

Install guide for (2011-2016 Ford Explorer MyFord Touch Sync 2 to Sync 3 with Apple CarPlay and Android Auto Upgrade)

Before you begin, make sure to checkout our install video. We spend a good amount of time getting these videos just right so that they will be a helpful guide.

Part lists

- 8.4" Sync 3 Screen
- 8.4" APIM
- USB Hub
- USB Conversion Harness
- USB Bezel
- GPS Antenna



Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- 7mm Wrench/Socket

Skill Level: 3

Time Investment: 2-3 hours



Step 1: To start grab your pry tool or flathead and starting at the top work your way down on side trim piece to the left and right of the radio bezel. They are only held in with retainer clips.



Step 2: You can now see four 7mm screws to remove from the left and right of the radio bezel.



Step 3: With those four screws removed, the rest of the bezel can be pulled out. You can disconnect the bezel or lay it down into the passenger foot well.



Step 4: You'll now see the four 7mm screws around the sync 2 radio screen. Remove all four 7mm screws.

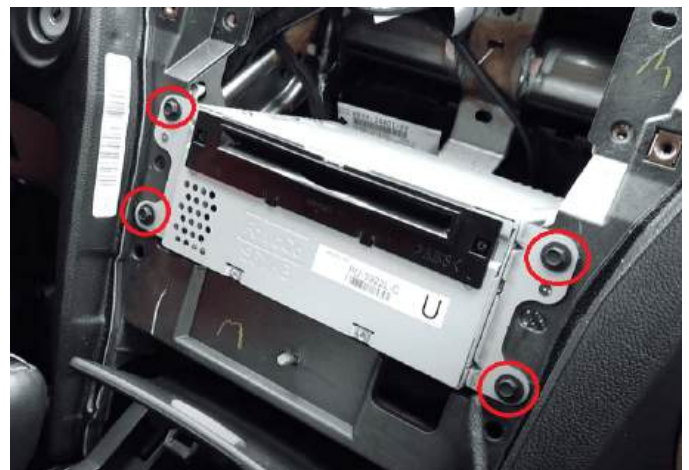


Step 5: Pull the Sync 2 screen and APIM out of the dash, disconnect the rear connections.

Note: Take a picture of the connections for your reference.



Step 6: We need to replace the USB hub for Carplay to work. To get to the USB hub you'll need to remove the ACM. Start by removing the four 7mm screws.



Step 7: Pull the ACM out and disconnect the connections at its rear.

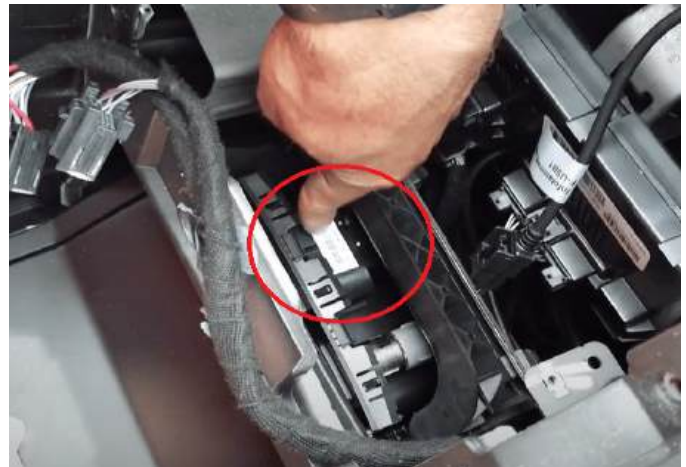
Note: Take a picture of the connections for your reference.



Step 8: Next you'll see the HVAC module that is held in with one 7mm screw. Remove this screw so you can lean the HVAC module up to gain access to the rear of the factory USB hub.



Step 9: You'll see the rear of the factory USB hub. You can pinch the sides of the USB hub to release the plastic tabs to allow the USB hub to slide out.



Step 10: Pull the USB hub out and disconnect the two rear connections. Both connections have little tabs to push in to release the connector.



Step 11: Take the new USB hub and plug in the two connections, then slide the USB hub into the dash till you hear the plastic tabs snap into place.

Note: Vehicles that need a larger USB hub will come with a USB hub bracket and conversion harness.



Step 12: Reinstall the HVAC module back into the dash with the 7mm screw.



Step 13: Reinstall the ACM back into the dash. Plug in the ACM rear connections then slide it into the dash.



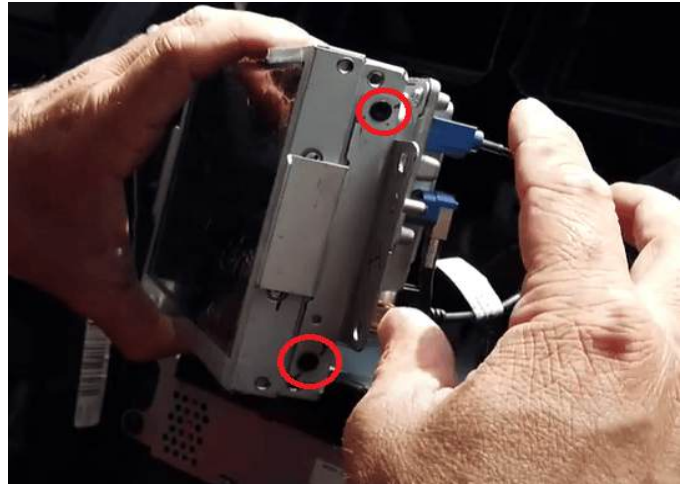
Step 14: Reinstall the four 7mm screws holding the ACM in place.



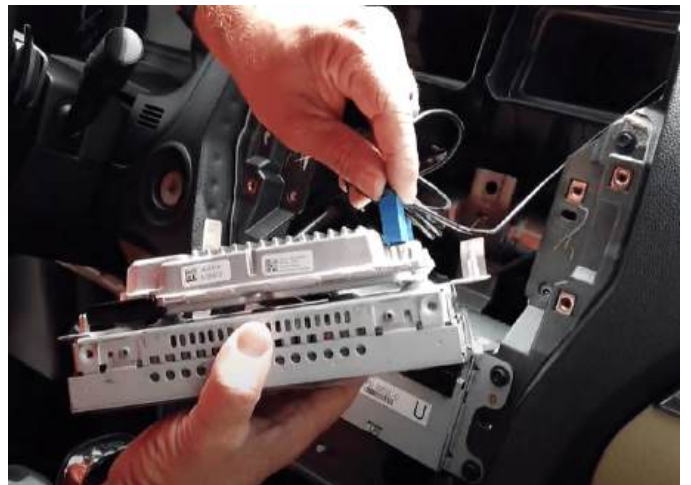
Step 15: Take the GPS antenna and mount its magnetic base to the right of the radio. As long as the GPS antenna is facing up with no metal above it, then it should get a good signal.



Step 16: Take your old Sync 2 and remove the two brackets. Both are held on with two philips screws, swap them over to the sync 3 using the same screws.



Step 17: Plug in the GPS antenna into the top blue fakra on the rear of the sync 3 APIM.



Step 18: Plug in the remainder of the connections.



Step 19: Reinstall the four 7mm screws to hold the Sync 3 in place.



Step 20: Reinstall the radio bezel. You'll hear the retainer clips snap into place.



Step 21: Reinstall the four 7mm screws on each side of the radio bezel.



Step 22: Reinstall the two side trim pieces on both sides of the radio bezel. You'll hear the retainer clips snap into place.



Step 23: Now that everything is installed, start the vehicle, and you should see the Ford logo come up. Wait a few moments for the radio to boot up fully, then perform a Master reset in settings. After that, use the radio upgrade.



Step 24: To activate Carplay, plug in your phone with a good data cable into the USB hub just installed. Okay Carplay on the phone to allow it to activate on the radio screen.



Step 25: Enjoy your purchase and again thank you for choosing Infotainment.com for your upgrades.



Return Policy/Warranty Terms

Infotainment.com 30-Day Return Policy:

Infotainment.com offers hassle free returns within 30 days from the date-of-delivery for a full refund unless otherwise stated on the product advertisement (such as a custom or special order item). The customer may choose to cancel their order prior to shipping or fulfillment without penalty. If the customer's order or package sustained physical damage it must be reported to Infotainment.com within 7 days of arrival. A 15% restock fee will apply to all returns unless the returned item(s) have been deemed defective by Infotainment.com after full inspection, in this case a restocking fee will not be assessed.

To initiate a return, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 30 days from the date-of-delivery. The representative will issue a Return Merchandise Authorization (RMA) number, which is required to process your return. A copy of a completed RMA form must be included with the return shipment to expedite the process. The return must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

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Infotainment.com will not be responsible for lost or damaged packages. Only the signature of an Infotainment.com employee will suffice as proof of delivery. A pre-paid return shipping label may be requested by the customer (located within the continental U.S) at the cost of \$15.00 to be deducted from the total refund amount. Customers located outside the United States will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com.

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Infotainment.com offers hassle free technical support and warranty claims on all products within 90 days from the date-of-delivery. Physical damage to an item received must be reported within 7 days of arrival.

To initiate a warranty claim, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 90 days from the date-of-delivery. The representative will assist the customer with technical support and step-by-step troubleshooting procedures to resolve any issue or concern. If it is determined that the product(s) must be sent back for repair or exchange the representative will issue a Return Merchandise Authorization (RMA) number, which is required to process the warranty claim. A copy of a completed RMA form must be included with the return shipment to expedite the process. The item(s) must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

A pre-paid return shipping label will be issued by the customer service representative for customers located within the continental U.S. only. Customers located outside the U.S. will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com. Customers are fully responsible to ensure the item(s) are packaged securely to prevent damage in shipping transit. Infotainment.com will not be responsible for damaged item(s) due to poor packaging.

Warranty claims will be processed within five (5) business days of receipt (not including weekends, holidays, and the day the package is delivered). An Infotainment.com technician reserves the right to determine whether the troubled product requires a simple repair or a full replacement. Once the issue is resolved, a tracking number will be immediately provided to the customer when the repaired or replacement item is shipped



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therefore ending the warranty claim. Infotainment.com reserves the right to reject or impose additional charges for warranty claims if there is damage, missing components, excessive use/wear, a different serial number from when originally shipped, etc. Infotainment.com will allow up to two (2) claims per order before it is determined the item(s) will not work in the customer's vehicle. If the customer's warranty claim has not been processed within 3 weeks of arrival the customer is advised to contact the customer service department for an update.

This warranty policy is null & void if product(s) have been tampered with or modified. Infotainment.com is not responsible for professional fees related to installation, removal or re-installation of any product. Infotainment.com reserves the right to change or amend the warranty policy and procedures at any time without notification.

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Infotainment.com offers hassle free technical support and warranty claims on all products within 1 year from the date-of-delivery to retail customers who opt for the extended warranty coverage upon checkout. This policy also applies to all registered Infotainment.com wholesale accounts. Furthermore, franchise automobile dealers are granted additional coverage for their customers to match the vehicle's 3 year / 36,000 mile bumper-to-bumper manufacturer's warranty.

To initiate a warranty claim, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 1 year from the date-of-delivery. The representative will assist the customer with technical support and step-by-step troubleshooting procedures to resolve any issue or concern. If it is determined that the product(s) must be sent back for repair or exchange the representative will issue a Return Merchandise Authorization (RMA) number, which is required to process the warranty claim. A copy of a completed RMA form must be included with the return shipment to expedite the process. The item(s) must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

A pre-paid return shipping label will be issued by the customer service representative for customers located within the continental U.S. only. Customers located outside the U.S. will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com. Customers are fully responsible to ensure the item(s) are



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packaged securely to prevent damage in shipping transit. Infotainment.com will not be responsible for damaged item(s) due to poor packaging.

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