are updates that can be downloaded to any Over-the-Air capable vehicle over the air (Cellular LTE or Wi-Fi).

#### What is the benefit to the customer of using Over-the-Air updates?

Receiving Over-the-Air updates not only ensures that you receive the newest updates to your vehicle in a seamless manner, but it also makes your vehicle safer with more capability and new features. Over-the-Air updates improve the ownership experience over time while reducing dealer trips.

#### Does the customer need to pay the data cost for updates that are installed over a cellular connection?

Currently, there is no charge for an Over-the-Air update; however, some new features in the future may potentially be fee-based.

## Frequently Asked Questions: (cont.)

### **How long does an update installation take?**

Most updates can complete in the background in under 2 minutes. More complex updates might require the vehicle to be parked for up to 2.5 hours and can be scheduled to take place when customers find it most convenient.

### **Does the vehicle need to be running for updates to complete?**

No, the engine does not need to be on. For updates that require a schedule, the vehicle should be parked with the engine off at the scheduled time.

### **Does the customer need to have a Wi-Fi connection to download an Over-the-Air update?**

Some updates do require Wi-Fi connectivity. Be sure to check the in-vehicle HMI on the owner.ford.com website or the FordPass app to see when Wi-Fi is required. Wi-Fi ensures the fastest updates and ensures a more reliable connection. However, most updates can be completed over a cellular connection.

### **What's the purpose of scheduling an update?**

For complex updates, we want to make sure it completes without interruption. This allows the customer to choose a convenient time on their own terms when they know their vehicle will not be used for up to 2.5 hours.

### **What does it mean when a vehicle is inoperable/inhibited?**

More complex updates might require the vehicle to be parked during the installation process. The customer should not use the vehicle in any way to ensure all vehicle preconditions are met for the software updates to install successfully. These updates can be scheduled to take place when customers find it most convenient.

## Frequently Asked Questions: (cont.)

### What does it mean when an Over-the-Air update is canceled?

1. Ford canceled the update due to an issue with the software. Ford will decide when to re-push this update to the vehicle.
2. The update is canceled due to the customer disabling Automatic Updates and has not yet accepted the update. The agent should guide the customer to enable Automatic Updates within the settings screen and watch for the System update ICONs. Ford will automatically re-push the update once Automatic Updates are enabled.
3. The update is canceled due to the customer not setting a schedule. The agent should guide the customer to set a schedule and watch for the System update ICONs. Ford will automatically re-push the update after the schedule is set.
4. The update is canceled due to the vehicle being in a collision. Ford will automatically re-push the update once the vehicle has been fully repaired.

### If the customer has an Electric Vehicle (EV), how will their Over-the-Air updates be affected while charging the vehicle?

If the customer pays for high power (LIII) charging (at a station), updates will be postponed and will not occur during charging. If the customer charges (LI or LII) their vehicle at home, updates will occur normally, and charging will be suspended until the Over-the-Air update is complete. After completion of the update, charging will automatically resume. If the customer is public charging (LII), then charging will suspend until the Over-the-Air event is complete.

## Frequently Asked Questions: (cont.)

### How does a customer get notified about updates and the status of updates?

When an update becomes available customers will be notified via the in-vehicle HMI, owner.ford.com website, and in the FordPass app. Customers can also check the update status under System updates settings.

1. The SYNC 4 screen will display a message in the top ribbon if updates are available, in progress, the update is successful, or if the update is unsuccessful.
2. The customer will receive Push notifications to the device they use to access the FordPass app. The FordPass app will have additional information about Over-the-Air updates in the customer's **Message Center**.
3. Customers who are enrolled in Over-the-Air, but do not use FordPass will get email notifications about Over-the-Air updates. The customer can view update details by clicking the **Tell Me More** button within the email message.

### How can a customer access the release notes for any update within their SYNC 4 system?

Select **System Settings**, then **System Updates**; the customer can access the latest release notes in the **Update Details** section. For example, the update is pending and waiting for schedule day/time, schedule required, the update is available, or the update is successful. They can also access the release notes on the owner.ford.com website and in the FordPass app. The notification will include a summary of what is included in the update.

### Would a customer ever need to visit their dealer regarding an Over-the-Air update?

A customer would only need to visit their dealer when they receive a popup on the SYNC 4 screen that their update was not successful and that the vehicle requires service. If an update is not successful and the vehicle does not require service, Ford can re-push the update.