

Tutorial: Reformat Boot Screen Recovery (Not Black Screen)

Read this document fully before starting any actions. It is your responsibility to follow the instructions as outlined below.

NOTE:

All the files needed can be found at [Software Database - CyanLabs](#)

Recover the APIM from a failed reformat installation.

1. Download Sync 3.3.19052, 4U5T-14G381-AN_1552583626000.TAR.GZ.
2. Make a usb formatted EXFAT with the following:
 - a. In the root of the usb, place the reformat.lst file.
 - b. In a plain text editor, like notepad, create a file named "reformat.lst". Make sure there is not a .TXT extension, this must be a .LST extension.
Make the appropriate edits to the file according to the files to be installed. The contents of the reformat.lst file is 1 line:
APPS=4U5T-14G381-AN_1552583626000.TAR.GZ
 - c. Save the file.
 - d. Create a SyncMyRide folder.
 - e. In the SyncMyRide folder, place file 4U5T-14G381-AN_1552583626000.TAR.GZ.
3. Insert USB in the vehicle Sync USB port and wait for the installation to finish.
4. Reboot the Sync unit.
5. This will recover the unit to Sync 3.3.19052.

The Sync unit will only have the Sync app installed now, no voice files, maps, etc. At this point, you can now update or reformat the unit with the current Sync version with the appropriate files (and maps for NAV units). Use the Syn3 Updater and enter the current version as Sync 3.3.19052 along with your region information, etc.

(DO NOT USE REFORMAT ON 2020 AND ONWARD VEHICLES)

The Syn3 Updater can be found at [Syn3 Updater - CyanLabs](#). Follow the instructions for the [Syn3 Updater Docs](#).