



Map Data and License File Downloads and Transfer to USB Instructions

The following items are required for a successful download of Map Data Files (.zip files) and a License File to your computer:

OS Requirement

- Due to various security/firewall settings, anti-virus protection, and general IT policies, it is recommended that you do not attempt the download on a corporate network or computer (some corporate IT policies prevent or restrict .zip files from being downloaded).
- The application requires a minimum of 20G disk space on your computer for the download files.

USB Requirement

- The application requires a USB formatted (exFAT32), blank, device that is 16GB or greater in order to transfer the downloaded files from your computer to a USB. Any files or directories that already exist on the USB will be removed if you are required to format the USB. See Step 5 for format instructions.
 - Recommend a USB 3.0 minimum with high Read/Write speed (i.e. 100 Mps).

Download and Transfer Time

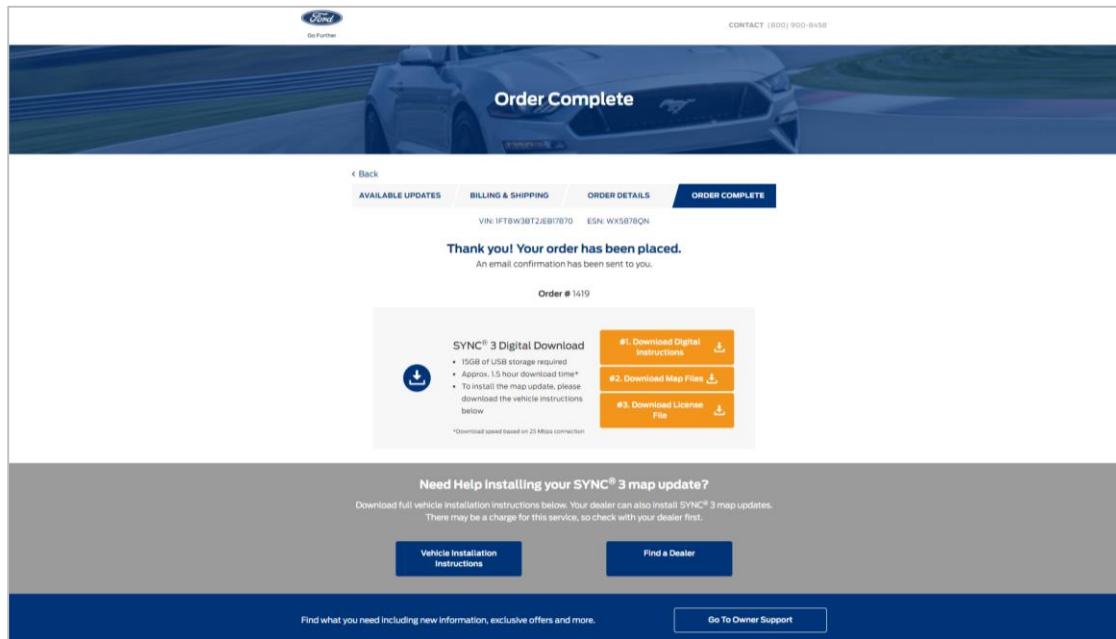
- Download and transfer times vary based on several factors (computer, Internet speeds, USB, etc.).
 - Average download and transfer times can total 1.5 hours.
 - **Download Note:** Certain Internet browsers (or settings) may clear all downloads when you close the browser - as a precaution or check, make sure the files you download below are in your Downloads folder (on your hard drive) before you close your browser after download.
 - Additionally, some Internet browsers may prevent downloads due to Pop-Up Blockers or other security settings. If you encounter this issue, you may need to turn off the Pop-Up Blockers in order to download the files from the website.
-



WINDOWS OS Download Instructions (Mac OS Download Instructions Follow After)

After you have completed the order process, you will receive an [Order Complete](#) page. This is where you will begin the download of the digital files required to install into your vehicle for the map update. These instructions were downloaded in #1 (Download Digital Instructions) on the [Order Complete](#) page.

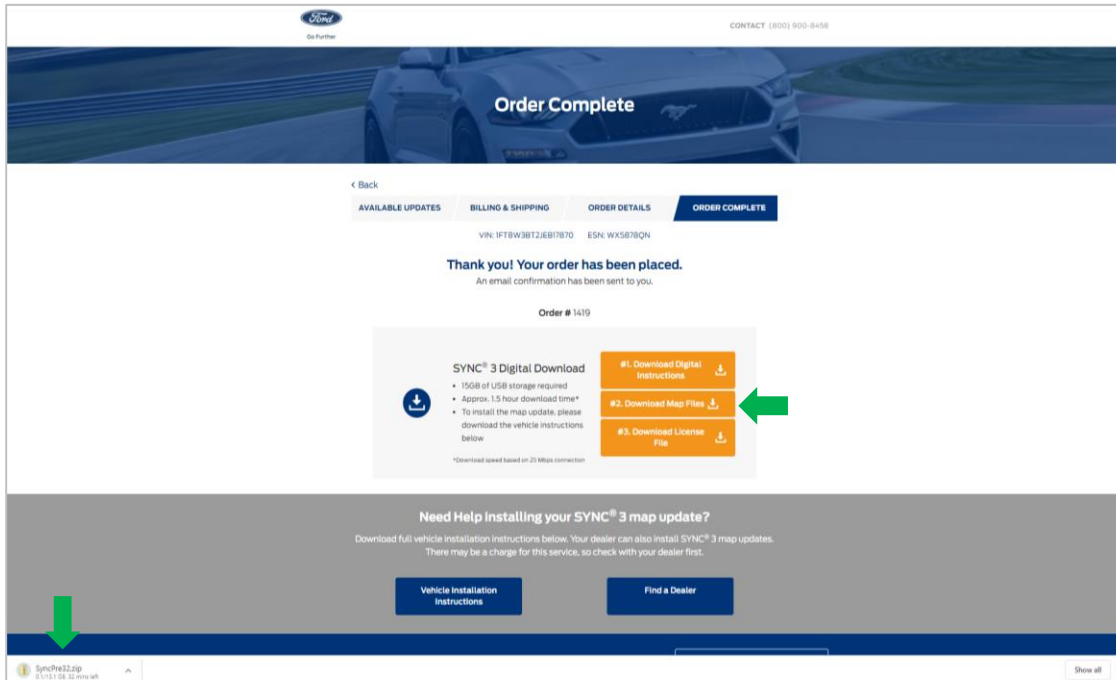
Step 1. Begin at the [Order Complete](#) page on the website.





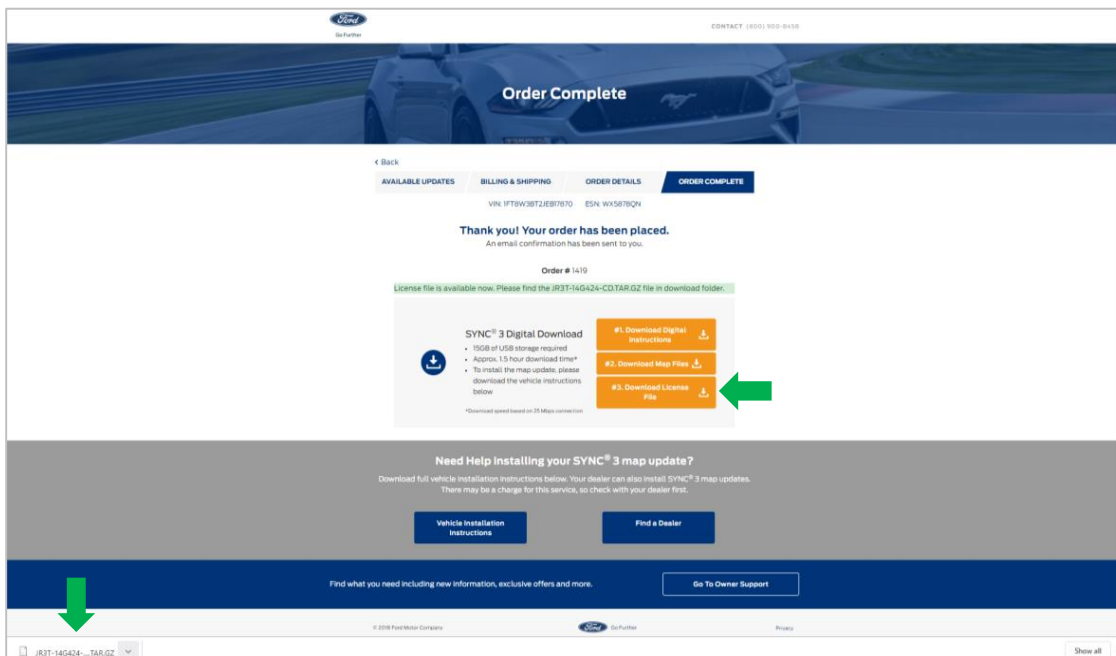
Step 2. Select the [Download Map Files](#) button.

- SyncXX.zip Map File will appear and begin to download into the Download folder on your computer (see bottom left corner of window). This is a very large file, and the download times can vary greatly. (NOTE: If your download times out or is interrupted during this process, it is typically an issue with your local internet connection. It is recommended you resume or try the download again before you contact customer support.)



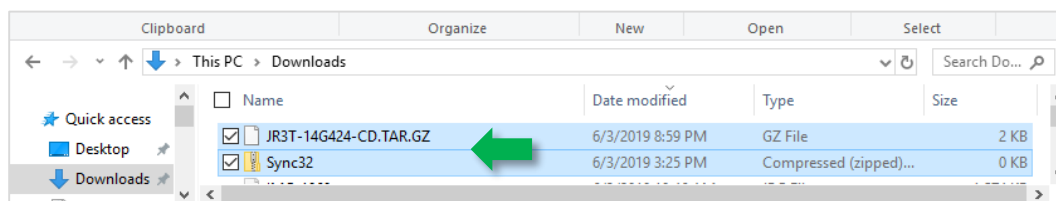
Step 3. Select the [Download License File](#) button.

- The License File will appear and begin to download into your Downloads folder on your computer. This is a smaller file, and download times will be much shorter than [Step 2](#).



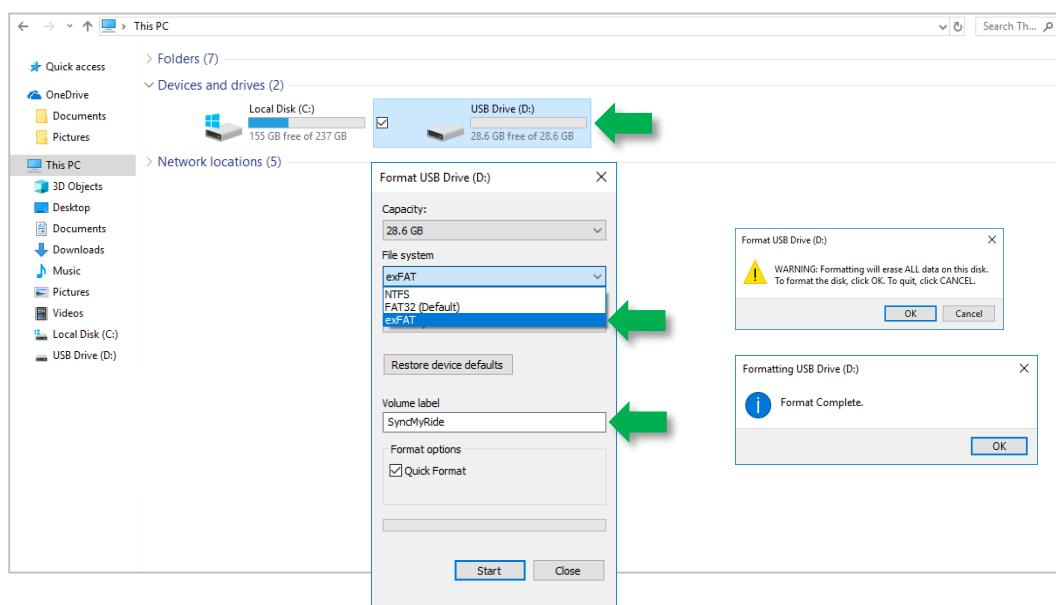


Step 4. Confirm the [SyncXX.zip](#) and [License](#) Files are in the Downloads folder on your computer.

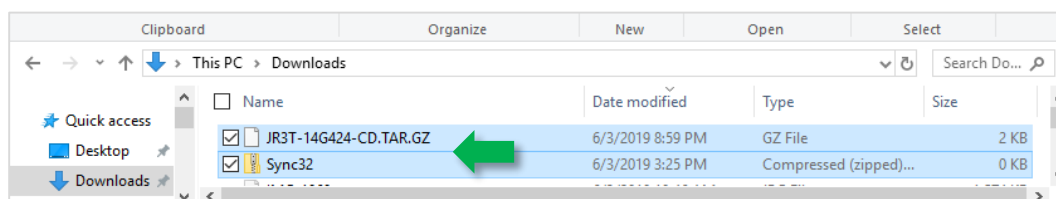


Step 5. Format your [USB](#) drive.

- Insert your USB into your computer and open your Windows or File Explorer to locate the USB Drive.
- Right click on the USB Drive and select Format... This will prompt you to format your USB. In the Format USB Drive (D:) window make sure you select exFAT, if it is not already the default, in the File system field.
- Type SyncMyRide in the Volume label field. Follow the windows prompts and then close the Format USB Drive (D:) window.



Step 6. Locate the files in your [Downloads](#) directory on your computer.

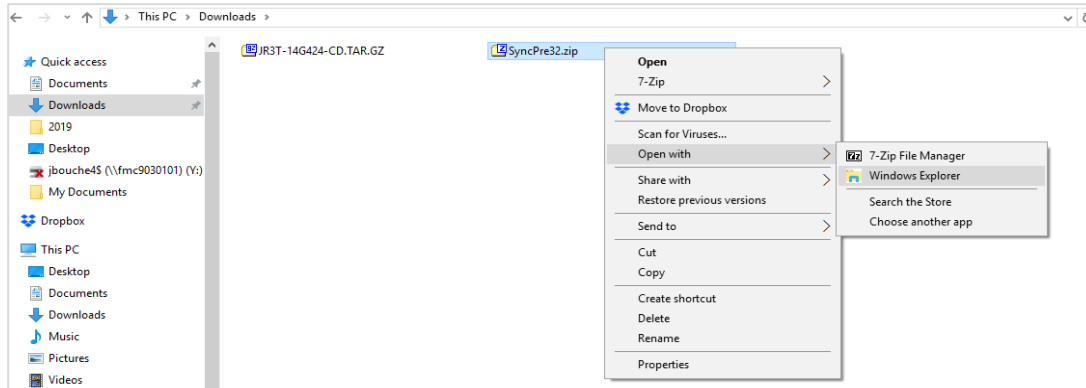


Step 7. Open the [SyncXX.zip](#) File. **NOTE:** The recommended method for unzipping or opening the folder is to:

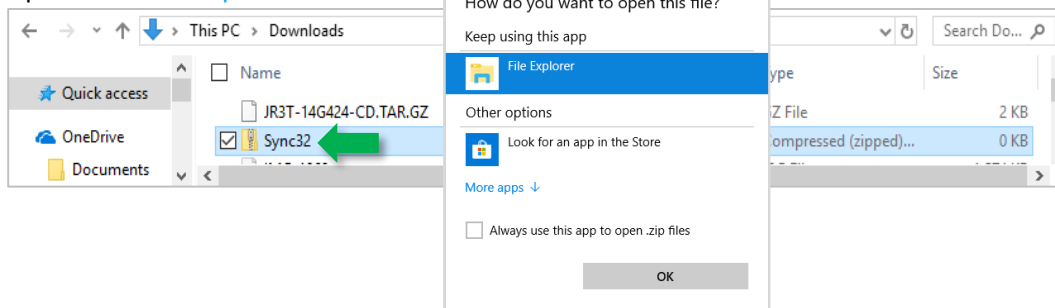
- Right-click on the [SyncXX.zip](#) File.
- Select “[Open with](#)”, then select “[Windows Explorer](#)” or “[File Explorer](#)” (see below).



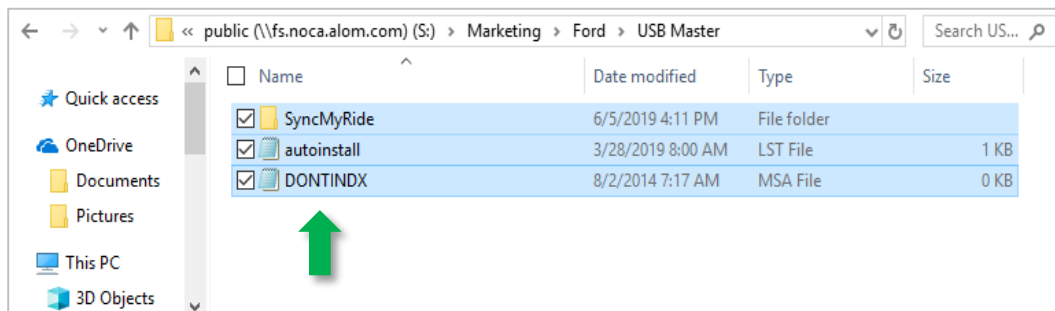
Open with "Windows Explorer"



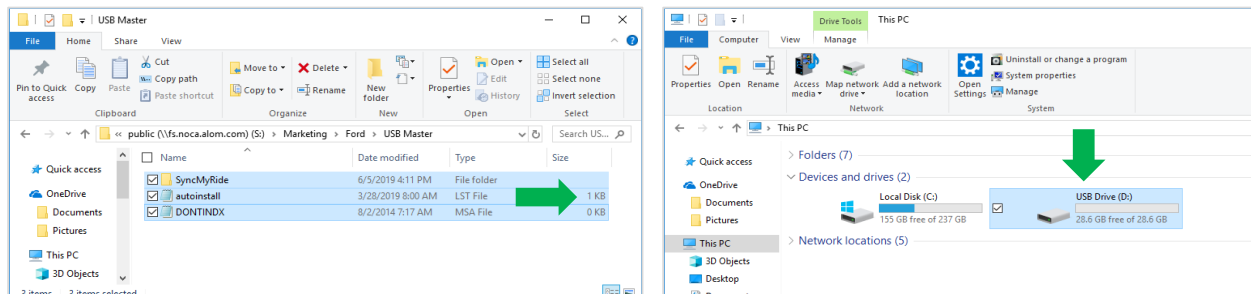
Open with "File Explorer"



Step 8. You should see the 3 files shown below when you open the .zip file.



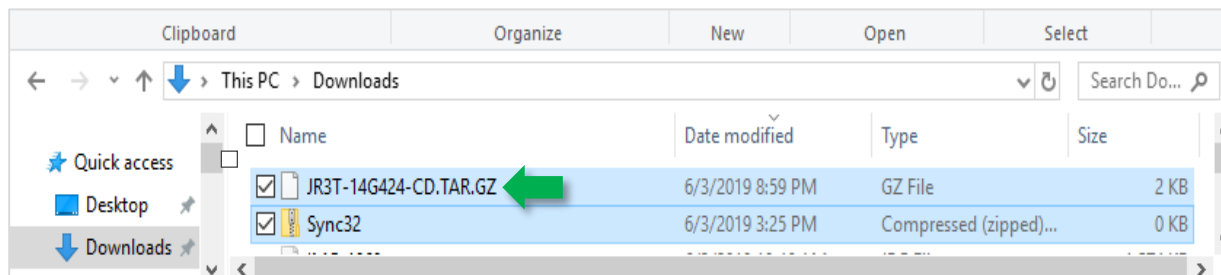
Step 9. Copy these files to the USB. Transfer times can vary.



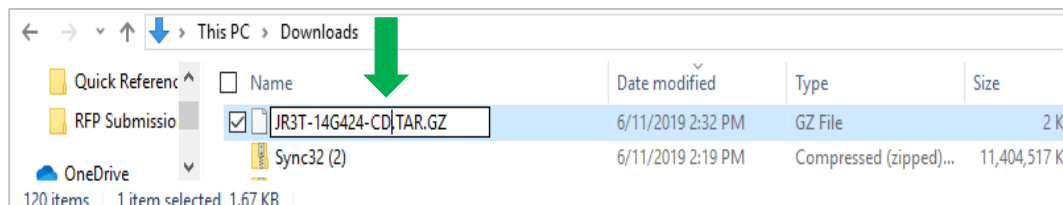
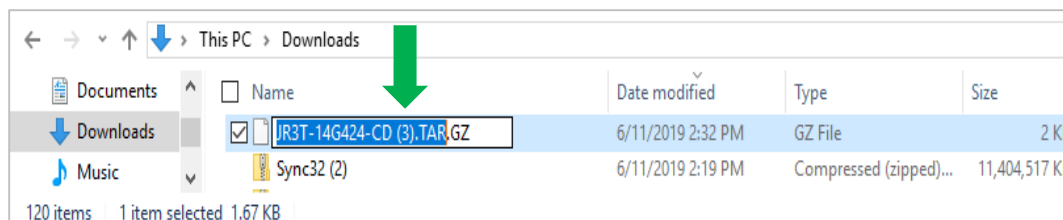
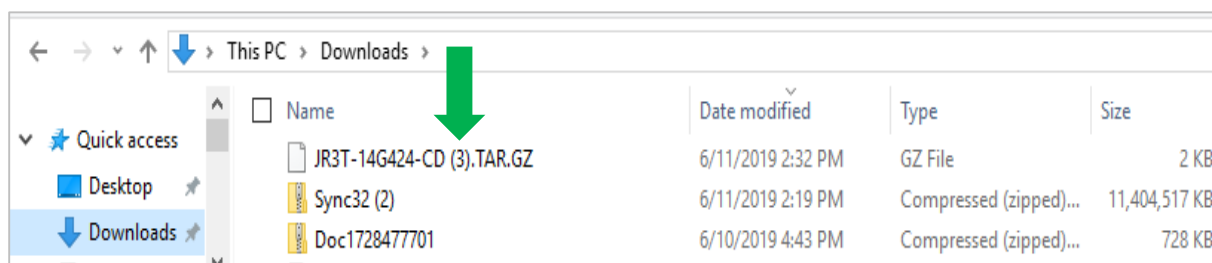


Step 10. After above files are copied to the USB, copy the [License File](#) into the SyncMyRide folder.

- a. Locate the [License File](#) in the Downloads folder on your computer. It will be a XXX-14G424-XX.TAR.GZ file. See **NOTE:** below before copying the [License File](#).



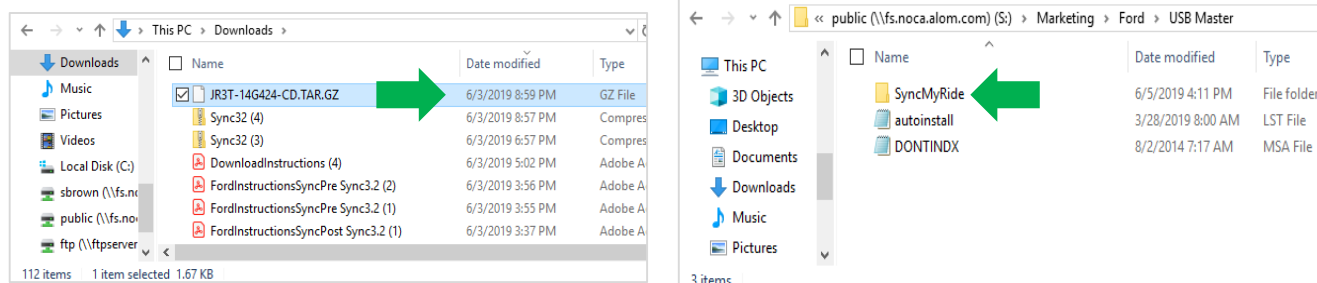
NOTE: If your License File name does not contain parenthesis as shown above, you can proceed to Step 11. If, however, you have downloaded the License File multiple times, the filename may contain a number in parenthesis (1), (2), (3), etc. as shown below. Before copying the License File to the USB, you must rename the file by removing the number and parenthesis.



If required, once the [License File](#) is renamed, you can proceed to [Step 11](#).



Step 11. Copy the License file to the USB in the folder “SyncMyRide”.



The Map Data and License File Downloads and Transfer to USB processes are complete. You may now be ready to take the USB and install the new maps into your vehicle. The Vehicle Installation Instructions are located on the [Order Complete](#) page. Download these instructions and take them with the USB to your vehicle for installation.

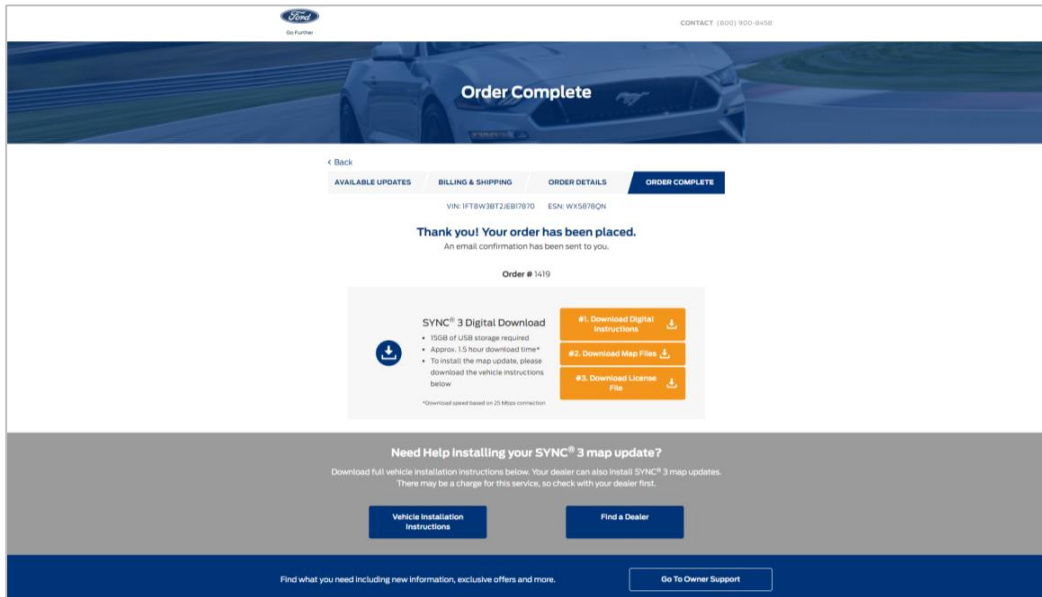
IMPORTANT NOTE: Your vehicle will need a certain level of SYNC 3 Software in order to install the maps. This detail is located at the beginning of the Vehicle Installation Instructions. Check the software level in your vehicle, if you need to update your software, follow the instructions outlined. Once complete, you can then install the maps.



Mac OS Download Instructions

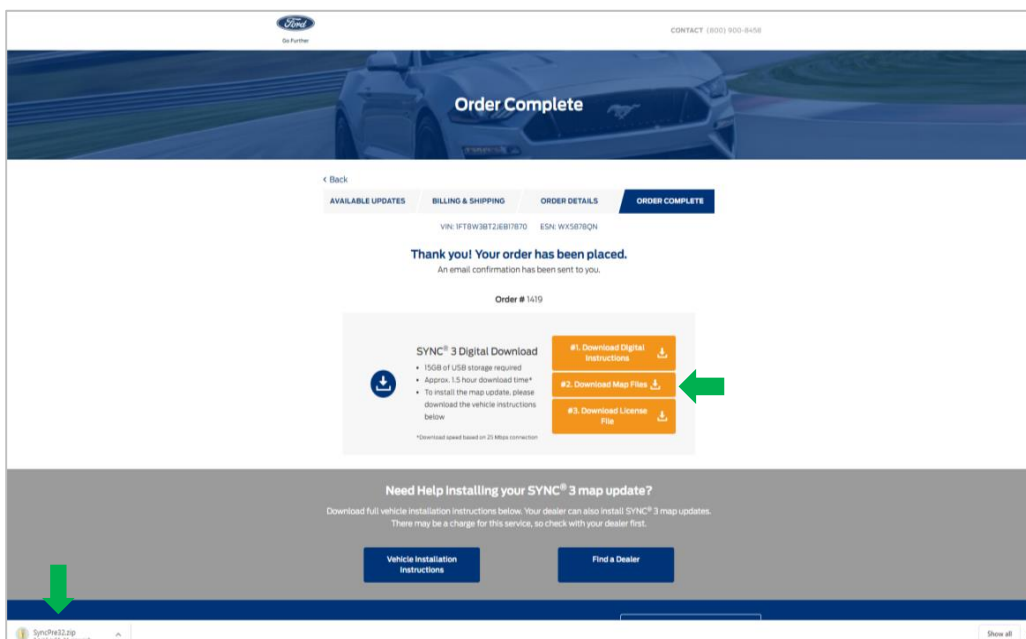
After you have completed the order process, you will receive an [Order Complete](#) page. This is where you will begin the download of the digital files required to install into your vehicle for the map update. These instructions were downloaded in #1 (Download Digital Instructions) on the [Order Complete](#) page.

Step 1. Begin at the [Order Complete](#) page on the website.



Step 2. Select the [Download Map Files](#) button.

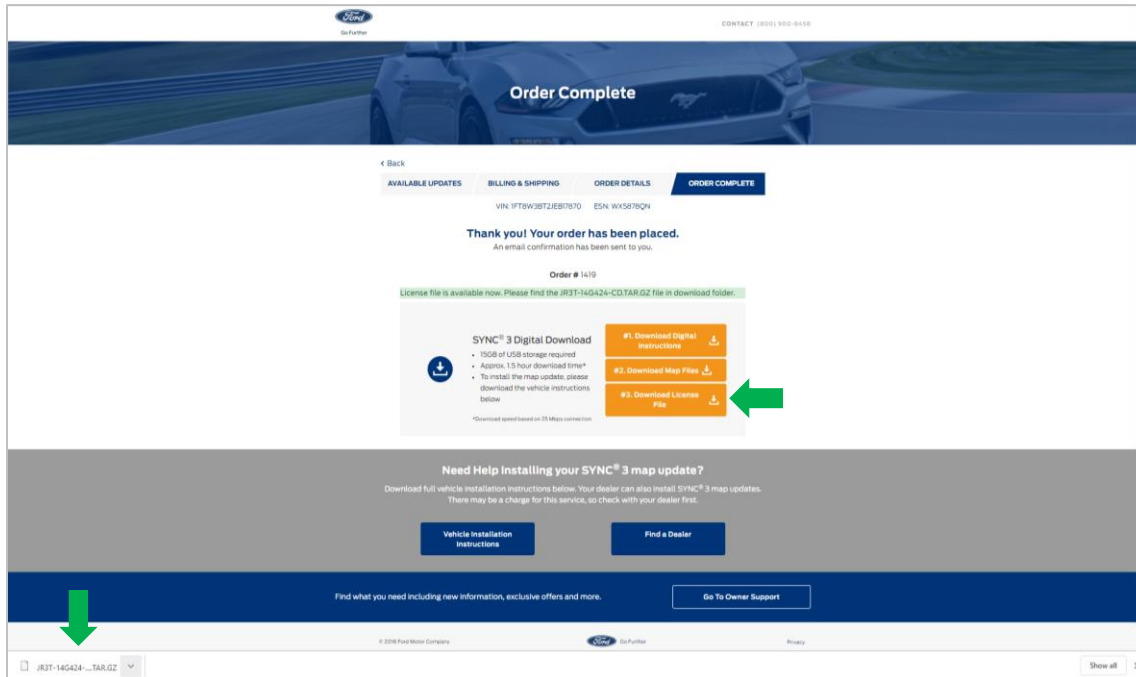
- SyncXX.zip Map File will appear and begin to download into the Download folder on your computer (see bottom left corner of window). This is a very large file, and the download times can vary greatly. (**NOTE: If your download times out or is interrupted during this process, it is typically an issue with your local internet connection. It is recommended you resume or try the download again before you contact customer support.**)



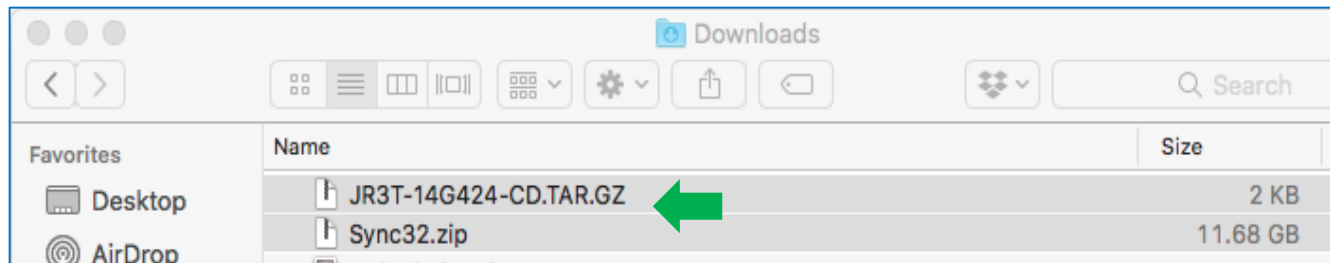


Step 3. Select the [Download License File](#) button.

- a. The License File will appear and begin to download into your Downloads folder on your computer. This a smaller file, and download times will be much shorter than [Step 2](#).

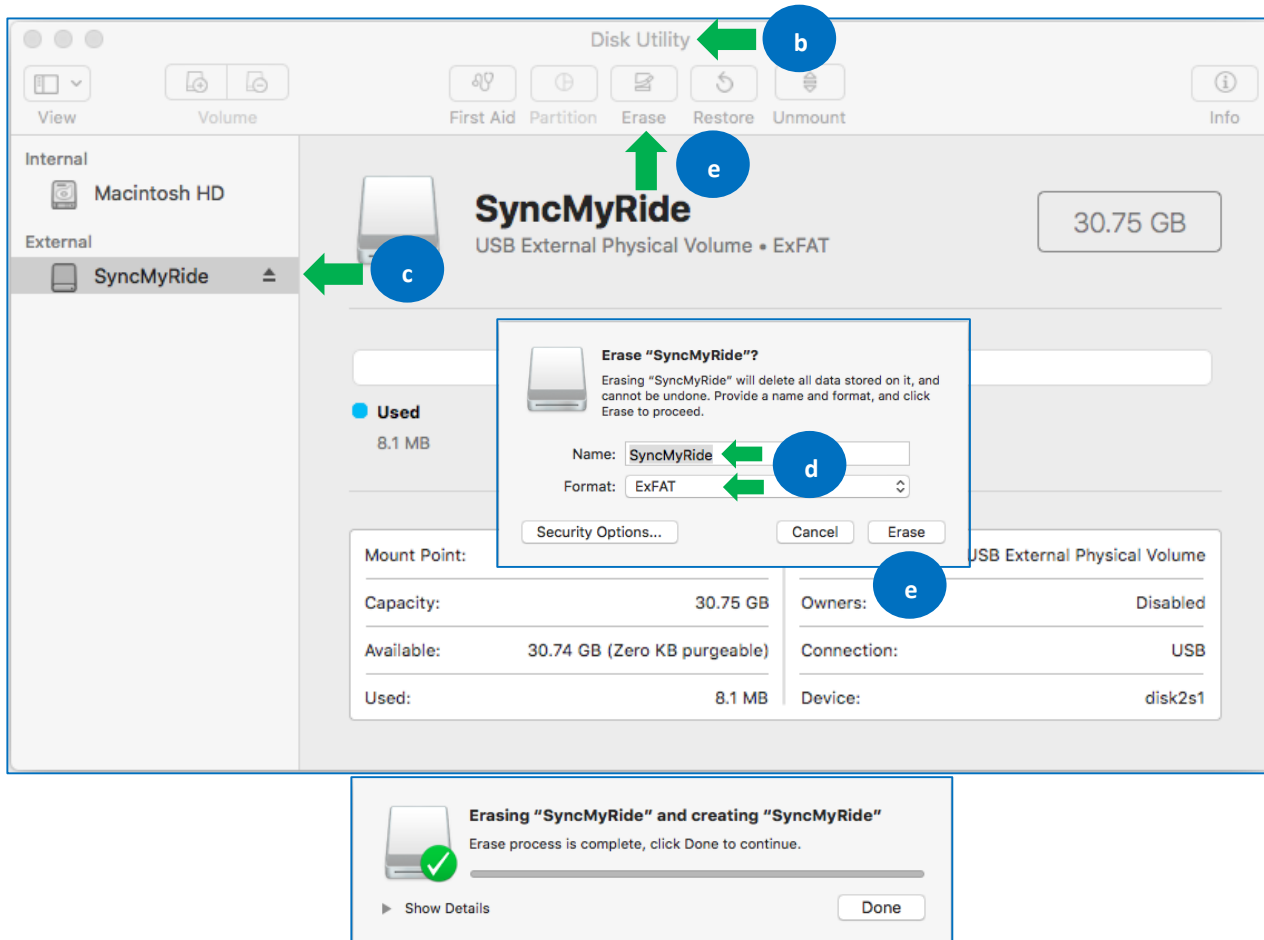


Step 4. Confirm the [SyncXX.zip](#) and [License](#) Files are in the Downloads folder on your computer.

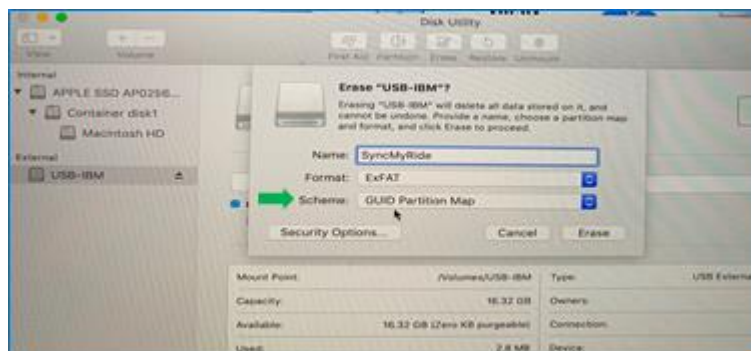


**Step 5.** Format your **USB** drive.

- Insert the **USB** into the **Mac**.
- Launch Disk Utility, located in Applications > Utilities.
- Locate the drive name from the left hand side of Disk Utility and click on it.
- Make sure you select exFAT, if it is not already default, in the Format field and type SyncMyRide in the Name field.
- Click on the **“Erase”** button.

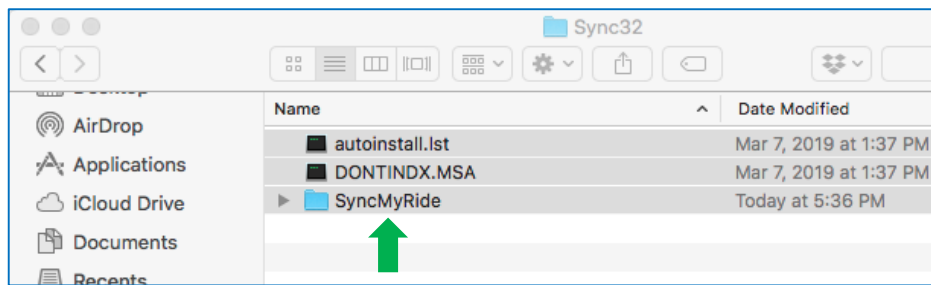
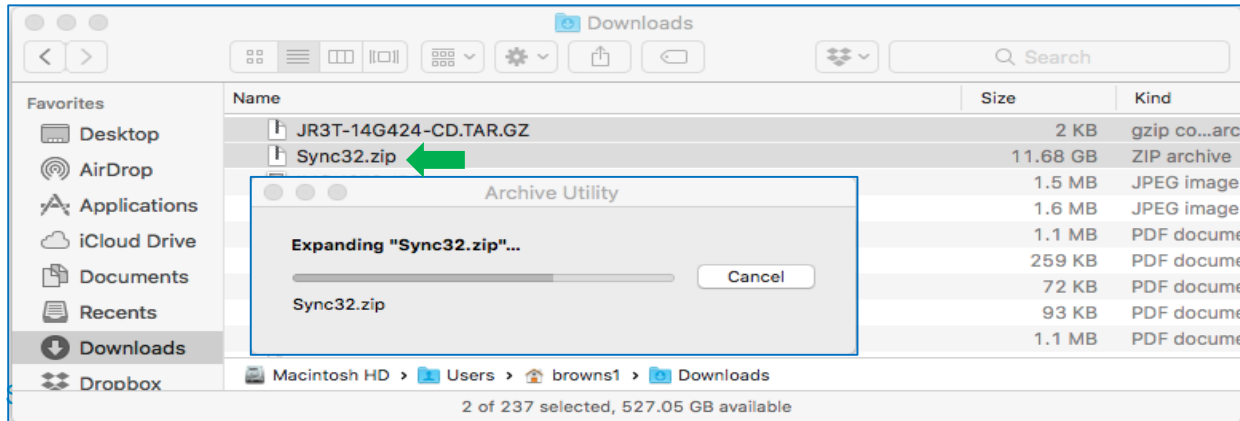


NOTE: Different versions of MAC OS may include an additional option of “Scheme” in the “Erase Dialogue” box above. An example is provided below of what this additional “Scheme” field looks like along with the appropriate setting.

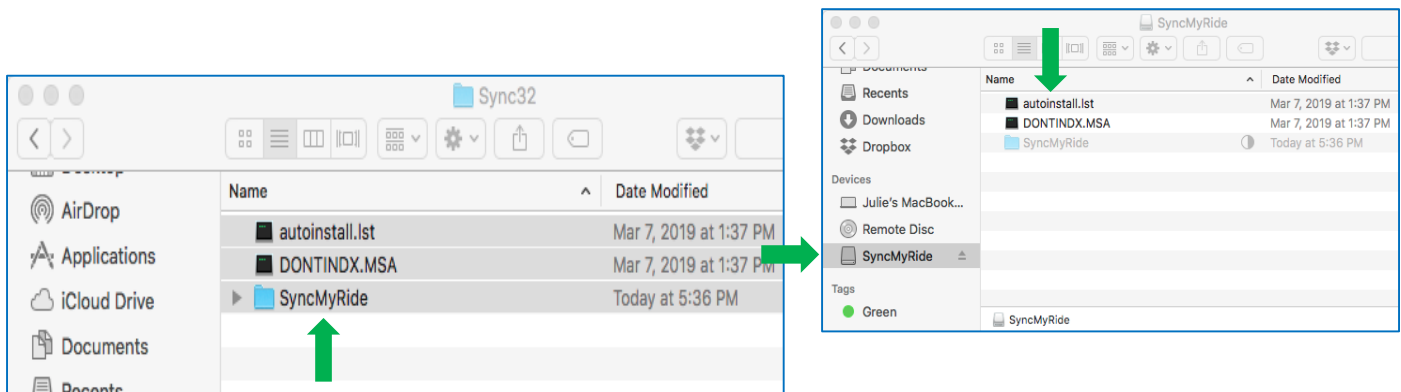




Step 6. Locate the files in your **Downloads** directory on your computer. Open the **SyncXX.zip File**. You should see the 3 files shown below when you open the **.zip file**.

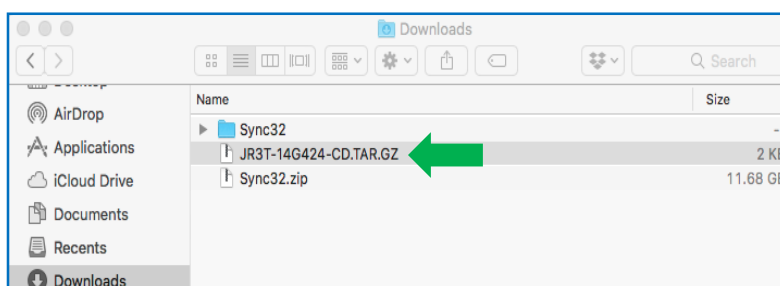


Step 7. Copy these files to the **USB**. Transfer times can vary.



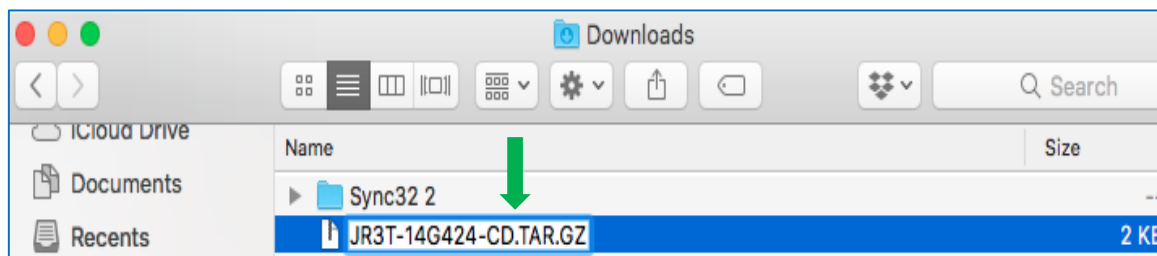
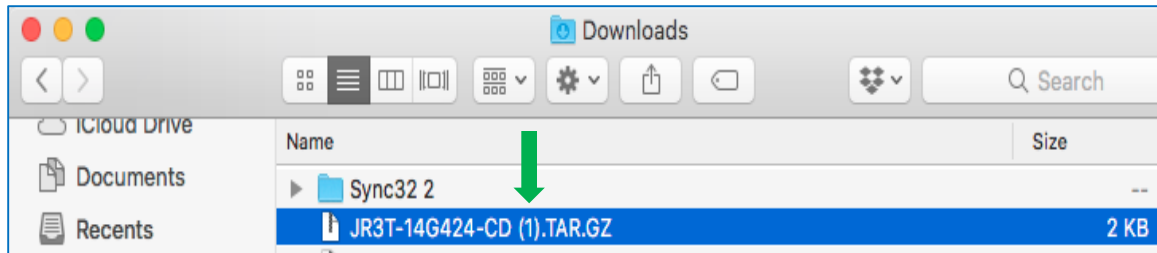
Step 8. After above files are copied to the USB, copy the **License File** into the SyncMyRide folder.

- Locate the **License File** in the Downloads folder on your computer. It will be a **XXX-14G424-XX.TAR.GZ** file. See **NOTE:** below before copying the **License File**.



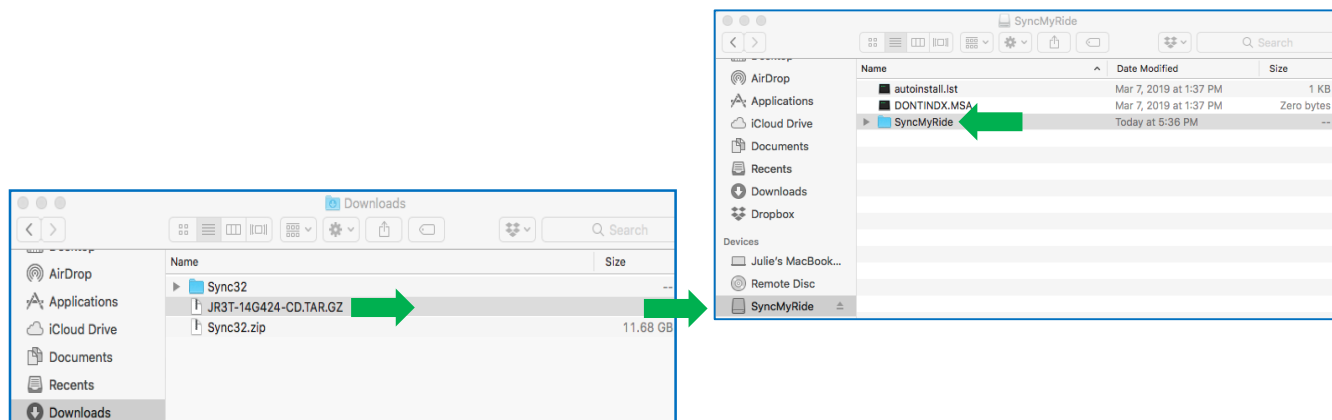


NOTE: If your License File name does not contain parenthesis as shown above, you can proceed to Step 9. If, however, you have downloaded the License File multiple times, the filename may contain a number in parenthesis (1), (2), (3), etc. as shown below. Before copying the License File to the USB, you must rename the file by removing the number and parenthesis.



If required, once the License File is renamed, you can proceed to Step 9.

Step 9. Copy the License file to the USB in the folder “SyncMyRide”.



The Map Data and License File Downloads and Transfer to USB processes are complete. You may now be ready to take the USB and install the new maps into your vehicle. The Vehicle Installation Instructions are located on the [Order Complete](#) page. Download these instructions and take them with the USB to your vehicle for installation.

IMPORTANT NOTE: Your vehicle will need a certain level of SYNC 3 Software in order to install the maps. This detail is located at the beginning of the Vehicle Installation Instructions. Check the software level in your vehicle, if you need to update your software, follow the instructions outlined. Once complete, you can then install the maps.