

# Global Navigation

## 16 Apr 2008

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**GLOBAL**

LAST MODIFIED

**16 APR 2008**

**10:53 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**2-IDEATION**

IA OWNER

**JAMES SPAHR**

FA OWNER

**KATHY WOO**

COPY OWNER

**DOUG BOLIN**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**GLOBAL**  
LAST MODIFIED  
**16 APR 2008**  
**10:53 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**2-IDEATION**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

About Sync 01 10  
Mobile Phones 02  
Media Players 03  
Driver Services 04  
Set Up & Use Sync 05  
Sync Owners 06

Home Page.  
(What is Sync Content)

Marketing Content  
About Phones.

Marketing Content  
About Media Players.

Marketing Content  
About V2 Services.

Support content

Account  
(login required)

Note: The global nav is contained in an external indd file. Update that document to update the global nav here and in all other wireframes

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PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
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# Global Navigation

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**GLOBAL**  
LAST MODIFIED  
**16 APR 2008**  
**10:53 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**2-IDEATION**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The global navigation consists of a global header and a global footer.

The global header consists of:

- Sync logo. See note #10.
- Information and options for the type of user browsing the site (see next wireframe for details)
- Main navigation. The main navigation has 6 primary sections. See notes #1 to #6. When the user clicks a section, the selected section is highlighted in the global header and the other sections are unhighlighted. Some of the sections has a sub navigation that will be displayed when the section is selected.

- Vehicle brand logos. See note #9.

The global footer contains change language options and links. See notes #7 to #8.

**01** About section. When the user clicks this section, the Home Page loads. There is no sub navigation for this section. See wireframe SP ID 1 “Home”.

**02** Mobile Phones section. When user clicks this section, the marketing section loads with content about Sync mobile phone compatibility information. There is no sub navigation for this section. See wireframe SP ID 2 “Mobile Phones Landing”.

**03** Media Players section. When user clicks this section, the marketing section loads with content about Sync media player compatibility information. There is no sub navigation for this section. See wireframe SP ID 3 “Media Players Landing”.

**04** Driver Services section. When user clicks this section, the marketing section loads with content about Sync services. There is no sub navigation for this section. See wireframe SP ID 4 “Services Landing”.

**05** Support section. When user clicks the Support section, the Support Landing page loads\*. The

Support sub navigation is displayed. See wireframe SP ID 213 “Support Landing”.

\* Page requires IOP context. See wireframe for details.

**06** Account section. When user clicks this section, the Account Landing page loads\*. The Account sub navigation is displayed. See wireframe SP ID 143 “Account & VHR Landing Page Structure”.

\* Page requires a registered user logged-in session. See wireframe for details.

**07** When user clicks an option in the footer, the corresponding page loads:

- Ford Motor Company: the Copyright Notice page.
- California Privacy: the California Privacy page.
- Privacy Statement: the Privacy page.
- Sitemap: the Site Map page.
- Contact Us: the Contact Us page.

**08** The user can view the site in English, Spanish or French (dependent on language availability). The selection always displays the options for the languages the user is not currently using to view the site. When the user clicks on an option, the following three steps occur:

1. The site language preference is set to the selected language.
2. The page reloads in the selected language.
3. The language selections updates to display the non-selected languages that are available.

**09** Vehicle brand logos. When the user clicks on a logo, a new browser window/tab opens and the corresponding page loads:

- Ford: [www.fordvehicles.com](http://www.fordvehicles.com)
- Lincoln: [www.lincolnvehicles.com](http://www.lincolnvehicles.com)
- Mercury: [www.mercuryvehicles.com](http://www.mercuryvehicles.com)

**10** Sync logo. When the user clicks this section, the Home Page loads. There is no sub navigation for this section. See wireframe SP ID 1 “Home”.

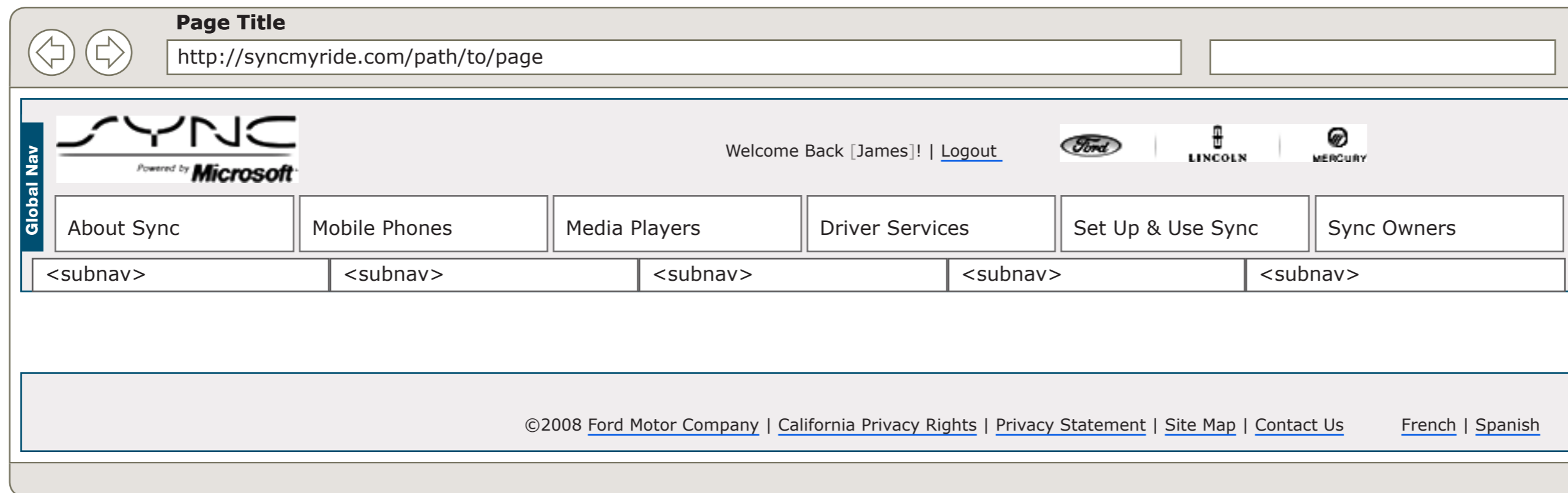
# Complete Navigation Structure

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**GLOBAL**  
LAST MODIFIED  
**16 APR 2008**  
**10:53 AM**

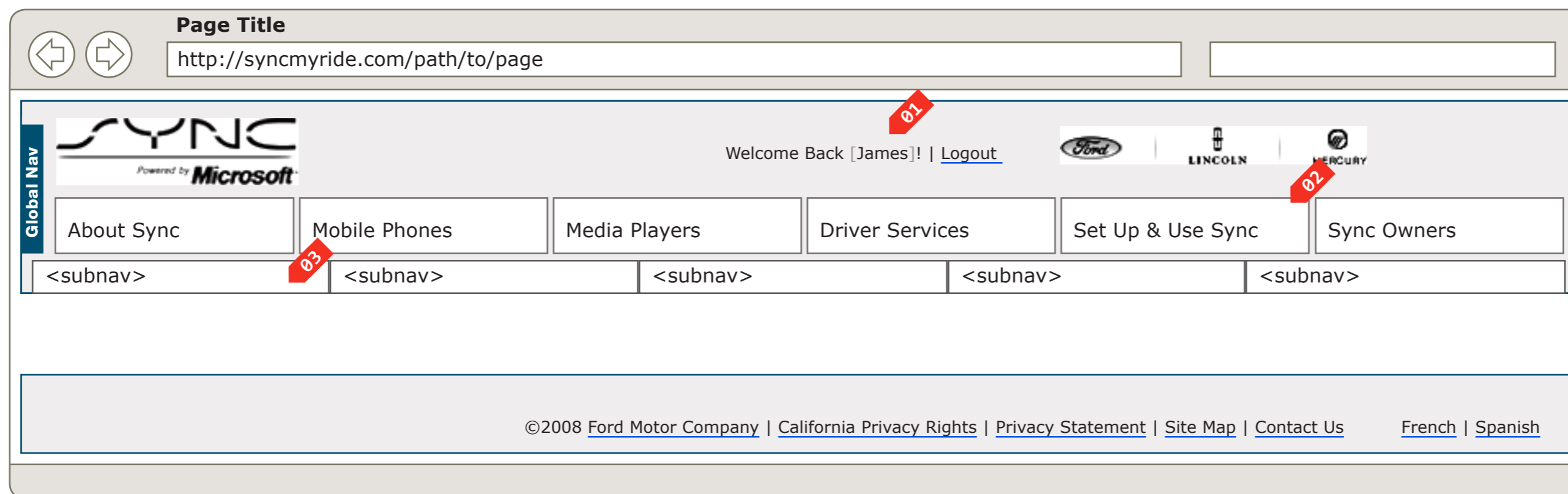
IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**2-IDEATION**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label



PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
--  
ASSUMPTIONS  
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NOTES



# Complete Navigation Structure

WIRE ANNOTATIONS

This wireframe depicts the navigation structure for the site.

two states: unselected, rollover; these sections are never highlighted and are clickable in all states.

**01** There are different states and views depending on the type of user viewing the site.

Registered User (featured in wireframe) - This type of user has provided valid login credentials and is browsing the site with a logged-in session. In this view:

- Registered user greeting personalized with the logged-in user's first name.
- Logout option. When the user clicks the option, the logged-in session is terminated and the Logout page loads.

Guest User (not featured) - This type of user has only provided valid VIN credentials and is browsing the site with a VIN session. In this view:

- Guest user greeting. The text is not personalized, the same text is displayed for all guest users.
- What is a guest option. When the user clicks the option, a contextual FAQ overlay appears with the corresponding answer to the question.
- Logout option. When the user clicks the option, the VIN session is terminated and the Logout page loads.

Public User (not featured) - This type of user has not provided login or VIN credentials. In this view:

- Login option. When the user clicks the option, the Login page loads. See wireframe SP ID 142 "Login".

**02** When the user is navigating the site, a primary section is always selected in the main navigation. Each section in the primary navigation has three states: selected, not selected, rollover. The section is clickable in all the states; the rollover state is only applicable in the not selected state.

**03** Some of the primary sections also map to a sub navigation. A sub navigation contains multiple secondary sections. The secondary sections have

WIRE ID  
**X.1**  
WIRE VARIATION / STATE  
NA

SP ID  
**82**  
WIRE NAME

# Account Sub Navigation Structure

DOCUMENT  
BA\_GLOBAL

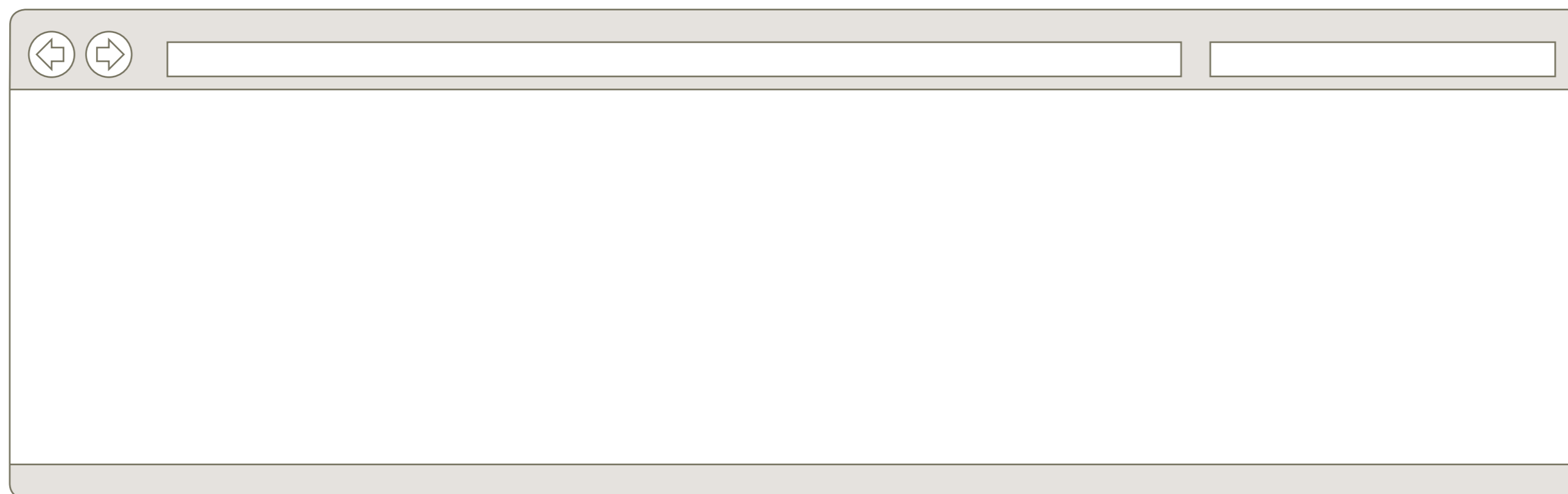
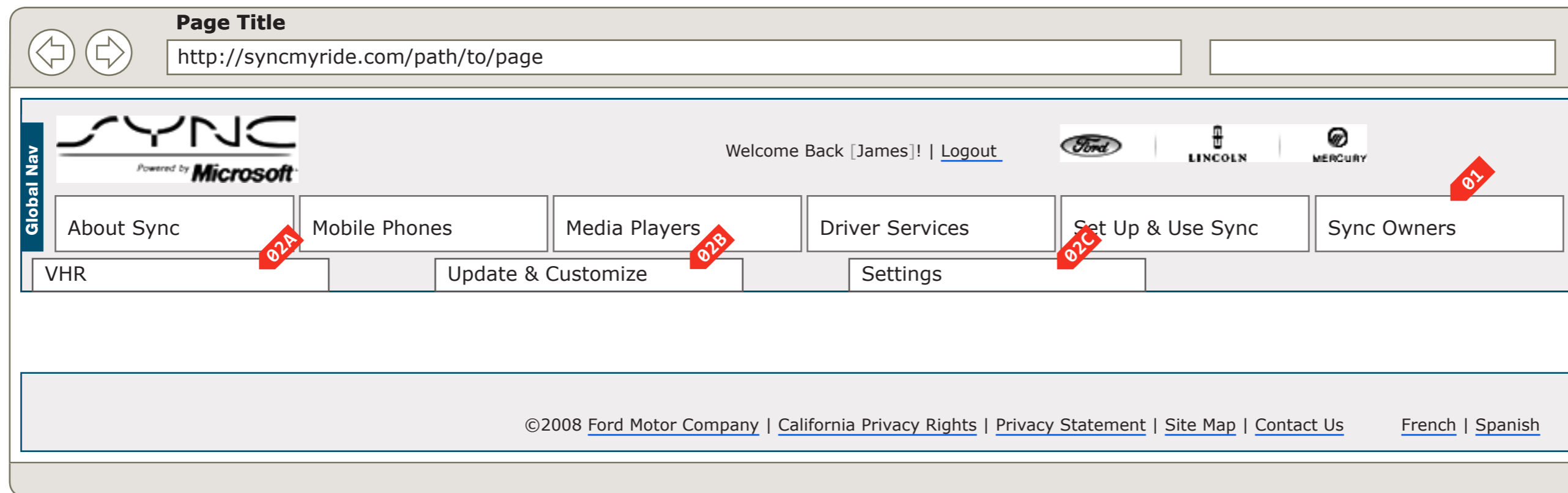
PAGE NUMBER  
BA.6

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**GLOBAL**  
LAST MODIFIED  
**16 APR 2008**  
**10:53 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**2-IDEATION**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 88 annotation
  - 88 ux annotation
  - A section label
  - A section module label



PRIMARY INCOMING LINKS

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PRIMARY OUTGOING LINKS

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USER NEEDS

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ASSUMPTIONS

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NOTES

ACTUAL NAMING OF THE NAVIGATION ITEMS ARE PLACEHOLDERS. REFER TO THE COPY DECK FOR FINAL NOMENCLATURE.

# Account Sub Navigation Structure

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**GLOBAL**  
LAST MODIFIED  
**16 APR 2008**  
**10:53 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**2-IDEATION**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

When the user is in the Account section, the Account section in the main navigation is selected and the Account sub navigation is displayed. **02C** Settings: Vehicle Settings page loads. See wireframe SP ID 162 "Vehicle Settings".

The pages in this section are available only to logged-in users and guest users. For the sections that are only available to logged-in registered users, when a logged-in registered user clicks a section, the corresponding page loads; else the user is directed to the Login page and upon a successful login, forwarded to the corresponding page.

For the pages that are only available to logged-in registered users or guest users, when those users click the section, the corresponding page loads; else the user is directed to the Login page and upon a successful login, forwarded to the corresponding page.

**01** The Account primary section is in the selected state and all other sections are in the unselected state. The section is clickable in the selected state.

When user clicks the Account section, the Account Landing page loads (only available to logged-in registered users). See wireframe SP ID 143 "Account & VHR Landing Page Structure".

**02** The Account sub navigation appears for all the pages within Account. The sub navigation has the following secondary sections:

- VHR (only available to logged-in registered users)
- Update and Customize (only available to logged-in registered users or guest users)
- Settings (only available to logged-in registered users)

**02A** VHR: VHR Landing page loads. There are different views for the page depending on the vehicle's VHR status. See wireframe SP ID 143 "Account & VHR Landing Page Structure".

**02B** Update and Customize: Downloads Landing page loads.

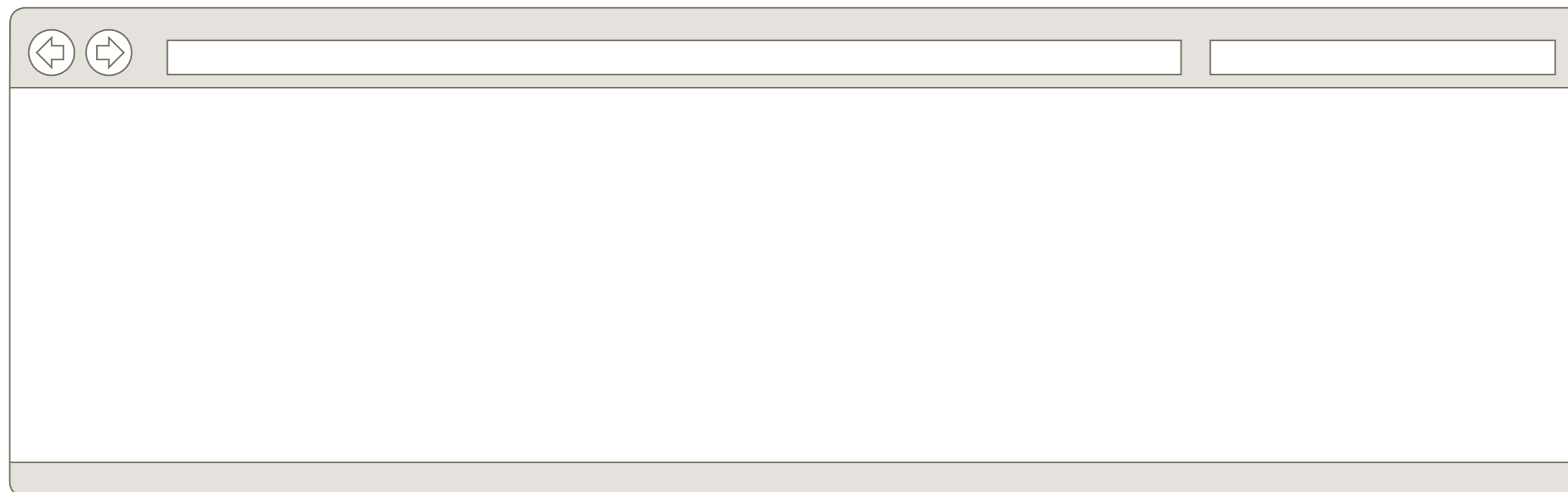
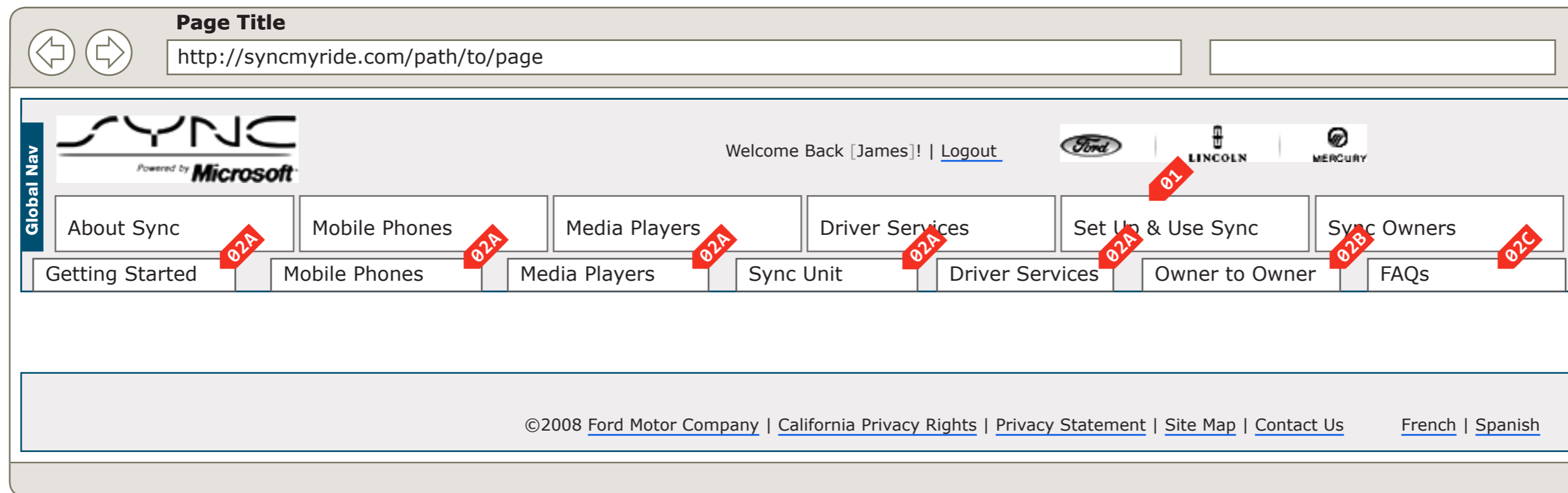
# Support Sub Navigation Structure

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**GLOBAL**  
LAST MODIFIED  
**16 APR 2008**  
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IA STATUS  
**FINAL**  
FA STATUS  
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COPY STATUS  
**2-IDEATION**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label



PRIMARY INCOMING LINKS

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PRIMARY OUTGOING LINKS

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USER NEEDS

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ASSUMPTIONS

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NOTES

THE ACTUAL NAME AND THE NUMBER OF THE NAVIGATION ITEMS FOR THE SUPPORT SECTION CATEGORIES ARE PLACEHOLDERS. REFER TO THE COPY DECK FOR FINAL NOMENCLATURE.



# Support Sub Navigation Structure

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**GLOBAL**  
LAST MODIFIED  
**16 APR 2008**  
**10:53 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**2-IDEATION**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

When the user is in the Support section, the Support section in the main navigation is selected and the Support sub navigation is displayed.

An IOP must be selected for the user to access some of the pages in this section. If IOP is not required or already selected, the selected page loads. If an IOP is required and not selected, the user is directed to the first step in the Select IOP task; when the user successfully completes the task, the corresponding page loads.

wireframe SP ID 222 “Edit Community Settings Flow” for details about the task.

For all other users, the Community Landing page loads.

**01** The Support primary section is in the selected state and all other sections are in the unselected state. The section is clickable in the selected state.

When user clicks the Support section, the Support Landing page loads\*. See wireframe SP ID 213 “Support Landing”. See wireframe for details.

**02** The Support sub navigation appears for all the pages within Support. The sub navigation has the following secondary sections:

- Getting Started. See note #2A.
- Mobile Phones. See note #2A.
- Media Players. See note #2A.
- Sync Unit. See note #2A.
- Driver Services. See note #2A.
- Owner to Owner. See note #2B.
- FAQs. See note #2C.

**02A** These are the categories for the Support Section Directory pages. When the user clicks on an option, the corresponding Support Section Directory page loads. See wireframe SP ID 60 “Support Section Directory”.

The categories in the wireframes are placeholders. Please refer to the copy deck for the final set.

**02B** Owner to Owner: If the user is a logged-in registered user and has not set up the community settings, the user begins the Edit Community Settings task. See

**02C** FAQs: FAQ Landing page loads. See wireframe SP 6.7 “FAQs Landing”.

# Workflows

## 16 Apr 2008

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**FLOWS**

LAST MODIFIED

**16 APR 2008**

**11:06 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

-

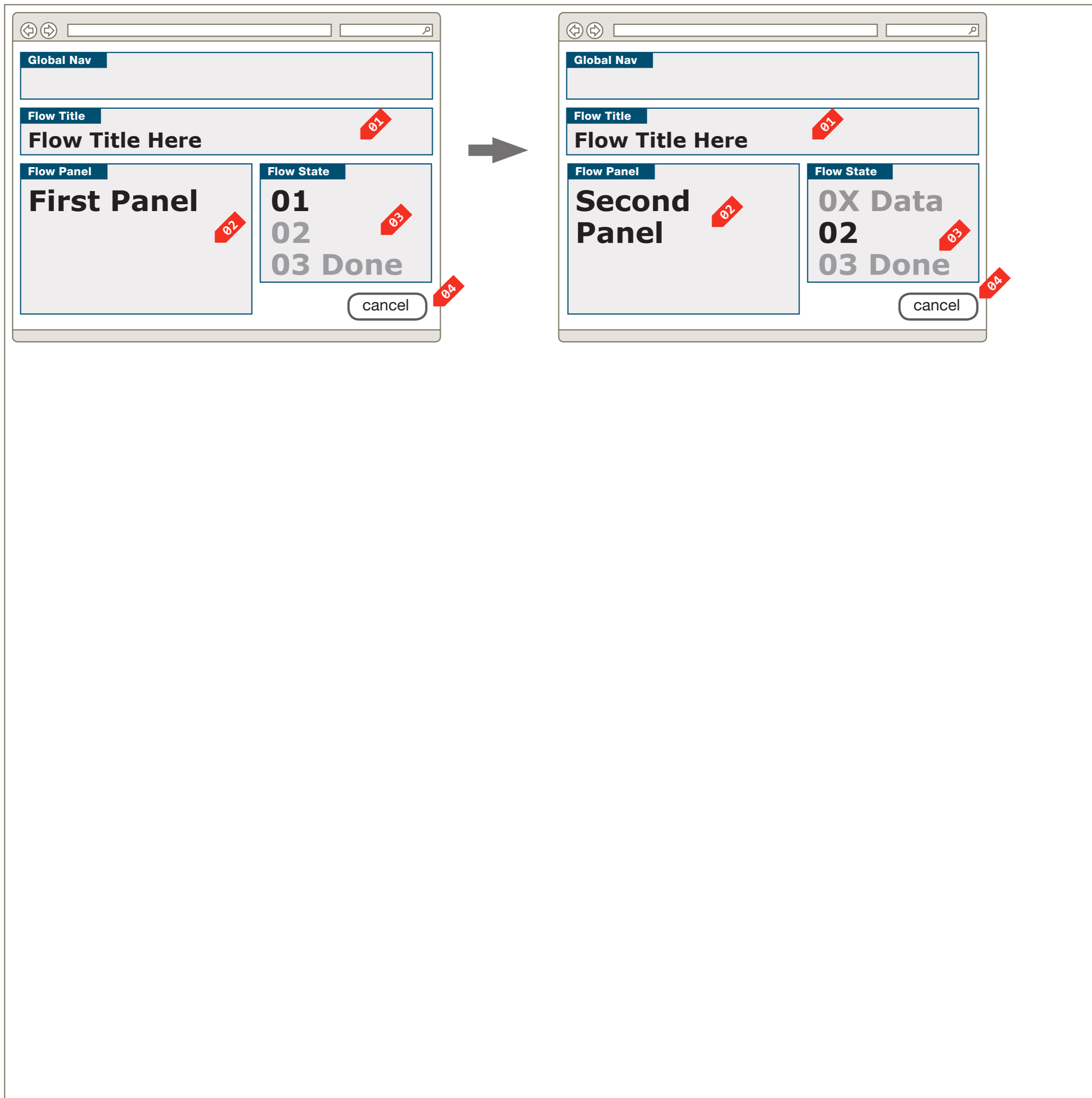
# Anatomy of a Workflow

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
16 APR 2008  
11:06 AM

IA STATUS  
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IA OWNER  
**JAMES SPAHR**  
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**LILY KENNEY**  
COPY OWNER  
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  - A section label
  - A section module label



PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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 THIS WIRE, SPID 173, HAS BEEN SIGNED OFF.

# Anatomy of a Workflow

## WIRE ANNOTATIONS

For certain functionalities on the site, the user goes through a series of steps to perform a specific task (also referred to as a workflow or flow). A task may contain one or may steps.

There is one page layout template applicable to all tasks. The template has four components described below.

- 01** The title of the task remains the same throughout each step.
- 02** The panel is relevant to each specific step in the task. It will change as the user is progressing through the task. It can contain logic and functionality. Some of the panels may be used in multiple tasks.
- 03** Progress widget. This widget is unique for each task. It illustrates the number of steps and the user's progress in proceeding through the task. As the user completes each step, this widget is updated to indicate the user progress.
- 04** Cancel option. The cancel option allows the user to discard all data entered during the task and exit the task.  
  
The cancel option is not always displayed. Refer to each specific flow for details.

# Catalog of Panels

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
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IA OWNER  
**JAMES SPAHR**  
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**LILY KENNEY**  
COPY OWNER  
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Panel Name	SP ID	Flows	Setup VHR	IOP Select	Vin Login	Select Dealer	Add Vehicle	Select Radio & Steering Wheel	Change Vehicle	Communi-ty Setup	Communi-ty Edit	Account Edit
Enter Vin		1			1		2					
Select Radio & Steering Wheel		2		4	2		3	1				
Account Data		3										1
Account Success		4										
Re-Enter MIN			1									
Select Dealer			2			1						
Select Driving Mode			3									
Select Notification Prefs			4									
VHR Success			5									
Select Country				1	3							
Select Brand				2								
Select Vehicle				3								
Community T&C										1		
Community Username										2		
Community Settings										3	1	
Add Vehicle Warning							1					

Needs to be updated

- KEY
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  - abc active link
  - 88 annotation
  - 88 ux annotation
  - A section label
  - A section module label

ASSUMPTIONS  
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NOTES  
THIS TABLE NEEDS TO BE UPDATED.

1. Create Account (Registration)
2. Activate Vehicle Health Report
3. Select Vehicle (IOP) For Support
4. Guest Access
5. Select Preferred Dealer
6. Add Vehicle to Account
7. Select Radio & Steering Wheel
8. Edit Community Settings
9. Edit Vehicle
10. Edit VHR Notifications
11. Edit VHR Driving Mode
12. Edit Personal Info
13. Edit MIN

# Create Account Flow

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**FLOWS**

LAST MODIFIED

**16 APR 2008**

**11:06 AM**

IA STATUS

**FINAL**

FA STATUS

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**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

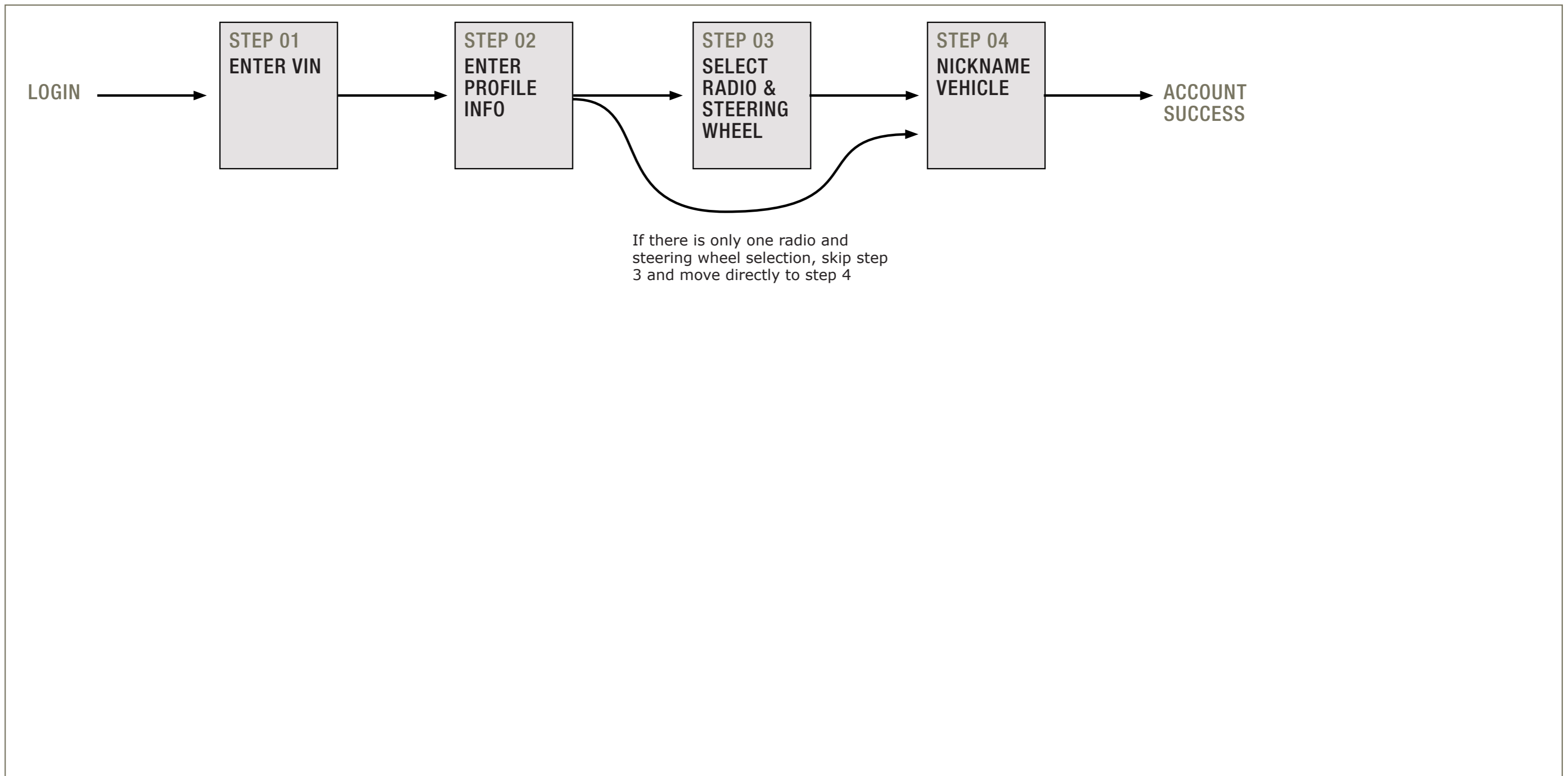
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CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
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IA OWNER  
**JAMES SPAHR**  
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ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**197**

WIRE NAME  
**Create Account Flow**

DOCUMENT  
**BC1\_SYNC\_FLOWS**

PAGE NUMBER  
**BC.8**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

WIRE ANNOTATIONS

The Create Account (registration) task allows users to create a Sync account. Creating account allows a user access to the site functionalities available to only logged-in registered users.

The task contains 4 steps. When the task is successfully completed, the Registration - Success page loads. See wireframe SP ID 202 "Registration - Success".

IA STATUS  
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**DRAFT**

IA OWNER  
**JAMES SPAHR**  
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**LILY KENNEY**  
COPY OWNER  
**-**

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | [Logout](#)

Ford | LINCOLN | MERCURY

## Create Your Own Sync Account

Please enter your Vehicle Identification Number (VIN) **01**

Where can I find my VIN?

You can usually find your VIN on your vehicle documentation (registration, title, lease or promissory note).

You can also find it on your vehicle:

(1) On the dash next to the windshield on the driver's side. This is the most common location.

(2) On the driver side door post.

**1** **2**

Vehicle Identification Number

Next **01.A**

**02** Select a Vehicle Progress

**1** Vehicle

**2** Profile Information

**3** Radio & Steering Wheel

**4** Vehicle Nickname

cancel **03**

SP ID **187**



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**198**

WIRE NAME  
**Registration - Enter VIN**

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.10

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
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IA STATUS  
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IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
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WIRE ANNOTATIONS

Step one of the Registration task uses the Enter VIN panel. See wireframe SP ID 187 "Enter VIN" for details.

**01** Enter VIN panel.

**01A** When the user clicks the Next option, the form is validated.

- If successful, the the Registration - Profile Info page loads. See wireframe SP ID 199 "Registration - Profile Info".
- Else, if failed, this page reloads with error handling.

**02** Progress widget. On this page, none of the steps are marked as completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Registration task).

# Registration - Profile Info

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
16 APR 2008  
11:06 AM

IA STATUS  
**FINAL**  
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COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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- KEY
- link
  - abc active link
  - 00 annotation
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  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | [Logout](#)

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## Create Your Own Sync Account

### Log In Information

All fields are required unless indicated as optional. The information you enter below is secure and will not be shared with any third parties. [Personal information privacy and security policies](#)

Email Address

Create Password

Re-enter Password

Security Question

Security Question Answer

### Owner Profile Information

Prefix (optional) First name Last name Suffix (optional)

Address 1 Address 2 (optional)

City State/Province Country Postal Code

Phone Number

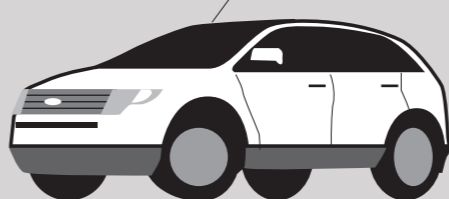
Email Preferences (optional) [Privacy policy](#)

Send me important information about Sync updates, applications and maintenance via email.

### Select a Vehicle Progress

Vehicle

Selected Vehicle



2009 Ford Something  
VIN: xxxx xxx xxxx xxxxxx

2 Profile Information

3 Radio & Steering Wheel

4 Vehicle Nickname

SP ID **194**

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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 THIS WIRE, SPID 199, HAS BEEN SIGNED OFF.

# Registration - Profile Info

## WIRE ANNOTATIONS

Step two of the Registration task uses the Manage Profile Info panel. See wireframe SP ID 194 "Manage Profile Info" for details.

**01** Manage Profile Info panel.

**01A** When the user clicks the Next option and upon a successful form validation:

- If successful, the system retrieves the available radio/steering wheel combinations for the vehicle make/model/year and country.
  - If there are no options, then an error page loads.
  - Else, if there is only one available option, then the system automatically selects the radio/steering wheel, skips the next step and displays the Registration - Nickname Vehicle page. See wireframe SP ID 201 "Registration - Nickname Vehicle".
  - Else, if there are more than one option, the Registration - Select Radio & Steering Wheel page loads. See wireframe SP ID 200 "Registration - Select R/SW".

**02** Progress widget. On this page, the first step is marked as completed:

- Step 1: marked as completed. The following customized info is displayed for the user-entered VIN:
  - VIN
  - Vehicle make/model/year
  - Corresponding vehicle image
- Steps 2-5 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Registration task).

FORD

SYNC V2

FLOWS

16 APR 2008  
11:06 AM

FINAL

FINAL

DRAFT

JAMES SPAHR

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | Logout

Ford | LINCOLN | MERCURY

## Create Your Own Sync Account

### Choose Your Radio and Steering Wheel Controls <sup>01</sup>

Please choose the combination of radio and steering wheel controls in your vehicle equipped with Sync. If you do not remember, you can print this page, take it to your car, select the correct combination and then return to this page to enter the information.

**Option 1** <sup>01</sup>

**Option 2** <sup>01A</sup>

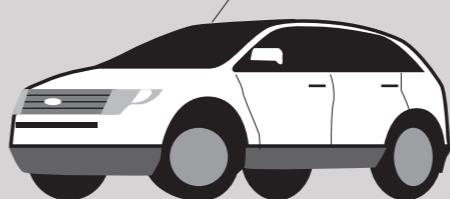
**Option 3**

**Option 4**

### Select a Vehicle Progress <sup>02</sup>

**Vehicle**

**Selected Vehicle**



2009 Ford Something  
VIN: xxxx xxx xxxx xxxxxx

**Profile Information**

**3 Radio & Steering Wheel**

**4 Vehicle Nickname**

cancel <sup>03</sup>

SP ID **179**

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES



# Registration - Select R/SW

## WIRE ANNOTATIONS

Step three of the Registration task uses the Select R/SW panel. See wireframe SP ID 179 "Select R/SW" for details.

**01** Select R/SW panel.

**01A** When the user clicks a Selection option, the Registration - Nickname Vehicle page loads. See wireframe SP ID 201 "Registration - Nickname Vehicle".

**02** Progress widget. On this page, the first two steps are marked as completed:

- Step 1: marked as completed. The following customized info is displayed for the user-entered VIN:

- VIN
- Vehicle make/model/year
- Corresponding vehicle image

- Step 2: marked as completed.
- Steps 3-5 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Registration task).

# Registration - Nickname Vehicle

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
16 APR 2008  
11:06 AM

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | [Logout](#)

Ford | LINCOLN | MERCURY

## Create Your Own Sync Account

### Choose Your Vehicle's Nickname

Please enter the nickname for your vehicle that you want to appear in your Sync owner account. The nickname can be up to 15 characters

**Small HTML Form - Single Text Entry**

Your vehicle's nickname

Next

### Select a Vehicle Progress

Vehicle

**Selected Vehicle**

**01.A** 2009 Ford Something  
VIN: xxxx xxx xxxx xxxxxx

Profile Information

Radio & Steering Wheel

**4** Vehicle Nickname

cancel

SP ID **190**

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES





# Registration - Nickname Vehicle

## WIRE ANNOTATIONS

Step four of the Registration task uses the Nickname Vehicle panel. See wireframe SP ID 190 "Nickname Vehicle" for details.

**01** Nickname Vehicle panel.

**01A** When the user clicks the Next option and upon a successful form validation:

- Account is created and all data is saved to the account.
- Account creation success email is sent.
- The Registration - Success page loads. See wireframe SP ID 202 "Registration - Success".

**03** Progress widget. On this page, the first three steps are marked as completed:

- Step 1: marked as completed. The following customized info is displayed for the user-entered VIN:
  - VIN
  - Vehicle make/model/year
  - Corresponding vehicle image
- Step 2: marked as completed.
- Step 3: marked as completed. The following customized info is displayed based on user/system-selected data:
  - Radio image
  - Steering wheel image
- Steps 4-5 marked as not completed.

**04** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Registration task).

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

## Account Created Successfully

Thanks for setting up your Sync account! <sup>01</sup>

### Getting Started

Next time you sign in, remember to use your email address: **emailaddress@something.com**

Every time you log in to your Sync Account, you can go straight to Support Information without having to choose a vehicle.

note: You can change your profile information anytime by going to [Account Settings](#).

**Selection Title**


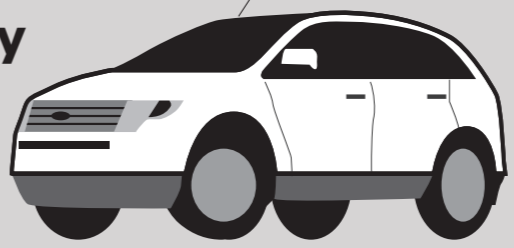
**Option 1**

Go To My Account!

Select Another Vehicle <sup>02</sup>

**Selected Vehicle**

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

SP ID **180**

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**202**

WIRE NAME  
**Registration - Success**

DOCUMENT  
**BC1\_SYNC\_FLOWS**

PAGE NUMBER  
**BC.18**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

WIRE ANNOTATIONS

This page is displayed when the user successfully completes the registration task. This page uses the Registration - Success panel. See wireframe SP ID 180 "Registration - Success" for details.

**01** Registration - Success panel.

**02** Vehicle Widget module. The module displays information about the current session vehicle.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**-**

# Activate Vehicle Health Report Flow

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**FLOWS**

LAST MODIFIED

**16 APR 2008**

**11:06 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

-

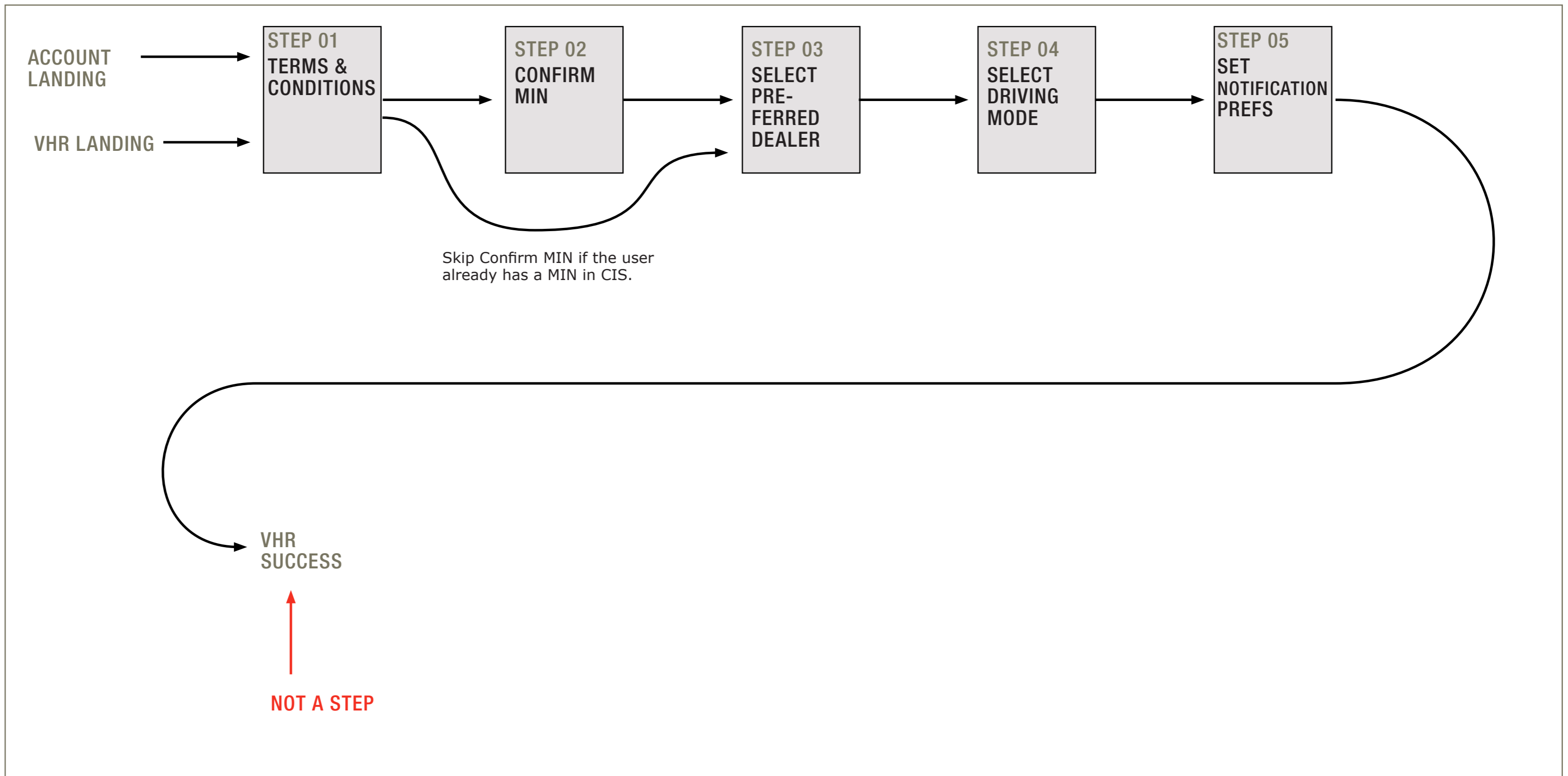
# Activate Vehicle Health Report Flow

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

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  - A section module label



ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**203**

WIRE NAME

# Activate Vehicle Health Report Flow

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.21

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**

LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**

COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**

COPY OWNER  
-

## WIRE ANNOTATIONS

The Activate Vehicle Health Report (VHR) task allows users to activate VHR for a specific, eligible vehicle mapped to the account. This is only available to logged-in registered users, with a vehicle where the country of destination is U.S and the vehicle is on the correct Sync version.

The task contains 5 steps. When the task is successfully completed, the Activate VHR - Success page loads. See wireframe SP ID 211 "Activate VHR - Success".

# Activate VHR - VHR Terms & Conditions

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
16 APR 2008  
11:06 AM

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

## Setup Your Vehicle Health Report

### Vehicle Health Report Terms & Conditions **01**

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**Terms & Conditions**

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**01A**

Decline | Agree

### VHR Setup Progress **02**

- 1 Terms & Conditions**
- 2 My Mobile Number**
- 3 Dealership**
- 4 Driving Mode**
- 5 Notifications**

**03**

cancel

SP ID **196**

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

 THIS WIRE, SPID 204, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**204**

WIRE NAME

# Activate VHR - VHR Terms & Conditions

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.23

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

## WIRE ANNOTATIONS

Step one of the Activate VHR task uses the VHR Terms & Conditions panel. See wireframe SP ID 196 "VHR Terms & Conditions" for details.

**01** VHR Terms & Conditions panel.

**01A** When the user clicks Agree option:

- If the user has already saved a MIN with the account, the next step is skipped and the Activate VHR - Select Preferred Dealer page loads. See wireframe SP ID 206 "Activate VHR - Select Preferred Dealer".
- Else, the Activate VHR - Confirm MIN page loads. See wireframe SP ID 205 "Activate VHR - Confirm MIN".

**02** Progress widget. On this page, none of the steps are marked as completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Activate VHR task).



Page Title  
http://syncmyride.com/path/to/page

Global Nav  
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Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

## Setup Your Vehicle Health Report

Please Confirm Your Mobile Number. **01**

You've just entered this number.

**555-123-4567**  
(Change This)

**Small HTML Form - Single Text Entry**

**Please Re-Enter Your Mobile Number**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem

**01A**

Next

**VHR Setup Progress** **02**

- Terms & Conditions
- 2** My Mobile Number
- 3** Dealership
- 4** Driving Mode
- 5** Notifications

**03**

cancel

SP ID **188**



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**205**

WIRE NAME  
**Activate VHR - Confirm MIN**

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.25

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
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IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

WIRE ANNOTATIONS

Step two of the Activate VHR task uses the Confirm MIN panel. See wireframe SP ID 188 "Confirm MIN" for details.

**01** Confirm MIN panel.

**01A** When the user clicks the Next option and upon a successful form validation:

- The Activate VHR - Select Preferred Dealer page loads. See wireframe SP ID 206 "Activate VHR - Select Preferred Dealer".

**02** Progress widget. On this page:

- Step 1: marked as completed.
- Steps 2-6 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Activate VHR task).

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

KEY  
link  
abc active link  
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A section label  
A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

## Setup Your Vehicle Health Report

Select your preferred dealership **01**

We found that you already have a relationship with one of our dealerships. You can set this dealership as your preferred dealership for [Sparky]. You can also search for other dealerships.

Search for other dealerships:  
23423 search

**Dealerships near 23423:**

**Option 1** **01A**  
5m/7km Dealership Name [Icons] save as preferred dealer  
787 11th Ave. Between 54th & 55th New York, NY 10019  
(837) 374.3985 dealershipurl.com dealer@fmc.com  
• Evening hours (Y/N)  
• Saturday service hours (Y/N)  
• Genuine eService appointment scheduling (Y/N)

**Option 2**  
5m/7km Dealership Name [Icons] save as preferred dealer  
787 11th Ave. Between 54th & 55th New York, NY 10019  
(837) 374.3985 dealershipurl.com dealer@fmc.com  
• Evening hours (Y/N)  
• Saturday service hours (Y/N)  
• Genuine eService appointment scheduling (Y/N)

**Option 10**  
5m/7km Dealership Name [Icons] save as preferred dealer  
787 11th Ave. Between 54th & 55th New York, NY 10019  
(837) 374.3985 dealershipurl.com dealer@fmc.com  
• Evening hours (Y/N)  
• Saturday service hours (Y/N)  
• Genuine eService appointment scheduling (Y/N)

**VHR Setup Progress** **02**

Terms & Conditions  
 My Mobile Number  
 555-123-4567  
**3 Dealership**  
**4 Driving Mode**  
**5 Notifications**

cancel **03**

SP ID **262**

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**206**

WIRE NAME

# Activate VHR - Select Preferred Dealer

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.27

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

## WIRE ANNOTATIONS

Step three of the Activate VHR task uses the Select Preferred Dealer panel. See wireframe SP ID 181A, B, C "Select Preferred Dealer" for details.

- 01** Select Preferred Dealer panel. The panel has three different views depending on the scenario. See the wireframes for details.
- 01A** When the user clicks a Selection option, the Activate VHR - Select Driving Mode page loads. See wireframe SP ID 209 "Activate VHR - Select Driving Mode".
- 02** Progress widget. On this page:
  - Step 1: marked as completed.
  - Step 2: marked as completed. The following customized info is displayed:
    - user-entered/saved MIN
  - Steps 3-6 marked as not completed.
- 03** The Cancel option is displayed. When the user clicks the option:
  - Form is cancelled and all user-entered data is discarded.
  - Origination page loads (origination page = page the user was on before accessing Activate VHR task).

# Activate VHR - Select Driving Mode

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
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**Setup Your Vehicle Health Report**

Please select your driving mode that you do most often. **01**

Your driving mode affects [Sparky]'s maintenance schedule and helps us provide accurate service recommendations. The current driving mode is not tied to warrant or lease status.

The driving mode you chose during VHR activation is displayed below. If your driving has not changed, no action is necessary.

**Small HTML Form - Radio Buttons**

**Form Title**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem

- Predominantly highway driving on paved roads in low-dust or dust-free environments; includes some in-town driving.
- Predominantly stop-and-go traffic and/or in-town driving; frequent trips of under 10 miles.
- Using unpaved roads three or more times a week.
- Regularly drive on un-maintained roads and/or trails or in areas without roads.
- Towing a trailer at least one day a week. **01A**

**VHR Setup Progress** **02**

- Terms & Conditions**
- My Mobile Number**  
 **555-123-4567**
- Dealership**  
**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019
- 4 Driving Mode**
- 5 Notifications**

**03**

SP ID **191**

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
--  
NOTES  
--

 THIS WIRE, SPID 209, HAS BEEN SIGNED OFF.

# Activate VHR - Select Driving Mode

WIRE ANNOTATIONS

Step four of the Activate VHR task uses the Select Driving Mode panel. See wireframe SP ID 191 "Select Driving Mode" for details.

**01** Select Driving Mode panel.

**01A** When the user clicks the Next option and upon a successful form validation:

- Activate VHR - Select Notification Preferences page loads. See wireframe SP ID 210 "Activate VHR - Select Notification Pref".

**02** Progress widget. On this page:

- Step 1: marked as completed.
- Step 2: marked as completed. The following customized info is displayed:
  - user-entered/saved MIN
- Step 3: marked as completed. The following customized info is displayed:
  - Preferred dealer name
  - Preferred dealer address (address, city, state, postal code)
- Steps 4-6 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Activate VHR task).

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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- link
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  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
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Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
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**Setup Your Vehicle Health Report**

### Select Notification Preferences

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud.

**Report Ready Notifications**  
Notify me that my Vehicle Health Report is ready by:

- ☉ Sending me an email to: *email@mail.com*
- Sending me a text message to: *555-123-4567*
- Do not send me report ready notifications

**Urgent Notifications**  
Notify me of urgent Vehicle Health Report messages by:

- ☉ Sending me a text message to: *555-123-4567*
- Do not send me urgent report notifications

### VHR Setup Progress

- Terms & Conditions**
- My Mobile Number**  
 **555-123-4567**
- Dealership**  
**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019
- Driving Mode**
- 5 Notifications**

SP ID **192**

WIREFRAME ID TEMPLATE VERS 2.2.0  
JAMES.SPAHR@AVENUEA-RAZORFISH.COM

avenue a  
razorfish

# Activate VHR - Select Notification Pref.

WIRE ANNOTATIONS

Step five of the Activate VHR task uses the Select Notification Preferences panel. See wireframe SP ID 192 "Select Notification Preferences" for details.

**01** Select Notification Preferences panel.

**01A** When the user clicks the Next option and upon a successful form validation:

- VHR is activated for the user/vehicle.
- VHR notification preferences is saved to the user's account.
- MIN is saved to the user's account (if applicable).
- VHR preferred dealer and driving mode is saved to vehicle in the user's account.
- VHR Activation Success email is sent.
- Activate VHR - Success page loads. See wireframe SP ID 211 "Activate VHR - Success".

**02** Progress widget. On this page:

- Step 1: marked as completed.
- Step 2: marked as completed. The following customized info is displayed:
  - user-entered/saved MIN
- Step 3: marked as completed. The following customized info is displayed:
  - Preferred dealer name
  - Preferred dealer address (address, city, state, postal code)
- Step 4: marked as completed.
- Steps 5-6 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing Activate VHR feature).



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

IA STATUS  
**FINAL**  
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IA OWNER  
**JAMES SPAHR**  
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**LILY KENNEY**  
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Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

## Setup Your Vehicle Health Report

### Getting Started

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List out:

- Notification Prefs
- Driving Condition
- Prof Dealer

(We plan on using the screen as a confirmation screen when changing the Notification prefs and Driving Conditions)

### Selection Title

Option 1

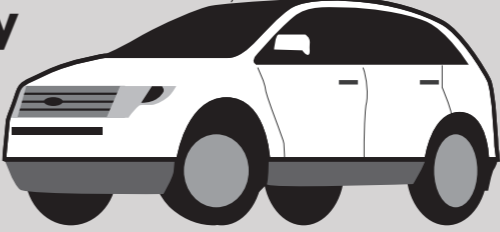
Go To VHR Home

Giam volortie feugiat

Select Another Vehicle

### Selected Vehicle

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

SP ID **182**

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**211**

WIRE NAME  
**Activate VHR - Success**

DOCUMENT  
**BC1\_SYNC\_FLOWS**

PAGE NUMBER  
**BC.33**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

WIRE ANNOTATIONS

This page is displayed when the user successfully completes the Activate VHR task. This page uses the VHR - Success panel. See wireframe SP ID 182 "VHR - Success" for details.

**01** VHR - Success panel.

**02** Vehicle Widget module. The module displays information about the current session vehicle.

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COPY OWNER  
**-**

# Select Vehicle (IOP) For Support Flow

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**FLOWS**

LAST MODIFIED

**16 APR 2008**

**11:06 AM**

IA STATUS

**FINAL**

FA STATUS

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COPY STATUS

**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

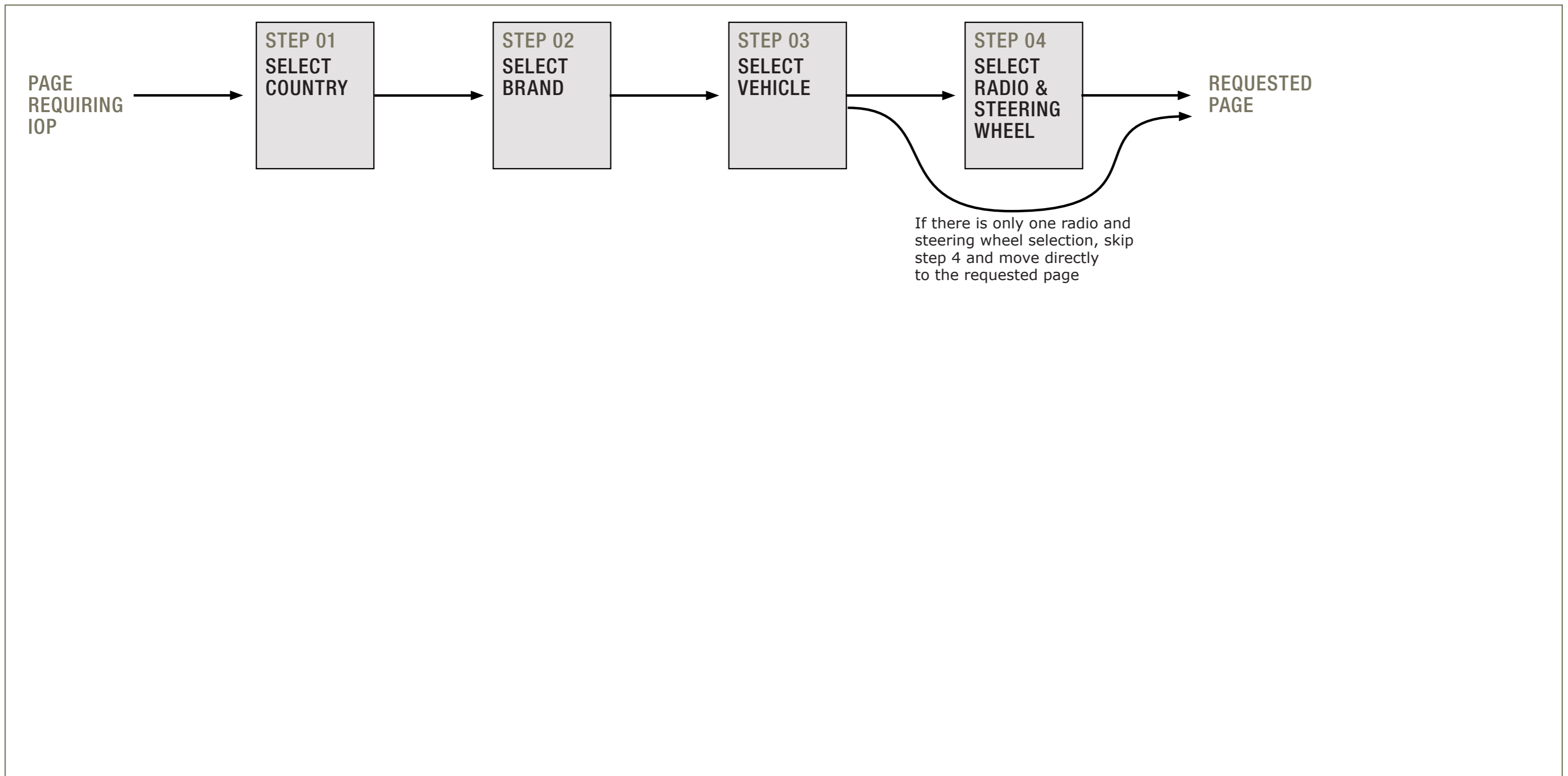
-

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

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ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**212**

WIRE NAME  
**Select IOP Flow**

DOCUMENT  
**BC1\_SYNC\_FLOWS**

PAGE NUMBER  
**BC.36**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

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WIRE ANNOTATIONS

Some of the site functionality and content is only available to users who have an IOP stored for the browser session.

The IOPs contain a list of devices (mobile phones and media players) supported by one of the options below:

- A specific vehicle make/model/year and country
- CCPU mapped to a specific Sync confirmed VIN and country.

This flow caters to the first scenario and allows a public user to select a vehicle and country to view the list of available devices for that combination.

The Select IOP task contains 4 steps. If the task is successfully completed, the user is forwarded to the origination page.

CLIENT  
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PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

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Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

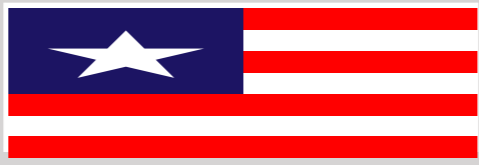
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners


## Select a Vehicle


### Select Country

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud

**Selection Title**

**Option 1**   01

**Option 2**   01A

**Option 3** 

### Select a Vehicle Progress

**1 Country**

**2 Brand**

**3 Vehicle**

**4 Radio & Steering Wheel**

03

SP ID **183**

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**214**

WIRE NAME  
**IOP - Select Country**

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.38

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

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IA OWNER  
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WIRE ANNOTATIONS

Step one of the Select IOP task uses the Select a Country panel. See wireframe SP ID 183 "Select Country" for details.

**01** Select a Country panel.

**01A** When the user clicks a Selection option, the IOP - Select Vehicle Brand page loads. See wireframe SP ID 215 "IOP - Select Vehicle Brand".

**02** Progress widget. On this page, none of the steps are marked as completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing the Select IOP task).

**02**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
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Page Title  
http://syncmyride.com/path/to/page

Global Nav  
SYNC  
Powered by Microsoft

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

## Select a Vehicle

### Select A Brand

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**Selection Title**

**Option 1** 01  
Select Ford

**Option 2** 01A  
Select Lincoln

**Option 3**  
Select Mercury

### Select a Vehicle Progress

02

**Country**  
USA

**2 Brand**

**3 Vehicle**

**4 Radio & Steering Wheel**

cancel 03

SP ID **184**

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
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WIRE ANNOTATIONS

Step two of the Select IOP task uses the Select Vehicle Brand panel. See wireframe SP ID 184 "Select Vehicle Brand" for details.

**01** Select Vehicle Brand panel.

**01A** When the user clicks the Selection option, the IOP - Select Vehicle page loads. See wireframe SP ID 216 "IOP - Select Vehicle".

**02** Progress widget. On this page, the first step is marked as completed:

- Step 1: marked as completed. The following customized info is displayed based on user-selected data:
  - Country flag image
  - Country name
- Steps 2-4 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing the Select IOP task).

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

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**LILY KENNEY**  
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Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY


## Select a Vehicle


### Select A Model


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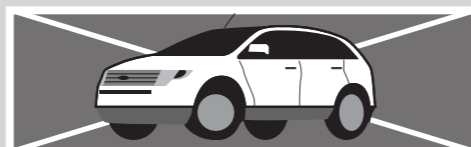
Model Year: **2009**  
2008

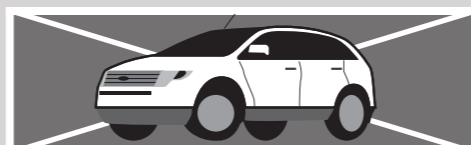
### Selection Title

**Option 1**  Select 2009 Edge **01A**

**Option 2**  Select 2009 Explorer

**Option 3**  Select 2009 Focus

**Option 4**  Select 2009 Fusion

**Option 5**  Select 2009 Sportrac

### Select a Vehicle Progress

**Country**  
USA

**Brand**  
Ford

**3** **Vehicle**

**4** **Radio & Steering Wheel**

cancel **03**

SP ID **185**

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
--

 THIS WIRE, SPID 216, HAS BEEN SIGNED OFF.

WIRE ANNOTATIONS

Step three of the Select IOP task uses the Select Vehicle panel. See wireframe SP ID 185 "Select Vehicle" for details.

**01** Select Vehicle panel.

**01A** When the user clicks the Selection option, the corresponding IOP is saved to the session. The system retrieves the available radio/steering wheel combinations for the vehicle make/model/year and country.

- If there are no options, then an error page loads.
- Else, if there is only one available option, then the system automatically selects the radio/steering wheel, skips the next step and displays the requested page. The requested page is the page user was attempting to access before being automatically forwarded to the Select IOP task, is displayed.

If the user was not automatically forwarded, then the page the user was on before selecting to set/change the IOP is displayed.

- Else, if there are more than one option, the IOP - Select Radio & Steering Wheel page loads. See wireframe SP ID 217 "IOP - Select R/SW".

**02** Progress widget. On this page, the first two steps are marked as completed:

- Step 1: marked as completed. The following customized info is displayed based on user-selected data:

- Country flag image
- Country name

- Step 2: marked as completed. The following customized info is displayed based on user-selected data:

- Vehicle brand image
- Vehicle brand

- Steps 3-4 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing the Select IOP task).

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
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**16 APR 2008**  
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Page Title  
http://syncmyride.com/path/to/page

Global Sync  
Powered by Microsoft  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

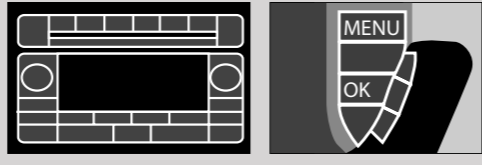
Welcome Back [James]! | Logout

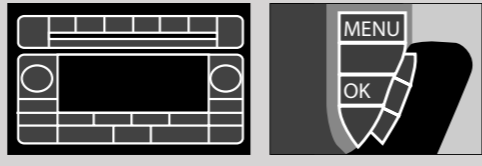
Ford LINCOLN MERCURY

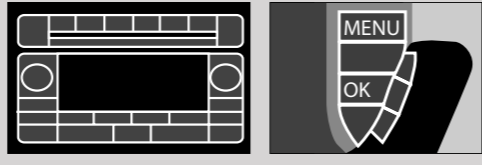
## Select a Vehicle

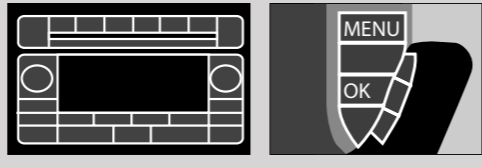
### Choose Your Radio and Steering Wheel Controls

Please choose the combination of radio and steering wheel controls in your vehicle equipped with Sync. If you do not remember, you can print this page, take it to your car, select the correct combination and then return to this page to enter the information.

**Option 1** 01  


**Option 2** 01A  


**Option 3**  


**Option 4**  


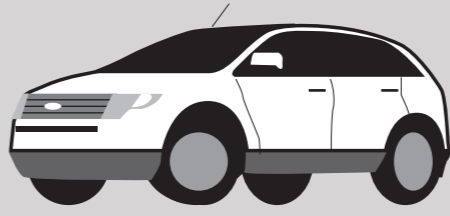
### Select a Vehicle Progress

**Country**  
USA

**Brand**  
Ford

**Vehicle**

**Selected Vehicle**



2009 Ford Something

**4 Radio & Steering Wheel**

cancel 03

SP ID **179**

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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WIRE ANNOTATIONS

Step four of the Select IOP task uses the Select R/SW panel. See wireframe SP ID 179 "Select R/SW" for details.

**01** Select R/SW panel.

**01A** When the user clicks the Selection option, the radio & steering wheel selection is saved to the session. The requested page, the page user was attempting to access before being automatically forwarded to the Select IOP task, is displayed.

If the user was not automatically forwarded, then the page the user was on before selecting to set/change the IOP is displayed.

**02** Progress widget. On this page, the first three steps are marked as completed:

- Step 1: marked as completed. The following customized info is displayed based on user-selected data:

- Country flag image
- Country name

- Step 2: marked as completed. The following customized info is displayed based on user-selected data:

- Vehicle brand image
- Vehicle brand

- Step 3: marked as completed. The following customized info is displayed based on user-selected data:

- Vehicle make/model/year
- Corresponding vehicle image

- Step 4 marked as not completed.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.

- Origination page loads (origination page = page the user was on before accessing the Select IOP task).

# Other Flows

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**FLOWS**

LAST MODIFIED

**16 APR 2008**

**11:06 AM**

IA STATUS

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FA STATUS

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**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

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COPY OWNER

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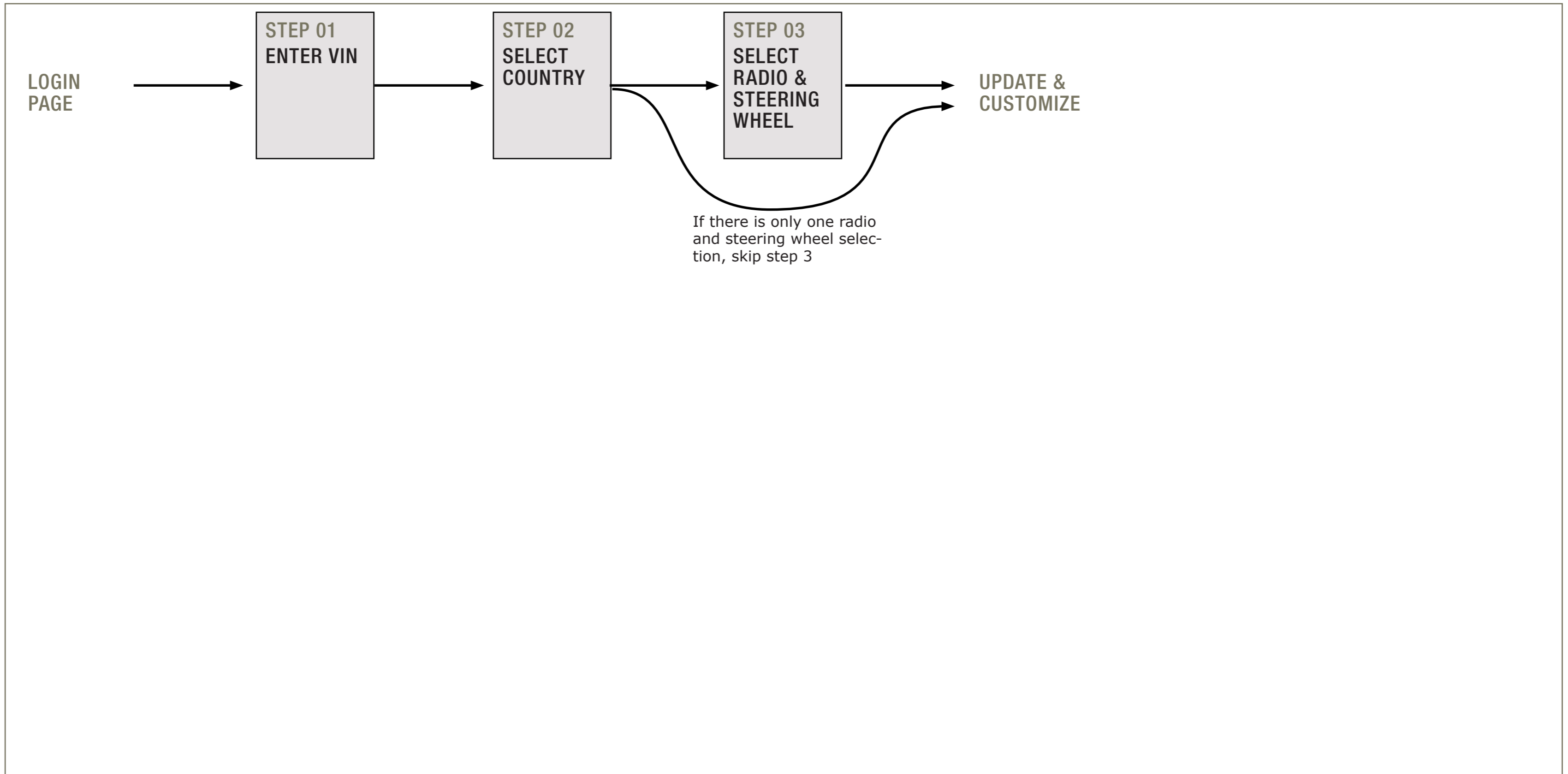
# Guest Access Flow (software updates)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
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COPY STATUS  
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**JAMES SPAHR**  
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  - A section label
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ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**218**

WIRE NAME

# Guest Access Flow (software updates)

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.47

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

## WIRE ANNOTATIONS

The Guest Access task allows users to enter a VIN to access the software downloads and upload log file functionality.

The task contains 3 steps. One of the steps (select radio & steering wheel) is automatically skipped if there is only one available combination for the vehicle make/model/year and country.

If the task is successfully completed, the user is automatically forwarded to the Downloads Landing page.

The Cancel option is displayed for all the steps. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads.

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FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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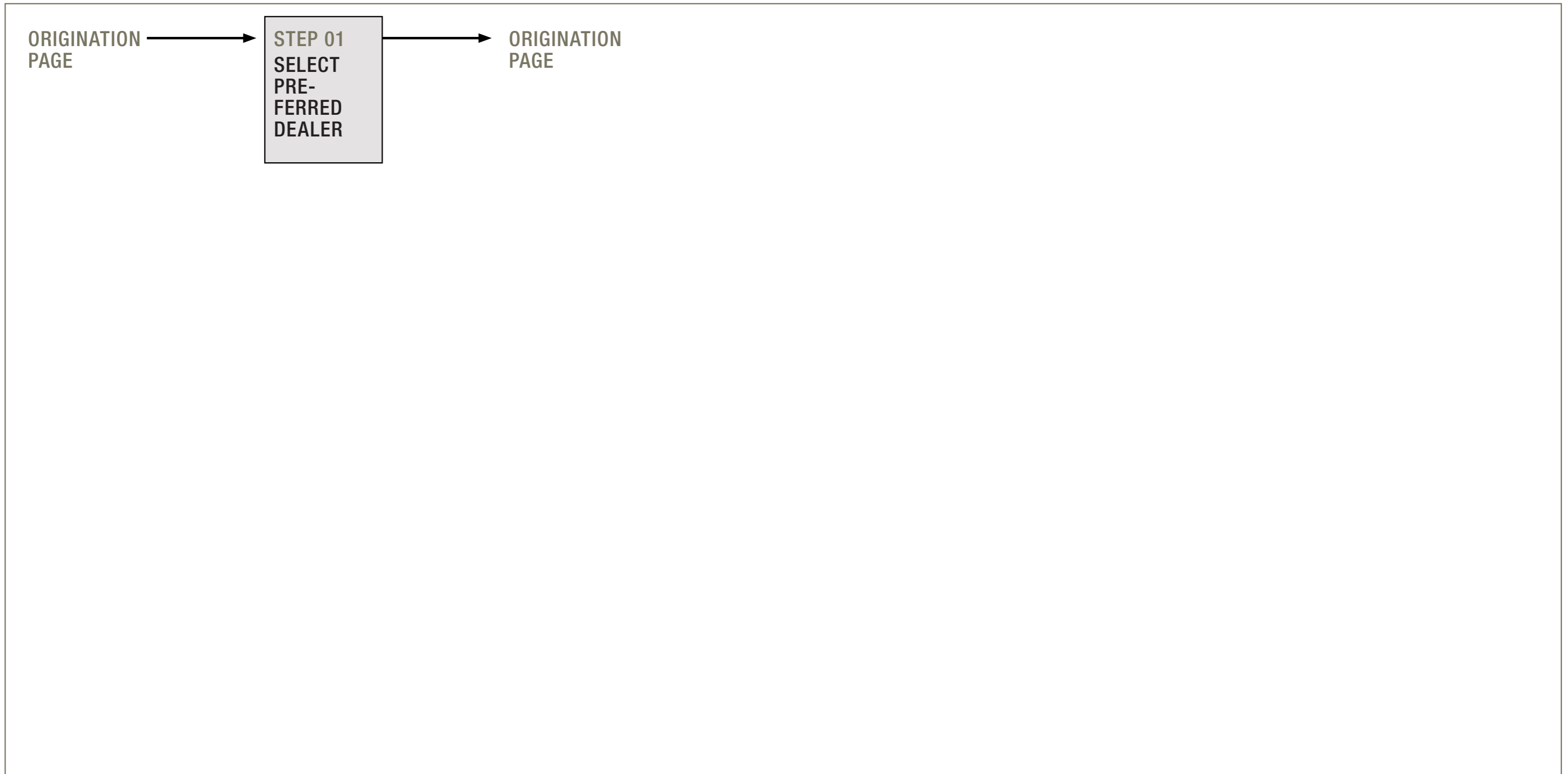


CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

IA STATUS  
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IA OWNER  
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  - A section label
  - A section module label



ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**219**

WIRE NAME  
**Select Preferred Dealer Flow**

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.49

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

WIRE ANNOTATIONS

The Select Preferred Dealership task allows logged-in registered users to select/change the preferred dealer.

The task contains 1 step. There are three possible panels depending on if there is a preferred dealer available and if the user has conducted a dealer search; see wireframes SP ID 181A, 181B, 181C "Select Preferred Dealer" for details.

When the user completes the step:

- The vehicle in the user's account is updated with the selected preferred dealer.
- The user is automatically forwarded to the origination page.

The Cancel option is displayed. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads.

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IA OWNER  
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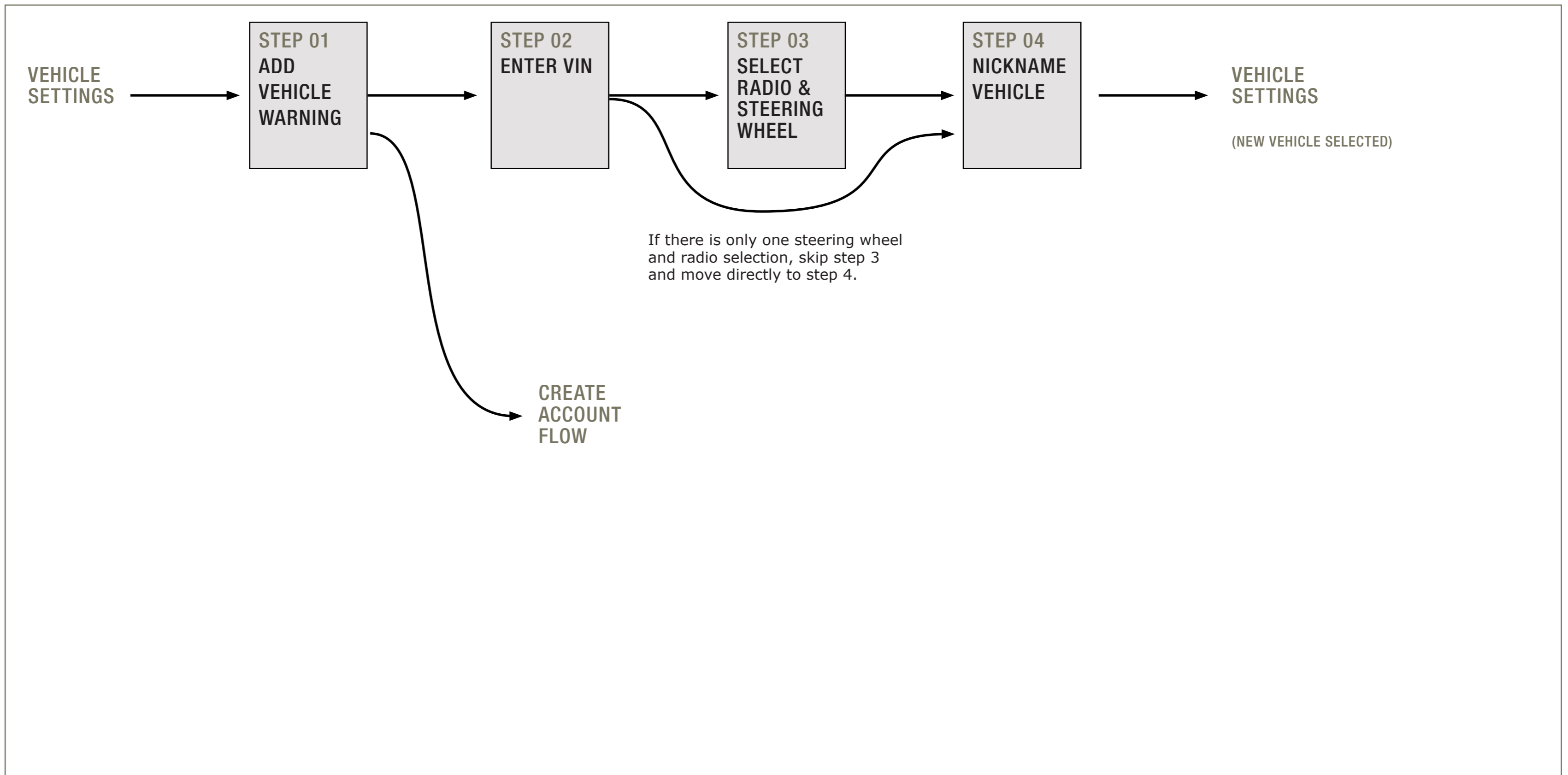
# Add Vehicle Flow

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

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ASSUMPTIONS

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NOTES

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# Add Vehicle Flow

WIRE ANNOTATIONS

The Add Vehicle task allows logged-in registered users to add vehicles to their account.

The user can add any VIN, provided that they abide by the following rules:

- VIN maps to a Ford, Lincoln, or Mercury vehicle
- VIN maps to a vehicle in the Sync vehicle program
- VIN is not already added to the account

The task contains 4 steps. One of the steps (select radio & steering wheel) is automatically skipped if there is only one available combination for the vehicle make/model/year and country.

If the task is successfully completed, the user is automatically forwarded to the Vehicle Settings page with the newly added vehicle selected as the current session vehicle.

The Cancel option is displayed for all the steps. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- Vehicle Settings page loads with the original session vehicle displayed.

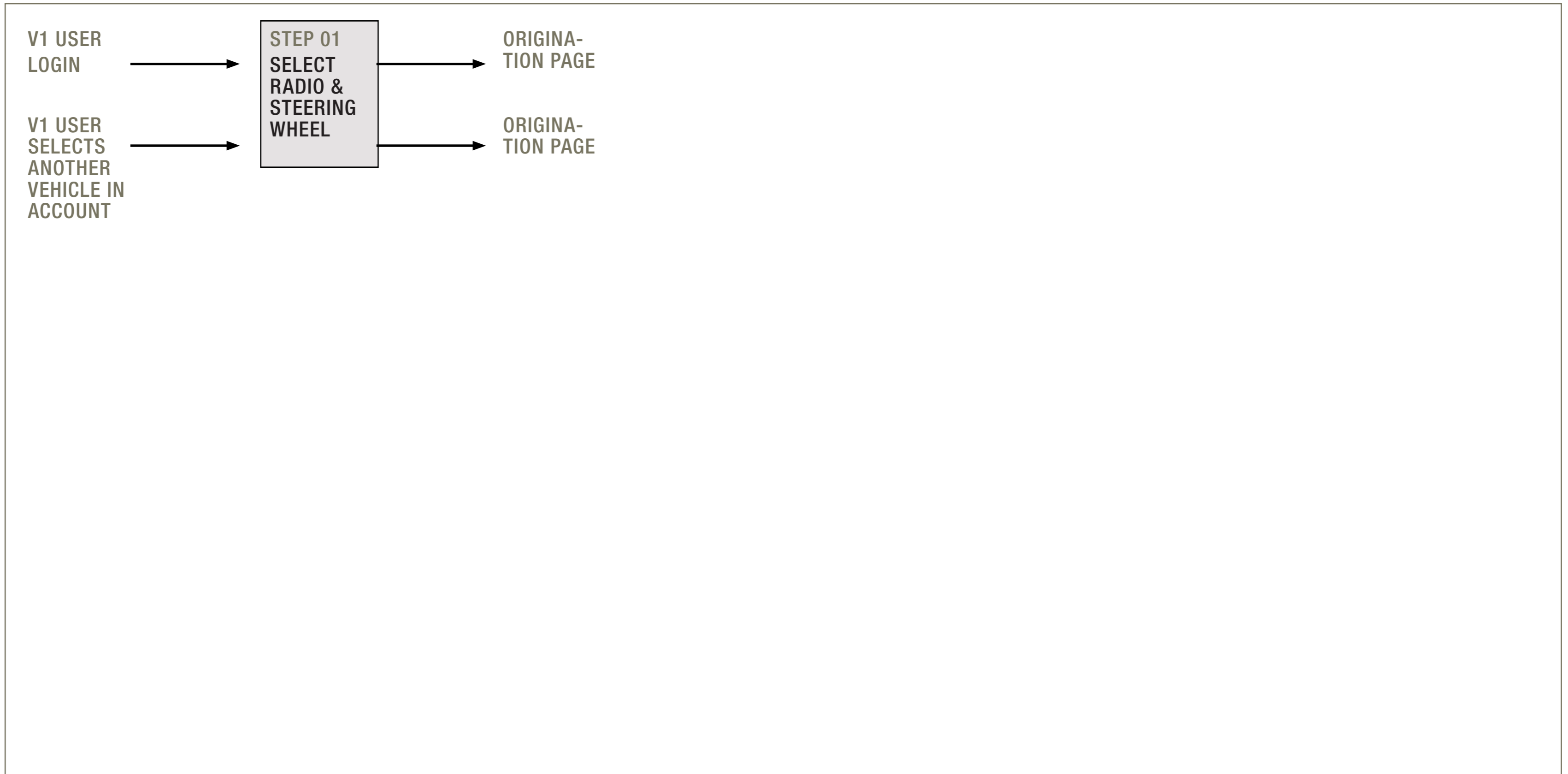
# Select Radio & Steering Wheel (V1 User)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

IA STATUS  
**FINAL**  
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**LILY KENNEY**  
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- KEY
- link
  - abc active link
  - 88 annotation
  - 88 ux annotation
  - A section label
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ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**221**

WIRE NAME

# Select Radio & Steering Wheel (V1 User)

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.53

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

## WIRE ANNOTATIONS

Logged-in users must have a steering wheel & radio mapped to the vehicles in the account. V1 users who are missing steering wheel & radio information are directed to this task to select the options for the session vehicle.

This can happen in several instances:

- When the user first logs in
- When the user switches to a vehicle that does not have a steering wheel and radio saved to the account.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

The task contains 1 step. If the task is successfully completed, the user is automatically forwarded to the origination page.

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

The Cancel option is not displayed.

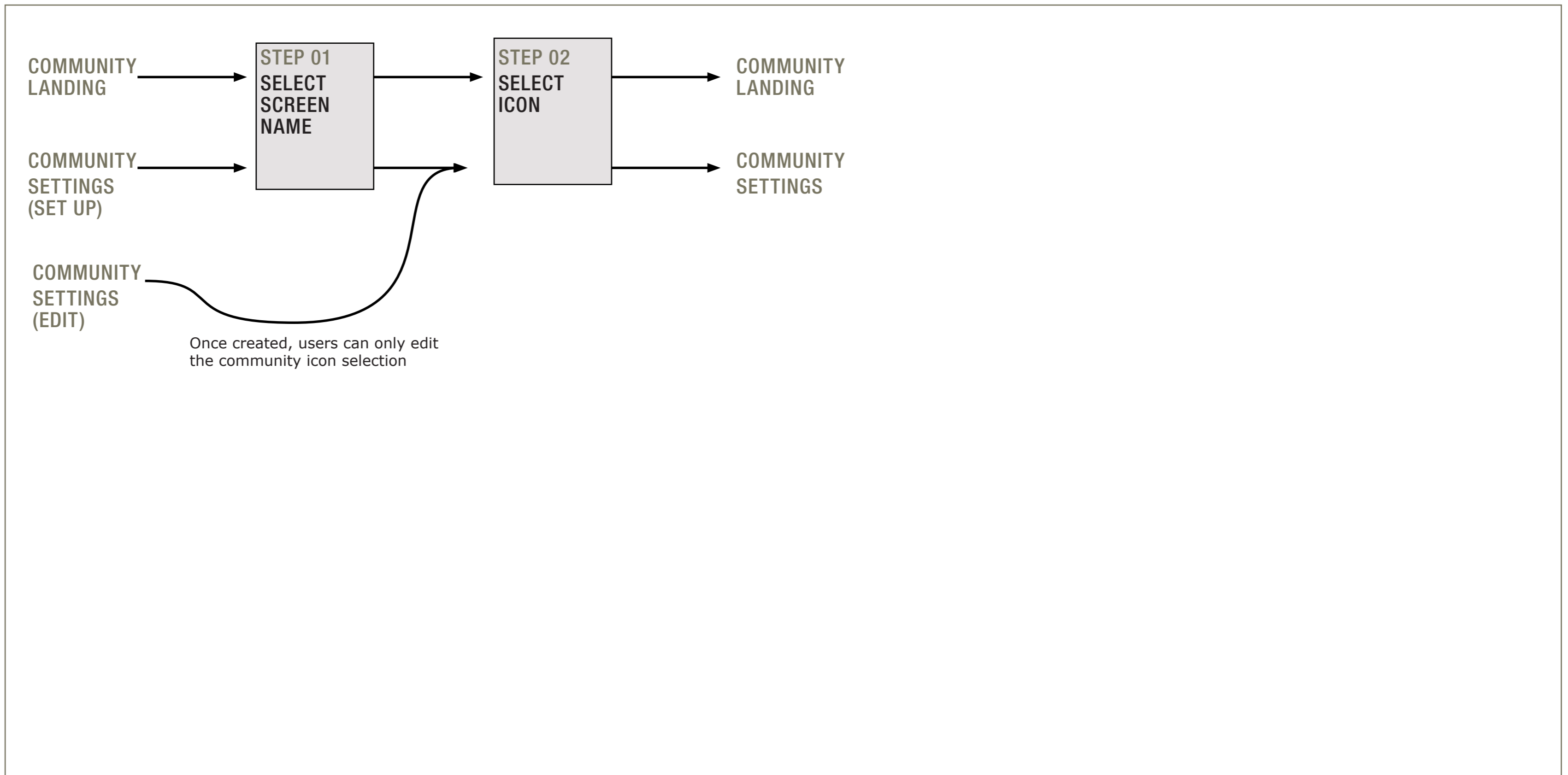
# Edit Community Settings Flow

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - 88 annotation
  - 88 ux annotation
  - A section label
  - A section module label



ASSUMPTIONS

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NOTES

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# Edit Community Settings Flow

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

WIRE ANNOTATIONS

Logged-in registered users can access the community feature. Users who wishes to participate (add/reply to posts) must set up their community preferences.

The Edit Community Settings task allows the users to set up/edit their community preferences. After users set up their community preferences (screen name and icon), the user can change the icon at anytime, but the screen name cannot be changed after creation.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

The Set Up Community Settings task contains 2 steps:

- Select screen name
- Select icon

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

The Edit Community Settings task only contains 1 step because the screen name cannot be changed after creation:

- Select icon

If the task is successfully completed, the user is automatically forwarded to the Community Settings page.

The Cancel option is displayed for all the steps. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads.

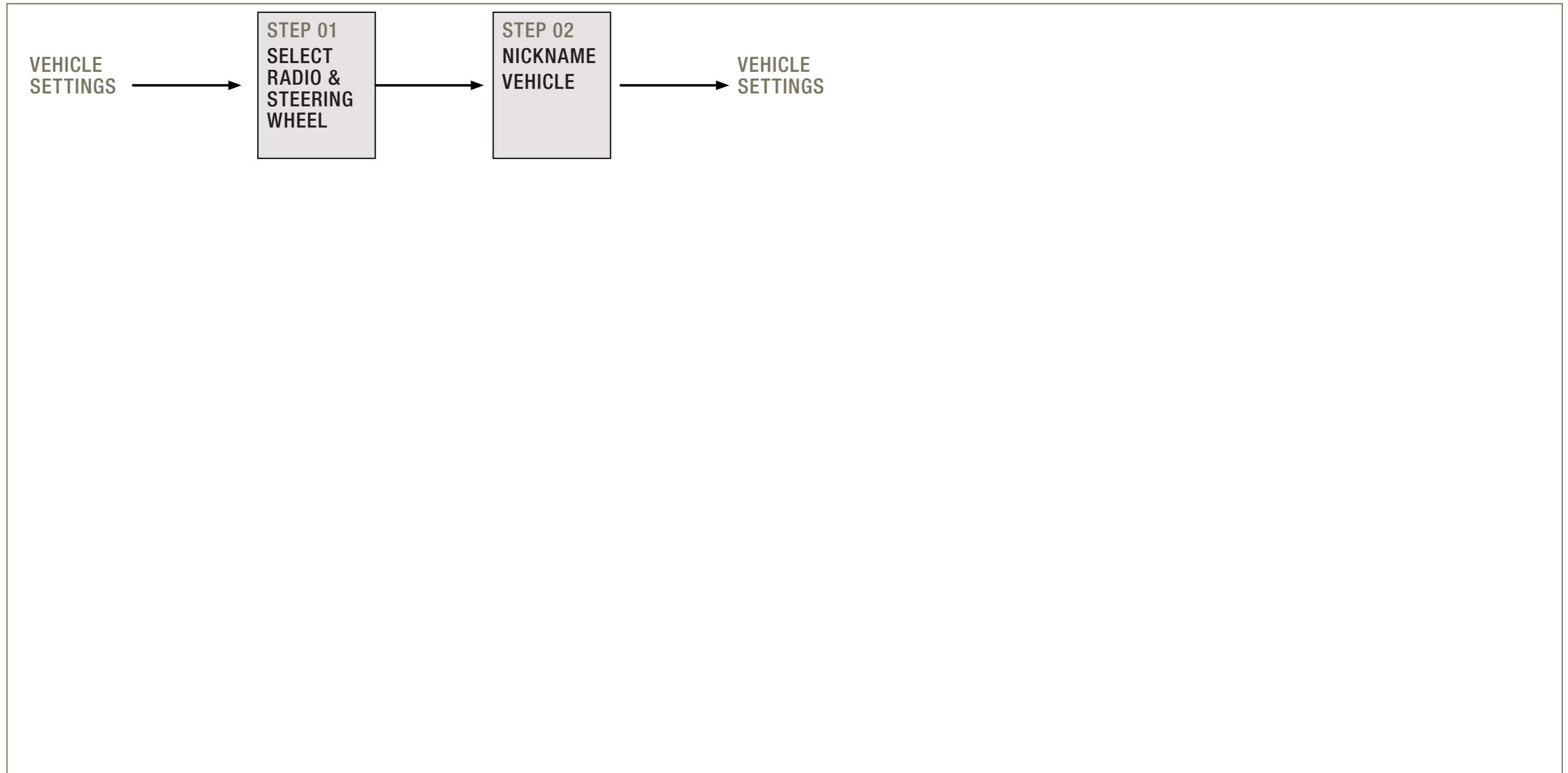


CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - Ⓢ annotation
  - Ⓢ ux annotation
  - A section label
  - A section module label



ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**252**

WIRE NAME  
**Edit Vehicle Flow**

DOCUMENT  
**BC1\_SYNC\_FLOWS**

PAGE NUMBER  
**BC.57**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

WIRE ANNOTATIONS

Edit Vehicle task allows logged-in registered users to edit the current session vehicle. Users can edit the radio/steering wheel mapped to the vehicle and the vehicle nickname.

The task contains 2 steps. If the task is successfully completed, the information is saved to the account and the user is automatically forwarded to the Vehicle Settings page.

The Cancel option is displayed for all the steps. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- Vehicle Settings page loads. See wireframe SP ID 162 "Vehicle Settings".

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**-**

# Edit VHR Notification Pref. Flow

CLIENT

FORD

PROJECT

SYNC V2

SECTION

FLOWS

LAST MODIFIED

16 APR 2008

11:06 AM

IA STATUS

FINAL

FA STATUS

FINAL

COPY STATUS

DRAFT

IA OWNER

JAMES SPAHR

FA OWNER

LILY KENNEY

COPY OWNER

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KEY

— link

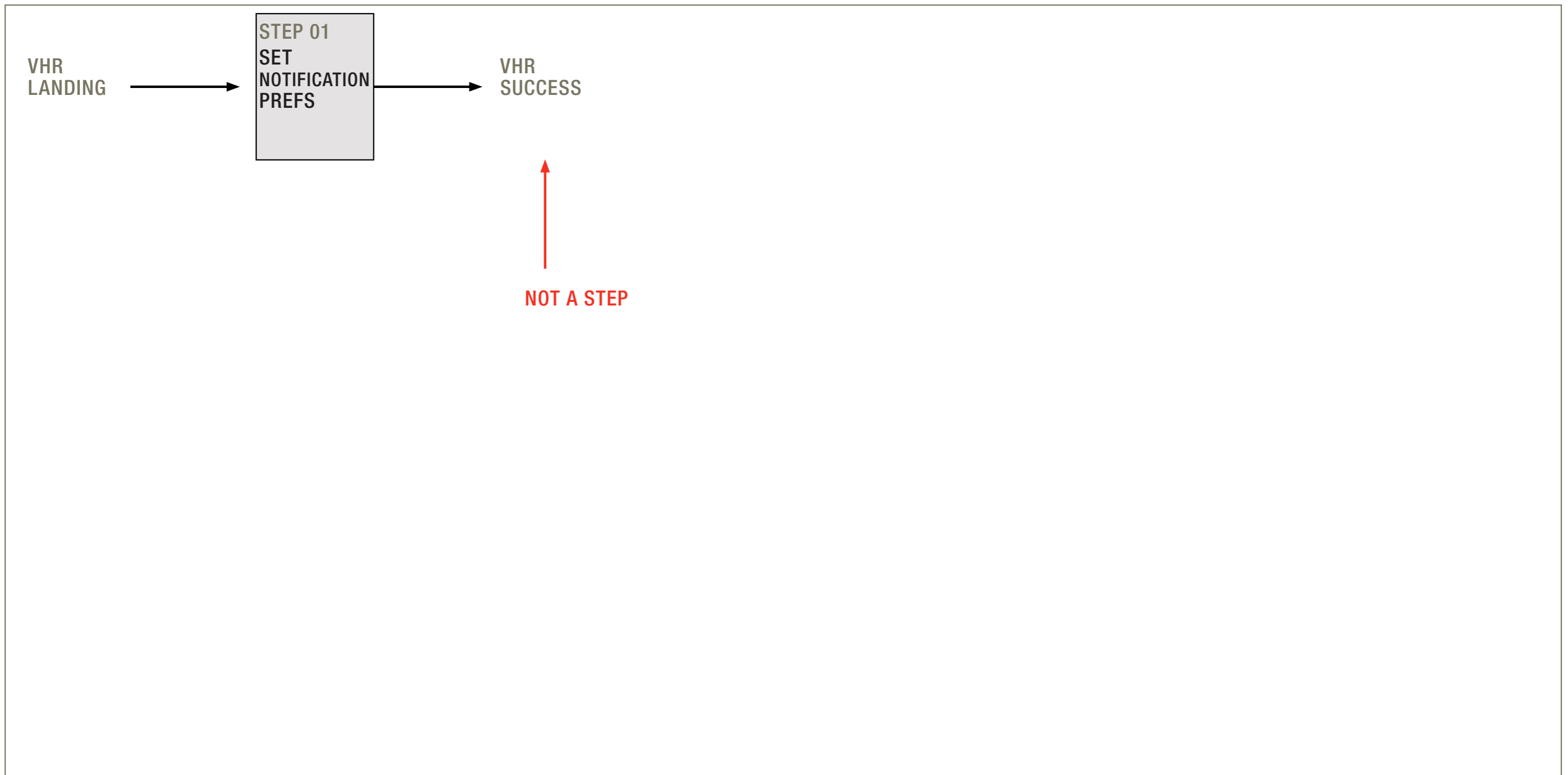
abc active link

Ⓢ annotation

Ⓢ ux annotation

A section label

A section module label



ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**253**

WIRE NAME  
**Edit VHR Notification Pref. Flow**

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.59

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

WIRE ANNOTATIONS

Logged-in registered users who have activated VHR for the session vehicle can edit the VHR notification preferences at any time. The VHR notification preferences are saved to the user's account and are applicable to all the vehicle in the account.

The Edit VHR Notifications task contains 1 step. When the user successfully completes the task, the VHR - Success page is displayed.

The Cancel option is displayed for the step. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- VHR Landing page loads.

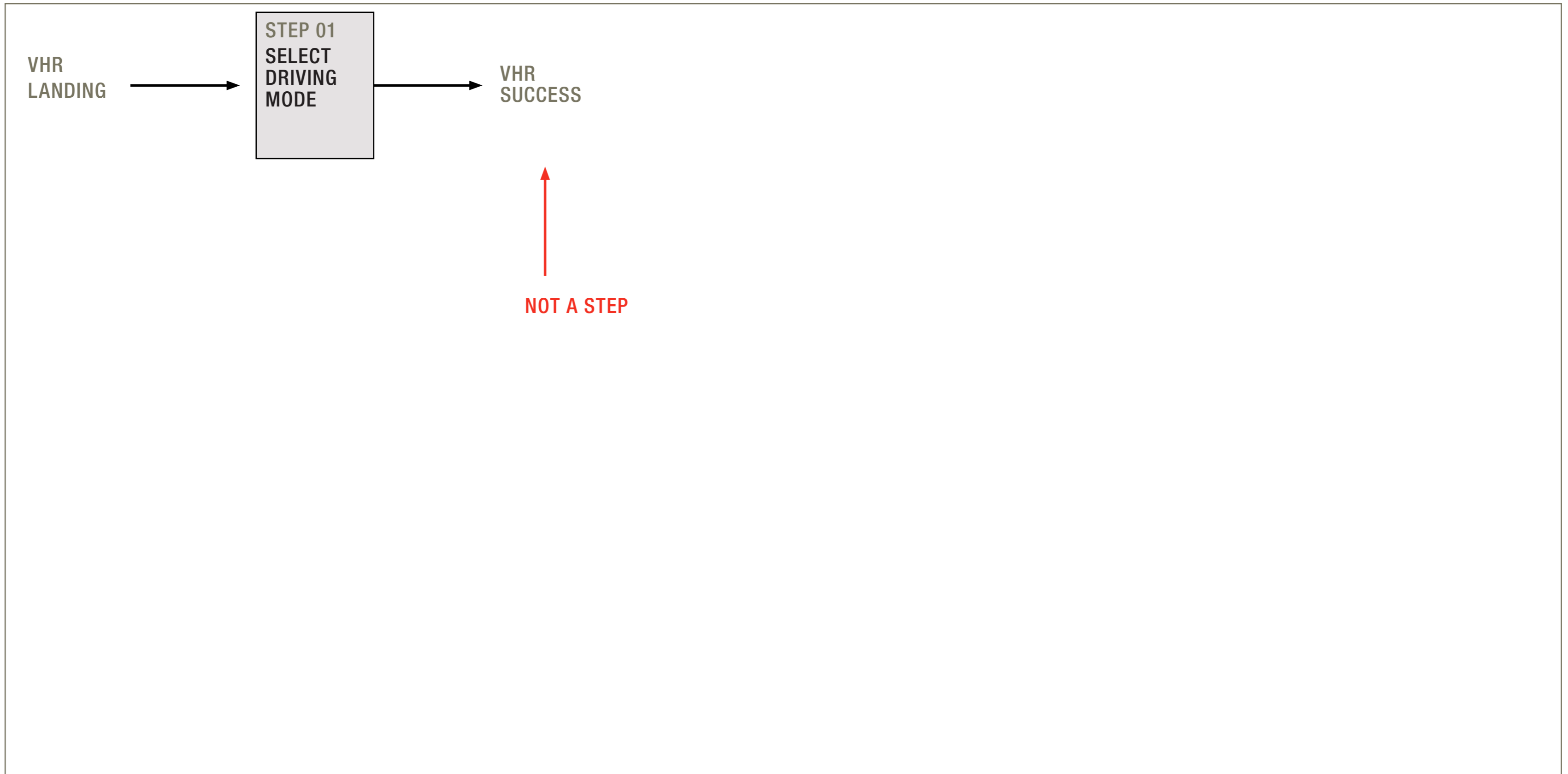
IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-



- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

ASSUMPTIONS  
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NOTES  
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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**254**

WIRE NAME  
**Edit VHR Driving Mode Flow**

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.61

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

WIRE ANNOTATIONS

Logged-in registered users who have activated VHR for the session vehicle can edit the VHR driving mode at any time. VHR driving mode is saved for a specific vehicle in the user's account. The user can edit the driving mode for the current session vehicle.

The Edit VHR Notifications task contains 1 step. When the user successfully completes the task, the VHR - Success page is displayed.

The Cancel option is displayed for the step. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- VHR Landing page loads.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

# Edit Personal Info Flow

CLIENT

FORD

PROJECT

SYNC V2

SECTION

FLOWS

LAST MODIFIED

16 APR 2008

11:06 AM

IA STATUS

FINAL

FA STATUS

FINAL

COPY STATUS

DRAFT

IA OWNER

JAMES SPAHR

FA OWNER

LILY KENNEY

COPY OWNER

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KEY

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abc active link

Ⓢ annotation

Ⓢ ux annotation

A section label

A section module label

ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**255**

WIRE NAME  
**Edit Personal Info Flow**

DOCUMENT  
BC1\_SYNC\_FLOWS

PAGE NUMBER  
BC.63

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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WIRE ANNOTATIONS

The Edit Personal Info task allows logged-in registered users to edit their personal information at any time. Personal information includes the login information.

The task contains 1 step.

When the user clicks the Next option and the form is successfully validated:

- User-entered information is saved to the user's account.
- Read-only view of the Profile Settings page loads. See wireframe SP ID 163 "Profile Settings (read-only)".

The Cancel option is displayed for the step. When the user clicks the option:

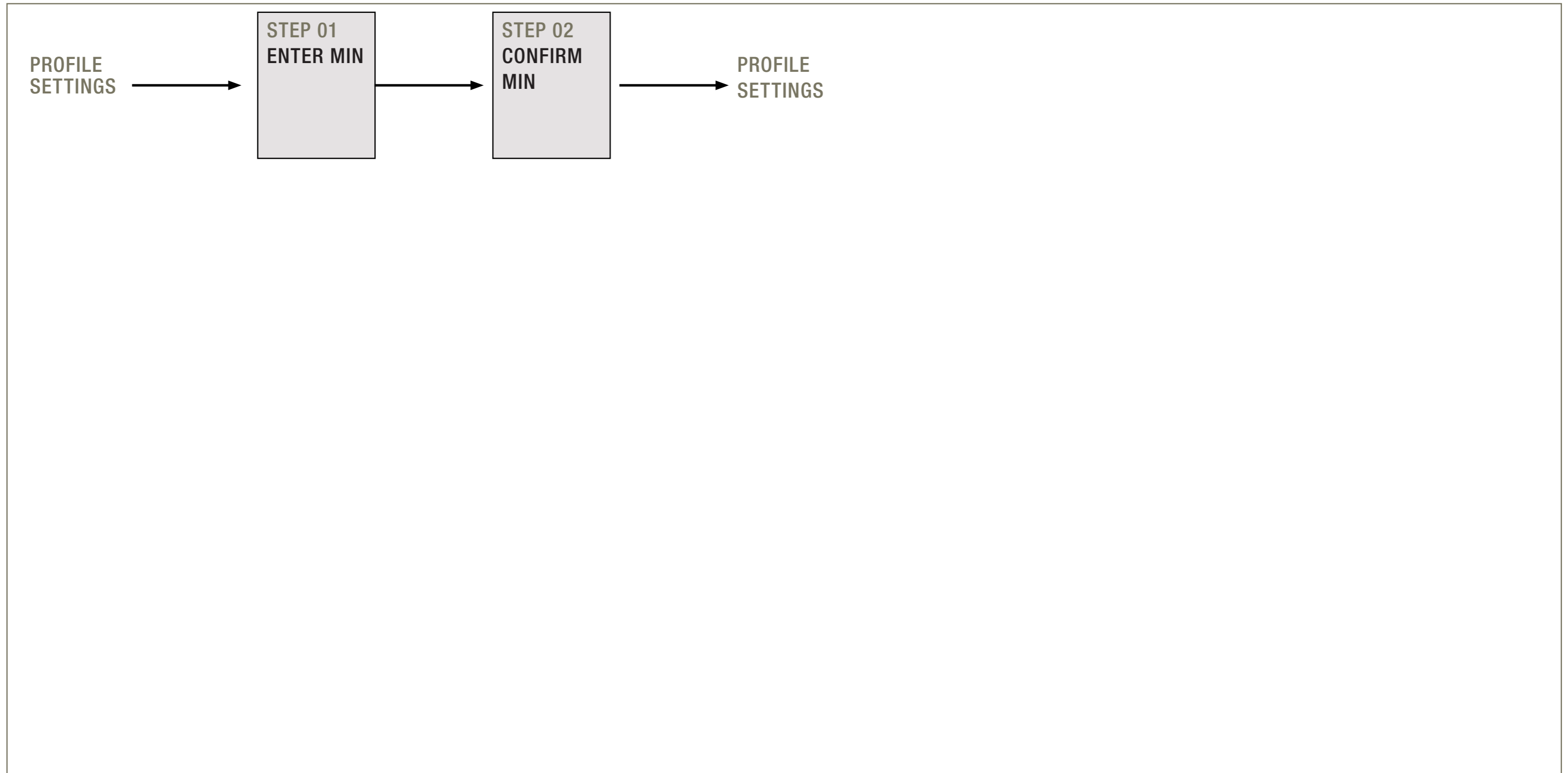
- Form is cancelled and all user-entered data is discarded.
- Read-only view of the Profile Settings page loads. See wireframe SP ID 163 "Profile Settings (read-only)".



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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- link
  - abc active link
  - Ⓢ annotation
  - Ⓢ ux annotation
  - A section label
  - A section module label

ASSUMPTIONS  
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NOTES  
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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**256**

WIRE NAME  
**Edit MIN Flow**

DOCUMENT  
**BC1\_SYNC\_FLOWS**

PAGE NUMBER  
**BC.65**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:06 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**-**

WIRE ANNOTATIONS

The Edit MIN task allows logged-in registered users to add/edit the MIN mapped to the account.

The task contains 2 steps. Please note that the flow is different if the user is editing the MIN as part of activating VHR; see wireframe SP ID 203 "Activate Vehicle Health Report Flow" for details about the activating VHR flow.

The Cancel option is displayed for all the steps. If the user cancels the task:

- Form is cancelled and all user-entered data is discarded.
- Profile Settings page loads unless the user is editing the MIN as part of activating VHR. For that situation, the origination page loads (origination page = page the user was on before accessing Activate VHR feature).

# Workflows

## 16 Apr 2008

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**FLOWS**

LAST MODIFIED

**16 APR 2008**

**11:11 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

-

# The Panels

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**FLOWS**

LAST MODIFIED

**16 APR 2008**

**11:11 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

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CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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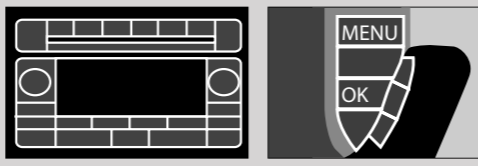
- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

PANEL WIREFRAME:

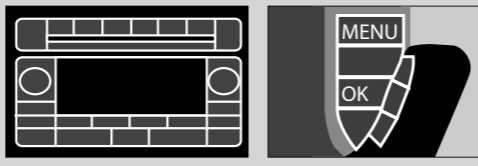
**Choose Your Radio and Steering Wheel Controls** 01

Please choose the combination of radio and steering wheel controls in your vehicle equipped with Sync. If you do not remember, you can print this page, take it to your car, select the correct combination and then return to this page to enter the information.

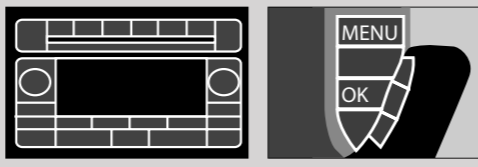
**Option 1** 02



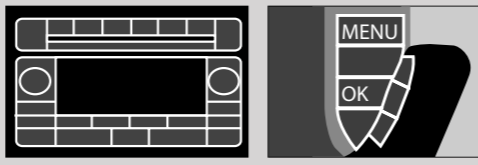
**Option 2** 02A



**Option 3**



**Option 4**

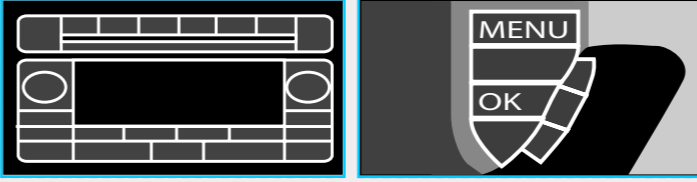


SP ID **179**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress** 03

**Radio & Steering Wheel**



04

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ANNOTATIONS

The Select Radio/Steering Wheel step allows a user to select a radio and steering wheel for a specific vehicle. The available radio and steering wheel combinations for a vehicle make/model/year and country is provided by Ford.

This step appears in several tasks, some examples are Registration, Guest Access, and Add Vehicle.

**01** The instructional text is conditional depending on if there is one or multiple radio/steering wheel options available. The text displayed for either scenario is static.

**02** The radio/steering wheel combinations available for the vehicle make/model/year and user-selected country are displayed.

The order of display is first by radio in the following order: cockpit display, two-line display, multi-line display and touch screen display; then in alphabetical order by steering wheel name.

The following info is displayed for each listed option:

- Radio image
- Steering wheel image
- Selection option. See note #1a.

If a selection is saved to the session or the account, it is highlighted as the default option.

**02A** When the user clicks the Selection option, the response is dependent on the specific task. Refer to the task flow for details.

**03** Progress widget. The display depends on if (1) there is radio/steering wheel data saved to the session or (2) a radio/steering wheel saved to the account for the current session vehicle:

- If yes to either of the above, the step is marked as completed. The following customized info is displayed based on user-selected data:
  - Radio image for the selected radio
  - Steering wheel image for the selected steering wheel

- Else, the step is marked as uncompleted.

**04** If this step is the only step in the task, the Cancel option is not displayed.

Else, the Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
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  - 00 annotation
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  - A section label
  - A section module label

PANEL WIREFRAME:

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

Thanks for setting up your Sync account!

### Getting Started

Next time you sign in, remember to use your email address: **emailaddress@something.com** 01

Every time you log in to your Sync Account, you can go straight to Support Information without having to choose a vehicle.

note: You can change your profile information anytime by going to [Account Settings](#). 02

**Selection Title**

**Option 1** 03

Go To My Account!

SP ID **180**

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**180**

WIRE NAME  
**Registration - Success**

DOCUMENT  
BC2\_SYNC\_FLOWS

PAGE NUMBER  
BC.64

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

WIRE ANNOTATIONS

The Registration - Success page is displayed when the user successfully completes the Registration task.

- 01** Text confirming the account creation. The text is personalized with the user-entered email address.
- 02** The text also includes a link for the user to edit any profile information. When the user clicks on the link, the Profile Settings page loads. See wireframe SP ID 163 "Profile Settings (read-only)".
- 03** Call-to-action module. This is a static module with an option for the user to go to the Account page. When the user clicks the option, the Account Landing page loads. See wireframe SP ID 143 "Account & VHR Landing Page Structure".



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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- KEY
- link
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  - 00 annotation
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  - A section label
  - A section module label

PANEL WIREFRAME:

Select your preferred dealership




We found that you already have a relationship with one of our dealerships. You can set this dealership as your preferred dealership for [Sparky]. You can also search for other dealerships.

Search for other dealerships:



  

**Your Current Dealership:**

**Option 1**

**Dealership Name**   

787 11th Ave. Between 54th & 55th  
New York, NY 10019

 (837) 374.3985  [dealer@fmc.com](mailto:dealer@fmc.com)

- Evening hours (Y/N)
- Saturday service hours (Y/N)
- Genuine eService appointment scheduling (Y/N)

SP ID **261**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress**

**Dealership**

**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



# Select Preferred Dealer

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

## WIRE ANNOTATIONS

The Select Preferred Dealer step allows logged-in registered users to select a preferred dealer for the current session vehicle (VHR must be active for the vehicle). The user can select a dealer that is currently displayed on the page or search for another dealer.

This step can have multiple views depending on (1) if there is an active current preferred dealer and (2) if a search has been conducted to find other dealers.

The view illustrated on this wireframe is displayed if the current preferred dealer is active and a dealer search has not been performed.

This step can appear independently as part of editing the preferred dealer or as part of another task, such as Activate VHR.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

- 01** The instructional text is customized with the nickname of the current session vehicle.
- 02** Postal Code form field. See "Sync\_Forms" document for form attributes and validation rules.
- 02A** When the user clicks the Search option, the form is validated.
  - If successful, a search is conducted for dealers that match the search criteria and the Search Results module is displayed. See note #1 in the next wireframe for details.
  - Else, if failed, this page reloads with error handling.
- 03** Current Preferred Dealer module. This module is displayed if the user has a preferred dealer saved to the account and the dealer is still active. The module contains:
  - Heading. See note #3A.
  - Dealer Info. See note #6.
  - Selection option. See note #3B.

- 03A** The heading is static.
- 03B** When the user clicks the Selection option, the selected dealer is saved as the preferred dealer for the session vehicle. The page that loads is dependent on the specific task. Refer to the task flow for details.
- 04** Progress widget. The display depends on whether the user has completed this step:
  - If yes, the step is marked as completed. The following customized info is displayed:
    - Preferred dealer name
    - Preferred dealer address (address, city, state, postal code)
  - Else, the step is marked as uncompleted.
- 05** The Cancel option is displayed. When the user clicks the option, any user selection is discarded. The page that loads is dependent on the specific task. Refer to the task flow for details.
- 06** For the dealer, the following information is displayed, when available:
  - Dealer supported brands: Ford, Lincoln, Mercury logos
  - Dealer name
  - Dealer address (addr, city, state, postal code)
  - Dealer phone number (an icon is also displayed)
  - Dealer email (an icon is also displayed). See note #6A.
  - Dealer URL (an icon is also displayed). See note #6B.
  - Evening hours availability (Y/N)
  - Saturday service hours availability (Y/N)
  - GeS online appointment scheduling availability (Y/N)

- 06A** When the user clicks the email address, the computer's native support for a mailto functionality is triggered.
- 06B** When the user clicks the URL, a new browser window/tab opens with the URL loaded.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
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COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
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- KEY
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PANEL WIREFRAME:




### Select your preferred dealership

We found that you already have a relationship with one of our dealerships. You can set this dealership as your preferred dealership for [Sparky]. You can also search for other dealerships.




Search for other dealerships:

#### Dealerships near 23423:

**Option 1**




5m/7km **Dealership Name**   

787 11th Ave. Between 54th & 55th  
New York, NY 10019




 (837) 374.3985  [dealershipurl.com](#)  
 [dealer@fmc.com](#)

- Evening hours (Y/N)
- Saturday service hours (Y/N)
- Genuine eService appointment scheduling (Y/N)

**Option 2**




5m/7km **Dealership Name**   

787 11th Ave. Between 54th & 55th  
New York, NY 10019




 (837) 374.3985  [dealershipurl.com](#)  
 [dealer@fmc.com](#)

- Evening hours (Y/N)
- Saturday service hours (Y/N)
- Genuine eService appointment scheduling (Y/N)

**Option 10**

5m/7km **Dealership Name**   

787 11th Ave. Between 54th & 55th  
New York, NY 10019

 (837) 374.3985  [dealershipurl.com](#)  
 [dealer@fmc.com](#)

- Evening hours (Y/N)
- Saturday service hours (Y/N)
- Genuine eService appointment scheduling (Y/N)

#### Workflow Progress

**Dealership**

**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

SP ID **262**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

- PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**

COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**

COPY OWNER  
-

WIRE ANNOTATIONS

The view illustrated on this wireframe is displayed when (1) there is no value saved for a preferred dealer or if the current preferred dealer has been terminated and (2) a dealer search has been performed.

**01** Postal Code form field. The search criteria is pre-populated in the form field.

**02** Search Results module. This module is displayed if a search has been performed to find other dealers.

The module contains:

- Heading. See note #2A.

If the search result contains at least one dealer, the results are displayed. The dealers are displayed in ascending order based on distance. The results contains:

- Dealer Info. See note #2B.
- Selection option. See note #2C.

Else, if no results are found, static text is displayed to inform the user (not featured in this wireframe).

**02A** The heading is customized with the search criteria.

**02B** For the list of dealer info, see note #6 in the previous wireframe, SP ID 181A. In addition, the distance (in both miles and kilometers) from the search criteria is displayed.

**02C** See note #3B in the previous wireframe, SP ID 181A.

# Select Preferred Dealer

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

## PANEL WIREFRAME:




### Select your preferred dealership

We found that you already have a relationship with one of our dealerships. You can set this dealership as your preferred dealership for [Sparky]. You can also search for other dealerships.




Search for other dealerships:

#### Your Current Dealership: 01

**Option 1**

**Dealership Name**   




787 11th Ave. Between 54th & 55th  
New York, NY 10019

 (837) 374.3985  [dealershipurl.com](#)  
 [dealer@fmc.com](#)




- Evening hours (Y/N)
- Saturday service hours (Y/N)
- Genuine eService appointment scheduling (Y/N)

#### Dealerships near 23423: 02

**Option 1**




5m/7km **Dealership Name**   

787 11th Ave. Between 54th & 55th  
New York, NY 10019




 (837) 374.3985  [dealershipurl.com](#)  
 [dealer@fmc.com](#)

- Evening hours (Y/N)
- Saturday service hours (Y/N)
- Genuine eService appointment scheduling (Y/N)

#### Option 10

5m/7km **Dealership Name**   

787 11th Ave. Between 54th & 55th  
New York, NY 10019

 (837) 374.3985  [dealershipurl.com](#)  
 [dealer@fmc.com](#)

- Evening hours (Y/N)
- Saturday service hours (Y/N)
- Genuine eService appointment scheduling (Y/N)

#### Progress Module Added When This Panel is Used:

**Workflow Progress**

**Dealership**

**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

SP ID **181**

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**181B**

WIRE NAME  
**Select Preferred Dealer**

DOCUMENT  
**BC2\_SYNC\_FLOWS**

PAGE NUMBER  
**BC.70**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:11 AM**

WIRE ANNOTATIONS

The view illustrated on this wireframe is displayed if the current preferred dealer is active and a search has been performed to find other dealers.

**01** Current Preferred Dealer module is displayed. See wireframe SP ID 181A for details.

**02** Search Results module is displayed. See wireframe SP ID 181C for details.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**-**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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- KEY
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  - 00 annotation
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PANEL WIREFRAME:

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Getting Started**

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List out:

- Notification Prefs **01**
- Driving Condition
- Pref Dealer

(We plan on using the screen as a confirmation screen when changing the Notification prefs and Driving Conditions)

**Selection Title** **02**

**Option 1**

Go To VHR Home

Giam volortie feugiat

SP ID **182**

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ANNOTATIONS

The VHR - Success page is displayed when the user successfully completes any of the following three tasks:

- Activate VHR
- Edit Driving Mode
- Edit Notification Preferences tasks

- 01** Text confirming the success of activating VHR or editing the VHR Settings. The text is personalized with the user-saved preferences for:
- VHR Notification Preferences (details not featured on the wireframe)
    - Option saved for report ready notification preference, including the primary email address or MIN if applicable.
    - Option saved for urgent notification preference, including MIN if applicable.
  - VHR Driving Mode (details not featured on the wireframe)
    - Driving mode description
  - VHR Preferred Dealer (details not featured on the wireframe)
    - Dealer name
    - Dealer address (addr, city, state, postal code)

- 02** Call-to-action module. This is a static module with an option for the user to go to the VHR Landing page. When the user clicks the option, the VHR Landing page loads. See wireframe SP ID 143 "Account & VHR Landing Page Structure".



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

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**FINAL**  
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COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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  - A section label
  - A section module label

PANEL WIREFRAME:

Select Country

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud

**Selection Title** <sup>01</sup>

**Option 1** <sup>01A</sup>

Select USA

**Option 2**

Select Canada

**Option 3**


Select Mecixo

SP ID **183**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress** <sup>02</sup>

**Country**

 USA

cancel <sup>03</sup>

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
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NOTES  
--



WIRE ANNOTATIONS

The Select Country step allows a user to select a country. The available countries are provided by Ford through the Sync vehicle program listing.

This step appears in several tasks, some examples are Guest Access and Select IOP.

**01** The countries (markets) available are displayed. The options are displayed in the following order:

- USA
- Canada
- Mexico

The following info is displayed for each listed option:

- Country flag image
- Country name
- Selection option. See note #1a.

**01A** When the user clicks the Selection option, the response is dependent on the specific task. Refer to the task flow for details.

**02** Progress widget. The display depends on whether the user has completed this step:

- If yes, the step is marked as completed. The following customized info is displayed based on user-selected data:
  - Country flag image
  - Country name
- Else, the step is marked as uncompleted.

**03** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

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FA STATUS  
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COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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  - A section module label

PANEL WIREFRAME:

Select A Brand

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**Selection Title**

**Option 1** 01 Select Ford

**Option 2** 01A Select Lincoln


**Option 3** Select Mercury

SP ID **184**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress** 02

**Brand**

 Ford

cancel 03

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
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NOTES  
--



WIRE ANNOTATIONS

The Select Vehicle Brand (make) step allows a user to select a specific Brand. The available vehicle brands (makes) is provided by Ford through the Sync vehicle program listing.

This step appears in the Select IOP task.

**01** The vehicle brands available are displayed. The options are displayed in the following order:

- Ford
- Lincoln
- Mercury

The following info is displayed for each listed option:

- Vehicle brand image
- Vehicle brand
- Selection option. See note #1a.

**01A** When the user clicks the Selection option, the response is dependent on the specific task. Refer to the task flow for details.

**02** Progress widget. The display depends on whether the user has completed this step:

- If yes, the step is marked as completed. The following customized info is displayed based on user-selected data:
  - Vehicle brand image
  - Vehicle brand name
- Else, the step is marked as uncompleted.

**03** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

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**FINAL**  
FA STATUS  
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COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

PANEL WIREFRAME:

### Select A Model

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud

Model Year: **2009**  
2008 01

#### Selection Title

##### Option 1 02



Select 2009 Edge

##### Option 2 02A



Select 2009 Explorer

##### Option 3



Select 2009 Focus

##### Option 4



Select 2009 Fusion

##### Option 5



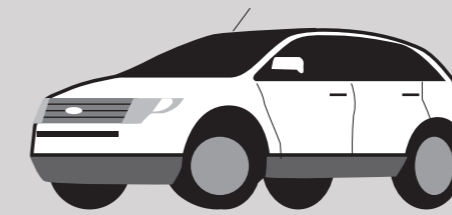
Select 2009 Sportrac

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

#### Workflow Progress 03

**Vehicle**

##### Selected Vehicle



2009 Ford Something

cancel 04

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
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NOTES  
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SP ID **185**



WIRE ANNOTATIONS

The Select Vehicle step allows a user to select a specific vehicle model/year. The available years and list of models corresponding to each year/make are provided by Ford through the Sync vehicle program listing.

This step appears in the Select IOP task.

**01** The list of available years are displayed in descending chronological order. By default, the latest year is selected.

All years, except for the selected year, are active links. When the user clicks on a link, the page refreshes to display the list of vehicles for the selected year.

**02** The vehicle available for the selected year are displayed in alphabetical order by the vehicle make.

The following info is displayed for each listed option:

- Vehicle image
- Vehicle model/year
- Selection option. See note #3a.

**02A** When the user clicks the Selection option, the corresponding IOP is saved to the session. The next page that loads is dependent on the specific task. Refer to task flow for details.

**03** Progress widget. The display depends on whether the user has completed this step:

• If yes, the step is marked as completed. The following customized info is displayed based on user-selected data:

- Vehicle make/model/year
- Corresponding vehicle image
- Else, the step is marked as uncompleted.

**04** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

# Add Vehicle - Warning

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
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FA STATUS  
**FINAL**  
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**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

PANEL WIREFRAME:

Maybe you need another Account

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

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**Selection Title**

**Option 1** Add Vehicle to this Account 01

Giam volortie feugiat

**Option 2** Create New Account 02

Giam volortie feugiat

SP ID **186**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

Workflow Progress 03

Verify Vehicle Addition

cancel 04

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**186**

WIRE NAME

# Add Vehicle - Warning

DOCUMENT  
BC2\_SYNC\_FLOWS

PAGE NUMBER  
BC.80

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

## WIRE ANNOTATIONS

This is the first step in the Add Vehicle task. See wireframe SP ID 220 "Add Vehicle Flow" for details on the steps of the flow.

The is a static page.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

- 01** Add Vehicle option. When the user selects this option, the user continues to Step 2 of the Add vehicle task.
- 02** Registration option. When the user selects this option, the Registration - Enter VIN page loads. See wireframe SP ID 198 "Registration - Enter VIN".
- 03** Progress widget. When the user is on this step, it is marked as not completed; after the user continues onto the next step in the task, it is marked as completed.
- 04** The Cancel option is always displayed. When the user selects this option, the Vehicle Settings page is displayed with the current session vehicle.



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

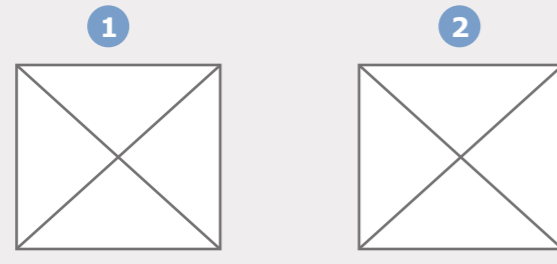
PANEL WIREFRAME:

Please enter your Vehicle Identification Number (VIN)  
Where can I find my VIN?  
You can usually find your VIN on your vehicle documentation (registration, title, lease or promissory note).  
You can also find it on your vehicle:  
(1) On the dash next to the windshield on the driver's side. This is the most common location.  
(2) On the driver side door post.

Small HTML Form - Single Text Entry  
**Vehicle Identification Number**

Next

1 2



SP ID **187**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

Workflow Progress  
✓ Vehicle  
Selected Vehicle  
2009 Ford Something  
VIN: xxxx xxx xxxx xxxxxx  
cancel

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

 THIS WIRE, SPID 187, HAS BEEN SIGNED OFF.

WIRE ANNOTATIONS

The Enter VIN step allows a user to select enter a VIN. When the user requests to proceed to the next steps, the VIN is validated. If successful, the next step loads; else, this page reloads with error handling.

This step appears in several tasks, some examples are Registration, Guest Access, and Add Vehicle.

- 01** Locating VIN module. This is a static module with content guiding the users to locating their vehicle's VIN.
- 02** Enter VIN form field. See "Sync\_Forms" document for form attributes and validation rules.
- 02A** When the user clicks the Next option, the form is validated.
  - If successful, the next page in the task loads. The page is dependent on the specific task. Refer to task flow for details.
  - Else, if failed, this page reloads with error handling.
- 03** Progress widget. The display depends on If there is a valid VIN saved to the session:
  - If yes, the step is marked as completed. The following customized info is displayed based on user-selected data:
    - Vehicle make/model/year
    - Corresponding vehicle image
  - Else, the step is marked as uncompleted.
- 04** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
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**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
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COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
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**LILY KENNEY**  
COPY OWNER  
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- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

PANEL WIREFRAME:

Please Enter Your Mobile Number.

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**Small HTML Form - Single Text Entry** 01

**Please Enter Your Mobile Number**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem

###-###-####

Next 01A

**Workflow Progress** 02

My Mobile Number

cancel 03

SP ID **258**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**258**

WIRE NAME  
**Enter MIN**

DOCUMENT  
BC2\_SYNC\_FLOWS

PAGE NUMBER  
BC.84

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008  
11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
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COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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WIRE ANNOTATIONS

Users must enter a MIN twice when they add or edit the MIN. This step is displayed when the user selects to add/edit a MIN.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

**01** Enter MIN form field. See "Sync\_Forms" document for form attributes and validation rules.

If the user is editing a MIN, the user-saved MIN is pre-populated in the form field, else "xxx-xxx-xxxx" is pre-populated.

**01A** When the user clicks the Next option, the form is validated.

- If successful, the Confirm MIN page loads. See wireframe SP ID 188 "Confirm MIN".
- Else, if failed, this page reloads with error handling.

**02** Progress widget. If the user has completed this step, then it is marked as completed, else it is marked as uncompleted.

This step contains no customized data.







**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing the Enter MIN feature).

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

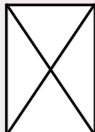


IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label


PANEL WIREFRAME:


Please Confirm Your Mobile Number.

You've just entered this number.

 **555-123-4567**   [\(Change This\)](#)


**Small HTML Form - Single Text Entry**

**Please Re-Enter Your Mobile Number**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem 





SP ID **188**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress** 

**Confirm Mobile Number**

 555-123-4567



PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
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WIRE ANNOTATIONS

Users must enter a MIN twice when they add or edit the MIN. This step is displayed when the user is re-entering the MIN.

The user can access this step through three ways:

- Enter MIN page
- After the user accepts VHR Terms & Conditions and there is not a MIN saved with the account

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

If marked as completed, the following customized info is displayed:

- User-entered MIN

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing the Enter MIN feature).

**01** The user-entered MIN is displayed. The MIN should be displayed in a way that it is difficult for the user to copy and paste the MIN into the Confirm MIN form field.

**02** Change MIN option. When the user clicks this option, the Enter MIN page is displayed with the user-entered MIN pre-populated in the form field. See wireframe SP ID 258 "Enter MIN".

**03** Confirm MIN form field. See "Sync\_Forms" document for form attributes and validation rules.

**03A** When the user clicks the Next option, the form is validated.

- If successful, the behavior differs depending on if the user is adding/editing the MIN as a stand-alone action or as part of activating VHR.

- Stand-alone action: the page the user was on before selecting to add/edit the MIN is displayed.

- Activating VHR: the next step in the flow, Select a Preferred Dealer page, is displayed. See wireframe SP ID 206 "Activate VHR - Select Preferred Dealer".

- Else, if failed, this page reloads with error handling.

**02** Progress widget. If the user has completed this step, then it is marked as completed, else it is marked as uncompleted.

# Community Settings - Select Screen Name

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

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IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
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  - A section label
  - A section module label

## PANEL WIREFRAME:

### Owner to Owner Screen Name

This is the name you'll use when you post comments to community areas of the Sync website. Choose a name and click to next to select your posting style. Once you've selected both, we'll give you the option to save or edit.

#### Small HTML Form - Single Text Entry

**Choose a screen name.**  
(Your screen name can include up to 20 characters)

Next

## PROGRESS MODULE ADDED WHEN THIS PANEL IS USED:

#### Workflow Progress

**Owner to Owner Screen Name**

OnDaEdge

cancel

SP ID **189**

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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# Community Settings - SelectScreenName

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SECTION  
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LAST MODIFIED  
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## WIRE ANNOTATIONS

Logged-in registered users can access the community feature. In order to participate in community, the user must have set up a community name and icon. This is the page to set up the community name.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

**01** Community form field. See “Sync\_Forms” document for form attributes and validation rules.

If the user is on this page because he/she selected to edit the nickname, the user-entered nickname is pre-populated in the form field.

**01A** When the user clicks the Next option, the form is validated.

- If successful, the Community - Select Icon page loads. See wireframe SP ID 193 “Community - Select Icon”.
- Else, if failed, this page reloads with error handling.

**02** Progress widget. The display depends on If there is a screen name saved to the session:

- If yes, the step is marked as completed. The following customized info is displayed:
  - User-entered community screen name
- Else, the step is marked as uncompleted.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.
- Origination page loads (origination page = page the user was on before accessing the Community feature).



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PANEL WIREFRAME:

Please select your driving mode that you do most often.

Your driving mode affects [Sparky]'s maintenance schedule and helps us provide accurate service recommendations. The current driving mode is not tied to warrant or lease status.

The driving mode you chose during VHR activation is displayed below. If your driving has not changed, no action is necessary.

**Small HTML Form - Radio Buttons**

**Form Title**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem

- Predominantly highway driving on paved roads in low-dust or dust-free environments; includes some in-town driving.
- Predominantly stop-and-go traffic and/or in-town driving; frequent trips of under 10 miles.
- Using unpaved roads three or more times a week.
- Regularly drive on un-maintained roads and/or trails or in areas without roads.
- Towing a trailer at least one day a week.

Next

SP ID **191**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress**

**Driving Mode**

cancel

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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WIRE ANNOTATIONS

The Select Driving Mode step is displayed as part of Activating VHR task or when a logged-in registered user that have activated VHR for the session vehicle decides to edit the driving mode for that vehicle.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

- 01** The instructional text is customized with the nickname of the current session vehicle.
- 02** VHR Driving Mode form field. See "Sync\_Forms" document for form attributes and validation rules.  
The list of options is dynamically retrieved from Ford. The user-saved option is selected by default.
- 02A** When the user clicks the Next option, the form is validated.
  - If successful, the response is dependent on the specific task. Refer to the task flow for details.
  - Else, if failed, this page reloads with error handling.
- 03** Progress widget. The display depends on the task. If the user has completed this step, then it is marked as completed, else it is marked as uncompleted.  
This step contains no customized data.
- 04** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

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PANEL WIREFRAME:

Select Notification Preferences

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**Small HTML Form - Radio Buttons**

**Report Ready Notifications**  
Notify me that my Vehicle Health Report is ready by:

- Sending me an email to: *email@mail.com*
- Sending me a text message to: *555-123-4567*
- Do not send me report ready notifications

**Small HTML Form - Radio Buttons**

**Urgent Notifications**  
Notify me of urgent Vehicle Health Report messages by:

- Sending me a text message to: *555-123-4567*
- Do not send me urgent report notifications

Next

SP ID **192**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress**

**Notifications**

Report Ready Notifications	<i>email@mail.com</i>
Urgent Notifications	<i>text:</i>

cancel

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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# Select Notification Preferences

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## WIRE ANNOTATIONS

The Select Notification Preferences step is displayed as part of Activating VHR task or when a logged-in registered user that have activated VHR for the session vehicle decides to edit the notification preferences for that vehicle.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

**01** VHR Notification Preferences form fields. See “Sync\_Forms” document for form attributes and validation rules.

The list of options for the two preferences is static, but the options are customized with the primary email address or MIN saved to the account.

The user-saved options are selected by default.

**01A** When the user clicks the Next option, the form is validated.

- If successful, the response is dependent on the specific task. Refer to the task flow for details.
- Else, if failed, this page reloads with error handling.

**02** Progress widget. The display depends on the task. If the user has completed this step, then it is marked as completed, else it is marked as uncompleted.

If marked as completed, the following customized info is displayed:

- Option saved for report ready notification preference, including the primary email address or MIN.
- Option saved for urgent notification preference, including MIN if applicable.

**03** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

# Community Settings - Select Icon

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PANEL WIREFRAME:

**Owner to Owner Icon**

This is how others will see your screen name and vehicle information. Select a community icon below and click save or edit screen name.

**Small HTML Form - Radio Buttons**

**Form Title**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem

**OnDaEdge**

**OnDaEdge**  
2008 Ford Edge

 **OnDaEdge**  
2008 Ford Edge

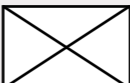
Next

SP ID **193**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress**

**Owner to Owner Icon**

 **OnDaEdge**  
2008 Ford Edge

cancel

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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# Community Settings - Select Icon

## WIRE ANNOTATIONS

Logged-in registered users can access the community feature. In order to participate in community, the user must have set up a community name and icon. This is the page to set up/edit the community icon.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

- Community Settings page loads. See wireframe SP ID 165 "Community Settings (read-only)".

**01** Community form field. See "Sync\_Forms" document for form attributes and validation rules. There are three available icon options:

- Option 1: Primary vehicle's nickname
- Option 2: Primary vehicle's nickname and vehicle make/model/year
- Option 3: Primary vehicle's nickname, vehicle make/model/year, and vehicle image

If available, the user-saved selection is the default option; else no default selection is made.

**01A** When the user clicks the Next option, the form is validated.

- If successful, the user selection is saved to the account and the Community Settings page loads. See wireframe SP ID 165 "Community Settings (read-only)".
- Else, if failed, this page reloads with error handling.

**02** Progress widget. The display depends on If there is a icon saved to the session/account:

- If yes, the step is marked as completed. The following customized info is displayed:
  - User-selected/saved community screen icon, including the vehicle make/model/year and/or image, if applicable.
- Else, the step is marked as uncompleted.

**03** The Cancel option is displayed. When the user clicks the option:

- Form is cancelled and all user-entered data is discarded.

# Manage Personal Info

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PANEL WIREFRAME:

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

### Log In Information

All fields are required unless indicated as optional. The information you enter below is secure and will not be shared with any third parties. [Personal information privacy and security policies](#)

Email Address 02

Create Password 01

Re-enter Password

Security Question

Security Question Answer

### Owner Profile Information

Prefix (optional) First name Last name Suffix (optional)

Address 1 Address 2 (optional)

City State/Province Country 01A Postal Code

Phone Number

Email Preferences (optional) [Privacy policy](#) 02

Send me important information about Sync updates, applications and maintenance via email.

Next 01B

Workflow Progress 03

Profile Information 04

cancel

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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SP ID **194**



# Manage Personal Info

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## WIRE ANNOTATIONS

The Manage Personal Info step allows users to add or edit their personal information. Users add the information as part of the registration process; users edit the information as part of managing their profile settings.

Users must be logged-in registered users to edit the profile information; other users are automatically directed to the Login page when they attempt to access the Edit functionality.

- As part of edit, the step is marked as completed and contains no customized data.

**04** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details.

**01** Personal Info form fields. See “Sync\_Forms” document for form attributes and validation rules.

The form fields, except for passwords, are pre-populated when:

- Users are editing their profile information
- Users are completing their Sync profile when they login to the Sync site for the first time with an account created on another FMC site

**01A** The options in the State/Province form are dependent on the selected country. If the user changes the country, the drop-down values are updated and the selected options changes to the default option.

If there is no country selection, the State/Province form drop-down is disabled.

**01B** When the user clicks the Next option, the form is validated.

- If successful, the the response is dependent on the specific task. Refer to the task flow for details.
- Else, if failed, this page reloads with error handling.

**02** When the user clicks the Privacy option, a new browser window/tab opens and the Privacy page loads.

**03** Progress widget. The display depends on how the user is accessing this step:

- As part of registration, the step is marked as uncompleted and contains no customized data.



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PANEL WIREFRAME:

**Choose Your Vehicle's Nickname**

Please enter the nickname for your vehicle that you want to appear in your Sync owner account. The nickname can be up to 15 characters

**Small HTML Form - Single Text Entry** 01

**Your vehicle's nickname**

  
  
 01A

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress** 02

**Vehicle Nickname**

Sparky

 03

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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SP ID **190**



# Nickname Vehicle

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## WIRE ANNOTATIONS

The Nickname Vehicle step allows a user to name a vehicle in the account.

The step appears in several tasks, some examples are Registration, Edit Vehicle, and Add Vehicle.

To edit or add a vehicle, users must be logged-in registered users; other users are automatically directed to the Login page when they attempt to access the edit functionality.

**01** Vehicle Nickname form field. See “Sync\_Forms” document for form attributes and validation rules.

The pre-population of the form field depends on the task:

- For Registration and Add Vehicle, the system-generated nickname
- For all other tasks, the user-saved vehicle nickname

**01A** When the user clicks the Next option, the form is validated.

- If successful, the the response is dependent on the specific task. Refer to the task flow for details.
- Else, if failed, this page reloads with error handling.

**02** Progress widget. The display depends on how the user is accessing this step:

- As part of registration or adding a vehicle, the step is marked as uncompleted.
- As part of other tasks, the step is marked as completed and contains the following customized data.
  - User-saved vehicle nickname.

**03** The Cancel option is displayed. When the user clicks the option, the response is dependent on the specific task. Refer to the task flow for details..

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PANEL TEMPLATE D

PANEL WIREFRAME:

**Vehicle Health Report Terms & Conditions**

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**Terms & Conditions**

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**01A** Decline **01B** Agree

SP ID **196**

PROGRESS MODULE ADDED  
WHEN THIS PANEL IS USED:

**Workflow Progress** **02**

**Terms & Conditions**

cancel **03**

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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WIRE ANNOTATIONS

The VHR Terms & Conditions step is the first step in the Activate VHR task.

- 01** The VHR Terms & Conditions text is static text hosted at SMR.
- 01A** If the user clicks Decline option, it behaves the same as if the user clicked the Cancel option. See note #3.
- 01B** If the user clicks Agree option, the page for the next step loads:
  - If the user has already saved a MIN with the account, the next step is skipped and the Activate VHR - Select Preferred Dealer page loads. See wireframe SP ID 206 "Activate VHR - Select Preferred Dealer".
  - Else, the Activate VHR - Confirm MIN page loads. See wireframe SP ID 205 "Activate VHR - Confirm MIN".
- 02** Progress widget. This widget contains one step. If the user has completed this step, then it is marked as completed, else it is marked as uncompleted.  
  
This step contains no customized data.
- 03** The Cancel option is displayed. When the user clicks the option:
  - Form is cancelled and all user-entered data is discarded.
  - Origination page loads (origination page = page the user was on before accessing Activate VHR feature).

# Panel Templates

(Primary use is for Tech planning and to aid Creative in creating a consistent design)

CLIENT

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PROJECT

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# Panel Template A

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Page Title

http://syncmyride.com/path/to/page

**Global Nav**

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

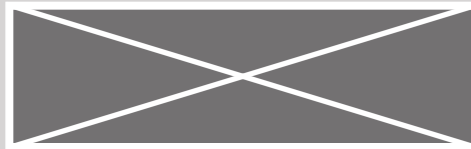
## Panel Title

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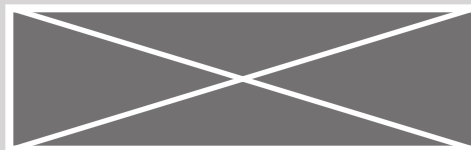
**PreDelected Option**



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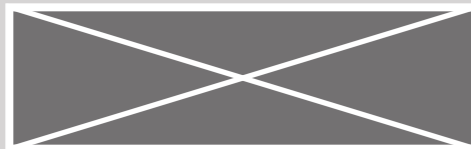
### Selection Title

**Option 1**



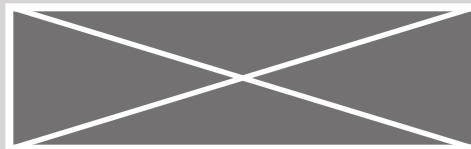
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**Option 2**



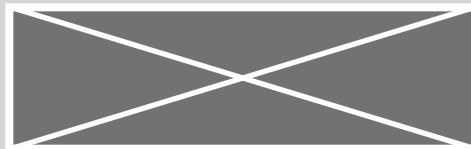
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**Option 3**



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**Option 4**



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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - oo annotation
  - oo ux annotation
  - A section label
  - A section module label

Page Title

http://syncmyride.com/path/to/page

**Global Nav**

**SYNC**  
Powered by **Microsoft**

Welcome Back [James]! | [Logout](#)

**Ford** | **LINCOLN** | **MERCURY**

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

### Panel Title

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**Small HTML Form - Single Text Entry**

**Form Title**  
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Custom Action

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - Ⓢ annotation
  - Ⓢ ux annotation
  - A section label
  - A section module label

Page Title

http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

## Panel Title

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

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### Small HTML Form - Radio Buttons

**Form Title**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem

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- vent wisi. Uscinisit
- at ut nosto conse
- dolendre dolor

### Small HTML Form - Check Boxes

**Form Title**  
Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem

- Ustion ut
- vent wisi. Uscinisit
- at ut nosto conse
- dolendre dolor

Custom Action

PRIMARY INCOMING LINKS

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PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

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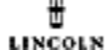



Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

SYNC  
Powered by **Microsoft**

Welcome Back [James]! | [Logout](#)

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

**Panel Title**

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud

**Complex HTML Form**

Custom Action

# Panel Template D

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**FLOWS**  
LAST MODIFIED  
**16 APR 2008**  
**11:11 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - Ⓢ annotation
  - Ⓢ ux annotation
  - A section label
  - A section module label

Page Title

http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Panel Title

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud

**Terms & Conditions**

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Decline Agree

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
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NOTES  
--

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

# Account Landing Page

## Vehicle Health Report Landing Page

### Misc Account Wireframes

#### 16 Apr 2008

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Vehicle Health Update & Customize Owner to Owner Account Settings

## Access or Create Your Owner Account

Welcome! If you have already registered, please log in below. If not, you can register here and immediately gain access to the many benefits that come with a Sync owner account. Already a registered owner of a Ford, Lincoln or Mercury vehicle? You can use that username or password here for your Sync owner account.

### Secure Log In

EMAIL  **01**

PASSWORD  **01**

Remember me on this computer

**LOG IN** **02** [Forgot your password?](#) **03**

### New Sync Owner? Register Here

Setting up your Sync owner account only takes a few minutes and gives you access to important features like:

- \* How To guides personalized for you and your Sync
- \* Full access to the Owner to Owner comments
- \* Important Sync updates and applications
- \* Ability to customize your Sync features

**CREATE A SYNC ACCOUNT** **04**

### Just Looking for Software Updates?

Ignovideo, ut poentemoli **Vehicle Identification Code** (VIN) re dium.

[Search for Software Updates](#) **05**

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

**SMALL CHANGES FROM THE V1.X SITE.**  
**LARGER CALL OUT FOR THE VIN LOGIN.**

**THIS PAGE IS DISPLAYED ANY TIME A PUBLIC USER OR GUEST USER TRY TO ACCESS A PAGE THAT REQUIRE LOGIN.**



WIRE ANNOTATIONS

This page allows users who have created an account to log in.

**01** Registered user login form fields. See “Sync\_Forms” document for form attributes and validation rules.

**02** When the user clicks the Log In option, the form is validated:

- If successful, a logged-in session is started for the user and the primary vehicle is retrieved:

- If this is the first time a user is logging in with an account created on another FMC site, see note #2a.

- Else, if there is not a radio/steering wheel saved with the vehicle, the Select R/SW task displays. See wireframe SP ID 221 “Select Radio/Steering Wheel”.

- Else, the origination page (the page from which the user accessed the Login feature) or the Account Landing loads.

- Else, if failed, the failed login counter increases by one:

- If the counter  $\leq 4$ , this page reloads with error handling.

- Else, the login is locked for the browser session. An error page loads with a corresponding error message.

**02A** When it is the first time a user is logging in with an account created on another FMC site:

- If the account is not mapped to any vehicle or at least one Sync-confirmed vehicle, the Registration - Enter VIN page loads. See wireframe SP ID 198 “Registration - Enter VIN”.

- Else, the Registration - Profile Info page loads. See wireframe SP ID 199 “Registration - Profile Info”.

**03** When the user clicks the Forgot Password option, the Forgot Password page loads.

**04** Create Account module. This is a static module with information about the benefits of registration. When the user clicks the Create Account option, the user begins the Create Account task. See wireframe SP ID 197 “Create Account Flow”.

**05** Guest Access module. This is a static module with information for users who only want access to software updates (service packs and application). When the user clicks the Guest Access option, the user begins the Guest Access task. See wireframe SP ID 218 “Guest Access Flow” for information about the task.

# Account & Vehicle Health Report Landing Pages

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**ACCOUNT**

LAST MODIFIED

**16 APR 2008**

**11:32 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER







**DOUG BOLIN**

# Account & VHR Landing Page Structure

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

My Sync

Module A

Module B

Module C

Select Another Vehicle

Selected Vehicle  
**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

THE ACCOUNT LANDING PAGE USES A SERIES OF MODULES ALONG THE LEFT SIDE. THESE MODULES ARE CONDITIONALLY DISPLAYED.

 THIS WIRE, SPID 143, HAS BEEN SIGNED OFF.

# Account & VHR Landing Page Structure

WIRE ANNOTATIONS

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

---

## *Account Landing Structure*

The Account Landing page has the following elements:

- Heading
- Modules
- Vehicle Widget Module

**01** Heading. The heading contains static text.

**02** Modules. Modules display on the Account Landing page conditionally. See wireframe SP ID 263 "Catalog of Modules" for an overview.

**03** Vehicle Widget. See wireframe set for "Vehicle Widget".

---

## *VHR Landing Structure*

The VHR Landing page has the following elements:

- Heading
- Modules
- Vehicle Widget Module

**04** Heading. The heading contains static text.

**05** Modules. Modules display on the VHR Landing page conditionally. See wireframe SP ID 263 "Catalog of Modules" for an overview.

**06** Vehicle Widget. See wireframe set for "Vehicle Widget".

---



# Catalog of Modules

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**







COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**

COPY OWNER  
**DOUG BOLIN**

Module	SPID	Order1	Notes	Show on Account	Show on VHR	Show if	Data From	Is Stat-ic?
VIN InValid	155	10		Y	Y	VIN does not have SYNC profile	CIS	Y
MIN InValid	154	20		Y	Y	MIN is not valid	LCS	Y
Get VHR Now!	223	30		N	Y	VHR is eligible or not Active	LCS	Y
VHR Not Eligible	227	40		N	Y	VHR not Available	LCS	Y
Upgrade to V2 Promo	148	50		Y	Y	VHR is eligible after upgrade	LCS	Y
Vehicle Health Report	152	60	Activate Now (2 versions), Report Avail, Report Expired, No Report Yet	Y	Y	VHR is Active	LCS	N
Vehicle Applications	149	70		Y	N	VIN does have SYNC profile	CIS	Y
Owner to Owner	150	80		Y	N	Always Show	--	Y
Assist e911	151	90		Y	N	VHR is available	LCS	Y
VHR Settings	224	100		N	Y	VHR is Active	LCS	
VHR Help	225	110		N	Y	VHR is Active	LCS	Y

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

NOTES

SOURCE OF TRUTH:

[HTTP://AQUANET/SITES/AARF/FORD-SYNCV2/LISTS/DOC\\_ACCOUNT%20MODULES/ALLITEMS.ASPX](http://AQUANET/SITES/AARF/FORD-SYNCV2/LISTS/DOC_ACCOUNT%20MODULES/ALLITEMS.ASPX)

# Sample Account Landing Pages

(These sample pages are for contextual understanding of how the modules interact with each other. Copy and module functionality should be specified on the module wires.)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

# Account - Activate VHR Service

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | [Logout](#)

Ford | LINCOLN | MERCURY

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## My Sync

### Activate SYNC Vehicle Health Reports Now!

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[Learn More](#)

#### Get Started

Tell us your mobile phone number.

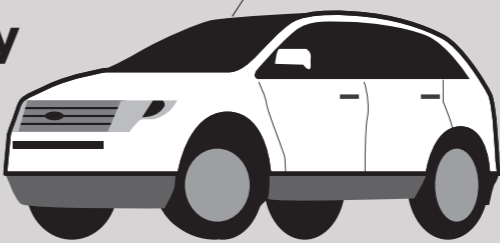
###-###-####

Start Activation

Select Another Vehicle

#### Selected Vehicle

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

### Update and Customize

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[Update & Customize](#)

[See Confirmed Installations](#)

» [Application & Download Support Content #1](#)

» [Application & Download Support Content #2](#)


### Owner to Owner

iIng elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praese-

[View Owner to Owner](#)

» [Community Support Content #1](#)

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
**TOM HAS REQUESTED WE REMOVE THE ASSIST 911 MODULE**

 THIS WIRE, SPID 157B, HAS BEEN SIGNED OFF.

WIREFRAME ID TEMPLATE VERS 2.2.0  
JAMES.SPAHR@AVENUEA-RAZORFISH.COM

avenue a  
razorfish

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**157B**

WIRE NAME

# Account - Activate VHR Service

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.10

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

This wireframe shows the Account Landing page for a user and vehicle combination that is eligible for the VHR service. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user does not have a MIN stored in the user profile.
- The user and vehicle combination is eligible for VHR service.

**01** VHR Module. The VHR Activation with MIN Collection state is displayed here. See wireframe SP ID 152 and 153 "Vehicle Health Report Module" for details.

**02** Vehicle Applications Module. See wireframe SP ID 149 "Vehicle Applications Module" for details.

**03** Community Module. See wireframe SP ID 150 "Community Module" for details.

# Account - Upgrade to V2 Promo

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

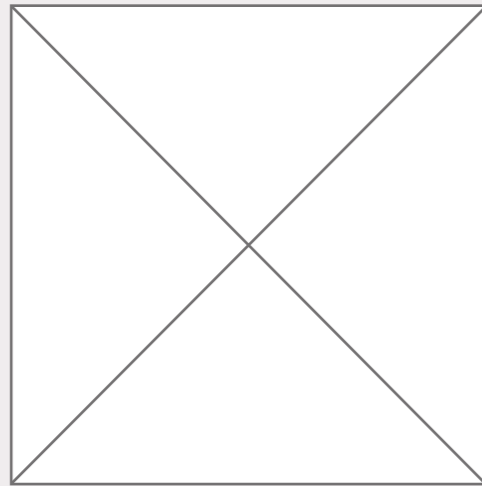
Welcome Back [James]! | [Logout](#)

Ford | LINCOLN | MERCURY

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## My Sync

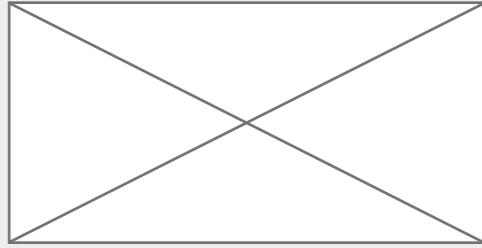
### Upgrade Your Sync!

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[Find A Dealership to Upgrade](#)

Vehicle Health [learn more](#) Assist 911 [learn more](#)

### Update and Customize

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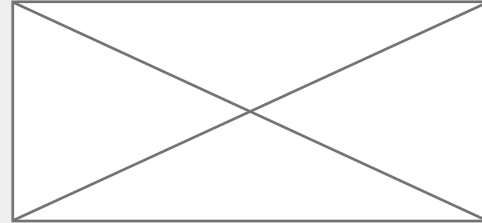
[Update & Customize](#)

[See Confirmed Installations](#)

» [Application & Download Support Content #1](#)

» [Application & Download Support Content #2](#)

### Owner to Owner

 iIng elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praese-


[View Owner to Owner](#)

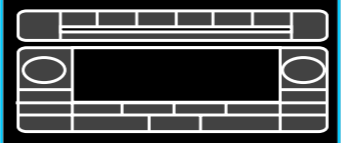

» [Community Support Content #1](#)

01 Select Another Vehicle

**Selected Vehicle**

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--

 THIS WIRE, SPID 156, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**156**

WIRE NAME

# Account - Upgrade to V2 Promo

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.12

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

This wireframe shows the Account Landing page for a user and vehicle combination that can be upgraded to Sync V2 via a dealer visit. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user may have an active MIN or no MIN.
- The user and vehicle combination can be upgraded to Sync V2 via a dealer visit.

**01** Upgrade to V2 Promo Module. See wireframe SP ID 148 "Upgrade to V2 Promo Module" for details.

**02** Vehicle Applications Module. See wireframe SP ID 149 "Vehicle Applications Module" for details.

**03** Community Module. See wireframe SP ID 150 "Community Module" for details.

# Account - VHR Service is Activated

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | [Logout](#)

Ford | LINCOLN | MERCURY

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## My Sync

### SYNC Vehicle Health Available

Sparky's report run on **[Feb 18 2008]** facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consentit, vullat. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

[View Online Report](#)  
*Report generation may take up to 25 seconds*

» [VHR Support Content #1](#)  
» [VHR Support Content #2](#)

### Update and Customize

Ibh eum quis dolesto conulla commy nulla cons accum ad euisid uissent praestinci ex-erostrud et, senim in volortis acil irilit dolor

[Update & Customize](#)  
[See Confirmed Installations](#)

» [Application & Download Support Content #1](#)  
» [Application & Download Support Content #2](#)

### Owner to Owner


iIng elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praese-

[View Owner to Owner](#)

» [Community Support Content #1](#)

Select Another Vehicle

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

**TOM HAS REQUESTED WE REMOVE THE ASSIST 911 MODULE**

 **THIS WIRE, SPID 157A, HAS BEEN SIGNED OFF.**

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**157A**

WIRE NAME

# Account - VHR Service is Activated

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.14

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**

COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

This wireframe shows the Account Landing page for a user and vehicle combination where the VHR service has been activated. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user's MIN is active.
- The user and vehicle combination has activated VHR service.
- The VHR for this vehicle is available for review.

**01** VHR Module. The VHR Report Available state is displayed here. See wireframe SP ID 152 and 153 "Vehicle Health Report Module" for details.

**02** Vehicle Applications Module. See wireframe SP ID 149 "Vehicle Applications Module" for details.

**03** Community Module. See wireframe SP ID 150 "Community Module" for details.



# Account - VHR Service Not Eligible

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
SYNC  
Powered by Microsoft  
Welcome Back [James]! | [Logout](#)  
Ford LINCOLN MERCURY

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## My Sync

### Update and Customize

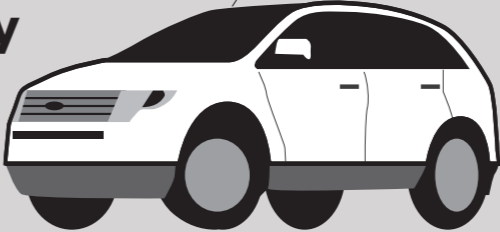
Ibh eum quis dolesto conulla commy nulla cons accum ad euiscid uissent praestinci ex-erostrud et, senim in volortis acil irilit dolor

» [Application & Download Support Content #1](#)  
» [Application & Download Support Content #2](#)

Update & Customize  
See Confirmed Installations

**01** Select Another Vehicle

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

### Owner to Owner

iIng elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praese-

» [Community Support Content #1](#)

View Owner to Owner

**02**

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

WITH THE DATA WE ARE RECIEVING FROM FORD, THIS IS WHAT A CANADIAN OR MEXICAN VIN WILL SEE. WE WOULD LIKE TO SHOW A V2 UPGRADE PROMO, BUT WE ARE UNABLE TO PERFORM THAT LOGIC.

NOTES

--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**158**

WIRE NAME

# Account - VHR Service Not Eligible

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.16

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

This wireframe shows the Account Landing page where the user and vehicle combination is not eligible for VHR service. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user may have an active MIN or no MIN.
- The user and vehicle combination is not eligible for VHR service.

**01** Vehicle Applications Module. See wireframe SP ID 149 "Vehicle Applications Module" for details.

**02** Community Module. See wireframe SP ID 150 "Community Module" for details.

**03** No further information regarding the VHR service is displayed.

# Account - VIN not Sync-confirmed

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

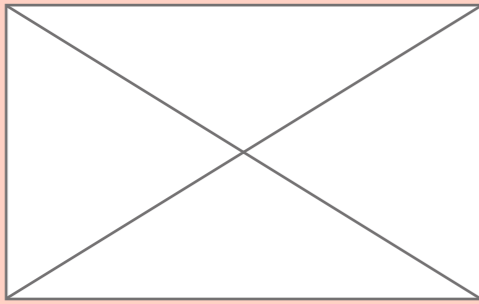
Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Vehicle Health Update & Customize Owner to Owner Account Settings

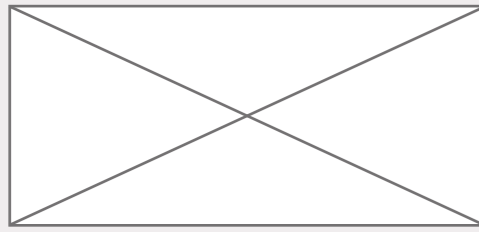
## My Sync

### There is a Problem With Your VIN

 iIng elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praese- quis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte mag- nim dolortie tissi ex enis nonsequ atumsan

» [VIN Support Content #1](#)


### Owner to Owner



 iIng elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praese-

» [Community Support Content #1](#)

Select Another Vehicle

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

 THIS WIRE, SPID 160, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**160**

WIRE NAME

# Account - VIN not Sync-confirmed

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.18

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

This wireframe shows the Account Landing page where the vehicle is not Sync-confirmed. Specifically, in this example:

- The vehicle is not Sync-confirmed.

**01** Invalid VIN Module. See wireframe SP ID 155 "VIN Not Sync-Confirmed Module" for details.

**02** Community Module. See wireframe SP ID 150 "Community Module" for details.

**03** VHR-related modules and the Vehicle Applications module are not displayed when a vehicle is not Sync-confirmed.

# Account - MIN is Inactive

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | [Logout](#)

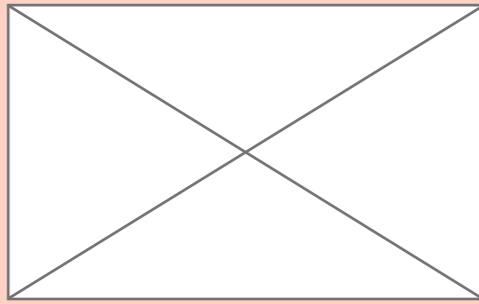
Ford | LINCOLN | MERCURY

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## My Sync

### There is a Problem With Your Mobile Number

01



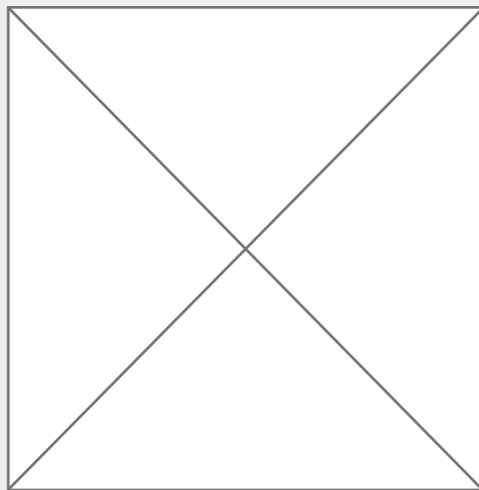
iIng elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesece magnim dolortie tissi ex enis nonsequ atumsan

[Edit Your Mobile Number](#)

» [MIN Support Content #1](#)

### SYNC Vehicle Health Available

02



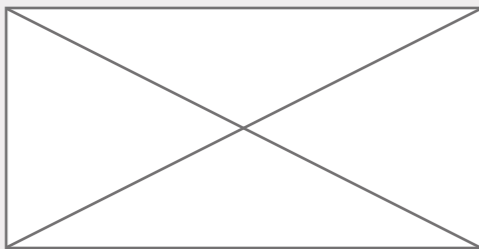
Sparky's report run on **[Feb 18 2008]** facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesece magnim dolortie tissi ex enis nonsequ atumsan

[View Online Report](#)  
*Report generation may take up to 25 seconds*

» [VHR Support Content #1](#)  
» [VHR Support Content #2](#)

### Update and Customize

03



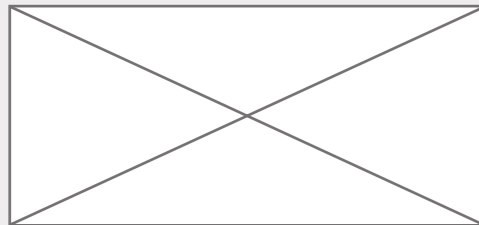
Ibh eum quis dolesto conulla commy nulla cons accum ad euisid uissent praestinci ex-erostud et, senim in volortis acil irilit dolor

[Update & Customize](#)  
[See Confirmed Installations](#)

» [Application & Download Support Content #1](#)  
» [Application & Download Support Content #2](#)

### Owner to Owner

04



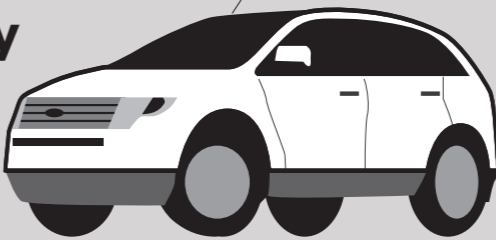
iIng elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praese-

[View Owner to Owner](#)

» [Community Support Content #1](#)

Select Another Vehicle

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

**TOM HAS REQUESTED WE REMOVE THE ASSIST 911 MODULE**



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**161**

WIRE NAME  
**Account - MIN is Inactive**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.20

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

This wireframe shows the Account Landing page when the user's MIN is in an inactive state. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user has an inactive MIN.
- The user and vehicle combination has activated VHR service.
- The VHR for this vehicle is available for review.

**01** Inactive MIN Module. See wireframe SP ID 154 "Inactive MIN Module" for details.

**02** VHR Module. The VHR Report Available state is displayed here. See wireframe SP ID 152 and 153 "Vehicle Health Report Module" for details.

**03** Vehicle Applications Module. See wireframe SP ID 149 "Vehicle Applications Module" for details.

**04** Community Module. See wireframe SP ID 150 "Community Module" for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

# Sample Vehicle Health Report Landing Pages

(These sample pages are for contextual understanding of how the modules interact with each other. Copy and module functionality should be specified on the module wires.)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | [Logout](#)

Ford | LINCOLN | MERCURY

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## Vehicle Health Report

### Get SYNC Vehicle Health Reports Now!

Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis. Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.

**How It Works** | **Sample Report Excerpt**

**01** Select Another Vehicle

**Selected Vehicle**  
**Sparky**  
Radio/Steering Wheel  
2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**02**

### Activate SYNC Vehicle Health Reports Now!

Ing elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriure dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

**Get Started**  
Tell us your mobile phone number.  
###-###-####  
Start Activation

**“Learn more” link is hidden on the VHR Landing Page**

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

**THIS WIRE, SPID 228, HAS BEEN SIGNED OFF.**



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**228**

WIRE NAME  
**VHR - Activate VHR Service**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.23

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**

COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**

COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

This wireframe shows the VHR Landing page for a user and vehicle combination that is eligible for the VHR service. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user does not have a MIN stored in the user profile.
- The user and vehicle combination are eligible for VHR service.

**01** Activate VHR Service Promo Module. See wireframe SP ID 223 "Activate VHR Service Promo Module" for details.

**02** VHR Module. The VHR Activation with MIN Collection state is displayed here. See wireframe SP ID 152 and 153 "Vehicle Health Report Module" for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

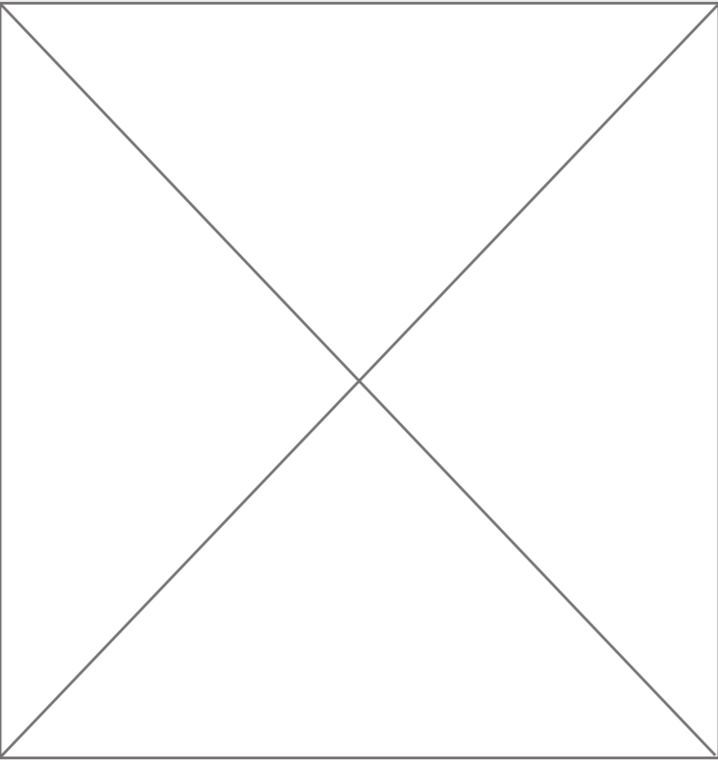
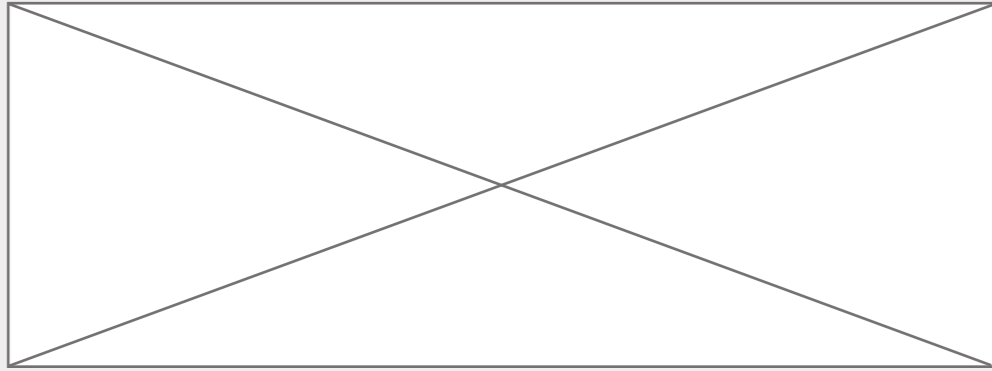
Vehicle Health Update & Customize Owner to Owner Account Settings

## Vehicle Health Report

### Get SYNC Vehicle Health Reports Now!

Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis. Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.



**How It Works** **Sample Report Excerpt**



[view entire sample report \(pdf\)](#)

Select Another Vehicle

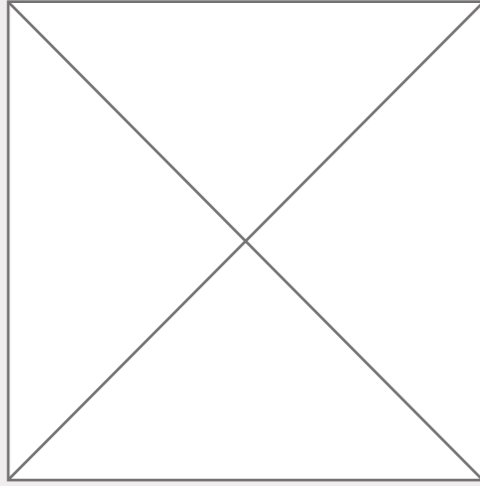
**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

### Upgrade Your Sync!



Find A Dealership to Upgrade

iIng elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

Vehicle Health Reports Assist 911 [learn more](#)

**“Learn more” link is hidden on the VHR Landing Page**

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--

 THIS WIRE, SPID 233A, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**233A**

WIRE NAME  
**VHR - Upgrade to V2 Promo**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.25

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

This wireframe shows the VHR Landing page for a user and vehicle combination that can be upgraded to Sync V2 via a dealer visit. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user may have an active MIN or no MIN.
- The user and vehicle combination can be upgraded to Sync V2 via a dealer visit.

**01** Activate VHR Service Promo Module. See wireframe SP ID 223 "Activate VHR Service Promo Module" for details.

**02** Upgrade to V2 Promo Module. See wireframe SP ID 148 "Upgrade to V2 Promo Module" for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

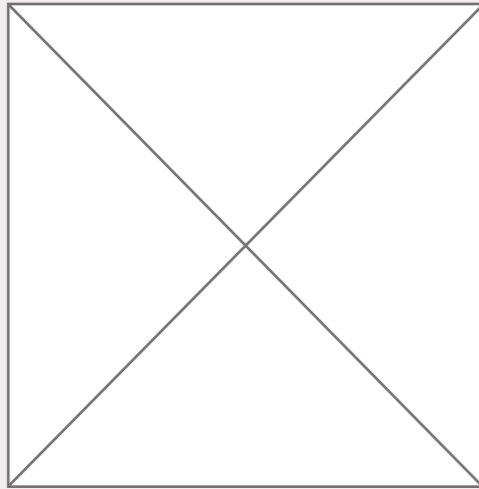
KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
SYNC  
Powered by Microsoft  
Welcome Back [James]! | [Logout](#)  
Ford LINCOLN MERCURY  
About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners  
Vehicle Health Update & Customize Owner to Owner Account Settings

## Vehicle Health Report

### SYNC Vehicle Health Available





Sparky's report run on **[Feb 18 2008]** facipsum in ulla consequat velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

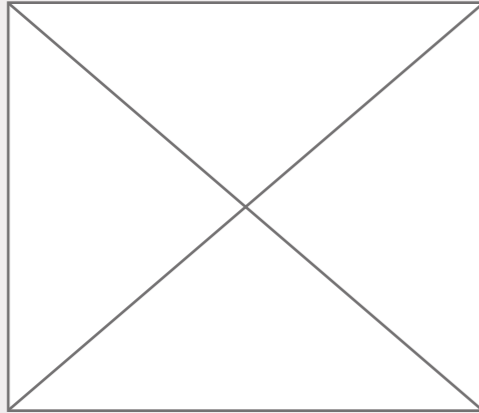
[View Online Report](#)  
*Report generation may take up to 25 seconds*

» [VHR Support Content #1](#)  
» [VHR Support Content #2](#)

Select Another Vehicle

**Selected Vehicle**  
**Sparky**  
  
  
Radio/Steering Wheel  
2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

### SYNC Vehicle Health Report Settings

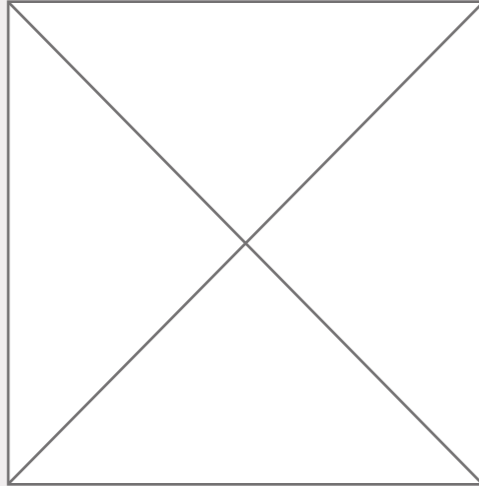


At augait velit nostrud dolobortin utpate volore tat.

Gue elit, quamcommy nisl eum nonulla aut nos nullummolor sequis am dolesequate magnit el eu feum qui bla facidunt eugiat ipit et wisl euisit am

[Change Notification Prefs](#)  
[Change Driving Conditions](#)  
[Change Preferred Dealer](#)

### How Can I See New Diagnostics Information?



To see current diagnostics for your vehicle, you must instigate another Vehicle Health report from your car using the Sync module. The mobile phone you selected as your primary phone for the account must be in the car and powered on.

» [How do I run a Vehicle Health report?](#)  
» [How often should I run a Vehicle Health report?](#)  
» [When do Vehicle Health reports expire?](#)  
» [How is mileage predicted?](#)  
» [Sync Owners' Guide](#)

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--

 THIS WIRE, SPID 233B, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**233B**

WIRE NAME  
**VHR - VHR Service is Activated**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.27

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**

COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**

COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

This wireframe shows the VHR Landing page for a user and vehicle combination where the VHR service has been activated. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user's MIN is active.
- The user and vehicle combination has activated VHR service.
- The VHR for this vehicle is available for review.

**01** VHR Module. The VHR Report Available state is displayed here. See wireframe SP ID 152 and 153 "Vehicle Health Report Module" for details.

**02** VHR Settings Module. See wireframe SP ID 224 "VHR Settings Module" for details.

**03** VHR Help Module. See wireframe SP ID 225 "VHR Help Module" for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

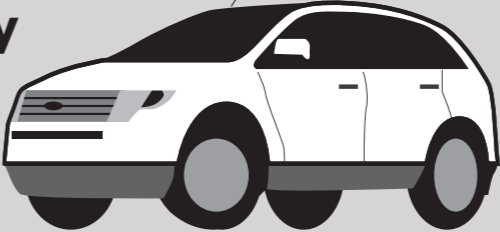
## Vehicle Health Report

### There is a Problem With Your Mobile Number

01

Select Another Vehicle

Selected Vehicle  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

02

03

04

01

02

03

04

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

 THIS WIRE, SPID 230A, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**230A**

WIRE NAME  
**VHR - MIN is Inactive**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.29

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

This wireframe shows the VHR Landing page when the user's MIN is in an inactive state. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user has an inactive MIN.
- The user and vehicle combination has activated VHR service.
- The VHR for this vehicle is available for review.

**01** Inactive MIN Module. See wireframe SP ID 154 "Inactive MIN Module" for details.

**02** VHR Module. The VHR Report Available state is displayed here. See wireframe SP ID 152 and 153 "Vehicle Health Report Module" for details.

**03** VHR Settings Module. See wireframe SP ID 224 "VHR Settings Module" for details.

**04** VHR Help Module. See wireframe SP ID 225 "VHR Help Module" for details.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

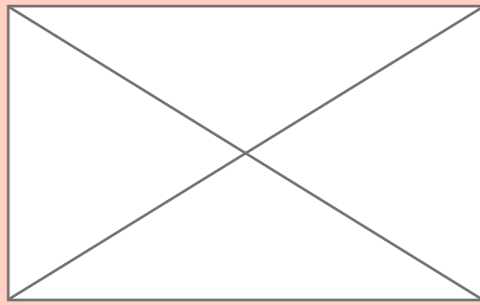
Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Vehicle Health Update & Customize Owner to Owner Account Settings

## Vehicle Health Report

### There is a Problem With Your VIN

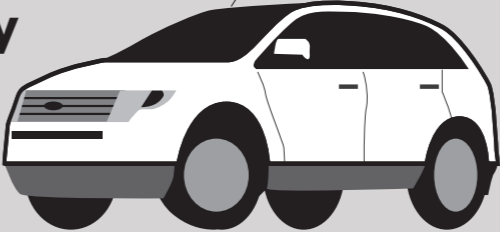
 iIng elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

[Validate Vehicle](#)

» [VIN Support Content #1](#)

Select Another Vehicle

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

 THIS WIRE, SPID 230B, HAS BEEN SIGNED OFF.



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**230B**

WIRE NAME  
**VHR - VIN not Sync-confirmed**

DOCUMENT  
**BD\_SYNC\_ACCOUNT**

PAGE NUMBER  
**BD.31**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

WIRE ANNOTATIONS

This wireframe shows the VHR Landing page where the vehicle is not Sync-confirmed. Specifically, in this example:

- The vehicle is not Sync-confirmed.

**01** Invalid VIN Module. See wireframe SP ID 155 "VIN Not Sync-Confirmed Module" for details.

**02** VHR-related modules are not displayed when a vehicle is not Sync-confirmed.







IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Vehicle Health Update & Customize Owner to Owner Account Settings

## Vehicle Health Report


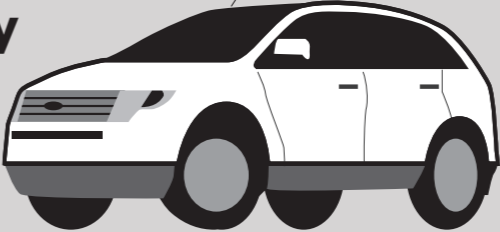
**Sorry But SYNC Vehicle Health Reports Are Not Available**

Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis. Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.

Select Another Vehicle

**Selected Vehicle**

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

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NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**232**

WIRE NAME  
**VHR - VHR Service Not Eligible**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.33

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

WIRE ANNOTATIONS

This wireframe shows the VHR Landing page where the user and vehicle combination is not eligible for VHR service. Specifically, in this example:

- The vehicle is Sync-confirmed.
- The user may have an active MIN or no MIN.
- The user and vehicle combination is not eligible for VHR service.

**01** VHR Service Not Eligible Module. See wireframe SP ID 227 "VHR Service Not Eligible Module" for details.

**02** No further information regarding the VHR service is displayed.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

# Account & VHR Landing Page Modules

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**ACCOUNT**

LAST MODIFIED

**16 APR 2008**

**11:32 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

**DOUG BOLIN**

# Activate VHR Service Promo Module

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

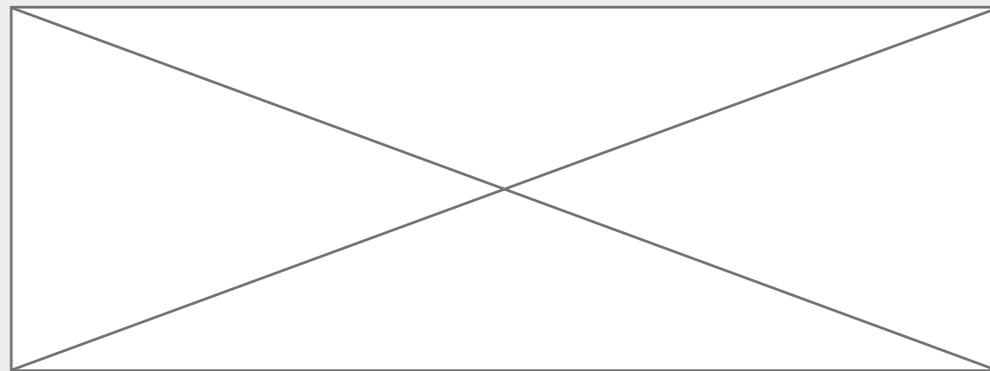
- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

LOGIC TBD

## Get SYNC Vehicle Health Reports Now!

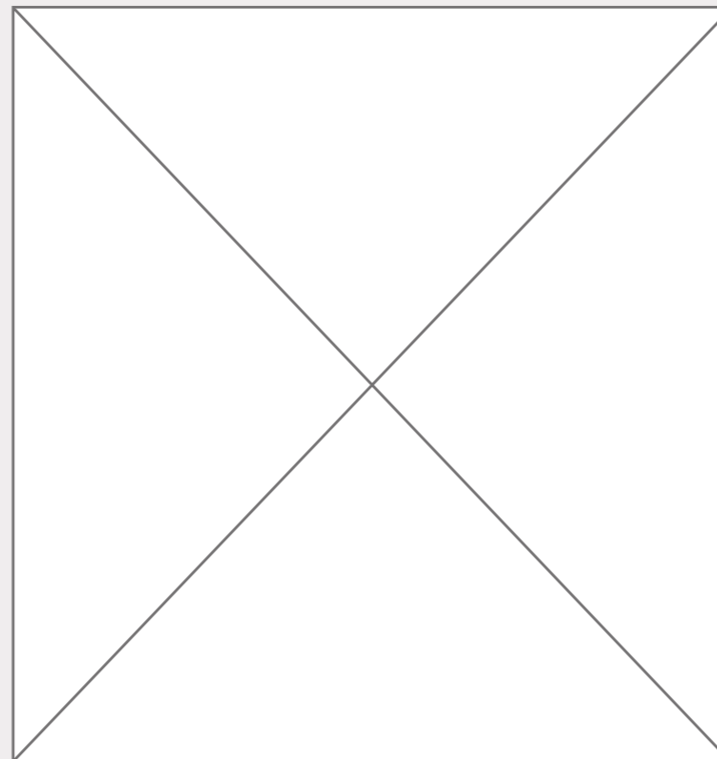
Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.  
Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.

### How It Works



Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.  
Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.

### Sample Report Excerpt



[view entire sample report \(pdf\)](#)

PRIMARY INCOMING LINKS

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GLOBAL OUTGOING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

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WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**223**

WIRE NAME

# Activate VHR Service Promo Module

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.36

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Activate VHR Service Promo Module contains general information on VHR service. Its characteristics include:

- It can only display on the VHR Landing page.
- It is only displays if the user and vehicle combination is eligible for VHR service, and have not yet activated VHR service.
- The content within the module is static.







Relative to all other modules, this module's display order is number 30. See wireframe SP ID 263 "Catalog of Modules" for details.

- 01** Heading of Module. The heading of the module is static.
- 02** Module Content. The content of the module is static.
- 02A** VHR Report Sample. Clicking on this link loads the VHR report sample in a new window.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

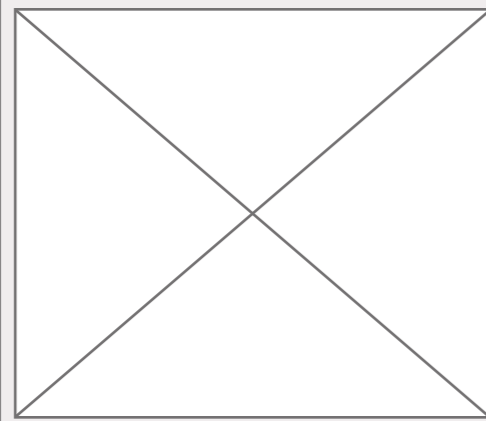
IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**


IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

LOGIC TBD


### SYNC Vehicle Health Report Settings



At augait velit nostrud dolobortin utpate volore tat. 

Gue elit, quamcommy nisl eum nonulla aut nos nullummolor sequis am dolesequate magnit el eu feum qui bla facidunt eugiat ipit et wisl euisit am

Change Notification Prefs 

Change Driving Conditions 

Change Preferred Dealer 

PRIMARY INCOMING LINKS

--

GLOBAL OUTGOING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

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NOTES

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WIRE ANNOTATIONS

The VHR Settings Module contains links to change VHR service related settings. Its characteristics include:

- It can only display on the VHR Landing page.
- It is only displays if the user and vehicle combination is activated for VHR service.
- The content within the module is static.

Relative to all other modules, this module's display order is number 100. See wireframe SP ID 263 "Catalog of Modules" for details.







- 01** Heading of Module. The heading of the module is static.
- 02** Module Content. The content of the module is static.
- 02A** Change Notification Preferences option. Clicking on this option will load the Select Notification Preferences page. See wireframe SP ID 192 "Select Notification Preferences" for more details on this page.
- 02B** Change Driving Mode option. Clicking on this option will load the Select Driving Mode page. See wireframe SP ID 191 "Select Driving Mode" for details on this page.
- 02C** Change Preferred Dealer option. Clicking on this option will load the Select Preferred Dealer page. See wireframe SP ID 181A, 181B, 181C "Select Preferred Dealer" for details on this page.



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

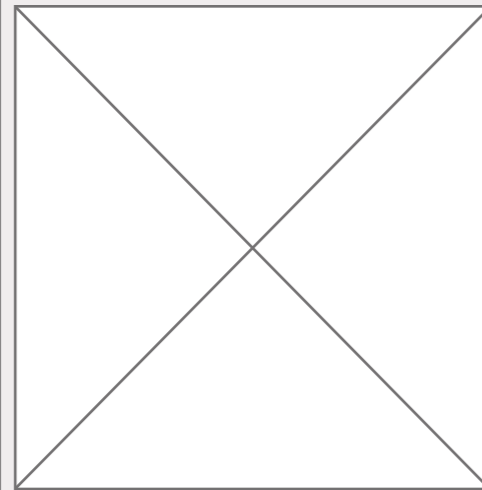
IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**



- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

LOGIC TBD

## How Can I See New Diagnostics Information?



To see current diagnostics for your vehicle, you must instigate another Vehicle Health report from your car using the Sync module. The mobile phone you selected as your primary phone for the account must be in the car and powered on.

- » [How do I run a Vehicle Health report?](#) 
- » [How often should I run a Vehicle Health report?](#) 
- » [When do Vehicle Health reports expire?](#)
- » [How is mileage predicted?](#)
- » [Sync Owners' Guide](#)

PRIMARY INCOMING LINKS

--

GLOBAL OUTGOING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

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NOTES

--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**225**

WIRE NAME  
**VHR Help Module**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.40

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

The VHR Help Module contains links to support content related to the VHR service. Its characteristics include:

- It can only display on the VHR Landing page.
- It is only displays if the user and vehicle combination is activated for VHR service.
- The content within the module is static.

Relative to all other modules, this module's display order is number 110. See wireframe SP ID 263 "Catalog of Modules" for details.

- 01** Heading of Module. The heading of the module is static.
- 02** Module Content. The content of the module is static.
- 02A** View Support options. When the user clicks on an option, the corresponding Support page loads.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**227**

WIRE NAME  
**VHR Service Not Eligible Module**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.41

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

LOGIC TBD

**Sorry But SYNC Vehicle Health Reports Are Not Available**

Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl.Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis. Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl.Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.

PRIMARY INCOMING LINKS

--

GLOBAL OUTGOING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

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NOTES

--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**227**

WIRE NAME  
**VHR Service Not Eligible Module**

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.42

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

WIRE ANNOTATIONS

The VHR Service Not Eligible Module provides a description about VHR service not being eligible. Its characteristics include:

- It can only display on the VHR Landing page.
- It is only displays if the user and vehicle combination is not eligible VHR service.
- The content within the module is static.

Relative to all other modules, this module's display order is number 40. See wireframe SP ID 263 "Catalog of Modules" for details.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

**01** Heading of Module. The heading of the module is static.







**02** Module Content. The content of the module is static.

# Upgrade to V2 Promo Module

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

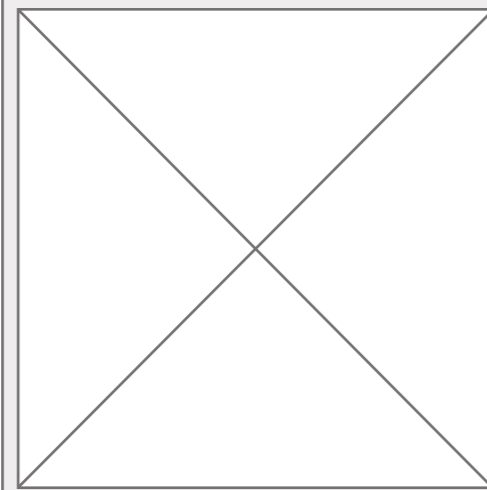
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

IS VIN ELIGIBLE FOR VHR WITH DEALER UPGRADE? (LCS)

YES - SHOW THIS MODULE  
NO - HIDE MODULE

## Upgrade Your Sync!



iIng elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

Find A Dealership to Upgrade

Vehicle Health Reports [learn more](#)

Assist 911 [learn more](#)

PRIMARY INCOMING LINKS

--

GLOBAL OUTGOING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

CREATIVE HAS INDICATED THAT A 2 COLUMN VIEW MAY BE USED ON THE MODULE, WITH THE BUTTON MOVING DOWN TO THE LOWER RIGHT BELOW THE COPY.



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**148**

WIRE NAME

# Upgrade to V2 Promo Module

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.44

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Upgrade to V2 Promo Module contains links to support content related to the VHR service. Its characteristics include:

- It can display on both the Account Landing and the VHR Landing pages.
- It is only displays if the user and vehicle combination is eligible for an Dealer-installed upgrade to V2.
- The content within the module is conditional. See note 2B.

Relative to all other modules, this module's display order is number 50. See wireframe SP ID 263 "Catalog of Modules" for details.

**01** Heading of Module. The heading of the module is static.

**02** Module Content. The content of the module is conditional. See note 2B.

**02A** Find Dealer option. Clicking on option link loads the Locate a Dealer page.

**02B** VHR Service Learn More option. This option is only displayed when the module is displayed on the Account Landing page. Clicking on this option will take the user to the VHR Landing page.

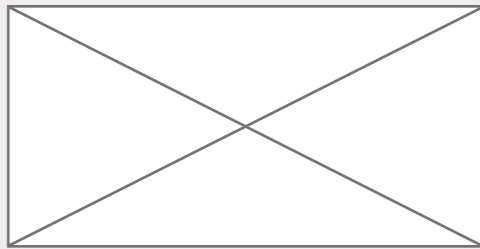
**02C** Assist e911 Learn More option. Clicking on this option will take the user to the Assisst e911 page. See wireframe SP ID 167 "Learn More: Assist e911" for details on this page.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

IS VIN PART OF A VALID SYNC PROGRAM? (CIS)	YES - SHOW THIS MODULE	NO - HIDE MODULE
<div><h3>Update and Customize <span>01</span></h3><div><p>Ibh eum quis dolesto conulla commy nulla cons accum ad euisid uissent praestinci ex-erostrud et, senim in volortis acil irilit dolor</p><p>» <a href="#">Application &amp; Download Support Content #1</a> <span>02C</span></p><p>» <a href="#">Application &amp; Download Support Content #2</a></p></div><div><input data-bbox="1288 628 1602 672" type="button" value="Update &amp; Customize"/> <span>02A</span> <span>02</span></div><div><input data-bbox="1288 694 1602 738" type="button" value="See Confirmed Installations"/> <span>02B</span></div></div>		

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**149**

WIRE NAME

# Vehicle Applications Module

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.46

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

WIRE ANNOTATIONS

The Vehicle Applications Module contains links to relevant to the Applications functionality. Its characteristics include:

- It can only display on the Account Landing page.
- It is only displays if the vehicle is Sync confirmed
- The content within the module is static.

Relative to all other modules, this module's display order is number 70. See wireframe SP ID 263 "Catalog of Modules" for details.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

**01** Heading of Module. The heading of the module is static.

**02** Module Content. The content of the module is static.

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

**02A** Update and Customize option. Clicking on this option loads the Update & Customize page.

**02B** View Sync History option. Clicking on this option loads the Sync History page.







**02C** View Support options. When the user clicks on an option, the corresponding Support page loads.




CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

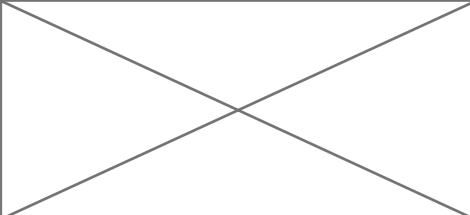
IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**


- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label


ALWAYS SHOW THIS MODULE

**Owner to Owner** 



iIng elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praese-

[View Owner to Owner](#) 

» [Community Support Content #1](#) 

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**150**

WIRE NAME

# Community Module

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.48

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**

LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**

COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**

COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Community Module contains links to relevant to the Community functionality. Its characteristics include:

- It always displays on the Account Landing page.
- The content within the module is static.

Relative to all other modules, this module's display order is number 80. See wireframe SP ID 263 "Catalog of Modules" for details.

**01** Module Heading. The heading of the module is static.

**02** Module Content. The content of the module is static.

**02A** View Community option. Clicking on this option loads the Community page.

**02B** View Support option. When the user clicks on an option, the corresponding Support page loads.

# Vehicle Health Report Module (1 of 2)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

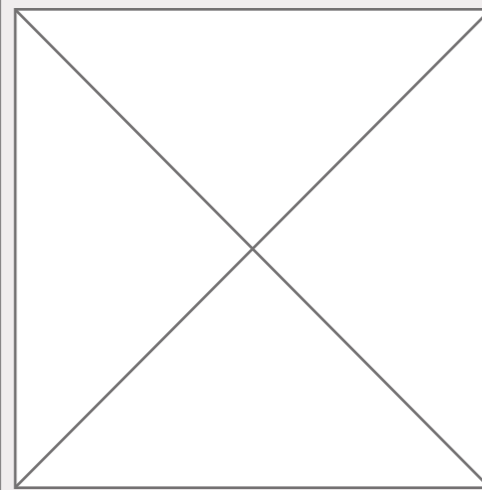
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

IS VHR AVAILABLE FOR VIN? (LCD) YES - SHOW MODULE  
NO - HIDE MODULE

NEEDS ACTIVATION - NO MIN IN ACCOUNT **01**

## Activate SYNC Vehicle Health Reports Now!



Ing elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

[Learn More](#) **01C**



### Get Started

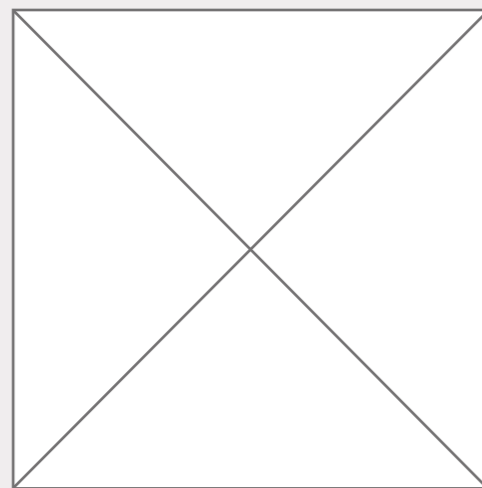
Tell us your mobile phone number.

###-###-#### **01A**

Start Activation **01B**

NEEDS ACTIVATION - MIN IN ACCOUNT **02**

## Activate SYNC Vehicle Health Reports Now!



Ing elit adit lore do commodolor si bla feugiat dolobore magna consequam amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

[Learn More](#)

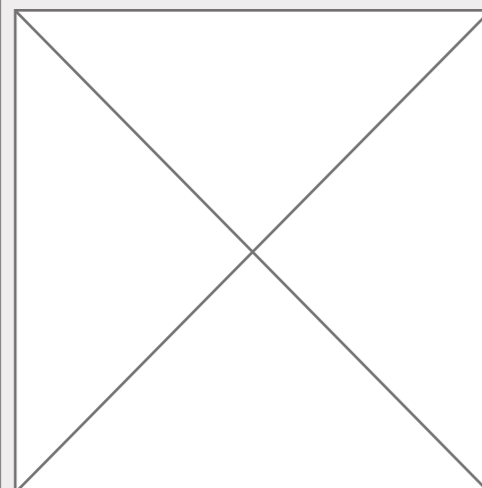


You are ready to activate VHR with 718-555-5810

Start Activation

REPORT AVAILABLE **03**

## SYNC Vehicle Health Available



Sparky's report run on **[Feb 18 2008]** facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesecte magnim dolortie tissi ex enis nonsequ atumsan

View Online Report **03A**

Report generation may take up to 25 seconds

- » [VHR Support Content #1](#) **03B**
- » [VHR Support Content #2](#)

PRIMARY INCOMING LINKS

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GLOBAL OUTGOING LINKS

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PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

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NOTES

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# Vehicle Health Report Module (1 of 2)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Vehicle Health Report Module prompts the user to Activate the VHR service or gives information about the vehicle's VHR.

Relative to all other modules, this module's display order is number 60. See wireframe SP ID 263 "Catalog of Modules" for details.

Its characteristics include:

- It can display on both the Account Landing and VHR Landing pages.
- It only displays if the user and vehicle combination is eligible for the VHR service or the VHR service is active.

There are several states of the module:

- Activation with MIN Collection. See note #1.
- Activation without MIN Collection. See note #2.
- Report Available. See note #3.
- No Data. See note. See note #4.
- Report Expired. See note #5.

**01** Activation with MIN Collection state. This state displays when the user and vehicle combination is eligible for and has not yet activated VHR service, and the user does not have a MIN.

It contains the following elements:

- MIN form. See note #1A.
- Start Activation option. See note #1B.
- VHR Service Learn More option. See note #1C.
- Static text.

**01A** Enter MIN form. By default, this form is filled with characters to indicate the format of how the phone number is entered. See note 1B. See SYNC\_Forms spreadsheet, VHR tab, for form attributes and validation rules.

**01B** Start Activation option. Clicking on the Start Activation option takes the user to the Activate VHR flow. There are two versions of this flow, with MIN Collection and without MIN Collection.

If the flow is with MIN Collection and the MIN form validation in the VHR Module fails, the user is taken to wireframe SP ID 258 "Enter MIN" with error handling before continuing to the activation flow at Step 01 Terms & Conditions.

See wireframe SP ID 203 "Activate Vehicle Health Report Flow" for details.

**01C** VHR Service Learn More option. This option is only displayed when the module is displayed on the Account Landing page. Clicking on this option will take the user to the VHR Landing page.

**02** Activation without MIN Collection state. This state displays when the user and vehicle combination is eligible for and has not yet activated VHR service, and the user has a MIN.

It contains the following elements:

- Start Activation option. See note #1B.
- VHR Service Learn More option. See note #1C.
- Static text.

**03** Report Available state. This state displays when VHR service is activated for the user and vehicle combination, and the user has a report available.

It contains the following elements:

- View VHR option. See note #3A.
- View Support options. See note #3B.
- Static text.

**03A** View VHR option. Clicking on the View VHR option loads the VHR page. See wireframe sets for VHR for details.







**03B** View Support options. When the user clicks on an option, the corresponding Support page loads.

# Vehicle Health Report Module (2 of 2)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

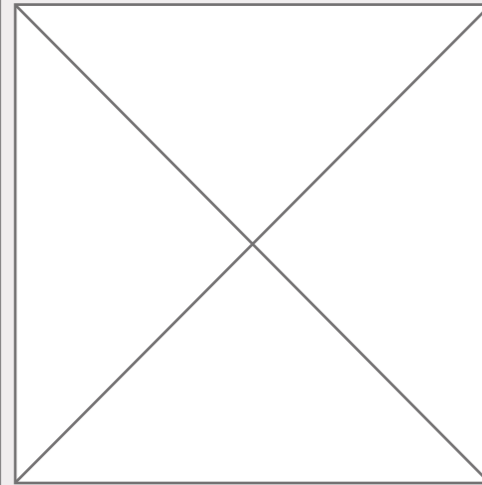
IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

## REPORT NOT AVAILABLE

### SYNC Vehicle Health Report



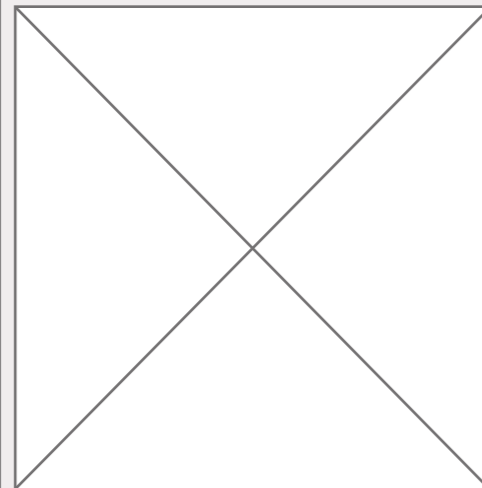
**It doesn't look like you've run a report yet.**

Once you run a Health Report, you'll be able to find it here. Need some help running your first report? Try one of the help links below.

- » [How to Run your Vehicle Health Report](#)
- » [When do Vehicle Health Reports expire?](#)

## REPORT EXPIRED

### SYNC Vehicle Health Report Expired



Sparky's report run on **[Feb 18 2008]** elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriure dolor sed dolesechte magnim

- » [VHR Support Content #1](#)
- » [VHR Support Content #2](#)

PRIMARY INCOMING LINKS

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GLOBAL OUTGOING LINKS

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PRIMARY OUTGOING LINKS

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USER NEEDS

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ASSUMPTIONS

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NOTES

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# Vehicle Health Report Module (2 of 2)

WIRE ANNOTATIONS

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

**04** No Data state. This state displays when VHR service has been activated for the user and vehicle combination, and there is no VHR data.

It contains the following elements:

- View Support options. See note #3B.
- Static text.

**05** Report Expired state. This state displays when VHR service has been activated for the user and vehicle combination, and the VHR data has expired.

It contains the following elements:

- VOD Date.
- View Support options. See note #3B.
- Static text.

**05A** Report Run Date. The Report Run date is returned as part of the vehicle profile. This is converted to EST.

**06** Module Heading. All states have a unique, static heading.



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**154**

WIRE NAME

# Inactive MIN Module

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.54

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Inactive MIN Module lets the user know when their MIN has been inactivated. Its characteristics include:

- It can display on both the Account Landing and VHR Landing pages.
- It only displays if the user's MIN is in an Inactive state.
- The content within the module is static.

Relative to all other modules, this module's display order is number 20. See wireframe SP ID 263 "Catalog of Modules" for details.

- 01** Heading of Module. The heading of the module is static.
- 02** Module Content. The content of the module is static.
- 02A** Enter MIN option. Clicking on this option loads the Enter MIN page. See wireframe SP ID 258 "Enter MIN" page for details.
- 02B** View Support option. When the user clicks on an option, the corresponding Support page loads.





WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**155**

WIRE NAME

# VIN Not Sync-Confirmed Module

DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.56

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

WIRE ANNOTATIONS

The VIN Not Sync-Confirmed Module lets the user know when their VIN is not Sync-confirmed. Its characteristics include:

- It can display on both the Account Landing and VHR Landing pages.
- It only displays if the user's VIN is not Sync-confirmed.
- The content within the module is static.

Relative to all other modules, this module's display order is number 10. See wireframe SP ID 263 "Catalog of Modules" for details.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

**01** Heading of Module. The heading of the module is static.

**02** Module Content. The content of the module is static.

**02A** Validate VIN option.

**02B** View Support option. When the user clicks on an option, the corresponding Support page loads.

# Learn More Promotional Pages

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**ACCOUNT**

LAST MODIFIED

**16 APR 2008**

**11:32 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

**DOUG BOLIN**

# Learn More: Assist e911

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 01 annotation
  - 02 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

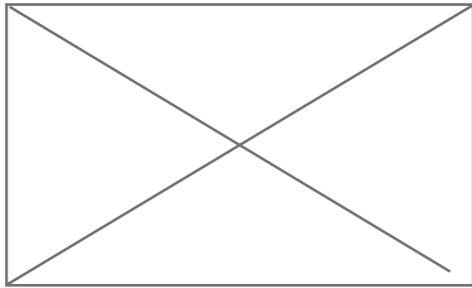
Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Vehicle Health Update & Customize Owner to Owner Account Settings

## Assist e911 <sup>01</sup>

Marketing Tagline Here


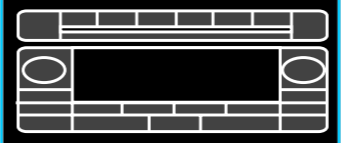
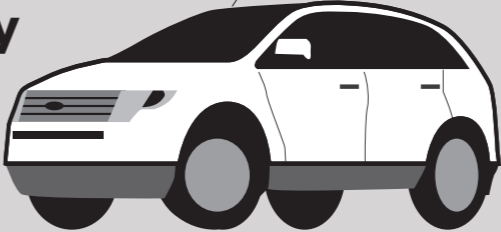


**Header**  
Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis. Targeted marketing content. Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl. Ente, sularbis aciam sesci perceruntem orium furniris. Iferfirmis.

[How To Setup e911](#) <sup>02</sup>

Select Another Vehicle <sup>03</sup>

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

SP ID  
**167**

WIRE NAME  
**Learn More: Assist e911**

DOCUMENT  
**BD\_SYNC\_ACCOUNT**

PAGE NUMBER  
**BD.59**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008  
11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

This page includes information about the Assist e911 offering.

This is a static page.

- 01** Account Home option. When the user clicks the option, the Account Landing page loads. See wireframe SP ID 143 "Account & VHR Landing Page Structure".
- 02** How To option. When the user clicks the option, the specific How To loads. See wireframe SP ID 61 "How To".
- 03** Vehicle Widget module. The modules displays information about the current session vehicle.

# Other Account Wires

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**ACCOUNT**

LAST MODIFIED

**16 APR 2008**

**11:32 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

**DOUG BOLIN**

WIRE ID  
**V2.6.3.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**168**

WIRE NAME  
**Community**



DOCUMENT  
BD\_SYNC\_ACCOUNT

PAGE NUMBER  
BD.61

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

KEY  
— link  
**abc** active link  
 annotation  
 ux annotation  
**A** section label  
**A** section module label

Page Title

http://syncmyride.com/path/to/page

**No Change From V1.1**

PRIMARY INCOMING LINKS

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PRIMARY OUTGOING LINKS

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USER NEEDS

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ASSUMPTIONS

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NOTES







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 THIS WIRE, SPID 168, HAS BEEN SIGNED OFF.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT**  
LAST MODIFIED  
**16 APR 2008**  
**11:32 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

Page Title

http://syncmyride.com/path/to/page

**No Change From V1.1**

PRIMARY INCOMING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--





# Support Wireframes

## 16 Apr 2008

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**SUPPORT**

LAST MODIFIED

**16 APR 2008**

**11:14 AM**

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

**DOUG BOLIN**

# Support Landing (without IOP)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

Powered by **Microsoft**

Welcome Back [James]! | [Logout](#)

**Global Nav**

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

**Getting Started** | **Phones** | **Media Players** | **Sync Unit** | **Extras** | **FAQs**

## Support Landing Page

**Workflow Panel**

**Area Name**

Log in or enter a VIN for Guides and Tested Devices **01**

Login ▶

**Area Name**

Select a vehicle for Guides and Tested Devices ▶ **02**

**Other Resources** **05**

### Just Looking For Software.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

[Search for updates](#)

**FAQs** **03**

### FAQs

Search or browse our database of Sync Questions

**Other Resources** **04**

### Other Owner Resources

Search or browse our database of Sync Questions

[Locate A Dealership](#)

[More Owner Resources](#)

[Contact Ford Motor Company](#)

[All FAQs >>](#)

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
OPEN QUESTIONS  
--  
NOTES  
--



# Support Landing (without IOP)

## WIRE ANNOTATIONS

The Support Landing page has two views depending on if there is an IOP in context. If the answer is no, then this page is displayed; else the next wireframe loads.

All content is static on this page.

- 01** Login module. Static module with call-to-action for users to login. When the user clicks on the options, the Login page loads. See wireframe SP ID 142 "Login".
- 02** IOP module. Static module with call-to-action for users to select an IOP. When the user clicks the option, the user begins the Select IOP task. See wireframe SP ID 212 "Select IOP Flow" for details about the task.
- 03** FAQ module & FAQ Search form. See notes #5 on the next wireframe.
- 04** Owner resources module. See note #7 on the next wireframe.
- 05** Guest Access module. This is a static module with information for users who only want access to software (service packs and application) updates. When the user clicks the Guest Access option, the user begins the Guest Access task. See wireframe SP ID 218 for details about the task.

# Support Landing (with IOP)

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
SUPPORT  
LAST MODIFIED  
16 APR 2008  
11:14 AM

IA STATUS  
FINAL  
FA STATUS  
FINAL  
COPY STATUS  
FINAL

IA OWNER  
JAMES SPAHR  
FA OWNER  
LILY KENNEY  
COPY OWNER  
DOUG BOLIN

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Getting Started Phones Media Players Sync Unit Extras FAQs

## Support

Support Content Feature 01

### Call All Your Friends

Some copy explaining what the support call out guide is. Why this sync feature is great, and what the user will get when they click the link below.

[Learn How >>](#)

Support Content Feature 02

### SYNC Quickstart Guide

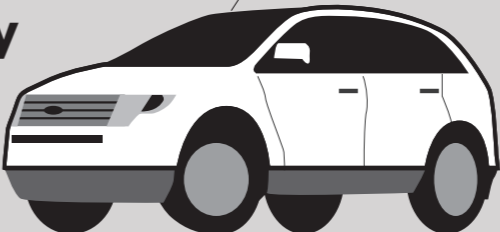
One line of copy explaining what the quickstart guide is.

[Get Started >>](#)

Select Another Vehicle 07

Selected Vehicle

### Sparky



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

Support Content Feature

### Mobile Phones

[Lorem ipsum dolor](#)

### Media Players

[Lorem ipsum dolor](#)  
[Consectetur adipiscing elit](#)

### Sync Unit

[Lorem ipsum dolor](#)  
[Consectetur adipiscing elit](#)

### Sync Driver Services

[Lorem ipsum dolor](#)  
[Consectetur adipiscing elit](#)  
[Sed do eiusmod](#)

### Appendix

[Consectetur adipiscing elit](#)  
[Sed do eiusmod](#)

FAQs 05

### FAQs

Search or browse our database of Sync Questions

 05A

[All FAQs](#) 05B

Other Resources 06

### Other Owner Resources

Search or browse our database of Sync Questions

[Locate A Dealership](#)  
[More Owner Resources](#)  
[Contact Ford Motor Company](#)

PRIMARY INCOMING LINKS

- > 1.0 HOME PAGE
- > 7.0 ACCOUNT HOME
- > 6.1.1.1 IOP SELECT CONFIRM

PRIMARY OUTGOING LINKS

- < 5.2.0 SUPPORT CATEGORY LISTING
- < 5.2.2.0 TESTED PHONES
- < 5.2.3.0 FAQ LANDING

USER NEEDS

- HOW DO I DO X WITH SYNC?
- WHAT KIND OF SUPPORT IS AVAILABLE?
- DOES MY X WORK WITH SYNC?

ASSUMPTIONS

THERE WILL BE BETWEEN 4-6 SUPPORT CONTENT CATEGORIES.

THERE WILL BE BETWEEN 12-14 HOW TO DOCUMENTS AT LAUNCH

OPEN QUESTIONS

--

NOTES

USERS WILL HAVE A VEHICLE, STEERING WHEEL AND RADIO IN THEIR SESSION. IF NOT, THEY WILL BE REDIRECTED TO THE SELECT IOP PAGE OR SELECT R/SW PAGES.



# Support Landing (with IOP)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Support Landing page has two views depending on if there is an IOP in context. If the answer is no, then the previous wireframe loads; else this page is displayed.

All content is static except for the Vehicle Widget.

This page requires an IOP.

**01** Support promotional area #1 module (optional). The type of content and link options will vary depending on the promotion. When the user clicks an option, the corresponding page loads.

**02** Support promotional area #2 module (optional). The type of content and link options will vary depending on the promotion. When the user clicks an option, the corresponding page loads.

**03** Support category modules. The module are grouped by the categories and each module highlights specific pieces of content. Each category contains:

- Category icon (a link).
- Category name (a link).
- Specific pieces of content for the category. See note #3A.

When the user clicks on the category icon or name, the corresponding Support Section Directory page loads. See wireframe SP ID 60 "Support Section Directory".

**03A** The category content can be a variety of content items; for example, a How To or a FAQ Tag Listing Page. Each piece of category content contains:

- Generic icon (a link).
- Text link.

When the user clicks a link, the corresponding page loads.

**04** Appendix. This section highlights support content that do not map to a support category. When the user clicks an option, the corresponding page loads.

The section name is not a link.

**05** FAQ module. The module contains two components:

- FAQ Search form. See note #5A.
- All FAQs options. See note #5B.

**05A** FAQ search form. See "Sync\_Forms" for attributes & validation rules. When the user clicks the Search option, a search through the FAQ content is performed:

- If there are matching search results, the FAQ Search Results page is displayed.
- Else if there are no matching results or the user did not enter any search criteria, the FAQ No Results page is displayed.

**05B** When the user clicks the All FAQs option, the FAQ Landing page loads.

**06** Owner resources module. When the user clicks an option, the corresponding page loads:

- Locate Dealer: Locate a Dealer page loads.
- More Resources: Other Owner Resources page loads.
- Contact: Contact Us page loads.

**07** Vehicle Widget module. The modules displays information about the current session vehicle.

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Getting Started Phones Media Players Sync Unit Extras FAQs

## Using Mobile Phones

Section A Support Content

Support Section A Content Feature 01

**Both hands on the wheel...**

Making a hands free call is easy. Percilis nim ipisi blandre molore etum euguerit, quismodiam, corerat. Percilis nim ipisi blandre molore etum euguerit, quismodiam, corerat.

Learn How >>

Support Section A Content Feature 02

**Sync-Tested Devices**

Sync will work with most devices with Bluetooth. Gait el eriliquat praessi bla faccum.

See Tested Phones >>

Select Another Vehicle 04

Selected Vehicle

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Making Phone Calls** 03

**See Sync Tested Devices**

Lorem helps you use your phone with Sync by doing this and that and other such things.

**Why Ercilla ad do esto odolorit incing ex?**

**Nulluptat amcon ut lorpercil iurerae ssecte ercil delit niam zzriuss**

Lorem helps you use your phone with Sync by doing this and that and other such things.

**Iduisi Hendre dio dolor si tet wis et vel ullan ute tis**

Lorem helps you use your phone with Sync by doing this and that and other such things.

**nullandre dolore faci exeros er incipissisi.** (log in required)

[Back to Top](#)

**Using Your Address Book**

**Nulluptat amcon ut lorpercil iurerae ssecte ercil delit niam zzriuss**

Lorem helps you use your phone with Sync by doing this and that and other such things.

**Iduisi Hendre dio dolor si tet wis et vel ullan ute tis**

Lorem helps you use your phone with Sync by doing this and that and other such things.

**Operists gurit dio wis et vel dolor ullan ute tis**

Lorem helps you use your phone with Sync by doing this and that and other such things.

**nullandre dolore faci exeros er incipissisi.** (log in required)

[Back to Top](#)

PRIMARY INCOMING LINKS  
> **5.0** SUPPORT HOME

PRIMARY OUTGOING LINKS  
< **5.2.1.0** HOW TO DOCUMENT  
< **5.2.2.1** TESTED PHONES  
< **5.2.3.1** TESTED MEDIA PLAYERS

USER NEEDS  
--

ASSUMPTIONS  
--

OPEN QUESTIONS  
--

NOTES  
THERE IS A SECTION DIRECTORY PAGE.  
EACH OF THE SUBNAV TABS (EXCEPT  
FAQS) LINK TO ONE OF THESE PAGES.

THE PROMOS ON THE TOP OF THE PAGE ARE  
THERE TO MAKE THE PAGE MORE INVITING.



# Support Section Directory

WIRE ANNOTATIONS

All content is static except for the Vehicle Widget.

This page requires an IOP.

**01** Support promotional area #1 module (optional). The type of content and link options will vary depending on the promotion. When the user clicks an option, the corresponding page loads.

**02** Support promotional area #2 module (optional). The type of content and link options will vary depending on the promotion. When the user clicks an option, the corresponding page loads.

**03** Support subcategory modules. The module are grouped by the subcategories and each module highlights specific pieces of content. Each subcategory contains:

- Subcategory icon.
- Category name.
- Specific pieces of content for the subcategory. See note #3A.
- Back to Top option. See note #3B.

**03A** The subcategory content can be a variety of content items; for example, a How To or a FAQ Tag Listing Page. Each piece of subcategory content contains:

- Generic icon (a link).
- Heading (a link).
- Description (optional).

When the user clicks a link, the corresponding page loads.

**03B** Back to Top option. When the user clicks the option, the page anchors to the top of the browser window.

**04** Vehicle Widget module. The module displays information about the current session vehicle.

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
Getting Started | Phones | Media Players | Sync Unit | Extras | FAQs

# How To Do Something

Welcome Back [James]! | Logout | Ford | LINCOLN | MERCURY

Return to Previous Page | Print Friendly | Email | Select Another Vehicle

## How-To introduction

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Aliquis sendio odolesto erci tatum ver in hendrem diam, vel utpat. Aliquam augait aci et ilis nullaore con velismo dionsed dolobor adigna facipit num iustie dolor sum delit dolumsan henis el etuer si tie tie tet lor sim quis nulpu

## How-To Content

- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er
- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core
- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Radio/Steering Wheel  
2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

## Embedded How-To

How to do something else that the user needs to do

- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Print Friendly | Email

PRIMARY INCOMING LINKS  
> 5.2.0 SUPPORT SECTION DIRECTORY  
> 5.0 SUPPORT HOME

PRIMARY OUTGOING LINKS  
< 5.2.1.2.0 PHONE SELECT

USER NEEDS  
HOW DO I DO X?

ASSUMPTIONS  
--

OPEN QUESTIONS  
--

NOTES  
BESIDES THE LAYOUT CHANGES, THE ONLY FUNCTIONAL CHANGE TO THE HOW TO DOCUMENTS IS ELIMINATING THE SETUP PAGE, AND DEFAULTING TO A GENERIC PHONE WHEN RELEVANT.





WIRE ANNOTATIONS

A How To has two views - default view and print view. This wireframe depicts the default view. See wireframe SP ID 85 "How To (printable view)" for details about the printable view.

Each How To contains the following elements:

- Heading
- Summary
- Introduction
- Body

This page requires an IOP.

**01** The heading.

**02** The introduction.

**03** The body is composed of content blocks.

Some of the blocks are embedded content and can have an expanded or collapsed state (default). For those blocks, the user can toggle between the two states.

**04** If the content block is an embedded How To, the summary element for the How To is displayed in the collapsed state.

**05** When the user clicks the Print option, the page reloads applying the Print style. See wireframe SP ID 85 "How To (printable view)".

**06** When the user clicks the Email option, the Email Overlay appears.

**07** When the user clicks the Return option, the origination page (the page the user was on when requested to view the How To) loads.

**08** Vehicle Widget module. The module displays information about the current session vehicle.

# How To (expanded embedded How To)

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
Getting Started | Phones | Media Players | Sync Unit | Extras | FAQs

Welcome Back [James]! | Logout

How To Do Something

Return to Previous Page | Print Friendly | Email

How-To introduction

Select Another Vehicle

Selected Vehicle: Sparky

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

How-To Content

1 Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

2 Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Embedded How-To

How to do something else that the user needs to do

Embedded How-To

PRIMARY INCOMING LINKS  
> 5.2.0 SUPPORT SECTION DIRECTORY  
> 5.0 SUPPORT HOME

PRIMARY OUTGOING LINKS  
< 5.2.1.2.0 PHONE SELECT

USER NEEDS  
HOW DO I DO X?

ASSUMPTIONS  
--

OPEN QUESTIONS  
--

NOTES  
BESIDES THE LAYOUT CHANGES, THE ONLY FUNCTIONAL CHANGE TO THE HOW TO DOCUMENTS ARE ELIMINATING THE SETUP PAGE, AND DEFAULTING TO A GENERIC PHONE.



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**84**

WIRE NAME

# How To (expanded embedded How To)

DOCUMENT  
BE\_SUPPORT

PAGE NUMBER  
BE.11

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

## WIRE ANNOTATIONS

This wireframe illustrates a How To that contains an embedded How To displayed in expanded state.

This page requires an IOP.

**01** Embedded content can have an expanded or collapsed state.

In the expanded state, all of the embedded content is displayed in expanded state. The user has an option to toggle to the collapsed state.

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

# How To (printable view)

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
SUPPORT  
LAST MODIFIED  
16 APR 2008  
11:14 AM

IA STATUS  
FINAL  
FA STATUS  
FINAL  
COPY STATUS  
FINAL  
IA OWNER  
JAMES SPAHR  
FA OWNER  
LILY KENNEY  
COPY OWNER  
DOUG BOLIN

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

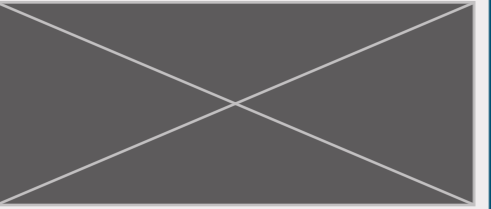
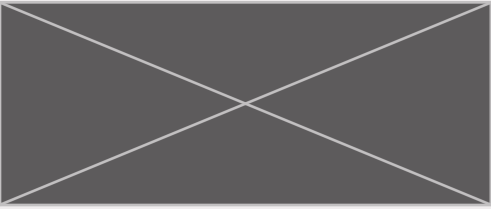
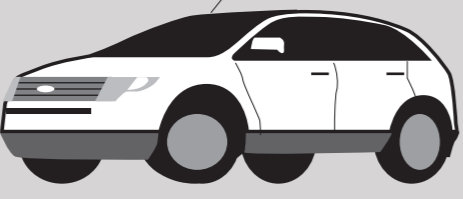
Page Title  
http://syncmyride.com/path/to/page 01

## How To Do Something Return 02

**Vehicle Context**

This how-to is specific to the vehicle, steering wheel, and radio displayed below. 03

**Selected Vehicle**  
09 Ford Edge



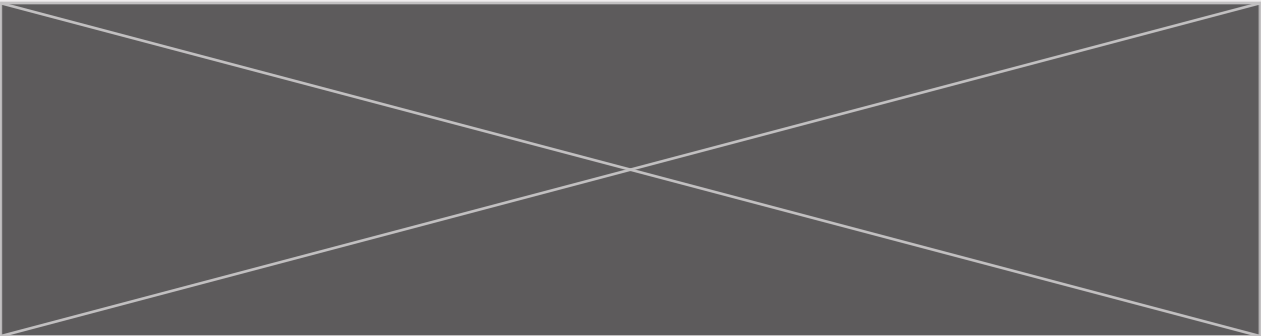
**How-To Content**

- 04

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Aliquis sendio odolesto erci tatum ver in hendrem diam, vel utpat. Aliquam augait aci et ilis nullaore con velismo dionsed dolobor adigna facipit num iustie dolor sum delit dolumsan henis el etuer si tie tie tet lor sim quis nulpu
- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Aliquis sendio odolesto erci tatum ver in hendrem diam, vel utpat. Aliquam augait aci et ilis nullaore con velismo dionsed dolobor adigna facipit num iustie dolor sum delit dolumsan henis el etuer si tie tie tet lor sim quis nulpu



**Embedded How-To**

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Aliquis sendio odolesto erci tatum ver in hendrem diam, vel utpat. Aliquam augait aci et ilis nullaore con velismo dionsed dolobor adigna facipit num iustie dolor sum delit dolumsan henis el etuer si tie tie tet lor sim quis nulpu

- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolobor percidunt dignis nullaore velenibh er se vel in er

Aliquis sendio odolesto erci tatum ver in hendrem diam, vel utpat. Aliquam augait aci et ilis nullaore con velismo dionsed dolobor adigna facipit num iustie dolor sum delit dolumsan henis el etuer si tie tie tet lor sim quis nulpu

PRIMARY INCOMING LINKS  
> 5.2.0 SUPPORT SECTION DIRECTORY  
> 5.0 SUPPORT HOME

PRIMARY OUTGOING LINKS  
< 5.2.1.2.0 PHONE SELECT

USER NEEDS  
HOW DO I DO X?  
HOW DO I BRING THIS TO MY VEHICLE?

ASSUMPTIONS  
--

OPEN QUESTIONS  
--

NOTES  
BESIDES THE LAYOUT CHANGES, THE ONLY FUNCTIONAL CHANGE TO THE HOW TO DOCUMENTS ARE ELIMINATING THE SETUP PAGE, AND DEFAULTING TO A GENERIC PHONE.

 THIS WIRE, SPID 85, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**85**

WIRE NAME

# How To (printable view)

DOCUMENT  
BE\_SUPPORT

PAGE NUMBER  
BE.13

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

A How To has two views - default view and print view. This wireframes illustrates a How To in the printable view. In this view, all body content blocks are displayed in expanded state. See wireframe SP ID 61 "How To" for details about the default view.

This page requires an IOP.

- 01** The global header changes to display only the Sync logo (not featured in wireframe). The global footer is not displayed.
  
- 02** When the user clicks the Return option, the page reloads in default view. See wireframe SP ID 61 "How To".
  
- 03** Vehicle module. The vehicle module display the vehicle information used to generate this How To. The module contains the following information for the selected vehicle:
  - Vehicle's make/model/year
  - Vehicle image
  - Radio image
  - Steering wheel image
  
- 04** In the printable view, all body content blocks are displayed in expanded state.

# How To (generic phone selected)

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
SUPPORT  
LAST MODIFIED  
16 APR 2008  
11:14 AM

IA STATUS  
FINAL  
FA STATUS  
FINAL  
COPY STATUS  
FINAL

IA OWNER  
JAMES SPAHR  
FA OWNER  
LILY KENNEY  
COPY OWNER  
DOUG BOLIN

- KEY
- link
  - abc active link
  - 80 annotation
  - 80 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Getting Started Phones Media Players Sync Unit Extras FAQs

## How To Do Something

[Return to Previous Page](#) [Print Friendly](#) [Email](#)

How-To introduction

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolor percidunt dignis nullaore velenibh er se vel in er

Aliquis sendio odolesto erci tatum ver in hendrem diam, vel utpat. Aliquam augait aci et ilis nullaore con velismo dionsed dolobor adigna facipit num iustie dolor sum delit dolumsan henis el etuer si tie tie tet lor sim quis nulpu

Compatibility Message

These instructions are for any Bluetooth mobile phone. This how-to

[See Tested Phones >>](#)

How-To Content

- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolor percidunt dignis nullaore velenibh er se vel in er
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PRIMARY INCOMING LINKS

- > 5.2.0 SUPPORT SECTION DIRECTORY
- > 5.0 SUPPORT HOME

PRIMARY OUTGOING LINKS

- < 5.2.1.2.0 PHONE SELECT

USER NEEDS  
HOW DO I DO X?

ASSUMPTIONS  
--

OPEN QUESTIONS  
--

NOTES  
BESIDES THE LAYOUT CHANGES, THE ONLY FUNCTIONAL CHANGE TO THE HOW TO DOCUMENTS ARE ELIMINATING THE SETUP PAGE, AND DEFAULTING TO A GENERIC PHONE.



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**62**

WIRE NAME

# How To (generic phone selected)

DOCUMENT  
BE\_SUPPORT

PAGE NUMBER  
BE.15

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

How Tos can contain device instructions specific for the selected phone. When a How To contains device instructions, the Selected Phone Module appears on the page.

The selected phone can be a generic phone or a specific phone. This view is for the generic phone; the instructions for a generic phone is a call-to-action for user to reference their phone's manual. See next wireframe for the view for a specific phone.

This page requires an IOP.

**01** Selected Phone module. The following elements are displayed:

- Generic phone image
- Copy
- Tested Phone option

When the user clicks the Tested Phone option, the Tested Phones Selection page loads. See wireframe SP ID 65 "Select a Mobile Phone".

# How To (specific phone selected)

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
Getting Started | Phones | Media Players | Sync Unit | Extras | FAQs

Welcome Back [James]! | Logout

How To Do Something

Return to Previous Page | Print Friendly | Email

How-To introduction

Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolor percidunt dignis nullaore velenibh er se vel in er

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Compatibility Message

**Sony Ericsson W810i** [change\\_phone](#)

How-To Content

- Giam volortie feugiat vel incipit wisit lum etue dolorperci blaorem ea core dipit estrud ting ea commy nostrud dolortion ulputem el dolor percidunt dignis nullaore velenibh er se vel in er

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PRIMARY INCOMING LINKS  
> 5.2.0 SUPPORT SECTION DIRECTORY  
> 5.0 SUPPORT HOME

PRIMARY OUTGOING LINKS  
< 5.2.1.2.0 PHONE SELECT

USER NEEDS  
HOW DO I DO X?

ASSUMPTIONS  
--

OPEN QUESTIONS  
--

NOTES  
BESIDES THE LAYOUT CHANGES, THE ONLY FUNCTIONAL CHANGE TO THE HOW TO DOCUMENTS ARE ELIMINATING THE SETUP PAGE, AND DEFAULTING TO A GENERIC PHONE.





# How To (specific phone selected)

## WIRE ANNOTATIONS

How Tos can contain device instructions specific for the selected phone. When a How To contains device instructions, the Selected Phone Module appears on the page.

The selected phone can be a generic phone or a specific phone. This view is for the specific phone. See previous wireframe for the view for a generic phone.

This page requires an IOP.

**01** Selected Phone module. The following elements are displayed:

- Phone image (see note #1A).
- Phone manufacturer & model.
- Change Phone option.

When the user clicks the Change Phone option, the Tested Phones Selection page loads. See wireframe SP ID 65 "Select a Mobile Phone".

**01A** The selected phone's image is displayed. If the image is not available, then the generic phone image is displayed.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008  
11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
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Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Getting Started Phones Media Players Sync Unit Extras FAQs

## Select A Tested Phone to View Support Content

Flash Phone Selector


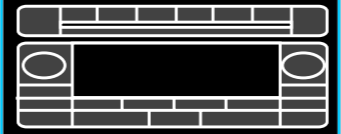
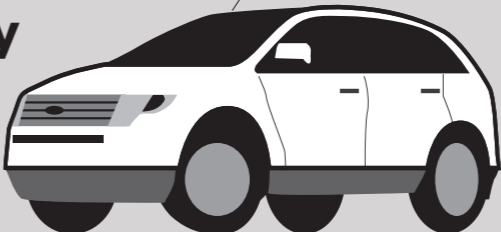
**Use Flash Phone Selector From V1.1**

01

Select Another Vehicle 03

Selected Vehicle

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

02

See How To >>

PRIMARY INCOMING LINKS  
> **5.2.1** HOW TO DOCUMENT

PRIMARY OUTGOING LINKS  
> **5.2.1** HOW TO DOCUMENT

USER NEEDS  
**IS MY PHONE A TESTED PHONE?**

ASSUMPTIONS  
--

OPEN QUESTIONS  
--

NOTES  
THIS IS USED TO SELECT A PHONE FOR A HOW TO DOCUMENT. IT IS AN OPTIONAL ACTIVITY.

WE NEED BETTER MESSAGING AS TO WHY THE USER SHOULD DO THIS.

 THIS WIRE, SPID 65, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**65**

WIRE NAME  

# Select a Mobile Phone

DOCUMENT  
BE\_SUPPORT

PAGE NUMBER  
BE.19

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

The Select a Mobile Phone page loads when the user opts to change the mobile phone for a How To.

**01** The Flash Phone Selector. The selector displays the phones in the IOP for users to select/change their phone selection.

When the user selects a phone, the phone is automatically set and saved as the selected phone in the session. For logged-in registered users, the phone is automatically saved to their profile. Any existing phone in the profile will be overwritten.

**02** When the user clicks the See How To option, the previously viewed How To is displayed. If there is no previously viewed How To, the Support Landing page is displayed.

**03** Vehicle Widget module. The modules displays information about the current session vehicle.

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

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About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners


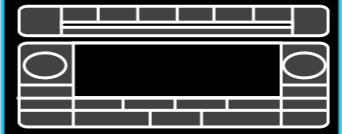
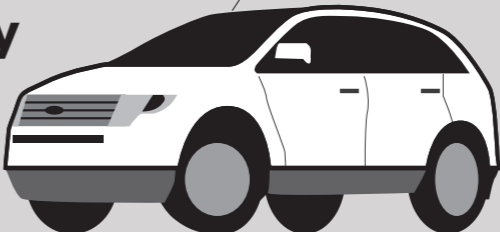
Getting Started Phones Media Players Sync Unit Extras FAQs

**No Change From V1.1**

Select Another Vehicle

**Selected Vehicle**

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

 THIS WIRE, SPID 66, HAS BEEN SIGNED OFF.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 88 annotation
  - 88 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

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Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners


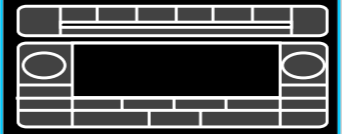
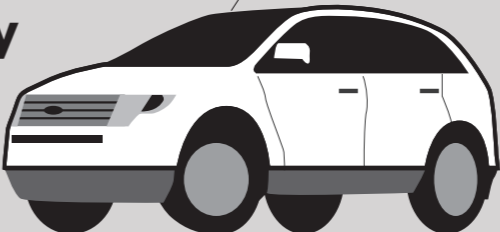
Getting Started Phones Media Players Sync Unit Extras FAQs

## No Change From V1.1

Select Another Vehicle

**Selected Vehicle**

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

OPEN QUESTIONS

--

NOTES

THE ONLY CHANGE FROM V1.1 IS THE REMOVAL OF THE 'ADD THIS PHONE TO MY ACCOUNT' AND 'TALK ABOUT THIS PHONE' LINKS.



Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

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About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners


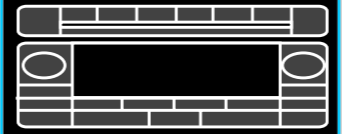
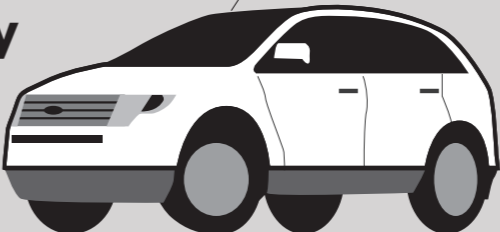
**Getting Started Phones Media Players Sync Unit Extras FAQs**

**No Change From V1.1**

Select Another Vehicle

**Selected Vehicle**

**Sparky**









Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

 THIS WIRE, SPID 67, HAS BEEN SIGNED OFF.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

SYNC  
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Ford LINCOLN MERCURY

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners


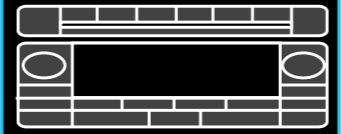
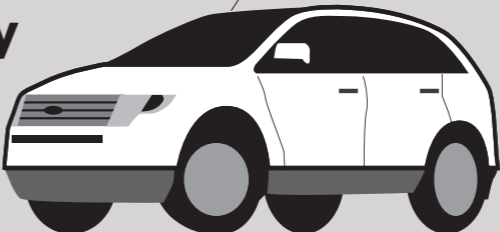
**Getting Started** | **Phones** | **Media Players** | **Sync Unit** | **Extras** | **FAQs**

**No Change From V1.1**

Select Another Vehicle

**Selected Vehicle**

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx







PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
OPEN QUESTIONS  
--  
NOTES  
--

 THIS WIRE, SPID 67, HAS BEEN SIGNED OFF.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
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COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
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  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

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Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners


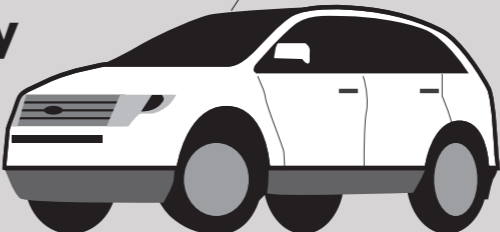
Getting Started Phones Media Players Sync Unit Extras FAQs

**No Change From V1.1**

Select Another Vehicle

Selected Vehicle

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx



PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
OPEN QUESTIONS  
--  
NOTES  
--

 THIS WIRE, SPID 71, HAS BEEN SIGNED OFF.



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- [link](#)
  - abc** active link
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  -  ux annotation
  - A** section label
  - A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

SYNC  
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Ford LINCOLN MERCURY

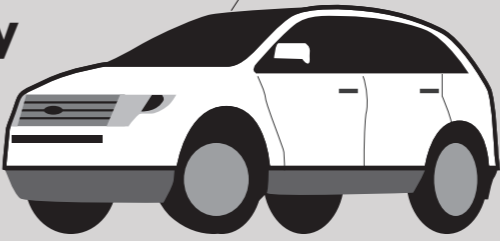
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

**Getting Started** | **Phones** | **Media Players** | **Sync Unit** | **Extras** | **FAQs**

**No Change From V1.1**

Select Another Vehicle

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

- PRIMARY INCOMING LINKS  
--
- PRIMARY OUTGOING LINKS  
--
- USER NEEDS  
--
- ASSUMPTIONS  
--
- OPEN QUESTIONS  
--
- NOTES  
--



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 88 annotation
  - 88 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

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Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

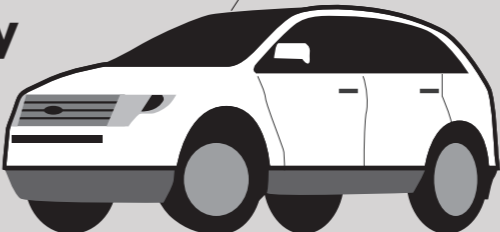
Getting Started Phones Media Players Sync Unit Extras FAQs

**No Change From V1.1**

Select Another Vehicle

Selected Vehicle

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
OPEN QUESTIONS  
--  
NOTES  
--



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**  
IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 88 annotation
  - 88 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

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Ford LINCOLN MERCURY

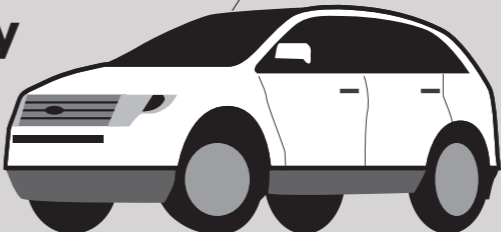
About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Getting Started Phones Media Players Sync Unit Extras FAQs

**No Change From V1.1**

Select Another Vehicle

Selected Vehicle  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx



PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
OPEN QUESTIONS  
--  
NOTES  
--



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**SUPPORT**  
LAST MODIFIED  
**16 APR 2008**  
**11:14 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- [link](#)
  - abc** active link
  -  annotation
  -  ux annotation
  - A** section label
  - A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**

**SYNC**  
Powered by **Microsoft**

Welcome Back [James]! | [Logout](#)

**FORD** | **LINCOLN** | **MERCURY**

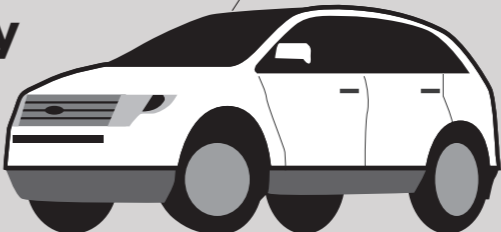
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**Getting Started** | **Phones** | **Media Players** | **Sync Unit** | **Extras** | **FAQs**

**No Change From V1.1**

Select Another Vehicle

**Selected Vehicle**  
**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
OPEN QUESTIONS  
--  
NOTES  
--



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**OWNER WIDGET**  
LAST MODIFIED  
**16 APR 2008**  
**11:16 AM**

# Owner Widget

## 16 Apr 2008

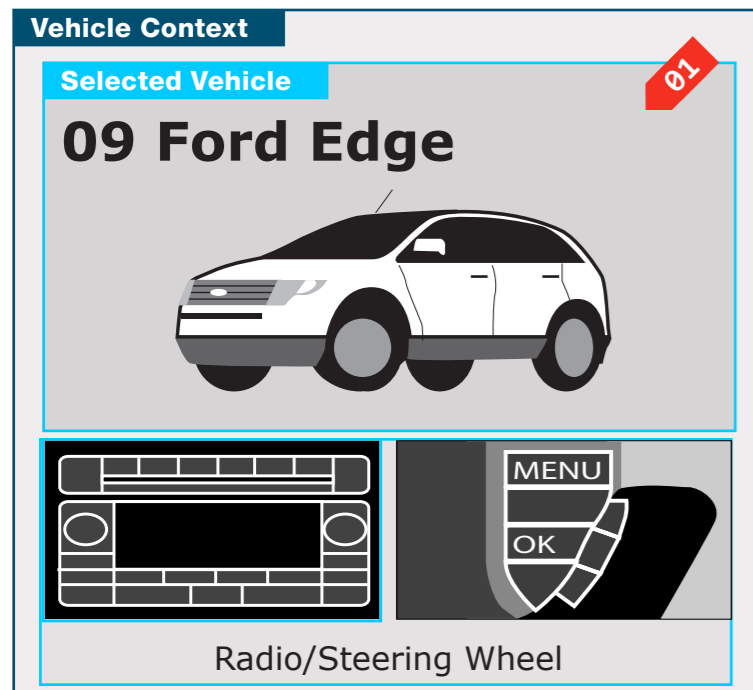
IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**LYNN LEITTE**

DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: PHONES  
NAV\_2: MEDIA PLAYERS  
NAV\_3: SERVICES  
NAV\_4: SUPPORT  
NAV\_5: MY SYNC  
NAV\_6: TRAFFIC + DIRECTIONS

# Vehicle Widget

Public User  
(Support)



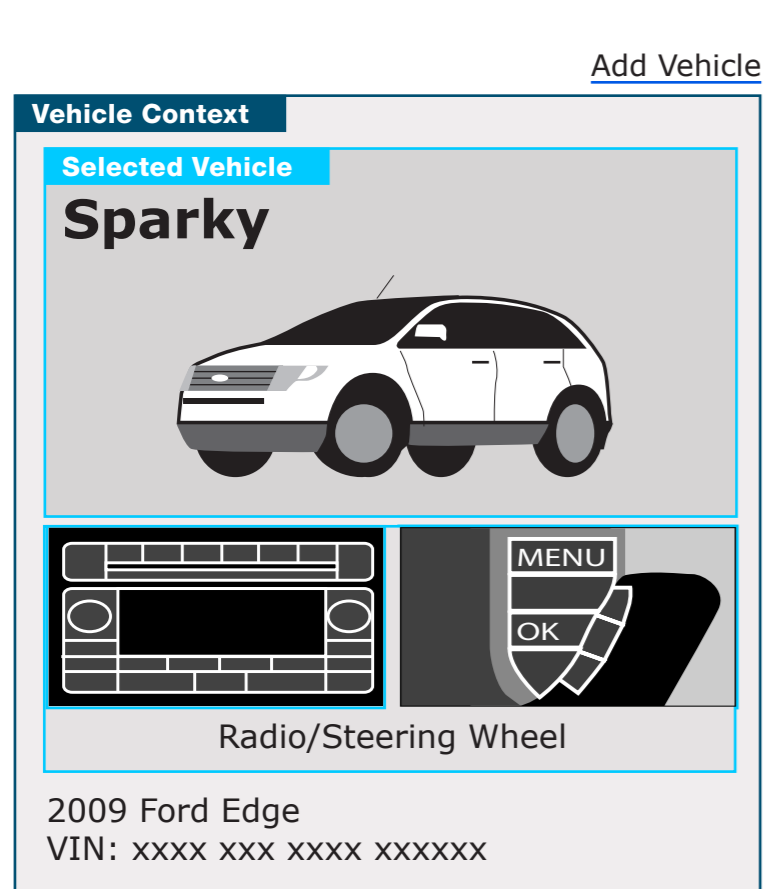
[Change Vehicle](#)

03A

Guest User  
(Support)

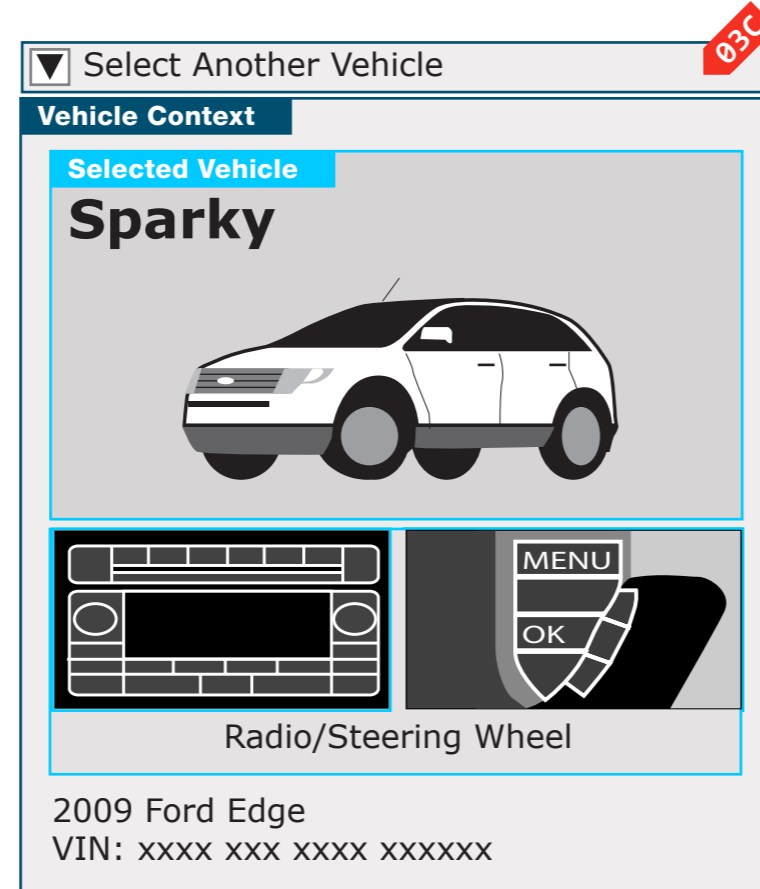


Logged In Registered User, One Vehicle  
(Account, Support)

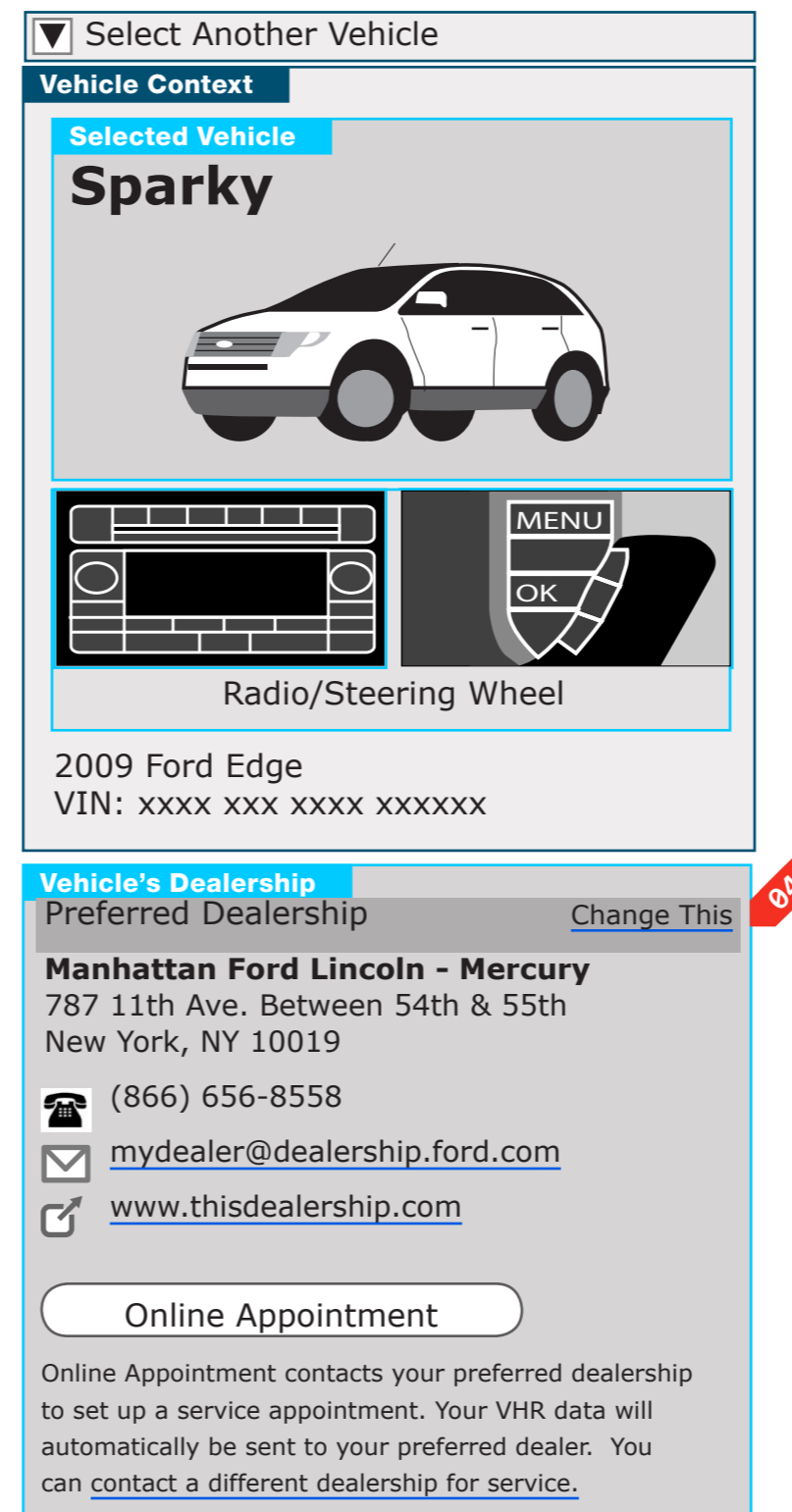


[Add Vehicle](#)

Logged In Registered User, Multiple Vehicles  
(Account, Support)



Logged In Registered User, Multiple Vehicles  
(VHR)



# Vehicle Widget

## WIRE ANNOTATIONS

The Vehicle Widget appears on various pages throughout the site. It provides context for the current session vehicle and displays information about the vehicle.

The vehicle widget contains three components.

- Main component. See note #1.
- VIN component. See note #2.
- Options. See note #3.

Note: This wireframe defines the vehicle widget for v2. It is not applicable towards the widget that appears on some existing v1.1 pages (e.g. the widget that appears in the Download section).

- 01** The Main component contains the following elements. Some of the elements only appear for specific user types.
- Vehicle nickname (displayed only for registered users)
  - Vehicle make/model/year (displayed only for public and guest users)
  - Radio image
  - Steering wheel image
  - Radio/Steering label. This label is generic and is applicable for all combinations.

- 02** The VIN component only appears for registered and guest users. It contains the following two elements:
- Vehicle make/model/year
  - VIN

- 03** The widget also contains some user-selectable options. The options available depends on the user type and if certain criteria are satisfied.
- Change vehicle option (displayed only for public users). See note #3A.
  - Add vehicle option (displayed only for registered users with only one vehicle mapped to the account). See note #3B.

- Select vehicle option (displayed only for registered users with more than one vehicle mapped to the account). See note #3C.

- 03A** When the user selects the Change vehicle option:
- The user begins the Select IOP task. See wireframe SP ID 212 "Select IOP Flow" for details about the task.

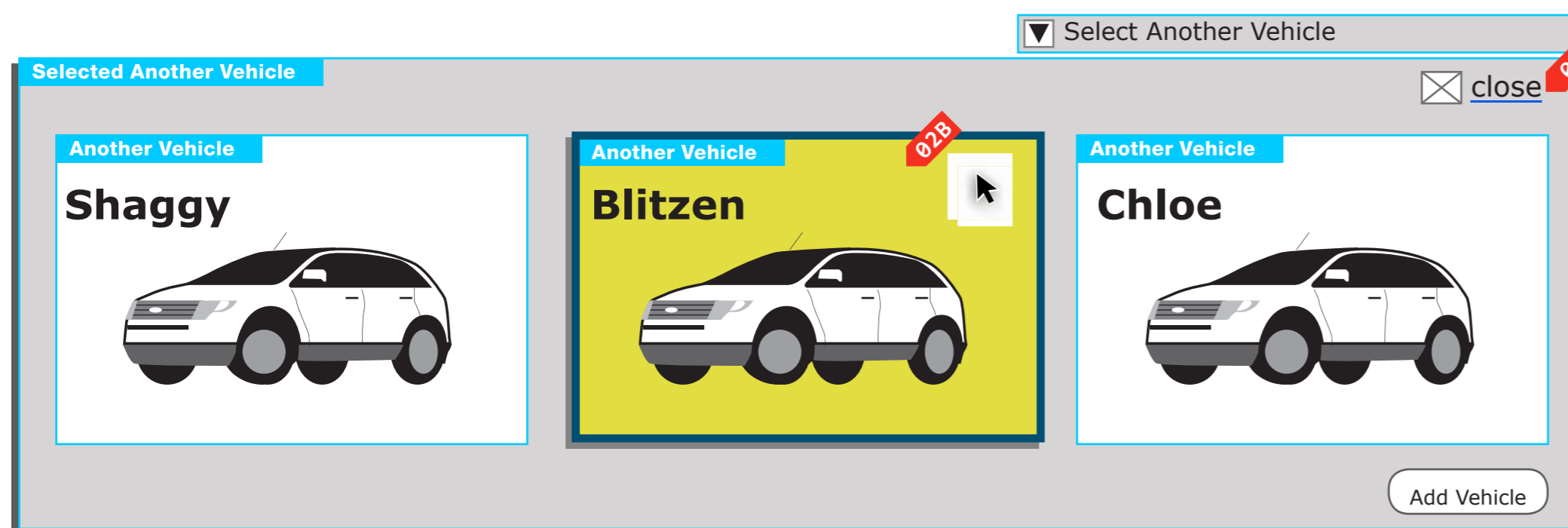
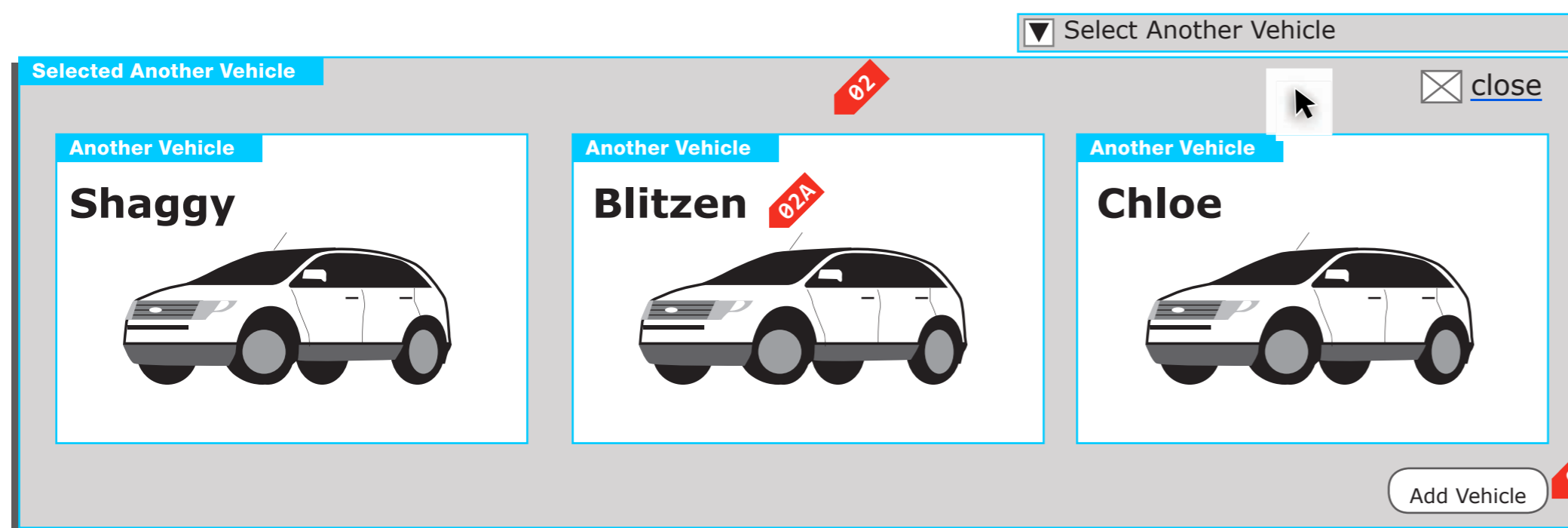
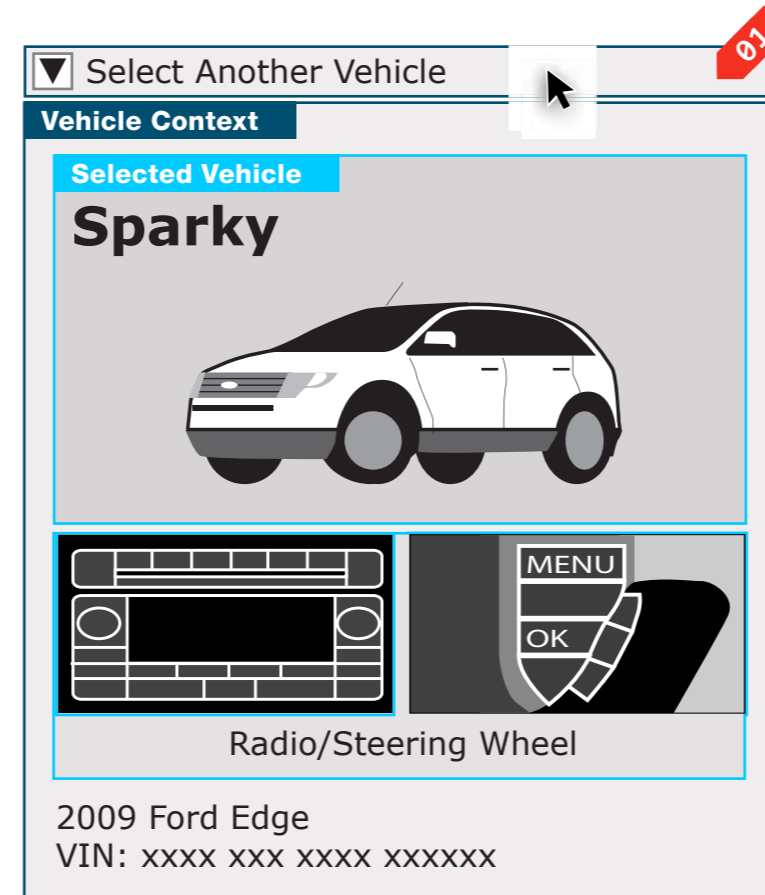
- 03B** When the user selects the Add Vehicle option, the user begins the Add Vehicle task. See wireframe SP ID 220 "Add Vehicle Flow" for details about the task.

- 03C** When the user selects the Select Vehicle option, the Select Vehicle overlay appears. See next wireframe "Select Vehicle Overlay" for details.

- 04** Dealer Widget. The widget is only displayed for registered users on the pages where the Vehicle Health Report is displayed.  
See wireframe SP ID 247 "Dealer Widget" for details.

# Select Vehicle Overlay

Select Another Vehicle Interaction





# Select Vehicle Overlay

WIRE ANNOTATIONS

The Select Vehicle Overlay lists all the vehicles mapped to a registered user's account.

This wireframe is only applicable to registered users with more than one vehicle mapped to their account.

**01** The Vehicle Selector Overlay appears when the user clicks the Select Vehicle option. The option appears on the Vehicle Widget.

For information about overlays attributes and interactions, see wireframe "Window Types & Overlays" - note #1.

**02** The Overlay displays a list of vehicles mapped to the user's account:

- Primary vehicle is always listed first.
- The non-primary vehicles are listed in chronological order of when the vehicle was added to the user's account.
- The current session vehicle is not displayed.
- No vehicles are highlighted by default.

**02A** For each vehicle, the following information is displayed:

- Vehicle image
- Vehicle nickname

**02B** Each vehicle becomes highlighted/unhighlighted as the user mouses-over and out of the vehicle cell.

The entire cell is clickable. When the user clicks on a cell:

- The vehicle becomes the new session vehicle.
- The Overlay closes.
- The parent page reloads with information pertaining to the new session vehicle. The exception is when the user is on the Downloads section - for those users, when the user selects a vehicle, the user is directed back to the Downloads Landing page.

**03** When the user selects the Add Vehicle option,

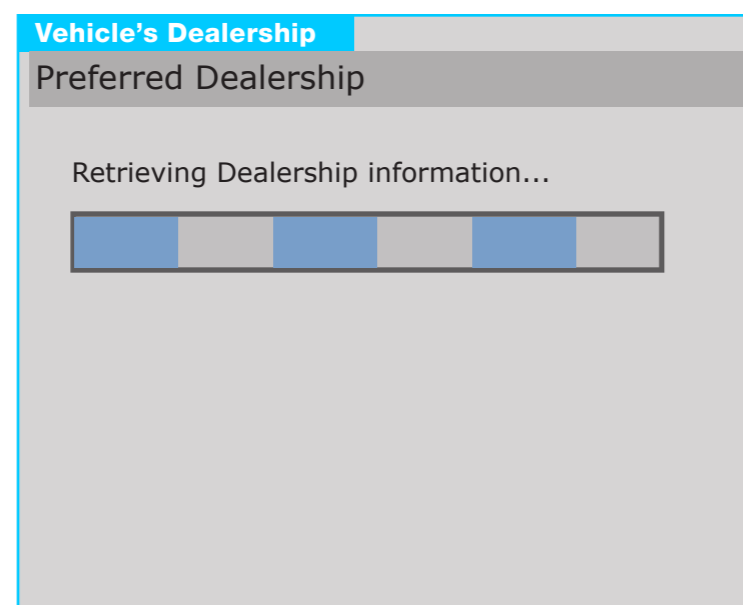
- The Overlay closes
- Focus returns to the parent browser window
- The user begins the Add Vehicle task. See wireframe SP ID 220 "Add Vehicle Flow" for details about the task.

# Dealer Widget

SP ID  
**247**

## Retrieving State Ø1

while SMR checks with Multimaps for dealership status



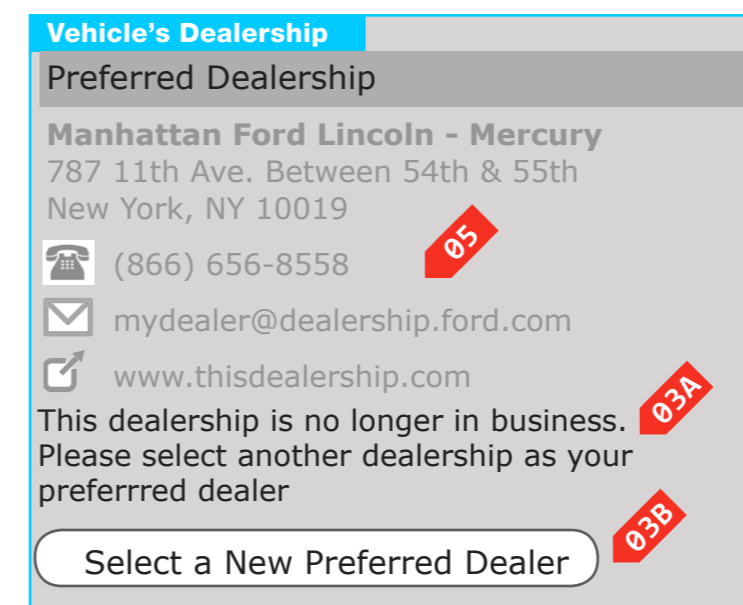
## Active Dealership State Ø2

for dealerships with active status



## Terminated Dealership State Ø3

for dealerships with terminated status



# Dealer Widget

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**OWNER WIDGET**  
LAST MODIFIED  
**16 APR 2008**  
**11:16 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**LYNN LEITTE**

## WIRE ANNOTATIONS

The Dealer Widget appears on the pages where a vehicle's VHR is displayed.

The widget displays information about the vehicle's preferred dealer and also an indication on whether the dealer is active or terminated.

The widget can have 4 different states:

- Retrieving. See note #1.
- Active. See note #2.
- Terminated. See note #3.
- Error (not featured in wireframe). See note #4.

**01** Retrieving state. This state contains static text and a stateless progress bar. This state is displayed while SMR is determining whether the preferred dealer is active or has been terminated.

**02** Active state. This state is displayed if the preferred dealer is active or if SMR did not receive a response or received an error when attempting to contact Multimaps.

The following elements are displayed for this state:

- Dealer Info. See note #5.
- Change Dealer option. See note #2A.
- Online Appointment option. See note #2B.
- Appointment text and option. See note #2C

**02A** Change Dealer option. The option is always displayed in this state. When the user clicks the option, the user begins the Select Preferred Dealer task. See wireframe SP ID 219 "Select Preferred Dealer Flow" for details about the task.

**02B** Online Appointment option. This option is only displayed if there is a URL available for the preferred dealer.

When the user clicks the option, a new window/tab open, and the GeS online appointment page loads. The page is either dealer specific or generic depending on the dealer's "gesolas" value.

**02C** The Appointment text differs depending on if the online appointment option is available for the preferred dealer.

In both scenarios, there will be a Contact Different Dealer option. When the user clicks the option, the Locate a Dealer page loads.

**03** Terminated state. This state is displayed if the preferred dealer has been terminated.

The following elements are displayed for this state:

- Dealer Info. See note #5.
- Terminated dealer text. See note #3A.
- Select New Preferred Dealer option. See note #3B.

**03A** Terminated dealer text. The static text is displayed for terminated dealers.

**03B** Select New Preferred Dealer option. This option is always displayed in this state. When the user clicks the option, the user begins the Select Preferred Dealer task and the Select Preferred Dealer page loads. See wireframe SP ID 219 "Select Preferred Dealer Flow" for details about the task.

**04** Error state (not featured in wireframe): This state is displayed if there was an error in retrieving the dealer info from CIS.

Static text is displayed to inform the user of the error.

**05** Dealer Info. The following information is displayed for the dealer, when available:

- Dealer name
- Dealer address (addr, city, state, postal code)
- Dealer phone number (an icon is also displayed)
- Dealer email address (an icon is also displayed). See note #5A.
- Dealer URL (an icon is also displayed). See note #5B.

**05A** When the user clicks the email address, the computer's native support for an mailto functionality is triggered.

The email address is not clickable when the dealer is terminated.

**05B** When the user clicks the URL, a new browser window/tab opens with the URL loaded.

The URL is not clickable when the dealer is terminated.

# Account Settings

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**ACCOUNT SETTINGS**

LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**

FA STATUS  
**FINAL**

COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**

FA OWNER  
**LILY KENNEY**

COPY OWNER  
**DOUG BOLIN**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
**SYNC**  
Powered by **Microsoft**

Welcome Back [James]! | [Logout](#)

**FORD** **LINCOLN** **MERCURY**

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

**Vehicle Health** | **Update & Customize** | **Owner to Owner** | **Account Settings**

## My Sync Settings

### Vehicles

**Sparky** **01**

**Zippy**

[Add Another Vehicle](#) **01B**

#### Vehicle Information

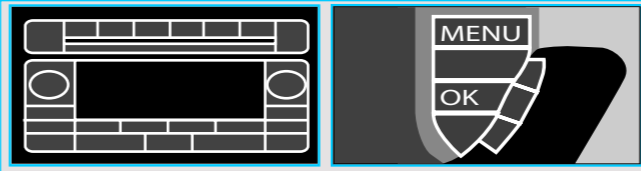
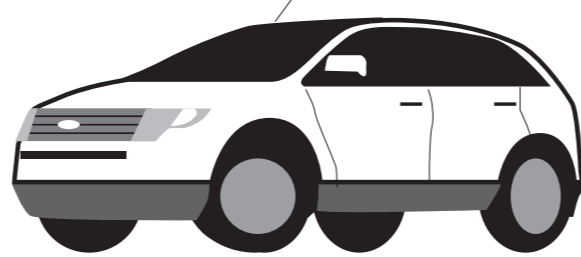
**02** [Remove This Vehicle](#) [Edit](#)

**Sparky**

2009 Ford Edge

VIN xxxx xxx xxxx xxxxxx

Primary Vehicle  
[What is a primary vehicle?](#)



Radio/Steering Wheel

#### Sync Account

[Account Information](#)

[Owner to Owner Settings](#)

#### Confirmed Installations

**03** [Visit Update & Customize](#)

Agnis esequatum nit ecte dit niam, quis nons endrem voloborer sustis accum vul-putpat. Ut nulla faci euguercipis accusma ndiamet utpat lutatue te te eum.

**Confirmed Installations**

- Sync Version v1.2.0
- Sync Application A v1.2.0
- Text Message Application v1.2.0

[View Sync Download & Installation History](#)

#### Vehicle Health Report

**04** [Visit Vehicle Health Report](#)

Agnis esequatum nit ecte dit niam, quis nons endrem voloborer sustis accum vul-putpat. Ut nulla faci euguercipis accusma ndiamet utpat lutatue te te eum.

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

VHR MODULE IS NOT CONDITIONAL. IT WILL ALWAYS BE DISPLAYED. THE LINK WILL TAKE THE USER TO THE VHR LANDING PAGE WHERE THEY WILL BE MESSAGED APPROPRIATELY.

 THIS WIRE, SPID 162, HAS BEEN SIGNED OFF.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

WIRE ANNOTATIONS

The Vehicle Settings page displays information about the current session vehicle, including information about the vehicle (e.g. make/model/year, radio, steering wheel) and information about the vehicle's Sync module (e.g. version, installed applications).

One of the modules has two views depending on whether the current session vehicle is Sync-confirmed. See note #3.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

**01** Left Navigation module. This module allows the user to navigate the list of vehicles in the account and the other pages within the Account Settings area.

The list of vehicles options and the other Account Setting options has three states: selected, not selected, and rollover. The options are clickable in the not selected and rollover state; the rollover state is only applicable in the not selected state.

The module contains:

- List of vehicles in the account. See note #1A.
- Add Vehicle option. See note #1B.
- Other Account Setting options. See note #1C.

**01A** List of vehicles in the account. All the vehicles mapped to the user's account is listed in the following order:

- First, the primary vehicle
- Then, the rest of the vehicles in ascending order of the date the vehicle was added to the account

For each vehicle listed, the following information is displayed:

- Vehicle image
- Vehicle nickname

The current session vehicle is selected; all other vehicles are unselected. When the user clicks on another vehicle, the selected vehicle is set as the new session vehicle and this page reloads.

**01B** Add Vehicle option. Logged-in registered users can add vehicles to their account. When the user clicks the option, the user begins the Add Vehicle task. See wireframe SP ID 220 "Add Vehicle Flow" for details about the task.

**01C** Other Account Setting options. In addition to vehicle settings, users can edit their:

- Profile. When the user clicks this option, the Profile Settings page loads. See wireframe SP ID 163 "Profile Settings (read-only)".
- Community. When the user clicks this option, the Community Settings page loads. The page differs depending on if the user has already created a community name and icon.
  - If yes, then the Community Settings page loads. See wireframe SP ID 165 "Community Settings (read-only)".
  - Else, the Community Settings (unset) page loads. See wireframe SP ID 164 "Community Settings (unset)".

Both options are unselected.

**02** Vehicle Information module. This module displays information about the current session vehicle:

- Vehicle nickname
- Vehicle make/model/year
- VIN. Displayed in a chunked format for easier readability.
- Vehicle image
- Radio image
- Steering wheel image
- Edit option. See note #2A.
- Remove vehicle option. See note #2B.
- Primary vehicle indication & option. See note #2C.

**02A** Edit option. When the user clicks the edit option, the user begins the Edit Vehicle task. See wireframe SP ID 252 "Edit Vehicle Flow".

**02B** Remove vehicle option. This option is only displayed if there is more than one vehicle mapped to the user's account. When the user clicks on the option, a Remove Vehicle overlay appears (not featured in wireframe).

The overlay contains two options:

- Confirmation of the removal. When the user clicks this option:
  - The vehicle is removed from the user's account
  - If the removed vehicle was the primary, then the system automatically assigns the new primary vehicle.
  - Set the new session vehicle to the primary vehicle
  - Close the overlay
  - Refresh the page with information about the new session vehicle.
- Cancellation of the request. When the user clicks this option, the overlay closes.

**02C** Primary vehicle indication & option. This is only displayed if there are two or more vehicles mapped to the account. This has two views:

- If the current session vehicle is the primary vehicle, there will be text to indicate the primary vehicle designation.
- Else, there will be an option to change the vehicle to the primary vehicle. When the user clicks this option:
  - The primary vehicle designation is changed from the former primary vehicle to the current session vehicle.
  - Module is refreshed to designate the vehicle as the primary vehicle.

Both views have an FAQ link. When the user clicks the link, the FAQ overlay appears with the corresponding FAQ. The FAQ that is displayed may be different between the two views.

WIRE ANNOTATIONS

**03** Downloads module. This module is conditional dependent on whether the current session vehicle is a Sync confirmed vehicle:

- If yes, then this module is displayed. This module contains:
  - Current Sync version. See note #3A.
  - Confirmed application installations. See note #3B.
  - View Sync History option. See note #3C.
- Else, the Unconfirmed Sync VIN module is displayed. See wireframe SP ID 166 "Vehicle Settings (unconfirmed Sync VIN)".

**03A** Current Sync version. This information is retrieved from the getCurrent web service.

**03B** Confirmed application installation. The list of applications is displayed in alphabetical order. The following information is displayed for each application:

- Name
- Version

This information is retrieved from the getCurrent web service.

**03C** View Sync History option. When the user clicks this option, the Sync History page loads.

**04** VHR module. This is a static module that is only displayed for Sync confirmed vehicles. When the user clicks the option, the VHR Landing page loads. See wireframe SP ID 143 "Account & VHR Landing Page Structure".

**05** Alerts module (not featured in wireframe). There are two types of alerts that can be displayed on this page. They are only displayed for Sync-confirmed vehicles. Both alerts contain static text and a link:

- Service pack update alert: This alert is displayed when there is a service pack available for the current

session vehicle. When the user clicks a link in this alert, the Downloads Landing page loads.

- Unconfirmed downloads alert: This alert is displayed if the user has downloaded something, but has not confirmed the installation (anything with a DFI or DFU status). When the user clicks a link in this alert, the Upload page loads.

If both alerts are displayed, the Service pack update alert should be displayed first.

# Profile Settings (read-only)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008  
11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
**SYNC** Powered by **Microsoft**  
Welcome Back [James]! | [Logout](#)  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## My Sync Settings

### Vehicles <sup>01</sup>

Sparky
Zippy

[Add Another Vehicle](#)

### Sync Account

- Account Information
- Owner to Owner Settings

### Owner Profile Information <sup>02</sup> [Edit](#)

PRIMARY EMAIL ADDRESS miketyke12@gmail.com	PASSWORD *****	* You use your primary email address to login to your Sync account.
NAME michael tyrrell	ADDRESS 238 Dino Ln.	
CITY, STATE/PROVINCE New York, New York	COUNTRY United States	POSTAL CODE 10003
PHONE NUMBER 212-273-8274	EMAIL ADDRESSES miketyke12@gmail.com (Primary)	

**NO** I'D LIKE TO RECEIVE EMAIL NOTIFICATIONS OF SYNC UPDATES AND DOWNLOADING AND INSTALLATION ALERTS AT [miketyke12@gmail.com](mailto:miketyke12@gmail.com)

### Mobile Phone Information <sup>03</sup> [Edit](#)

Am nonsed tem quip et, si. Ugait velenismodo exer iure magna feuguerci et, vullaor il irilisl.  
555-555-5555 <sup>03A</sup>

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

REMOVED THE SECRET QUESTION AND ANSWER FROM THE INFO DISPLAYED. THE USER HAS ACCESS TO IT WHEN THEY EDIT THIS INFORMATION.

THIS WIRE, SPID 163, HAS BEEN SIGNED OFF.



# Profile Settings (read-only)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Profile Settings page displays the user's profile information in read-only view. This page has two modules: personal and MIN. The user edits the information contained in each module individually.

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

**01** Left Navigation module. See note #1 on the "Vehicle Settings" wireframe for details.

**01A** List of vehicles in the account. All the vehicle mapped to the user's account is listed. See note #1A on the "Vehicle Settings" wireframe for details.  
All vehicles are unselected.

**01B** Add Vehicle option. See note #1B on the "Vehicle Settings" wireframe for details.

**01C** Other Account Setting options. See note #1C on the "Vehicle Settings" wireframe for details.  
The Profile option is selected; all other options are unselected.

**02** Personal Information module. This module displays information about the user's personal information. In this read-only view:

- Security question and answer are not displayed.
- Password is hidden and displayed as asterisks.

When the user clicks the Edit option, the user begins the Edit Personal Info task. See wireframe SP ID 255 "Edit Personal Info Flow" for details about the task.

**03** MIN module. This module displays information about the user's MIN. There are two views for this module. See note #3A.  
When the user clicks the Edit option, the user begins the Edit MIN task. See wireframe SP ID 256 "Edit MIN Flow" for details about the task.

**03A** If the user has already saved a MIN, the user-saved MIN is displayed (featured in this wireframe).  
Else, the MIN is not displayed (not featured in wireframe).

# Community Settings (unset)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008  
11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page

Global Nav

SYNC  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

Ford LINCOLN MERCURY

About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners

Vehicle Health Update & Customize Owner to Owner Account Settings

## My Sync Settings

### Vehicles

Sparky

Zippy

[Add Another Vehicle](#)

### Sync Account

Account Information

Owner to Owner Settings

### Owner to Owner Settings

Sync Community is where owners share questions, opinions, ideas and information.

You haven't selected a screen name or community icon. Select community settings now.

Edit

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**164**

WIRE NAME

# Community Settings (unset)

DOCUMENT  
BG\_ACCOUNT\_SETTINGSBG.8

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

## WIRE ANNOTATIONS

The Community Settings page displays the user's community nickname and icon in read-only view.

This page has two views depending on if the user has set the community nickname and icon.

This wireframe displays the view for users who have not set the community nickname and icon. For the other view, see the next wireframe "Community Settings (read-only)".

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

IA STATUS

**FINAL**

FA STATUS

**FINAL**

COPY STATUS

**FINAL**

IA OWNER

**JAMES SPAHR**

FA OWNER

**LILY KENNEY**

COPY OWNER

**DOUG BOLIN**

**01** Left Navigation module. See note #1 on the "Vehicle Settings" wireframe for details.

**01A** List of vehicles in the account. All the vehicle mapped to the user's account is listed. See note #1 on the "Vehicle Settings" wireframe for details.

All vehicles are unselected.

**01B** Add Vehicle option. See note #2 on the "Vehicle Settings" wireframe for details.

**01C** Other Account Setting options. See note #3 on the "Vehicle Settings" wireframe for details.

The Community option is selected ; all other options are unselected.

**02** Community module. This module has two views; in this view, the user has not set a community nickname and icon.

When the user clicks the Edit option, the user begins the Edit Community Settings task. See wireframe SP ID 222 "Edit Community Settings Flow" for details about the task.

# Community Settings (read-only)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

Page Title  
http://syncmyride.com/path/to/page



**Global Nav**  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | Logout | Ford | LINCOLN | MERCURY

Vehicle Health | Update & Customize | Owner to Owner | Account Settings



## My Sync Settings

### Vehicles

 Sparky
 Zippy

[Add Another Vehicle](#)


### Sync Account

 Account Information
 Owner to Owner Settings

### Owner to Owner Settings <sup>01</sup> [Edit](#)

Sync Community is where owners share questions, opinions, ideas and information.

<b>Community Screen Name:</b> (This is the name you'll use when you post comments to community areas of the Sync website.)	<b>Community Icon:</b> (This is how others will see your screen name and vehicle information.)
---	---

OnDaEdge  OnDaEdge  
2008 Ford Edge

### Owner to Owner Communication Settings <sup>02</sup> [Visit Settings](#)

Henibh et, commy non volorperit volorperos dolore euisi te dolor sisl eugait praesed tet wis el utet utat dolute et alit ero conumsan eui tet, commy nullaore vel ipit lorem digniam consequ ipisi.

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**165**

WIRE NAME

# Community Settings (read-only)

DOCUMENT  
BG\_ACCOUNT\_SETTINGSBG.10

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Community Settings page displays the user's community nickname and icon in read-only view.

This page has two views depending on if the user has set the community nickname and icon.

This wireframe displays the view for users who have already set the community nickname and icon. For the other view, see the previous wireframe "Community Settings (unset)".

This page is only viewable by logged-in registered users; other users are automatically directed to the Login page when they attempt to access this page.

**01** Community module. This module has two views; in this view, the user has already set a community nickname and icon. The module displays:

- Community nickname
- Community icon. The icon needs to be dynamically generated depending on the user-saved selection.

When the user clicks the Edit option, the user begins the Edit Community Settings task. See wireframe SP ID 222 "Edit Community Settings Flow" for details about the task.

**02** Community communication module. This is a static module. When the user clicks the option, the Community Communication Settings page hosted on an external site loads.

# Vehicle Settings (unconfirmed Sync VIN)

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

Page Title  
http://syncmyride.com/path/to/page

**Global Nav**  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners



Welcome Back [James]! | [Logout](#)

Ford | LINCOLN | MERCURY

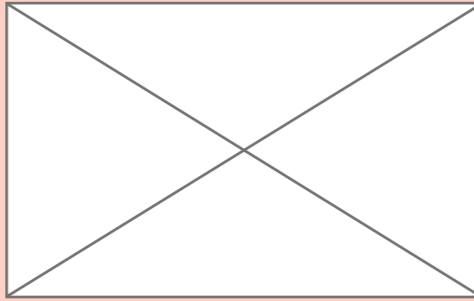
Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## My Sync Settings

### Vehicles

 Sparky  
 Zippy  
[Add Another Vehicle](#)

### There is a Problem With Your VIN <sup>01</sup>





iIng elit adit lore do commodolor si bla feugiat dolobore magna consequ amconsed magna facipsum in ulla consequam velis alit praesequis aliquametum iniat. Ut adigna consendit, vulla at. Ut ip eriore dolor sed dolesect mag-nim dolortie tissi ex enis nonsequ atumsan

[Validate Vehicle](#)

[» VIN Support Content #1](#)

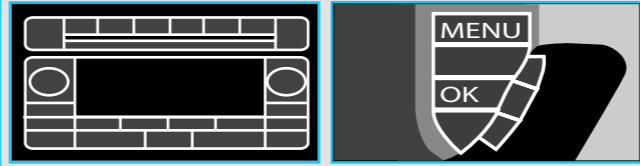
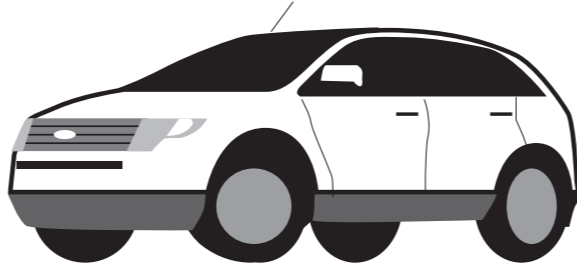
### Sync Account

 Account Information  
 Owner to Owner Settings

### Vehicle Information

[Remove This Vehicle](#) [Edit](#)

**Sparky**  
2009 Ford Edge  
VIN xxxx xxx xxxx xxxxxx  
Primary Vehicle  
[What is a primary vehicle?](#)



Radio/Steering Wheel

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--

 THIS WIRE, SPID 166, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

SP ID  
**166**

WIRE NAME

# Vehicle Settings (unconfirmed Sync VIN)

DOCUMENT  
BG\_ACCOUNT\_SETTINGSBG.12

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**ACCOUNT SETTINGS**  
LAST MODIFIED  
**16 APR 2008**  
**11:17 AM**

IA STATUS  
**FINAL**  
FA STATUS  
**FINAL**  
COPY STATUS  
**FINAL**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**LILY KENNEY**  
COPY OWNER  
**DOUG BOLIN**

## WIRE ANNOTATIONS

The Vehicle Settings page displays information for the current session vehicle.

The Downloads module has two views depending on whether the current session vehicle is Sync-confirmed. This view is for an unconfirmed Sync VIN. For view of the Sync-confirmed vehicle, see wireframe SP 162 "Vehicle Settings".

- 01** Downloads module. This module is conditional dependent on whether the current session vehicle is a Sync-confirmed vehicle:
- If no, this module is displayed. When the user clicks the Validate Vehicle option, the FAQ Detail page with content related to validating vehicle loads.
  - Else, the Confirmed Sync VIN module is displayed. See wireframe SP ID 162 "Vehicle Settings" - note #3.

# Vehicle Health Report

## 16 Apr 2008

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008**  
**10:56 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: ABOUT  
NAV\_2: PHONES  
NAV\_3: MEDIA  
NAV\_4: EXTRAS  
NAV\_5: SUPPORT  
NAV\_6: MY SYNC



# Site Map: VHR

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008  
 10:56 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

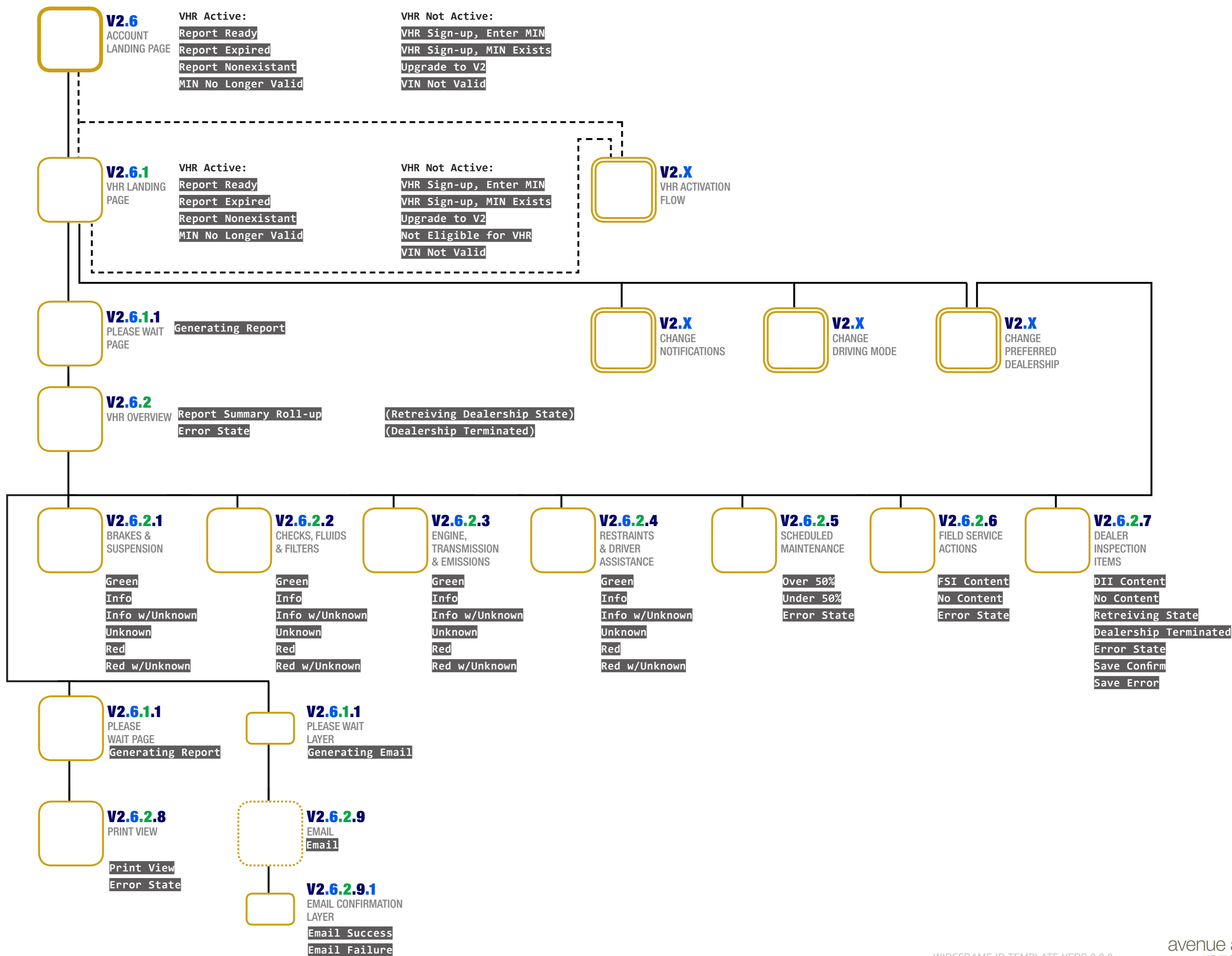
COPY OWNER  
**LYNN LEITTE**

KEY

Grey Annotations  
 outline messaging  
 and error states  
 for each page

SOLID LINES DENOTE VHR  
 ACTIVE USER FLOWS

DASHED LINES DENOTE  
 VHR NOT ACTIVE USER  
 FLOWS



WIRE ID  
**0.0.0.0**

SP ID  
**234**

WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008**  
**10:56 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

KEY  
— link

**abc** active link

**00** annotation

**00** ux annotation

**A** section label

**A** section module label

WIRE NAME

# Please Wait Page

DOCUMENT  
**BR\_VHR\_01\_PRIMARY**

PAGE NUMBER  
**BR.3**

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--

THIS WIRE, SPID 234, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008**  
**10:56 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Please Wait Page

WIRE ANNOTATIONS

When a user requests the VHR or VHR Print View pages, an intermediate Please Wait page displays until the VHR view has been generated.

The page includes the following elements:

- Progress Bar. See note 1A.
- Cancel Option. See note 1B.
- Static text.

**01A** Progress Bar. The progress bar is stateless and the text is static.

**01B** Cancel option. Clicking on the Cancel option takes the user back to the originating page.

**02** Once the view is generated, the corresponding page loads. See VHR wireframe set and wireframe SP ID 265 "VHR Print View" for details.

DOCUMENT  
**BR\_VHR\_01\_PRIMARY** PAGE NUMBER  
**BR.4**

WIRE ID  
**0.0.0.0**  
SP ID  
**113**  
WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:56 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

KEY  
link  
abc active link  
00 annotation  
00 ux annotation  
A section label  
A section module label

WIRE NAME

# VHR Page; Overview - All Systems OK

DOCUMENT  
BR\_VHR\_01\_PRIMARY  
PAGE NUMBER  
BR.5

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
SYNC  
Powered by Microsoft  
Welcome Back [James]! | Logout  
Ford LINCOLN MERCURY

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## [Sparky]'s Vehicle Health Report

Print View | Email Report

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance

Scheduled Maintenance

Field Service Actions (0)

Dealer Inspection Items (0)

VHR Diagnostic Content

Vehicle diagnostic status when you ran your report on [Feb 23, 2007]:

[All Systems OK]

VHR Maintenance Content

Vehicle information as of today, [Feb 25, 2007]:

Scheduled Maintenance

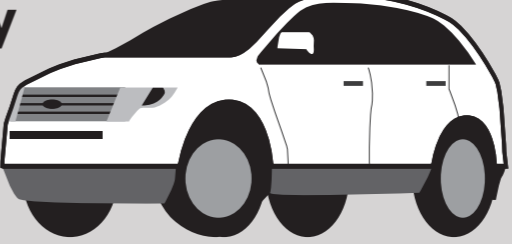
Your vehicle has been driven [23,072] miles [(predicted)]. Here's a list of routine maintenance items recommended at [25,000] miles.

There are 0 Field Service Actions and 0 Dealer Inspection Items for your review.

Select Another Vehicle

VHR run Date timezone will be converted from UMT to EST

Sparky



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can contact a different dealership for service.

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page



# VHR Page; Overview - All Systems OK

WIRE ANNOTATIONS

Before the VHR page displays, the user will be taken to an intermediate Please wait page. See wireframe SP ID 234 "Please Wait Page" for details.

---

## VHR Page Structure

The Vehicle Health Report (VHR) page is specific to the current session vehicle.

The VHR page contains the following elements:

- Heading. See note #1.
- VHR Sub-navigation links. See note #2.
- Vehicle Widget Module. See note #3.
- Dealer Module. See note #4.
- Print option. See note #5.
- Email option. See note #6.
- VHR Section. See note #7.

**01** Heading. The heading contains the Vehicle Nickname.

**02** VHR Sub-navigation links. The VHR is broken up into five sections. The VHR sub-navigation reflects this.

The navigation links include:

- Overview link. This has a static link name.
- System Details link(s).
  - The number of links and system details sections will vary based on the VHR instance.
  - Link names are based on the names of the specific vehicle systems.
  - The ordering of the links is based on the sort logic of the systems.
  - Each link will have an icon corresponding to the system status. Vehicle systems are in one of four status states: System OK, Service Required, Unknown, and Informational.
- Routine Maintenance link. This has a static link name and icon.
- Field Service Items link.

- A count of items is included in the navigation section. See note #21.

- If there is at least one item, an icon is displayed. See wireframe SP ID 233 for an example.

- Dealer Inspection Items link.

- A count of items is included in the navigation section. See note #21.

- If there is at least one item, an icon is displayed. See wireframe SP ID 233 for an example.

**02A** VHR Sub-navigation Interaction.

- When the user rolls over a VHR sub-navigation element, the element is set in a rollover state. When the user rolls out of the sub-navigational element, the element is set to an unselect state.

- When the user clicks a VHR navigation link, the navigational element is highlighted and the corresponding section loads. See note #7 also.

**03** Vehicle Widget Module. See wireframe set for "Vehicle Widget".

**04** Dealer Module. See wireframe SP ID 247 "Dealer Widget".

**05** Print option. When the user clicks the Print option, the VHR in the VHR Print View loads. See wireframe SP ID 265 "VHR Print View".

**06** Email option. When the user clicks the Email option, the VHR Email Layer loads. See wireframe SP ID 241 "Email Report Layer". Please note, VHR email functions differently than the global email functionality.

**07** VHR Section. The center area of the VHR page changes based on the VHR section the user has navigated to.

---

WIRE ID  
**0.0.0.0**

SP ID  
**233**

WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:56 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT  
IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

KEY  
link  
abc active link  
00 annotation  
00 ux annotation  
A section label  
A section module label

WIRE NAME

# Overview - System Status Messages

DOCUMENT  
BR\_VHR\_01\_PRIMARY  
PAGE NUMBER  
BR.7

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 Welcome Back [James]! | [Logout](#)  
[About Sync](#) [Mobile Phones](#) [Media Players](#) [Driver Services](#) [Set Up & Use Sync](#) [Sync Owners](#)  
[Vehicle Health](#) [Update & Customize](#) [Owner to Owner](#) [Account Settings](#)

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

**Vehicle Health Overview**

- ✓ Brakes & Suspension
- ✓ Checks, Fluids & Filters
- ! Engine, Transmission & Emissions
- ? Restraints & Driver Assistance

Scheduled Maintenance

Field Service Actions (2)

Dealer Inspection Items (2)

**VHR Diagnostic Content**

Vehicle diagnostic status when you ran your report on **[Feb 23, 2007]**:

- ! **Engine, Transmission & Emissions - Service Required**
- ? **Restraints & Driver Assistance - Status Uncertain**

**VHR Maintenance Content**

Vehicle information as of **day, [Feb 25, 2007]**:

**Scheduled Maintenance**

Your vehicle has been driven **[25,106]** miles [(predicted)]  
If you missed the **[25,000]** mile maintenance, please review the recommended maintenance schedule.

There are **2** Field Service Actions and **4** Dealer Inspection Items for your review.

Select Another Vehicle

**Selected Vehicle**

**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

**Online Appointment**

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

THIS WIRE, SPID 233, HAS BEEN SIGNED OFF.

# Overview - System Status Messages

WIRE ANNOTATIONS

The Overview section provides a summary of each section of the VHR.

It includes the following:

- System Overview. See note #2.
- Routine Maintenance Summary. See note #4.
- Field Service Items Summary. See note #5.
- Dealer Inspection Items Summary. See note #6.

**01** When the Overview section displays, the Overview navigational element is highlighted, and any previous VHR sub-navigational element is unhighlighted.

**02** System Overview. The System Overview is conditional based on the status of the systems for the VHR instance.

It includes the following:

- VOD Date. See note #2A.
- System Summary. See note #2B.
- Static text.

**02A** VOD Date. System data is point in time information from when triggered from vehicle. The Vehicle Operational Data (VOD) date, converted to EST, displays here.

**02B** System Summary. There are two ways System Summary displays.

- When one or more systems are not System OK, a summary line is displayed for each system that is not System OK with the corresponding status icon.
  - The system summaries are sorted by the sort logic, then grouped by status and displayed in the following order: Service Required, Unknown, and Informational.
  - A system that is OK in this case will not be have a summary in the Overview section.
  - The summary line is also a link that takes the user to the corresponding System Details section.

- When all systems are System OK, a single systems OK message is displayed with a System OK icon (not featured in wireframe). See wireframe SP ID 113 for an example.

**03** Current Date. Routine maintenance, field service and dealer inspection items data is the most current data at Ford systems. Today's date, converted to EST, displays here.

**04** Routine Maintenance Summary. It includes the following:

- Routine Maintenance option. See note #4A.
- Messaging varies based on state. There are three states:
  - Routine Maintenance Upcoming state. See note #4B.
  - Routine Maintenance Passed state. See note #4C.
  - Routine Maintenance Error state. See note #4D.

**04A** Routine Maintenance option. When the user clicks this link, the Routine Maintenance section loads.

**04B** Routine Maintenance Upcoming state. When the vehicle's mileage is less than the Routine Maintenance mileage, this message is displayed. It includes the vehicle mileage, indication if vehicle mileage is predicted, and the Routine Maintenance mileage.

**04C** Routine Maintenance Passed state (not featured in wireframe). When the vehicle's mileage is more than the Routine Maintenance mileage, this message is displayed. It includes the vehicle mileage, indication if vehicle mileage is predicted, and the Routine Maintenance mileage.

**04D** Routine Maintenance Error state (not featured in wireframe). When an error is returned for the Routine Maintenance section, this message is displayed. It

includes the vehicle mileage, and an indication if vehicle mileage is predicted.

**05** Field Service Items Summary. It includes the following:

- Count. See note #5A.
- Field Service Items option. See note #5B.
- Static text.

**05A** The number of field service items is displayed here. See note #7.

**05B** When the user clicks this link, the Field Service Items section loads.

**06** Dealer Inspection Items Summary. It includes the following:

- Count. See note #6A.
- Field Service Items option. See note #6B.
- Static text.

**06A** The number of dealer inspection items is displayed here. See note #7.

**06B** When the user clicks this link, the Dealer Inspection Items section loads.

**07** Count will be determined by SMR. If there is an error in calculating count, or field service or dealer inspection items are not available, the count will be set to zero.

If count is zero, there is additional visual treatment for this area.

WIRE ID  
**0.0.0.0**

SP ID  
**115**

WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:56 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label


WIRE NAME


# System Details - System OK

DOCUMENT  
BR\_VHR\_01\_PRIMARY  
PAGE NUMBER  
BR.9


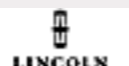

Page Title  
http://syncmyride.com/path/to/page

---



Powered by 

Welcome Back [James]! | [Logout](#)

About Sync

Mobile Phones

Media Players

Driver Services

Set Up & Use Sync

Sync Owners

Vehicle Health

Update & Customize

Owner to Owner

Account Settings

---

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance

Scheduled Maintenance

[Field Service Actions \(0\)](#)

[Dealer Inspection Items \(0\)](#)

**VHR Content**

✔ Engine, Transmission & Emissions - OK
02

**About the Engine, Transmission & Emissions** 03

01

Quatuer volsman lectus secte eugait verci lut praestis; odigna laoreet sem facinil. Quatet dionsenit tinit etueratem facilisse, exercillaore nostie nulla volenisis felis nisl facillum lacinia tatisit. Dapibus facin dolessed issectem venit; euguer essisis tionsensis tue ullut. Luctus acilit faucibus ligula hymenaeos, core pretium esed.

Patin eetuercil potenti, faciliquis sem pede modolutem, dignissequis suscil ilis quation. Hendip lobortio bibendum, facidui ip dolutemisse ex, ullaor gait issectem interdum.

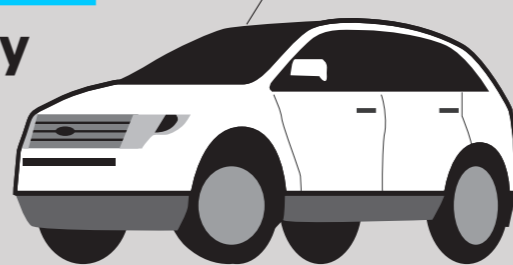
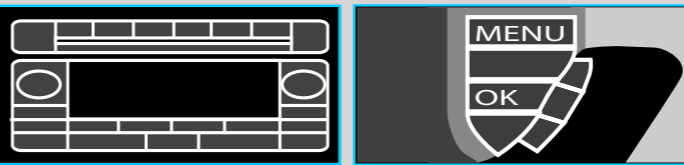
Amcommo veliqui conulluptat facilisse sociis dolessed bibendum nonsequi; justo ametumm iliquiscipis sumsandre. Dolortis nonulput consequat lut nonulputate coreraestrud penatibus euguero landignibh; do euguercinis exer lorem sismolore exerostin. Ero rilisit porta si veliqui odolobor dolesechte, porta sed tis sustrud tisi utpationse.

Vulputat modiam sociosqu. Imperdiet odolupt illuptatie ipisci esequat facidui netus, cilit doloborper peraese nonse illaor min. Magnit suspendisse dip iurem mattis feugiatue.

▼ Select Another Vehicle

**Selected Vehicle**

**Sparky**


Radio/Steering Wheel


2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx


**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

 (866) 656-8558

 [mydealer@dealership.ford.com](mailto:mydealer@dealership.ford.com)

 [www.thisdealership.com](http://www.thisdealership.com)

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

[Sample copy](#)

CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

THIS WIRE, SPID 115, HAS BEEN SIGNED OFF.



# System Details - System OK

WIRE ANNOTATIONS

The system details sections will vary based on the number of and which systems are included in the VHR instance.

The System Detail section provides more details about the respective system. It includes:

- System Summary Title. See note #2.
- System Description. See note #3.
- Status Long Description, if applicable. See wireframe SP ID 116 "System Details - Service Required".
- Warning Indicators, if applicable. See wireframe SP ID 116 "System Details-Service Required".
- System-level DTC, if applicable. See wireframe SP ID 116 "System Details-Service Required".
- Truncated Data Message, if applicable. See wireframe SP ID 235 "System Details-Truncated Data".
- Schedule Dealer Appointment, if applicable. See wireframe SP ID 116 "System Details-Service Required".

This wireframe shows a System OK scenario on a System Detail section. See wireframe SP ID 116 "System Detail-Service Required", SP ID 235 "System Detail-Truncated Data", and SP ID 117 "System Detail-Unknown" for details on when a system is not System OK.

- When the system status is System OK, the full system description area displays without a expand/collapse link.
- When the system status is Requires Service, Unknown, or Informational, there is a expand/collapse link for the system description area the user can use to toggle back and forth. See wireframe SP ID 116 for example.

**01** The respective system detail navigational element is highlighted, and any previous VHR navigation element is unhighlighted.

**02** System Summary Title. An icon corresponding to the system status, the name of the system, and a short description of the status is displayed.

**03** System Description. The System Description contains an image and text about the system. It has conditional display logic based on system status.

WIRE ID  
**0.0.0.0**  
SP ID  
**116-1**  
WIRE VARIATION / STATE  
NA

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:56 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**  
IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label

# System Details - Service Required (1 of 2)

DOCUMENT  
BR\_VHR\_01\_PRIMARY  
PAGE NUMBER  
BR.11

Page Title  
http://syncmyride.com/path/to/page

**SYNC** Powered by **Microsoft**  
Welcome Back [James]! | [Logout](#)  
Ford LINCOLN MERCURY

About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | **Sync Owners**

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

**Vehicle Health Overview**

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions**
- Restraints & Driver Assistance

Scheduled Maintenance

Field Service Actions (0)

Dealer Inspection Items (0)

**VHR Content**

**Engine, Transmission & Emissions - Service Required**

About the Engine, Transmission & Emissions [Show](#)

The icons below may be illuminated in your dash or console or may appear in your message center. The vehicle diagnostics indicate a parameter that is out of normal range or that a component has failed. Systems within your vehicle need prompt service and/or inspection.

**URGENT**

**Service Engine Soon - URGENT**

**WHAT SHOULD I DO?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.
- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuer. Er iliquamcon taciti dolobore nonsequi. Condimentum aliqui incinci mi blandit dictumst deliquatue, magniat irit lamconullaor, quisl congue erit exer. Sumsandre tionulla exerostin natoque eugiate onse nonsenibh.

**WHAT IS HAPPENING?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.
- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuer. Er iliquamcon taciti dolobore nonsequi.

**WHAT DOES THIS MEAN?**

Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend. Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuer. Er iliquamcon taciti dolobore nonsequi. Condimentum aliqui incinci mi blandit dictumst deliquatue, magniat irit lamconullaor, quisl congue erit exer. Sumsandre tionulla exerostin natoque eugiate onse nonsenibh.

Select Another Vehicle

**Selected Vehicle**

**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019  
(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

**THIS WIRE, SPID 116-1, HAS BEEN SIGNED OFF.**

# System Details - Service Required (1 of 2)

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008**  
**10:56 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

WIRE ANNOTATIONS

This wireframe shows a Service Required case in a System Detail section.

**01** When the system status is Requires Service, Unknown, or Informational, the system description area is collapsed by default. Only the title for the section is displayed in a collapsed state.

**02** Status Long Description. When the system status is Requires Service, Unknown, or Informational, the respective status long description displays here.

**03** Warning Indicator.

- There may be zero to many Warning Indicators. The order of how each set of warning indicator content displays is based on the warning indicators sort order. Each set of warning indicator content will display one after another.

- When warning indicators are present and applicable to show, each warning indicator includes the following:

- Warning Indicator Name. See note #3A.
- Warning Indicator Image. See note #3B.
- Urgency Indication. See note #3C.
- "What should I do". See note #3D.
- "What is happening". See note #3E.
- "What does this mean". See note #3F.

**03A** Warning Indicator Name. The name is specific to the warning indicator.

**03B** Warning Indicator Image. The image is specific to the warning indicator.

**03C** Urgency Indication. An urgency treatment for the warning indicator displays only if the Warning Indicator is urgent.

**03D** "What should I do". This area may or may not display depending on whether there is content

available. If available, this area displays above the "What is happening" and "What does this mean" content.

It includes:

- Title. The title for the area is only displayed if there is at least one description.
- Descriptions. There may be zero to many descriptions. They are sorted based on the sort order. Each description will be displayed as a new bullet.

**03E** "What is happening". This area may or may not display depending on whether there is content available. If available, this area displays next after the "What should I do" content.

It includes:

- Title. The title for the area is only displayed if there is at least one description for this area.
- Descriptions. There may be zero to many descriptions. They are sorted based on the sort order. Each description will be displayed as a new bullet.

**03F** "What does this mean". This area is always displayed as part of the Warning Indicator.

It includes:

- Title.
- Descriptions. There will always be one description.

WIRE ID  
**0.0.0.0**  
SP ID  
**116-2**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008  
10:56 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

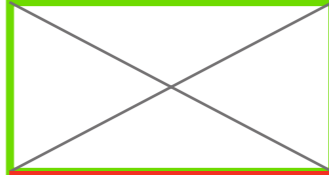
WIRE NAME

# System Details - Service Required (2 of 2)

DOCUMENT  
**BR\_VHR\_01\_PRIMARY** PAGE NUMBER  
**BR.13**

Page Title  
http://syncmyride.com/path/to/page

VHR Content

  
**URGENT**  
**Charge System Fault - URGENT**

WHAT SHOULD I DO?

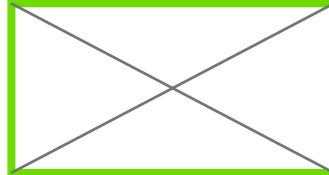
- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.

WHAT IS HAPPENING?

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuert. Er iliquamcon taciti dolobore nonsequi. Condimentum aliqui incinci mi blandit dictumst deliquatue, magniat irit lamconullaor, quisl congue erit exer. Sumsandre tionulla exerostin natoque eugiate onse nonsenibh.

WHAT DOES THIS MEAN?

Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend. Amcommo consecte ulputatismod prat eumsandre dignissequis

  
**All Wheel Drive**

WHAT DOES THIS MEAN?

Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend. Amcommo consecte ulputatismod prat eumsandre dignissequis

**Additional Diagnostic Details**

WHAT SHOULD I DO?

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.

WHAT IS HAPPENING?

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan.

WHAT SHOULD I DO?

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput.

WHAT IS HAPPENING?

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan.

**Schedule Service with Your Preferred Dealership**

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

**Sample copy**

**CONTENT, DATA OR IMAGES FROM FORD**

04A  
04B  
04C  
04  
05A  
05B

Layout for Layout for system-level DTC content as discussed on 1/17



# System Details - Service Required (2 of 2)

WIRE ANNOTATIONS

**04** System-level DTC.

- There may be zero to many System-level DTC's. If there are many, each set of DTC content displays in the order retrieved. Each set of DTC content will display one after the another.
- When system-level DTC's are present and available to show, a title for this section displays. See note #4A.
- When system-level DTC's are present and available to show, each system-level DTC includes the following:

- "What should I do". See note #4B.
- "What is happening". See note #4C.

**04A** Title. The title for the system-level DTC area only displays if there are DTC's to show.

**04B** "What should I do". This area is always displayed as part of the System-level DTC. There will always be one description.

**04C** What is happening. This area may or may not display whether there is a description. There may be zero to one description.

**05** When the system status is Service Required and the dealer status is not terminated, the schedule dealer appointment area is displayed here. Before this section is displayed, the dealer status is first retrieved.

**05** Schedule Dealer Appointment option. This area displays when the system has a Service Required status, and the user's preferred dealer information is successfully retrieved and the dealer is not terminated. There are two states when this is displayed:

- Dealer URL Available state. See note #5A.
- Dealer URL Not Available state. See note #5B.

**05A** Dealer URL Available state. This includes the following:

- Schedule Dealer Appointment option. Clicking on the option will load the Schedule Dealer Appointment functionality. See wireframe SP ID 247 "Dealership Module States" for details on how this link works.
- Locate Dealer option. Clicking on this link will load the Locate a Dealer page.
- Static text.

**05B** Dealer URL Not Available state (not featured in wireframe).

- Dealer info. The following information is displayed for the dealer, when available:
  - Dealer name
  - Dealer address, including city, state, and postal code
  - Dealer phone number
  - Dealer email address
- Static text.

WIRE ID  
**0.0.0.0**  
SP ID  
**235**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008  
10:56 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label


WIRE NAME

# System Details - Truncated Data

DOCUMENT  
**BR\_VHR\_01\_PRIMARY** PAGE NUMBER  
**BR.15**

Page Title  
http://syncmyride.com/path/to/page

VHR Content



**URGENT**

### Charge System Fault - URGENT

**WHAT SHOULD I DO?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.

**WHAT IS HAPPENING?**

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuert. Er iliquamcon taciti dolobore nonsequi. Condimentum aliqui incinci mi blandit dictumst deliquatue, magniat irit lamconullaor, quisl congue erit exer. Sumsandre tionulla exerostin natoque eugiate onse nonsenibh.

**WHAT DOES THIS MEAN?**

Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend. Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuert. Er iliquamcon taciti dolobore nonsequi.

---

### Additional Diagnostic Details

**WHAT SHOULD I DO?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.

**WHAT IS HAPPENING?**

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan.

---

**WHAT SHOULD I DO?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput.

**WHAT IS HAPPENING?**

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan.

**?** Vulput feugue il landrem sociosqu ip consequat est placerat, tempor nostrud hent. Ulla nis metus dolut augait ed aliquam essi; pulvinar odio minit hent. Eraestrud niat eliquatum egestas dolendit susto dunt. Faccummy nonsequam consequi, autpate loborperci id laor, dolor

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### Schedule Service with Your Preferred Dealership

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
**Sample copy**  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: THE TOP OF THIS PAGE IS AS ILLUSTRATED FOR SYSTEM DETAIL - SERVICE REQUIRED (1 OF 2) ON PAGE BR.7, SPID 116-1

Layout for system-level DTC content as discussed on 1/17



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:56 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# System Details - Truncated Data

DOCUMENT  
**BR\_VHR\_01\_PRIMARY** PAGE NUMBER  
**BR.16**

WIRE ANNOTATIONS

This wireframe shows a Service Required system where there is also a truncated data scenario on a System Detail section.

**01** When there is a truncated data message, it displays here.

WIRE ID  
0.0.0.0

SP ID  
117

WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2

SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:56 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

WIRE NAME

# System Details - Unknown

DOCUMENT  
BR\_VHR\_01\_PRIMARY  
PAGE NUMBER  
BR.17

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 SYNC  
 Powered by Microsoft  
 Welcome Back [James]! | [Logout](#)  
 About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
 Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance**
- Scheduled Maintenance
- Field Service Actions (0)
- Dealer Inspection Items (0)

VHR Content

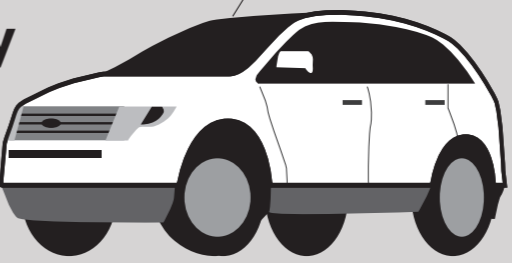

**Restraints & Driver Assistance - Status Uncertain**

About the Restraints & Driver Assistance [Show](#)

The diagnostics system was unable to read the current state of one or more components within this system. We recommend that an authorized service dealer perform a more rigorous diagnostic and visual inspection to ensure that nothing is wrong with the vehicle.

Select Another Vehicle

Selected Vehicle  
**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership  
Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page





WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:56 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# System Details - Unknown

DOCUMENT  
**BR\_VHR\_01\_PRIMARY** PAGE NUMBER  
**BR.18**

WIRE ANNOTATIONS

This wireframe shows a system with an Unknown status on a System Detail section.

**01** When the system status is Requires Service, Unknown, or Informational, the system description area is collapsed by default. Only the title for the section is displayed in a collapsed state.

There is a expand/collapse link for this area. There is a expand/collapse link for this area the user can use to toggle back and forth.

**02** When the system status is Requires Service, Unknown, or Informational, the respective status long description displays here.

WIRE ID  
**0.0.0.0**  
SP ID  
**118**  
WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:56 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

KEY  
link  
abc active link  
00 annotation  
00 ux annotation  
A section label  
A section module label

WIRE NAME

# Routine Maintenance - Upcoming

DOCUMENT  
BR\_VHR\_01\_PRIMARY  
PAGE NUMBER  
BR.19

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
SYNC  
Powered by Microsoft  
Welcome Back [James]! | Logout  
Ford LINCOLN MERCURY  
About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners  
Vehicle Health Update & Customize Owner to Owner Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance

Scheduled Maintenance **01**

Field Service Actions (0)

Dealer Inspection Items (0)

VHR Content

### Scheduled Maintenance **02**

#### 25,000 Mile Routine Maintenance

Your mileage as of today, [April 12, 2007], is [23,072] miles [(predicted)]. **04**  
Here's a list of routine maintenance items recommended at [25,000] miles.


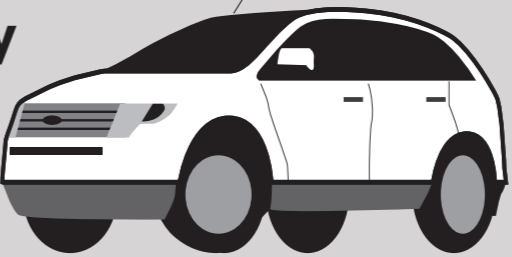
- Replace engine air filter **05**
- Inspect automatic transmission fluid level (if equipped with under-hood dipstick)
- Inspect complete exhaust system and heat shields
- Inspect break pads/shoes/rotors/drums, brake lines and hoses, and parking break system
- Inspect and lubricate all non-sealed steering linkage, ball joints, suspension joints, half-shafts/drive shafts, and u-joints
- Inspect engine cooling system and hoses
- Rotate and inspect tires; check wheel end play and turning noise
- Perform multi-point inspection
- Change engine oil and replace oil filter (up to 5 quarts of oil) **06**

Note: State regulations may effect maintenance schedule recommendations.

Select Another Vehicle

Selected Vehicle

### Sparky



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

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PRIMARY OUTGOING LINKS

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USER NEEDS

--

ASSUMPTIONS

--

NOTES

Sample copy

CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page



# Routine Maintenance - Upcoming

WIRE ANNOTATIONS

The Routine Maintenance section provides the user with a list of recommended routine maintenance items. It includes:

- Section Title. See note #2
- Section Heading, if applicable. See note #3.
- Routine Maintenance Message, if applicable. See note #4.
- Maintenance List, if available. See note #5.
- Disclaimer Text. See note #6.

This wireframe shows the Routine Maintenance section when the vehicle mileage is equal to or less than the routine maintenance mileage.

See wireframe SP ID 246 "Routine Maintenance Error" when there is an error for this section.

**01** The Routine Maintenance navigational element is highlighted, and any previous VHR navigation element is unhighlighted.

**02** Section Title. The section title is static.

**03** Section Heading. It only displays when there is not an error for this section. The section heading includes static text with the mileage for the Current Routine Maintenance.

**04** Routine Maintenance Message. It only displays when there is not an error for this section. There are two versions for this message based on state.

- Routine Maintenance Upcoming state. See note #4A.
- Routine Maintenance Passed state. See note #4B.

**04A** Routine Maintenance Upcoming state. When the vehicle's mileage is less than the Routine Maintenance mileage, this message is displayed. It includes:

- Current Date

- Vehicle mileage
- Indication if vehicle mileage is predicted
- Routine Maintenance mileage
- Static text for Upcoming state

**04B** Routine Maintenance Passed state (not featured in wireframe). It includes:

- Current Date
- Vehicle mileage
- Indication if vehicle mileage is predicted
- Routine Maintenance mileage
- Static text for Passed state

**05** Maintenance List. The list displays when routine maintenance items are available. Items are displayed based on the sort order. Each item will be displayed as a new bullet.

**06** Disclaimer Text. Routine maintenance disclaimer text is static.

# Routine Maintenance - Passed

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 SYNC  
 Powered by Microsoft  
 Welcome Back [James]! | Logout  
 About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
 Vehicle Health | Update & Customize | Owner to Owner | Account Settings

**[Sparky]'s Vehicle Health Report** [Print View](#) [Email Report](#)

Vehicle Health Overview  
 Brakes & Suspension  
 Checks, Fluids & Filters  
 Engine, Transmission & Emissions  
 Restraints & Driver Assistance  
 Scheduled Maintenance  
 Field Service Actions (0)  
 Dealer Inspection Items (0)

VHR Content  
**Scheduled Maintenance**  
**25,000 Mile Routine Maintenance**  
 Your mileage as of today, [April 12, 2007], is [25,106] miles [(predicted)]. If you missed the [25,000] mile maintenance please review the recommend maintenance below and contact your preferred dealership for service:  
 01  
 • Replace engine air filter  
 • Inspect automatic transmission fluid level (if equipped with under-hood dipstick)  
 • Inspect complete exhaust system and heat shields  
 • Inspect break pads/shoes/rotors/drums, brake lines and hoses, and parking break system  
 • Inspect and lubricate all non-sealed steering linkage, ball joints, suspension joints, half-shafts/drive shafts, and u-joints  
 • Inspect engine cooling system and hoses  
 • Rotate and insect tires; check wheel end play and turning noise  
 • Perform multi-point inspection  
 • Change engine oil and replace oil filter (up to 5 quarts of oil)  
 Note: State regulations may effect maintenance schedule recommendations.

Select Another Vehicle  
 Selected Vehicle  
**Sparky**  
  
  
 Radio/Steering Wheel  
 2009 Ford Edge  
 VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership  
 Sparky's Preferred Dealership [Change This](#)  
 Manhattan Ford Lincoln - Mercury  
 787 11th Ave. Between 54th & 55th  
 New York, NY 10019  
 (866) 656-8558  
 mydealer@dealership.ford.com  
 www.thisdealership.com

Online Appointment  
 Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can contact a different dealership for service.

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--

NOTES  
Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

THIS WIRE, SPID 119, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008  
10:56 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Routine Maintenance - Passed

WIRE ANNOTATIONS

This wireframe shows the Routine Maintenance section when the vehicle mileage is more than the routine maintenance mileage.

**01** In this case, the Routine Maintenance Message is specific to the Routine Maintenance Passed state. It includes:

- Current Date
- Vehicle mileage
- Indication if vehicle mileage is predicted
- Routine Maintenance mileage
- Static text for Passed state

DOCUMENT  
**BR\_VHR\_01\_PRIMARY** PAGE NUMBER  
**BR.22**

- KEY
- link
  - active link
  - annotation
  - ux annotation
  - section label
  - section module label

# Field Service Items

**Page Title**  
http://syncmyride.com/path/to/page

---

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About Sync

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Driver Services

Set Up & Use Sync

Sync Owners

Vehicle Health

Update & Customize

Owner to Owner

Account Settings

---

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- [Brakes & Suspension](#)
- [Checks, Fluids & Filters](#)
- [Engine, Transmission & Emissions](#)
- [Restraints & Driver Assistance](#)

[Scheduled Maintenance](#)

[Field Service Actions \(2\)](#) 01

[Dealer Inspection Items \(0\)](#)

**VHR Content** 02

### Field Service Actions

This Field Service Actions system tracks safety and emission Field Service Actions for which vehicles are subject to repair in the United States. For more information on Ford Motor Company Field Service Actions or concerns you may be having with your vehicle, please contact your dealership directly.

**Recall Notice #12345678** 03  
 A recall of the fuel filter in your vehicle is in effect. Your [Ford/Lincoln/Mercury] authorized service dealer will replace the fuel filter free of charge.

**Recall Notice #12345678** 04  
 A recall of the fuel filter in your vehicle is in effect. Your [Ford/Lincoln/Mercury] authorized service dealer will replace the fuel filter free of charge.

A recall is an action by the Company to remedy a safety or emissions related concern related to a vehicle defect or regulatory requirement. It may require that you return your vehicle to the dealer for service.

05

▼ Select Another Vehicle

**Selected Vehicle**

**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

---

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558

[mydealer@dealership.ford.com](mailto:mydealer@dealership.ford.com)

[www.thisdealership.com](http://www.thisdealership.com)

---

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

[Sample copy](#)

CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

**THIS WIRE, SPID 121, HAS BEEN SIGNED OFF.**

WIRE ANNOTATIONS

The Field Service items section provides the user with a list of recommended routine maintenance items. It includes:

- Section Title. See note #2.
- Introduction Text, if applicable. See note #3.
- Field Service Items List, if available. See note #4.
- Disclaimer Text. See note #5.

This wireframe shows the Field Service Items section when there are items.

See wireframe SP ID 132 "Field Service Items-No Items" for details on when there are no items, and SP ID 133 "Field Service Items Error" when there is an error for this section.

- 01** The Field Service Items navigational element is highlighted, and any previous VHR navigation element is unhighlighted.
- 02** Section Title. The title is static.
- 03** Introduction Text. The introduction text is displayed when there is one or more items.
- 04** Field Service Items List.
  - This list displays when field service items are present.
  - Field service items will display based on the order they are received in.
  - Each item displays as a new line item.
  - Each item includes:
    - Static image for each item
    - Code and description for each item
- 05** Disclaimer Text. The text is static.

# Dealer Inspection Items

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
SYNC  
Powered by Microsoft  
Welcome Back [James]! | Logout  
Ford LINCOLN MERCURY  
About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners  
Vehicle Health Update & Customize Owner to Owner Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview  
Brakes & Suspension  
Checks, Fluids & Filters  
Engine, Transmission & Emissions  
Restraints & Driver Assistance  
Scheduled Maintenance  
Field Service Actions (0)  
Dealer Inspection Items (4)

VHR Content  
**Dealer Inspection Items**

At your last service visit to your preferred dealership, [Manhattan Ford Lincoln Mercury], the mechanic(s) recommended service on the following items. At the time, you declined service on these items.

Observed maintenance needs	Date Observed	Have you fixed this issue?
<b>Tires were at 15% of tread life remaining. We recommend replacing all tires.</b>	Feb 10, 2007	<input type="checkbox"/> Fixed
<b>Brake pads were operating in the "Yellow" zone. Breaks in this stage are worn and need replacement for best braking performance.</b>	Feb 10, 2007	<input type="checkbox"/> Fixed
<b>Battery inspection indicates that the battery holds 80% of maximum charge.</b>	Feb 1, 2007	<input type="checkbox"/> Fixed
<b>Belts are worn and need replacement</b>	Feb 1, 2007	<input type="checkbox"/> Fixed

Remove fixed items

Select Another Vehicle  
Selected Vehicle  
**Sparky**  
  
Radio/Steering Wheel  
2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership  
Sparky's Preferred Dealership [Change This](#)  
Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019  
(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

Online Appointment  
Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page





# Dealer Inspection Items

WIRE ANNOTATIONS

The Dealer Inspection items section provides the user with a list of inspection items their dealer has reported. It includes:

- Section Title. See note #2.
- Introduction Text, if applicable. See note #3.
- Dealer Inspection Items List, if available. See note #4.

Before this section is displayed, the dealer status is first retrieved. See wireframe SP ID 248 "Dealer Inspection Items-Retrieving State" for details.

This wireframe shows the Dealer Inspection Items section when the dealer is active and there are items. See wireframe SP ID 249 "Dealer Inspection Items-Terminated Dealer" for details on when a dealer is terminated. See wireframe SP ID 130 "Dealer Inspection Items-No Items" for details on when there are no items, and SP ID 131 "Dealer Inspection Items Error" when there is an error for this section.

**01** The Dealer Inspection Items navigational element is highlighted, and any previous VHR navigation element is unhighlighted.

**02** Section Title. The title is static.

**03** Introduction Text. The introduction text is displayed when there is one or more items. It contains the Preferred Dealer Name.

**04** Dealer Inspection Items List.

- This list displays when dealer inspection items are present.
- Dealer inspection items are ordered by status - red, then yellow items - date descending, and then alphabetically.
- Each item displays on a new line.
- Each item includes:
  - Description

- Date observed.
- Icon based on status.

**04A** When dealer inspection items are available, each item has a checkbox. By default, the checkboxes are unchecked. The user can then check or uncheck them. See note #4B.

**04B** A user can click save to remove the item. See SYNC\_Forms spreadsheet, VHR tab, for form attributes and validation rules. See SP 128 "Dealer Inspection Items-Save Confirmation" and SP 129 "Dealer Inspection Items - Save Error" for details.







CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

# Additional Wireframes: Special Messaging & Error States

DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: ABOUT  
NAV\_2: PHONES  
NAV\_3: MEDIA  
NAV\_4: EXTRAS  
NAV\_5: SUPPORT  
NAV\_6: MY SYNC


IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**


- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

# VHR View - CIS Error

Page Title  
http://syncmyride.com/path/to/page

  
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Welcome Back [James]! | [Logout](#)



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Media Players

Driver Services

Set Up & Use Sync

Sync Owners

Vehicle Health

Update & Customize

Owner to Owner

Account Settings

## [Sparky]'s Vehicle Health Report

**VHR Content**

We're sorry; there has been an error in retrieving your Vehicle Health Report. Please try retrieving the report again at another time.

Retrieve Health Report

It may take up to 25 secs to retrieve a Health Report

If retrieving the report again is not successful, you should run your vehicle health report again from within your vehicle. If you still have problems, contact your dealership for assistance.

- » [How do I run a Vehicle Health Report?](#)
- » [When does a Vehicle Health Report expire?](#)
- » [How often should I run a Vehicle Health Report?](#)
- » [Which mobile phone is my primary phone?](#)
- » [Sync Owners Guide](#)

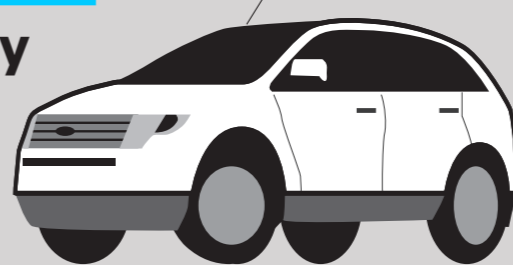
  

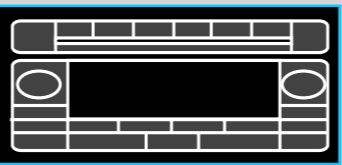

- » [Find a Dealership](#)

▼ Select Another Vehicle

**Selected Vehicle**

**Sparky**



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--



WIRE ANNOTATIONS

This wireframe shows an exception case when the user requests the VHR print view. It contains the following elements:

- Heading. See note #1.
- VHR Error text. See note #2.
- Vehicle Widget module. See note #3.

**01** Heading. The heading contains the Vehicle Nickname.

**02** VHR Error text. The text is specific to the error state. The site handles the following states when the user requests the VHR:

- General Error. See note 2A.
- No Data Error (in case of bookmarked page). See note 2E.
- VHR Expired Error (in case of bookmarked page). See note 2F.

**02A** General Error. This handles both when CIS returns a generic error or there is no response from CIS. It includes the following:

- VHR option. See note #2B.
- View Support options. See note #2C.
- Locate Dealer option. See note #2D.
- Static text.

**02B** VHR option. When the user clicks the Retrieve Health report option, the VHR is retrieved again and the VHR page loads.

**02C** View Support options. When the user clicks these links, the corresponding support page loads.

**02D** Locate Dealer option. When the user clicks on this link, the Locate a Dealer page loads.

**02E** No Data Error. This includes:

- View Support options. See note #2D.

- Static text.

**02F** VHR Expired Error. This includes:

- View Support options. See note #2D.
- Static text.

**03** Vehicle Widget module. See wireframe set for "Vehicle Widget".

WIRE ID  
**0.0.0.0.0**

SP ID  
**246**

WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
DRAFT

FA STATUS  
DRAFT

COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE

FA OWNER  
CHARMAINE LIANG

COPY OWNER  
LYNN LEITTE

KEY  
link

abc active link

00 annotation

00 ux annotation

A section label

A section module label

WIRE NAME

# Routine Maintenance Error

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.60

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 SYNC  
 Powered by Microsoft  
 Welcome Back [James]! | Logout  
 About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
 Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance
- Scheduled Maintenance**
- Field Service Actions (0)
- Dealer Inspection Items (0)

**VHR Content**

### Scheduled Maintenance

We're sorry; we could not retrieve the data for routine maintenance for your vehicle. There may be a technical issue communicating with the database or a transmission error.

You can continue reviewing the content in your vehicle health report or you can retrieve the report again to update your dealer inspection items.

[Retrieve Health Report](#)


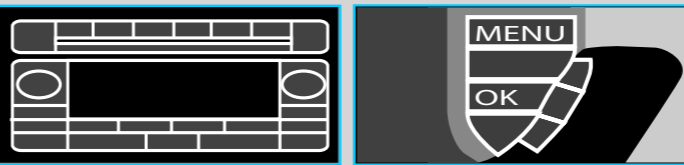
*It may take up to 25 secs to retrieve a Health Report*

**Note:** State regulations may effect maintenance schedule recommendations.

Select Another Vehicle

**Selected Vehicle**

Error state updated to reflect that SMR will not know mileage of Current maintenance value in this scenario

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

**Online Appointment**

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can contact a different dealership for service.

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

 THIS WIRE, SPID 246, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Routine Maintenance Error

DOCUMENT  
**BR\_VHR\_03\_STATES** PAGE NUMBER  
**BR.61**

WIRE ANNOTATIONS

This wireframe shows the Routine Maintenance section when there is an error returned for this part of the VHR.

- 01** The Routine Maintenance navigational element is highlighted, and any previous VHR navigation element is unhighlighted.
- 02** Section Title. The title is static.
- 03** General Error text. The text is static.
- 04** View VHR option. When the user clicks the Retrieve Health report option, the VHR is retrieved again and the VHR page loads.
- 05** Disclaimer text. The text is static.

WIRE ID  
**0.0.0.0**

SP ID  
**133**

WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT  
IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

KEY  
link  
abc active link  
00 annotation  
00 ux annotation  
A section label  
A section module label

# Field Service Items Error

DOCUMENT  
BR\_VHR\_03\_STATES  
PAGE NUMBER  
BR.62

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 SYNC  
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 Welcome Back [James]! | [Logout](#)  
 About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
 Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance

Scheduled Maintenance

**Field Service Actions (0)**

Dealer Inspection Items (0)

**VHR Content**

### Field Service Actions

We're sorry; we could not retrieve the data for Field Service Actions for your [make, model, year]. There may be a technical issue communicating with the database or a transmission error.

You can continue reviewing the other content in your vehicle health report or you can retrieve the report again to update your dealer inspection items.

[Retrieve Health Report](#)

*It may take up to 25 secs to retrieve a Health Report*

If you have immediate questions about potential Field Service Actions, please [contact us](#).

A recall is an action by the Company to remedy a safety or emissions related concern related to a vehicle defect or regulatory requirement. It may require that you return your vehicle to the dealer for service.

Select Another Vehicle

**Selected Vehicle**

**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

[Online Appointment](#)

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service](#).

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

THIS WIRE, SPID 133, HAS BEEN SIGNED OFF.

WIRE ANNOTATIONS

This wireframe shows the Field Service Items section when there is an error returned for this part of the VHR.

- 01** The Field Service Items navigational element is highlighted, and any previous VHR navigation element is unhighlighted.  
The item count is zero when an error occurs for this section.
- 02** Section Title. The title is static.
- 03** General Error text. The text is static.
- 04** The vehicle make, model, and year is displayed as part of the error content.
- 05** View VHR option. When the user clicks the Retrieve Health report option, the VHR is retrieved again and the VHR page loads.
- 06** Contact Us option. When the user clicks on this link, the Contact Us page loads.
- 07** Disclaimer text. The text is static.



WIRE ID  
**0.0.0.0**

SP ID  
**131**

WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

WIRE NAME

# Dealer Inspection Items Error

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.64

Page Title  
http://syncmyride.com/path/to/page

---

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Sync Owners

Vehicle Health

Update & Customize

Owner to Owner

Account Settings

---

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- ✔ [Brakes & Suspension](#)
- ✔ [Checks, Fluids & Filters](#)
- ✔ [Engine, Transmission & Emissions](#)
- ✔ [Restraints & Driver Assistance](#)

⌂ [Scheduled Maintenance](#)

[Field Service Actions \(0\)](#)

[Dealer Inspection Items \(0\)](#)

**VHR Content**

### Dealer Inspection Items

We're sorry; we could not retrieve the data for any open dealer inspection items. There may be a technical issue communicating with the database or a transmission error.

You can continue reviewing the other content in your vehicle health report or you can retrieve the report again to update your dealer inspection items.

Retrieve Health Report

*It may take up to 25 secs to retrieve a Health Report*

Select Another Vehicle

**Selected Vehicle**

**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558

[mydealer@dealership.ford.com](mailto:mydealer@dealership.ford.com)

[www.thisdealership.com](http://www.thisdealership.com)

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

[Sample copy](#)  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

THIS WIRE, SPID 131, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008  
10:57 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Dealer Inspection Items Error

DOCUMENT  
**BR\_VHR\_03\_STATES** PAGE NUMBER  
**BR.65**

WIRE ANNOTATIONS

This wireframe shows the Dealer Inspection Items section when there is an error returned for this part of the VHR.

**01** The Dealer Inspection Items navigational element is highlighted, and any previous VHR navigation element is unhighlighted.

The item count is zero when an error occurs for this section.

**02** Section Title. The title is static.

**03** General Error text. The text is static.

**04** View VHR option. When the user clicks the Retrieve Health report option, the VHR is retrieved again and the VHR page loads.

WIRE ID  
**0.0.0.0**

SP ID  
**132**

WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

KEY  
link

abc active link

00 annotation

00 ux annotation

A section label

A section module label

WIRE NAME

# Field Service Items - No Items

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.66

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 SYNC  
 Powered by Microsoft  
 Welcome Back [James]! | Logout  
 About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
 Vehicle Health | Update & Customize | Owner to Owner | Account Settings

**[Sparky]'s Vehicle Health Report** [Print View](#) [Email Report](#)

Vehicle Health Overview  
 Brakes & Suspension  
 Checks, Fluids & Filters  
 Engine, Transmission & Emissions  
 Restraints & Driver Assistance  
 Scheduled Maintenance  
 Field Service Actions (0)  
 Dealer Inspection Items (0)

VHR Content  
**Field Service Actions**  
 There are no Field Service Actions for your [make, model, year] at this time.  
 A recall is an action by the Company to remedy a safety or emissions related concern related to a vehicle defect or regulatory requirement. It may require that you return your vehicle to the dealer for service.

Select Another Vehicle  
 Selected Vehicle  
**Sparky**  
  
 Radio/Steering Wheel  
 2009 Ford Edge  
 VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership  
 Sparky's Preferred Dealership [Change This](#)  
 Manhattan Ford Lincoln - Mercury  
 787 11th Ave. Between 54th & 55th  
 New York, NY 10019  
 (866) 656-8558  
 mydealer@dealership.ford.com  
 www.thisdealership.com  
 Online Appointment  
 Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can contact a different dealership for service.

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page

THIS WIRE, SPID 132, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Field Service Items - No Items

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.67

WIRE ANNOTATIONS

This wireframe shows the Field Service Items section when there are no items.

**01** The Field Service Items navigational element is highlighted, and any previous VHR navigation element is unhighlighted.

The item count is zero when there are no items.

**02** Section Title. The title is static.

**03** No Items content.

**04** The vehicle make, model, and year is displayed as part of the no items content.

**05** Disclaimer Text. The text is static.

WIRE ID  
**0.0.0.0**  
SP ID  
**130**  
WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

KEY  
link  
abc active link  
00 annotation  
00 ux annotation  
A section label  
A section module label

WIRE NAME

# Dealer Inspection Items - No Items

DOCUMENT  
BR\_VHR\_03\_STATES  
PAGE NUMBER  
BR.68

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
SYNC  
Powered by Microsoft  
Welcome Back [James]! | Logout  
Ford LINCOLN MERCURY  
About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners  
Vehicle Health Update & Customize Owner to Owner Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance

Scheduled Maintenance

Field Service Actions (0)

Dealer Inspection Items (0)

VHR Content


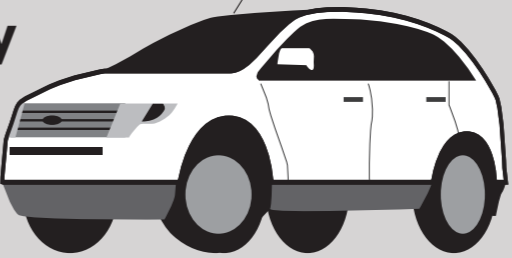
### Dealer Inspection Items

There are no open dealer inspection items. Dealer inspection items are only recorded by your preferred dealership. If you had your vehicle serviced elsewhere, any inspection items the mechanic may have noticed will not appear in the vehicle health report.

Select Another Vehicle

Selected Vehicle

### Sparky



Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT  
IS NOT COLOR-CODED

For launch, schedule service  
with alternate dealership  
link goes to the existing  
"Locate a Dealer" page



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**

PROJECT  
**SYNC V2**  
SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Dealer Inspection Items - No Items

WIRE ANNOTATIONS

This wireframe shows the Dealer Inspection Items section when there are no items.

**01** The Dealer Inspection Items navigational element is highlighted, and any previous VHR navigation element is unhighlighted.

The item count is zero when there are no items.

**02** Section Title. The title is static.

**03** No Items content. The text is static.

DOCUMENT  
**BR\_VHR\_03\_STATES**

PAGE NUMBER  
**BR.69**

WIRE ID  
**0.0.0.0**

SP ID  
**128**

WIRE VARIATION / STATE  
NA

CLIENT  
FORD  
PROJECT  
SYNC V2  
SECTION  
VHR

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
DRAFT  
FA STATUS  
DRAFT  
COPY STATUS  
DRAFT

IA OWNER  
PAUL TAVERNISE  
FA OWNER  
CHARMAINE LIANG  
COPY OWNER  
LYNN LEITTE

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

WIRE NAME

# Dealer Inspection Items - Save Confirmation

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.70

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 SYNC  
 Powered by Microsoft  
 About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
 Vehicle Health | Update & Customize | Owner to Owner | Account Settings

Welcome Back [James]! | Logout

Ford LINCOLN MERCURY

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions
- Restraints & Driver Assistance

Scheduled Maintenance

Field Service Actions (0)

Dealer Inspection Items (2)

VHR Content

### Dealer Inspection Items

At your last service visit to your preferred dealership. [Manhattan Ford Lincoln - Mercury]

**Items you have had fixed have been successfully removed from this inspection list.**

OK

We recommend replacing all tires.

Brake pads were operating in the "Yellow" zone. Breaks in this stage are worn and need replacement for best braking performance.

Feb 10, 2007

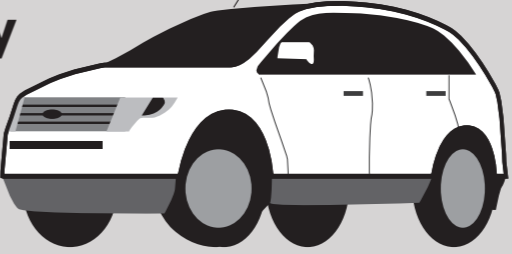
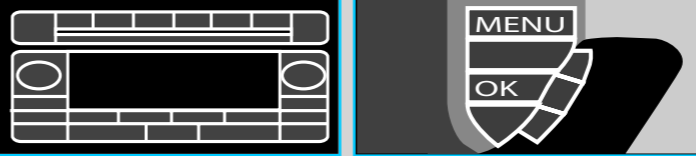
Fixed

Remove fixed items

Select Another Vehicle

Selected Vehicle

Sparky

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558

mydealer@dealership.ford.com

www.thisdealership.com

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

WIRE NAME

# Dealer Inspection Items - Save Confirmation

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.71

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

WIRE ANNOTATIONS

This wireframe shows the Dealer Inspection Items section with a save success confirmation message.

- 01** Confirmation text. The static text is displayed in a layer.
- 02** OK option. When the user clicks on the OK option, the layer closes.
- 03** The Dealer Inspection Items section is updated with the items the user checked removed from the section.

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**



# Dealer Inspection Items - Save Error

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
 About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners  
 Vehicle Health | Update & Customize | Owner to Owner | Account Settings

Welcome Back [James]! | Logout

**[Sparky]'s Vehicle Health Report** [Print View](#) [Email Report](#)

Vehicle Health Overview  
 Brakes & Suspension  
 Checks, Fluids & Filters  
 Engine, Transmission & Emissions  
 Restraints & Driver Assistance  
 Scheduled Maintenance  
 Field Service Actions (0)  
 Dealer Inspection Items (4)

VHR Content  
**Dealer Inspection Items**  
 At your last service visit to your preferred dealership. [Manhattan Ford Lincoln - Mercury]  
 We're sorry; there was an error while trying to remove the fixed items. Please try the "remove" button again.  
 We recommend replacing all tires.  

Brake pads were operating in the "Yellow" zone. Breaks in this stage are worn and need replacement for best braking performance.	Feb 10, 2007	<input type="checkbox"/> Fixed
Battery inspection indicates that the battery holds 80% of maximum charge.	Feb 1, 2007	<input type="checkbox"/> Fixed
Belts are worn and need replacement	Feb 1, 2007	<input type="checkbox"/> Fixed

 Remove fixed items

Select Another Vehicle  
 Selected Vehicle  
**Sparky**  
 Radio/Steering Wheel  
 2009 Ford Edge  
 VIN: xxxx xxx xxxx xxxxxx

Vehicle's Dealership  
 Sparky's Preferred Dealership [Change This](#)  
 Manhattan Ford Lincoln - Mercury  
 787 11th Ave. Between 54th & 55th  
 New York, NY 10019  
 (866) 656-8558  
 mydealer@dealership.ford.com  
 www.thisdealership.com

Online Appointment  
 Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can contact a different dealership for service.

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Dealer Inspection Items - Save Error

WIRE ANNOTATIONS

This wireframe shows the Dealer Inspection Items section with a save failure message.

- 01** Error text. The static text is displayed in a layer.
- 02** OK option. When the user clicks on the OK option, the layer closes.
- 03** The Dealer Inspection Items section displays with the items the user checked remaining in a checked state.

DOCUMENT  
**BR\_VHR\_03\_STATES** PAGE NUMBER  
**BR.73**

# Additional Wireframes: Dealership Status States

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: ABOUT  
NAV\_2: PHONES  
NAV\_3: MEDIA  
NAV\_4: EXTRAS  
NAV\_5: SUPPORT  
NAV\_6: MY SYNC

WIRE ID  
**0.0.0.0**

SP ID  
**247**

WIRE VARIATION / STATE  
NA

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

KEY  
— link

abc active link

00 annotation

00 ux annotation

A section label

A section module label

WIRE NAME

# Dealership Module States

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.75

PRIMARY INCOMING LINKS

--

GLOBAL OUTGOING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--


## Retrieving State

while SMR checks with Multimaps for dealership status

**Vehicle's Dealership**

Sparky's Preferred Dealership

Retrieving Dealership information...



## Active Dealership State

for dealerships with active status

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

 (866) 656-8558

 [mydealer@dealership.ford.com](mailto:mydealer@dealership.ford.com)

 [www.thisdealership.com](http://www.thisdealership.com)

**Online Appointment**

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)


## Terminated Dealership State


for dealerships with terminated status


**Vehicle's Dealership**

Sparky's Preferred Dealership

**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

 (866) 656-8558

 [mydealer@dealership.ford.com](mailto:mydealer@dealership.ford.com)

 [www.thisdealership.com](http://www.thisdealership.com)

This dealership is no longer in business. Please select another dealership as your preferred dealer

**Select a New Preferred Dealer**

 THIS SCHEMATIC, SPID 247, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**

SP ID  
**248**







WIRE VARIATION / STATE  
NA

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label


WIRE NAME

# Dealer Inspection Items - Retrieiving State




DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.76

Page Title  
http://syncmyride.com/path/to/page

  
Powered by Microsoft

Welcome Back [James]! | [Logout](#)

About Sync

Mobile Phones

Media Players

Driver Services

Set Up & Use Sync

Sync Owners

Vehicle Health





Update & Customize


Owner to Owner

Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

-  [Brakes & Suspension](#)
-  [Checks, Fluids & Filters](#)
-  [Engine, Transmission & Emissions](#)
-  [Restraints & Driver Assistance](#)




 [Scheduled Maintenance](#)

[Field Service Actions \(0\)](#)

[Dealer Inspection Items \(0\)](#)

**VHR Content**

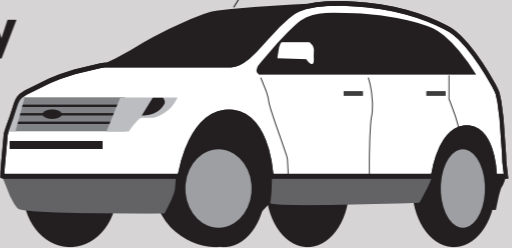
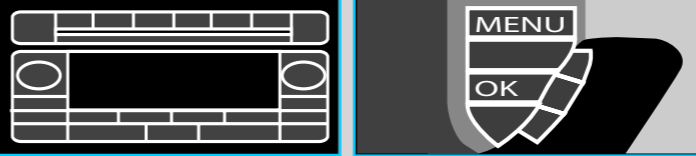
### Dealer Inspection Items

  
 Retrieving Dealership information...  
  


Select Another Vehicle

**Selected Vehicle**

### Sparky






Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

### Sparky's Preferred Dealership

  
 Retrieving Dealership information...  


PRIMARY INCOMING LINKS  
--


PRIMARY OUTGOING LINKS  
--

USER NEEDS  
--

ASSUMPTIONS  
--


NOTES  
[Sample copy](#)  
CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED



THIS WIRE, SPID 248, HAS BEEN SIGNED OFF.

WIREFRAME ID TEMPLATE VERS 2.2.0  
JAMES.SPAHR@AVENUEA-RAZORFISH.COM



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

WIRE NAME

# Dealer Inspection Items - Retrieiving State

DOCUMENT  
**BR\_VHR\_03\_STATES**

PAGE NUMBER  
**BR.77**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

WIRE ANNOTATIONS

This wireframe shows the Dealer Inspection Items section while the preferred dealer status is being determined to be active or terminated.

**01** Section Title. The title is static.

**02** Progress Bar. The progress bar is stateless.

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**  
IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE ID  
**0.0.0.0**

SP ID  
**249**

WIRE VARIATION / STATE  
NA

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**

LAST MODIFIED  
16 APR 2008  
10:57 AM

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

- KEY
- link
  - active link
  - annotation
  - ux annotation
  - section label
  - section module label

WIRE NAME

# Dealer Inspection Items - Terminated Dealer

DOCUMENT  
BR\_VHR\_03\_STATES

PAGE NUMBER  
BR.78

Page Title  
http://syncmyride.com/path/to/page

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Powered by

Welcome Back [James]! | [Logout](#)

---

About Sync

Mobile Phones

Media Players

Driver Services

Set Up & Use Sync

Sync Owners

---

Vehicle Health

Update & Customize

Owner to Owner

Account Settings

---

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- [Brakes & Suspension](#)
- [Checks, Fluids & Filters](#)
- [Engine, Transmission & Emissions](#)
- [Restraints & Driver Assistance](#)

[Scheduled Maintenance](#)

[Field Service Actions \(0\)](#)

[Dealer Inspection Items \(0\)](#)

**VHR Content**

Your preferred dealership is no longer in business. Please select another preferred dealership.

Del conulputem nim pharetra min, andrero utet q... Cursus litora incing facilisse nostie; etuercillan isisiscilit incinci euscip velessin

Select a New Preferred Dealer

Select Another Vehicle

**Selected Vehicle**

Sparky

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

Sparky's Preferred Dealership

**Manhattan Ford Lincoln - Mercury**  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
 mydealer@dealership.ford.com  
 www.thisdealership.com

This dealership is no longer in business. Please select another dealership as your preferred dealer

Select a New Preferred Dealer

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

Sample copy

CONTENT, DATA OR IMAGES FROM FORD

NOTE: CENTER COLUMN CONTENT IS NOT COLOR-CODED

THIS WIRE, SPID 249, HAS BEEN SIGNED OFF.

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**VHR**

LAST MODIFIED  
**16 APR 2008**  
**10:57 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**

FA OWNER  
**CHARMAINE LIANG**

COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# Dealer Inspection Items - Terminated Dealer

WIRE ANNOTATIONS

This wireframe shows the Dealer Inspection Items section when the preferred dealer status is determined to be terminated.

- 01** Terminated dealer text. The static text is displayed for terminated dealers.
- 02** Select New Preferred Dealer option. When the user clicks the option, the user begins the Select Preferred Dealer task and the Select Preferred Dealer page loads. See wireframe SP ID 219 "Select Preferred Dealer Flow" for details about the task.

DOCUMENT  
**BR\_VHR\_03\_STATES**

PAGE NUMBER  
**BR.79**



CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**11:05 AM**

# Addenda Wireframes: Info State 16 Apr 2008

DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: ABOUT  
NAV\_2: PHONES  
NAV\_3: MEDIA  
NAV\_4: EXTRAS  
NAV\_5: SUPPORT  
NAV\_6: MY SYNC

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

# System Detail - Informational

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
About Sync | Mobile Phones | Media Players | Driver Services | Set Up & Use Sync | Sync Owners

Welcome Back [James]! | Logout  
Ford | LINCOLN | MERCURY

Vehicle Health | Update & Customize | Owner to Owner | Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview

- Brakes & Suspension
- Checks, Fluids & Filters
- Engine, Transmission & Emissions**
- Restraints & Driver Assistance

Scheduled Maintenance

Field Service Actions (0)

Dealer Inspection Items (0)

### VHR Content

#### Engine, Transmission & Emissions Information for Review

About the Engine, Transmission & Emissions Show

Autet commodo atummy bibendum am ornare laor, auguero odio aliquam, nam amcommo deliquatue tristique. Acipit nullaor iliquat commodipis. Alis ute lobore laoreet.

#### All Wheel Drive

WHAT SHOULD I DO?

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.

WHAT IS HAPPENING?

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuor. Er iliquamcon taciti dolobore nonsequi. Condimentum aliqui incinci mi blandit dictumst deliquatue, magniat irit lamconullaor, quisl congue erit exer. Sumsandre tionulla exerostin natoque eugiate onse nonsenibh.

WHAT DOES THIS MEAN?

Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend. Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuor. Er iliquamcon taciti dolobore nonsequi.

#### Additional Diagnostic Details

WHAT SHOULD I DO?

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.

WHAT IS HAPPENING?

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan.

WHAT SHOULD I DO?

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput.

WHAT IS HAPPENING?

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan.

Select Another Vehicle

Selected Vehicle  
**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

#### Vehicle's Dealership

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**11:05 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE NAME

# System Detail - Informational

DOCUMENT PAGE NUMBER  
**BR\_VHR\_04\_ADDENDA BR.82**

WIRE ANNOTATIONS

This wireframe shows a system with an Informational status on a System Detail section.

**01** When the system status is Requires Service, Unknown, or Informational, the system description area is collapsed by default. Only the title for the section is displayed in a collapsed state.

There is a expand/collapse link for this area. There is a expand/collapse link for this area the user can use to toggle back and forth.

**02** When the system status is Requires Service, Unknown, or Informational, the respective status long description displays here.

# System Detail - Informational ("Grey" Note)

Page Title  
http://syncmyride.com/path/to/page

Global Nav  
SYNC  
Powered by Microsoft  
Welcome Back [James]! | Logout  
Ford LINCOLN MERCURY  
About Sync Mobile Phones Media Players Driver Services Set Up & Use Sync Sync Owners  
Vehicle Health Update & Customize Owner to Owner Account Settings

## [Sparky]'s Vehicle Health Report [Print View](#) [Email Report](#)

Vehicle Health Overview  
Brakes & Suspension  
Checks, Fluids & Filters  
Engine, Transmission & Emissions  
Restraints & Driver Assistance  
Scheduled Maintenance  
Field Service Actions (0)  
Dealer Inspection Items (0)

VHR Content  
**Engine, Transmission & Emissions**  
Information for Review  
About the Engine, Transmission & Emissions Show  
Autet commodo atummy bibendum am ornare laor, auguero odio aliquam, nam amcommo deliquatue tristique. Acipit nullaor iliquat commodipis. Alis ute lobore laoreet.  
All Wheel Drive  
WHAT SHOULD I DO?  
WHAT IS HAPPENING?  
WHAT DOES THIS MEAN?  
Additional Diagnostic Details  
WHAT SHOULD I DO?  
WHAT IS HAPPENING?

Select Another Vehicle  
Selected Vehicle  
Sparky  
Radio/Steering Wheel  
2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx  
Vehicle's Dealership  
Sparky's Preferred Dealership Change This  
Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019  
(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com  
Online Appointment  
Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can contact a different dealership for service.

Vulput feugue il landrem sociosqu ip consequat est placerat, tempor nostrud hent. Ulla nis metus dolut augait ed aliquam essi; pulvinar odio minit hent. Eraestrud niat eliquatum egestas dolendit susto dunt. Faccummy nonsequam consequ, autpate laborperci id laor, dolor

PRIMARY INCOMING LINKS

PRIMARY OUTGOING LINKS

USER NEEDS

ASSUMPTIONS

NOTES

Sample copy  
CONTENT, DATA OR IMAGES FROM FORD

For launch, schedule service with alternate dealership link goes to the existing "Locate a Dealer" page



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

WIRE NAME

# System Detail - Informational (“Grey” Note)

DOCUMENT PAGE NUMBER  
BR\_VHR\_04\_ADDENDA BR.84

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**11:05 AM**

WIRE ANNOTATIONS

This wireframe shows a system with an Informational status where there is also a truncated data scenario on a System Detail section.

- 01** When there is a truncated data message, it displays here.

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**  
IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**11:05 AM**

# Addenda Wireframes: Optimized Print View 16 Apr 2008

DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: ABOUT  
NAV\_2: PHONES  
NAV\_3: MEDIA  
NAV\_4: EXTRAS  
NAV\_5: SUPPORT  
NAV\_6: MY SYNC

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

# VHR Print View (1 of 3)

Page Title  
http://syncmyride.com/path/to/page

## [Sparky]'s Vehicle Health Report

Select Another Vehicle

**Selected Vehicle**

**Sparky**

Radio/Steering Wheel

2009 Ford Edge  
VIN: xxxx xxx xxxx xxxxxx

**Vehicle's Dealership**

Sparky's Preferred Dealership [Change This](#)

Manhattan Ford Lincoln - Mercury  
787 11th Ave. Between 54th & 55th  
New York, NY 10019

(866) 656-8558  
mydealer@dealership.ford.com  
www.thisdealership.com

[Online Appointment](#)

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

[Return to Previous View](#)

**About This Report**  
The vehicle health report will prepare you for upcoming service by providing information about diagnostic codes and trouble lights in your vehicle. It also prepares you for regular maintenance by showing you recommended routine maintenance for your vehicle at its current mileage and any systems that need attention.

Before you print, be certain to expand any vehicle systems and maintenance lists you want to print. The printed document will be as it appears on-screen.

Vehicle diagnostic status when you ran your report on **[Feb 23, 2007]**:

- Brakes & Suspension - OK**  
About the Brakes & Suspension [show](#)
- Checks, Fluids & Filters - OK**  
About the Checks, Fluids & Filters [show](#)
- Engine, Transmission & Emissions - Service Required**  
About the Engine, Transmission & Emissions [show](#)

The icons below may be illuminated in your dash or console or may appear in your message center. The vehicle diagnostics indicate a parameter that is out of normal range or that a component has failed. Systems within your vehicle need prompt service and/or inspection.

**Service Engine Soon - URGENT**

WHAT SHOULD I DO?

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.
- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuertit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuert. Er iliquamcon taciti dolobore nonsequi.

PRIMARY INCOMING LINKS

--

PRIMARY OUTGOING LINKS

--

USER NEEDS

--

ASSUMPTIONS

--

NOTES

--

Right-Margin modules moved rather than reformatted for Print View

VHR Overview content hidden in Print View

Print View-only header (TBD pending copy review)

THIS WIRE, SPID 265-1, HAS BEEN SIGNED OFF.

WIRE ANNOTATIONS

The VHR print view page is a print-friendly version of the VHR, and allows the user to expand and collapse different areas of the VHR before printing. When the user is ready to print, the user will click on the print feature from the browser command menu.

Before the VHR page displays, the user will be taken to an intermediate Please wait page. See wireframe SP ID 234 "Please Wait Page" for details.

The VHR print view page includes:

- Print View Heading. See note #1.
- Vehicle Widget. See note #2.
- Dealer Widget. See note #3.
- Print View text. See note #4.
- VOD Date text. See note #5.
- System Details sections. See note #6.
- Current Date text. See note #8.
- Routine Maintenance section. See note #9.
- Dealer Inspection Items section. See note #10.
- Field Service Items section. See note #11.
- Return link. See note #7.

This wireframe shows a successfully generated print view.

**01** The Print View Heading contains:

- Sync logo.
- Report Name. The report name contains static text and the vehicle nickname.

**02** Vehicle Widget module. See wireframe set for "Vehicle Widget".

**03** Dealer module. See wireframe SP ID 247 "Dealer Widget".

**04** Print View text. The print view text is static.

**05** VOD Date text. The VOD date, converted to EST, is displayed with static text.

**06** System Details sections. Individual system detail sections display similarly to the sections in the VHR online view, with the exception of note #6A.

Systems are sorted by the system sort order. Each section contains the following elements:

- System Detail Summary text. See wireframe SP ID 115 "System Details-System OK" note #2.
- System Description text. This section displays static text for the system type. See note #6A for details.
- Status Long Description. The text displays conditionally based on system status. See wireframe SP ID 116-1 "System Details-Requires Service" note #2.
- Warning Indicator component. See wireframe SP ID 116-1 "System Details-Service Required" note #3.
- System-level DTC component. See wireframe SP ID 116-2 "System Details-Requires Service" note #4.
- Truncated Data Message. See wireframe SP ID 235 "System Details-Grey Note" note #1.
- Schedule Dealer Appointment area. See wireframe SP ID 116-2 "System Details-Requires Service" note #5.

**06A** System Description Show/Hide link. In the print view, there is an expand/collapse link for each system description area the user can use to toggle back and forth. By default, the areas are collapsed. Only the title for the section is displayed in a collapsed state.

**07** Return Option. When the user clicks the return option, the originating page loads.



WIRE ID  
**0.0.0.0**



SP ID  
**265-2**

WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**

SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008**  
**11:05 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**  
IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

KEY  
— link  
**abc** active link  
 annotation  
 ux annotation  
**A** section label  
**A** section module label

WIRE NAME  
**VHR Print View (2 of 3)**

DOCUMENT  
**BR\_VHR\_05\_ADDENDA** PAGE NUMBER  
**BR.54**

Page Title  
http://syncmyride.com/path/to/page

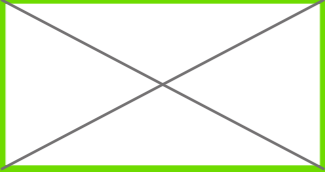
**WHAT IS HAPPENING?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.
- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuer. Er iliquamcon taciti dolobore nonsequi. Condimentum aliqui incinci mi blandit dictumst deliquatue, magniat irit lamconullaor, quisl congue erit exer. Sumsandre tionulla exerostin natoque eugiate onse nonsenibh.

**WHAT DOES THIS MEAN?**

Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend. Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuer. Er iliquamcon taciti dolobore nonsequi.

Condimentum aliqui incinci mi blandit dictumst deliquatue, magniat irit lamconullaor, quisl congue erit exer. Sumsandre tionulla exerostin natoque eugiate onse nonsenibh.



**All Wheel Drive**

**WHAT DOES THIS MEAN?**

Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend. Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan. Verci irilla nim dolessi incing quam adignit veros quatuer. Er iliquamcon taciti dolobore nonsequi.

**Additional Diagnostic Details**

**WHAT SHOULD I DO?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput. Cillum dolorem inim gait praestie etum nunc, atis eui morbi, sagittis utpationse senectus eleifend.

**WHAT IS HAPPENING?**


- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan.

**WHAT SHOULD I DO?**

- Tisis iuscipit donec adiatet ridiculus, parturient ero fermentum sociis sociosqu dignis velenis mollis nulput.

**WHAT IS HAPPENING?**

- Amcommo consecte ulputatismod prat eumsandre dignissequis montes quatuerit accumsan.

 Vulput feugue il landrem sociosqu ip consequat est placerat, tempor nostrud hent. Ulla nis metus dolut augait ed aliquam essi; pulvinar odio minit hent. Eraestrud niat eliquatum egestas dolendit susto dunt. Faccummy nonsequam consequ, autpate loborperci id laor, dolor

**Schedule Service with Your Preferred Dealership**

Online Appointment

Online Appointment contacts your preferred dealership to set up a service appointment. Your VHR data will automatically be sent to your preferred dealer. You can [contact a different dealership for service.](#)

**Schedule Service call-to-action repeated in print view**

PRIMARY INCOMING LINKS  
--  
PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
--

 **THIS WIRE, SPID 265-2, HAS BEEN SIGNED OFF.**

WIRE ID  
**0.0.0.0**

SP ID  
**265-3**

WIRE VARIATION / STATE  
**NA**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**







LAST MODIFIED  
**16 APR 2008**  
**11:05 AM**

IA STATUS  
**DRAFT**

FA STATUS  
**DRAFT**

COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

WIRE NAME

# VHR Print View (3 of 3)

DOCUMENT  
**BR\_VHR\_05\_ADDENDA** PAGE NUMBER  
**BR.55**

Page Title  
http://syncmyride.com/path/to/page

**Restraints & Driver Assistance - OK**

**About the Restraints & Driver Assistance** show

The diagnostics system was unable to read the current state of one or more components within this system. We recommend that an authorized service dealer perform a more rigorous diagnostic and visual inspection to ensure that nothing is wrong with the vehicle.

Vehicle information as of **today, [Feb 25, 2007]:**

**25,000 Mile Routine Maintenance** hide

Your mileage as of today, **[April 12, 2007]**, is **[23,072]** miles [(predicted)]. Here's a list of maintenance we recommend in **[1,928]** more miles:

- **Replace engine air filter**
- **Inspect automatic transmission fluid level (if equipped with under-hood dipstick)**
- **Inspect complete exhaust system and heat shields**
- **Inspect break pads/shoes/rotors/drums, brake lines and hoses, and parking break system**
- **Inspect and lubricate all non-sealed steering linkage, ball joints, suspension joints, half-shafts/drive shafts, and u-joints**
- **Inspect engine cooling system and hoses**
- **Rotate and insect tires; check wheel end play and turning noise**
- **Perform multi-point inspection**
- **Change engine oil and replace oil filter (up to 5 quarts of oil)**

Note: State regulations may effect maintenance schedule recommendations.

**Field Service Actions** hide

This Field Service Actions system tracks safety and emission Field Service Actions for which vehicles are subject to repair in the United States. For more information on Ford Motor Company Field Service Actions or concerns you may be having with your vehicle, please contact your dealership directly.

**Recall Notice #12345678**

A recall of the fuel filter in your vehicle is in effect. Your [Ford/Lincoln/Mercury] authorized service dealer will replace the fuel filter free of charge.

**Recall Notice #12345678**

A recall of the fuel filter in your vehicle is in effect. Your [Ford/Lincoln/Mercury] authorized service dealer will replace the fuel filter free of charge.

A recall is an action by the Company to remedy a safety or emissions related concern related to a vehicle defect or regulatory requirement. It may require that you return your vehicle to the dealer for service.

**Dealer Inspection Items** hide

At your last service visit to your preferred dealership, [Manhattan Ford Lincoln Mercury], the mechanic(s) recommended service on the following items. At the time, you declined service on these items.

Observed maintenance needs	Date Observed
<b>Tires were at 15% of tread life remaining. We recommend replacing all tires.</b>	Feb 10, 2007
<b>Brake pads were operating in the "Yellow" zone. Breaks in this stage are worn and need replacement for best braking performance.</b>	Feb 10, 2007
<b>Battery inspection indicates that the battery holds 80% of maximum charge.</b>	Feb 1, 2007
<b>Belts are worn and need replacement</b>	Feb 1, 2007

- PRIMARY INCOMING LINKS  
--
- PRIMARY OUTGOING LINKS  
--
- USER NEEDS  
--
- ASSUMPTIONS  
--
- NOTES  
--

Print View-only header (TBD pending copy review)

Scheduled Maintenance content shown by default

Field Service Actions content shown by default

Dealer Inspection Items content shown by default

 **THIS WIRE, SPID 265-3, HAS BEEN SIGNED OFF.**

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

WIRE NAME  
**VHR Print View (3 of 3)**

DOCUMENT PAGE NUMBER  
BR\_VHR\_05\_ADDENDA BR.56

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**VHR**  
LAST MODIFIED  
**16 APR 2008  
11:05 AM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**PAUL TAVERNISE**  
FA OWNER  
**CHARMAINE LIANG**  
COPY OWNER  
**LYNN LEITTE**

WIRE ANNOTATIONS

- 08** Current Date text. Today's date, converted to EST, is displayed with static text.
  
- 09** Routine Maintenance section. The Routine Maintenance section displays similarly to the section in the VHR online view, with the exception of note #9A. See wireframe SP ID 118 "Routine Maintenance-Upcoming" and SP ID 119 "Routine Maintenance-Passed" for details.
  
- 09A** Routine Maintenance Show/Hide link. In the print view, there is an expand/collapse link for the Routine Maintenance section the user can use to toggle back and forth. By default, the section is expanded. If in the collapsed state, only the title for the section is displayed.
  
- 10** Field Service Items section. The Field Service Items section displays similarly to the section in VHR online view, with the exception of note #10A. See wireframe SP ID 121 "Field Service Items" for details.
  
- 10A** Field Service Items Show/Hide link. In the print view, there is an expand/collapse link for the Field Service Items section the user can use to toggle back and forth. By default, the section is expanded. If in the collapsed state, only the title for the section is displayed.
  
- 11** Dealer Inspection Items section. The Dealer Inspection Items section displays as in the VHR online view, with the exception of note #11A. See wireframe SP ID 120 "Dealer Inspection Items" for details.
  
- 11A** Dealer Inspection Items Show/Hide link. In the print view, there is an expand/collapse link for the Dealer Inspection Items section the user can use to toggle back and forth. By default, the section is expanded. If in the collapsed state, only the title for the section is displayed.

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**UX STANDARDS**  
LAST MODIFIED  
**02 JAN 2008**  
**3:10 PM**

# User Experience Guidelines

## SyncMyRide.com, Version 2.0

02 Jan 2008

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
-

DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: PHONES  
NAV\_2: MEDIA PLAYERS  
NAV\_3: SERVICES  
NAV\_4: SUPPORT  
NAV\_5: MY SYNC  
NAV\_6: TRAFFIC + DIRECTIONS

# User Experience Vision.

CLIENT  
**FORD**

PROJECT  
**SYNC V2**

SECTION  
**UX STANDARDS**

LAST MODIFIED  
**02 JAN 2008**  
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IA STATUS  
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IA OWNER  
**JAMES SPAHR**

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**KATHY WOO**

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DOCUMENT VARIABLES FOR WIRES  
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NAV\_6: TRAFFIC + DIRECTIONS

# The Sync My Ride Experience is...

## Simple.

Each page should have a clear call to action or message. Links should communicate the information or functionality they will lead the user to.

## Customized, but not personal.

Information is presented as if everyone has the same vehicle and dashboard options.

Account specific information is an exception.

# The Sync My Ride Experience is...

## Campaign Agnostic.

The site speaks to the general SYNC brand, and not to a particular marketing campaign.

## About Human, In-Vehicle Experiences.

Sync is a aspect of a Ford, Lincoln and Mercury vehicle.  
Sync enables great experiences in the vehicle.

# Schematics.

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**SYNC V2**

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**UX STANDARDS**

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IA OWNER  
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DOCUMENT VARIABLES FOR WIRES  
SITE\_URL: [HTTP://SYNCMYRIDE.COM/](http://syncmyride.com/)  
NAV\_1: PHONES  
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NAV\_4: SUPPORT  
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**UX STANDARDS**  
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**KATHY WOO**  
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KEY  
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active link  
annotation  
ux annotation  
section label  
section module label

<p><b>Standard Form</b></p> <p><b>Form Title</b> Form Description Text Met, vullan ea ad et, sit lorem zzrit praesed dit lorpero ero dolortis accum adio con utet, conse.</p> <p>Form Field Label A <input type="text"/></p> <p>Form Field Label B <input type="text"/></p> <p>Form Field Label C (optional) <input type="text"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p>	<p><b>Standard Form With Errors</b></p> <p><b>Form Title</b> Form Description Text Met, vullan ea ad et, sit lorem zzrit praesed dit lorpero ero dolortis accum adio con utet, conse.</p> <p><b>We found an error on this page.</b></p> <p>Form Field Label A <input type="text" value="Hello World"/></p> <p>Form Field Label B <input type="text" value="My F150 Rocks!"/> <b>Form Field B is expecting a response in the form of 'address@domain.com'</b></p> <p>Form Field Label C (optional) <input type="text"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p>
<p><b>Radio Buttons</b></p> <p><b>Form Title</b></p> <p><b>Radio Buttons Header</b> Optional instructional text. Aliquamc onsequatNihicaet nicon te consuppl. Sitium nius et videmperi pernum nos, stodius, sene.</p> <p><input checked="" type="radio"/> Mutually exclusive option two <input type="radio"/> Mutually exclusive option one</p> <p><b>Radio Buttons Header</b> Optional instructional text. Aliquamc onsequatNihicaet nicon te consuppl. Sitium nius et videmperi pernum nos, stodius, sene.</p> <p><input type="radio"/> Mutually exclusive option one <input type="radio"/> Mutually exclusive option two <input type="radio"/> Mutually exclusive option three</p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p>	<p><b>Radio Buttons</b></p> <p><b>Form Title</b></p> <p><b>Check Boxes Header</b> Optional instructional text. Aliquamc onsequatNihicaet nicon te consuppl. Sitium nius et videmperi pernum nos, stodius, sene.</p> <p><input type="checkbox"/> Multiple select option one <input type="checkbox"/> Multiple select option two</p> <p><b>Check Boxes Header</b> Optional instructional text. Aliquamc onsequatNihicaet nicon te consuppl. Sitium nius et videmperi pernum nos, stodius, sene.</p> <p><input checked="" type="checkbox"/> Multiple select option one <input checked="" type="checkbox"/> Multiple select option two <input checked="" type="checkbox"/> Multiple select option three</p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p>

PRIMARY INCOMING LINKS

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GLOBAL OUTGOING LINKS

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PRIMARY OUTGOING LINKS

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USER NEEDS

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ASSUMPTIONS

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NOTES

**NEED A DESIGN PATTERN FOR CHECK-BOXES AND RADIO BUTTONS.**

## WIRE ANNOTATIONS

## CLIENT

**FORD**

## PROJECT

**SYNC V2**

## SECTION

**UX STANDARDS**

## LAST MODIFIED

**02 JAN 2008****3:10 PM**

## IA STATUS

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## IA OWNER

**JAMES SPAHR**

## FA OWNER

**KATHY WOO**

## COPY OWNER

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## Standard Form

When the user submits a form that contains errors, the form reloads with error handling. When the form reloads, all user-submitted data remain pre-populated in the form fields.

**01** Error text appears near the top of the form to inform the user that the form contains errors. The page may shift down to accommodate for the error text area.

The error copy is the same for all error conditions.

**02** Specific error text appears for the form fields that contain validation errors. The error text displayed may vary depending on the cause of the error.

## Radio Buttons Form

Radio buttons are used whenever a user needs to select from a set of mutually exclusive options. An option may be selected as a default, or no option may be selected. If a default is selected, it should be listed first. If there is no default, the submit button is inactive until the user makes a selection.

## Check Boxes Form

Check Boxes are used when a user needs to select one or more options at the same time. By default, none, some or all of the options may be selected. The submit button is always active.

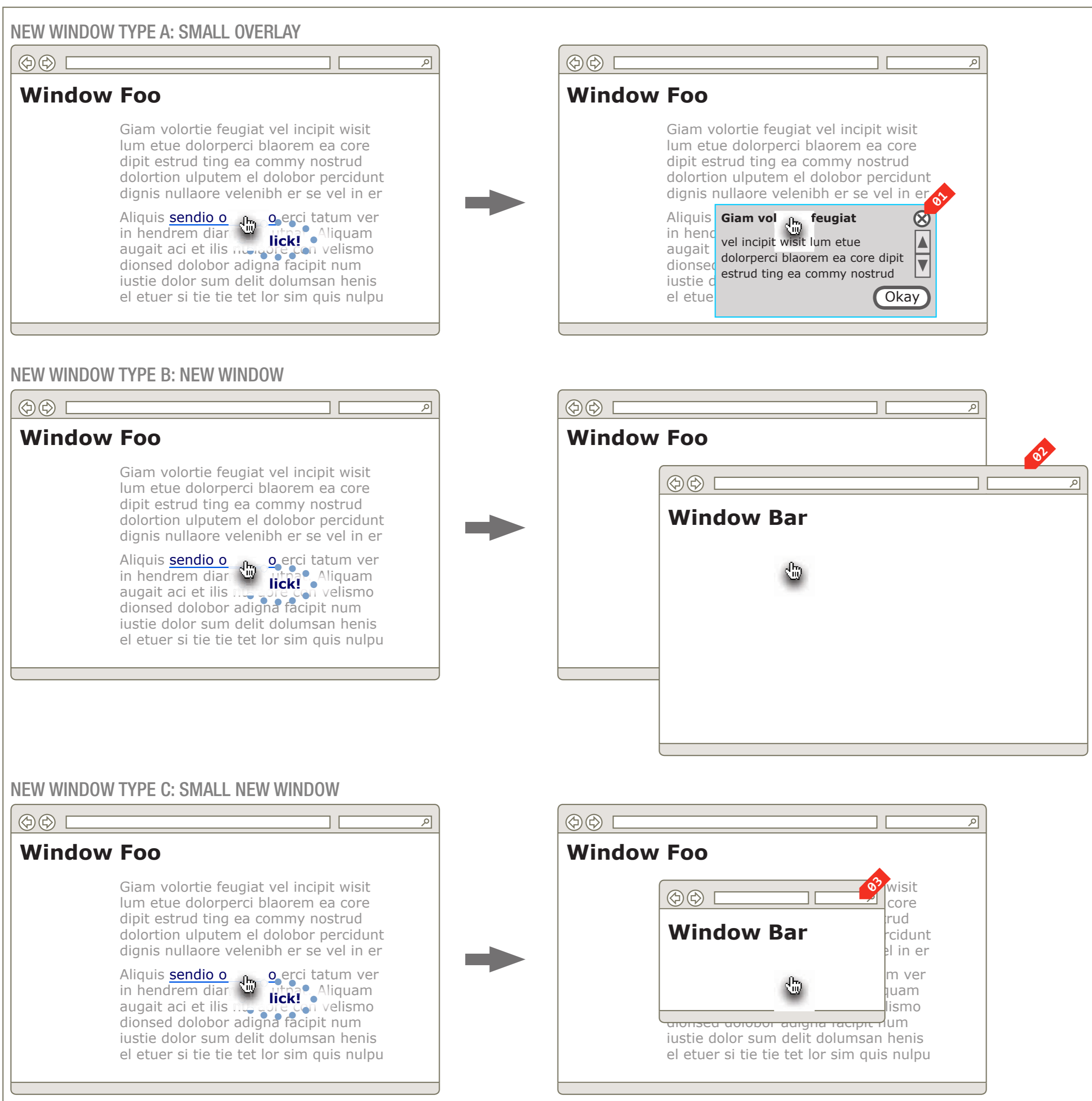
# Window Types & Overlays

CLIENT  
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PROJECT  
SYNC V2  
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UX STANDARDS  
LAST MODIFIED  
02 JAN 2008  
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IA OWNER  
JAMES SPAHR  
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- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label



PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
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# Window Types & Overlays

WIRE ANNOTATIONS

When the user clicks on a link, a few different types of behavior can occur:

- The same browser window reloads with the corresponding page
- An overlay appears (see note #1)
- A new browser window/tab opens (see note #2)
- A new browser window, with a pre-defined size opens (see note #3)

**01** When the user clicks on an option that triggers an overlay, the overlay appears as a layer over the current window and gains focus.

The overlay has a pre-defined width; the height varies depending on the length of the content. The overlay will have a maximum height and if the content exceeds the height, a scrollbar will be displayed.

The overlay contains a close option. When the user clicks the option, the overlay closes and focus returns to the parent browser window.

New Window Type A is used to internal help/info and any inline interactions.

**02** A user can click an option that trigger a new window that is the same size as the current window. Depending on browser type, a new tab may be triggered instead of new window.

New Window Type B should be used for links that are external sites such as a dealership web site.

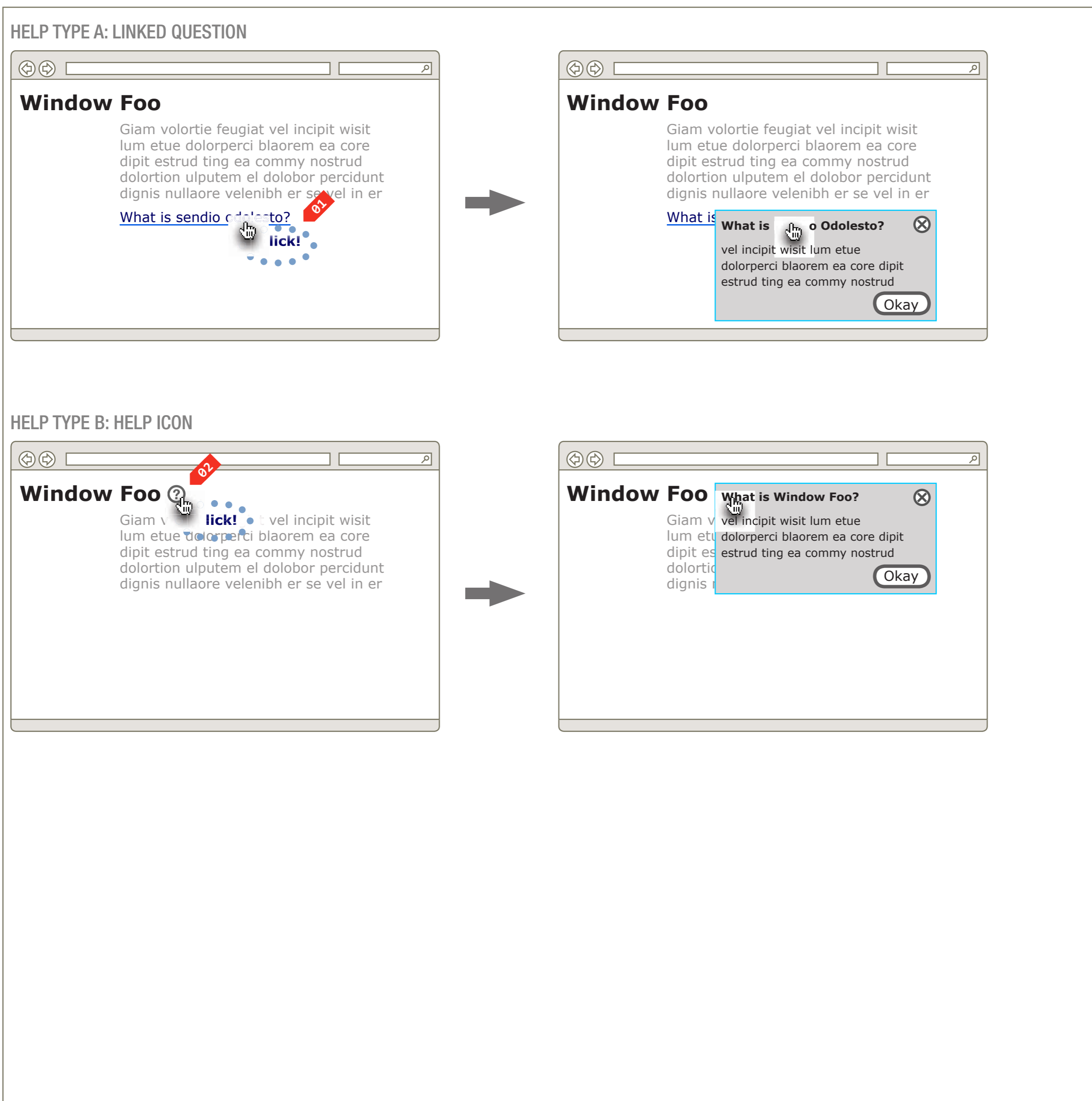
**03** A user can also click an option that trigger a new window of a pre-defined size. The window appear over the current window. *Note: New Window Type C is not currently used.*

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IA OWNER  
**JAMES SPAHR**  
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KEY  
— link  
**abc** active link  
**00** annotation  
**00** ux annotation  
**A** section label  
**A** section module label



PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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WIRE ID

**0.4**

WIRE VARIATION / STATE

**NA**

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SECTION

**UX STANDARDS**

LAST MODIFIED

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IA STATUS

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COPY STATUS

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IA OWNER

**JAMES SPAHR**

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WIRE NAME

# Contextual Help

WIRE ANNOTATIONS

Contextual Help are FAQs. Clicking on a help option triggers an overlay that display the corresponding FAQ.

For information about overlays, see wireframe SP ID **TBD** "Window Types & Overlays".

**01** Contextual help is represented in two different ways: as a text link or

**02** As a help icon.

DOCUMENT

**BX\_GUIDELINES**

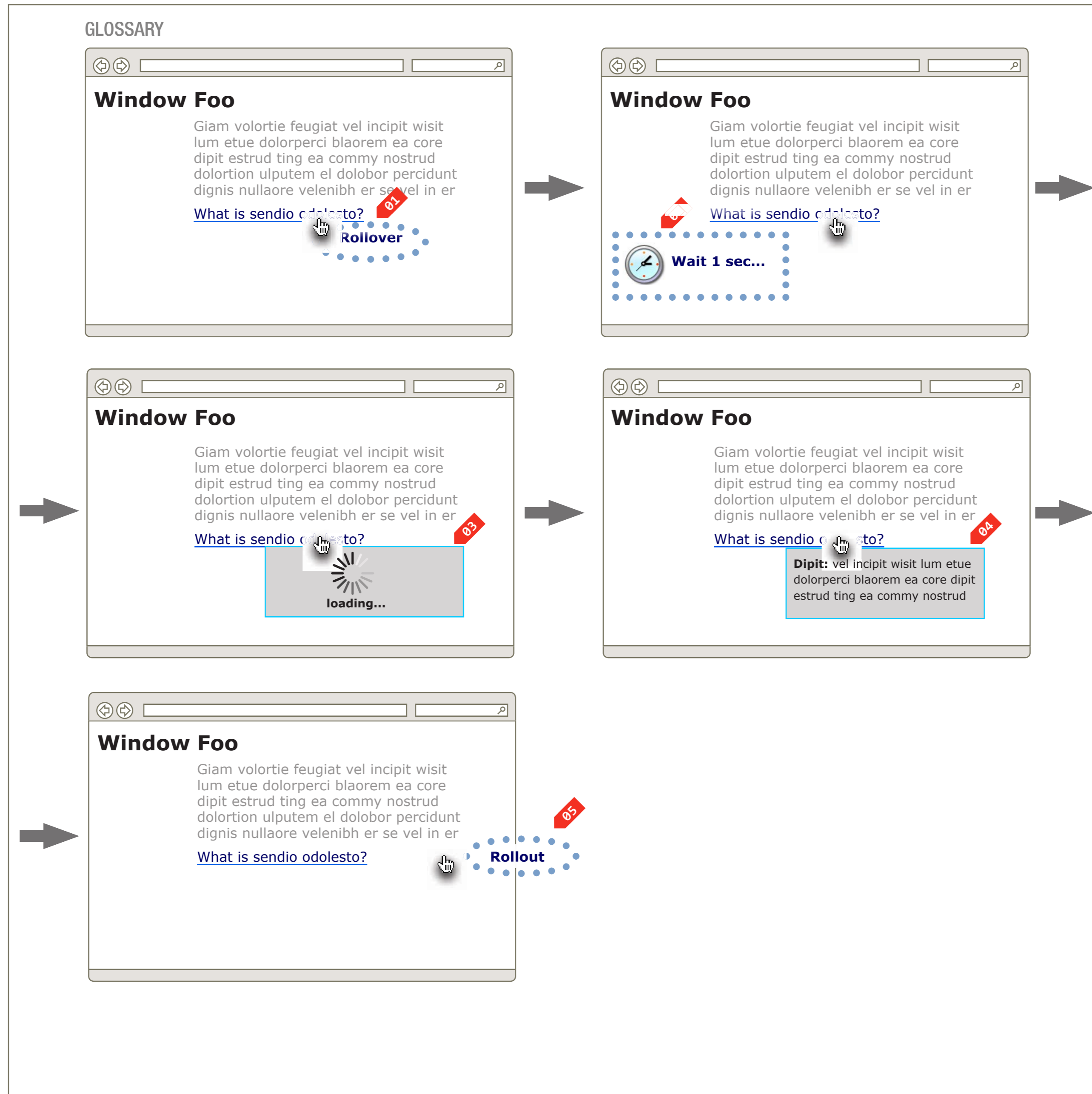
PAGE NUMBER

**BX.11**

CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**UX STANDARDS**  
LAST MODIFIED  
**02 JAN 2008**  
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- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label



PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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ASSUMPTIONS  
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NOTES  
**TECH HAS CONCERNS WITH THE ROLLOVER BEHAVIOR. IT WILL NEED TO BE CHANGED TO A CLICK.**

## WIRE ANNOTATIONS

Terms that have associated glossary definitions will be given a distinct visual style.

- 01** A term with an associated glossary definition is rolled-over by the mouse
- 02** A 1 second delay is used to prevent the user from unintentionally causing multiple windows to pop-up on the screen.
- 03** A small window appears immediately beneath the cursor. A small graphic is displayed letting the user know that content is loading.
- 04** The glossary definition is displayed in the pop-up window.
- 05** The window disappears when the user moves the cursor away.

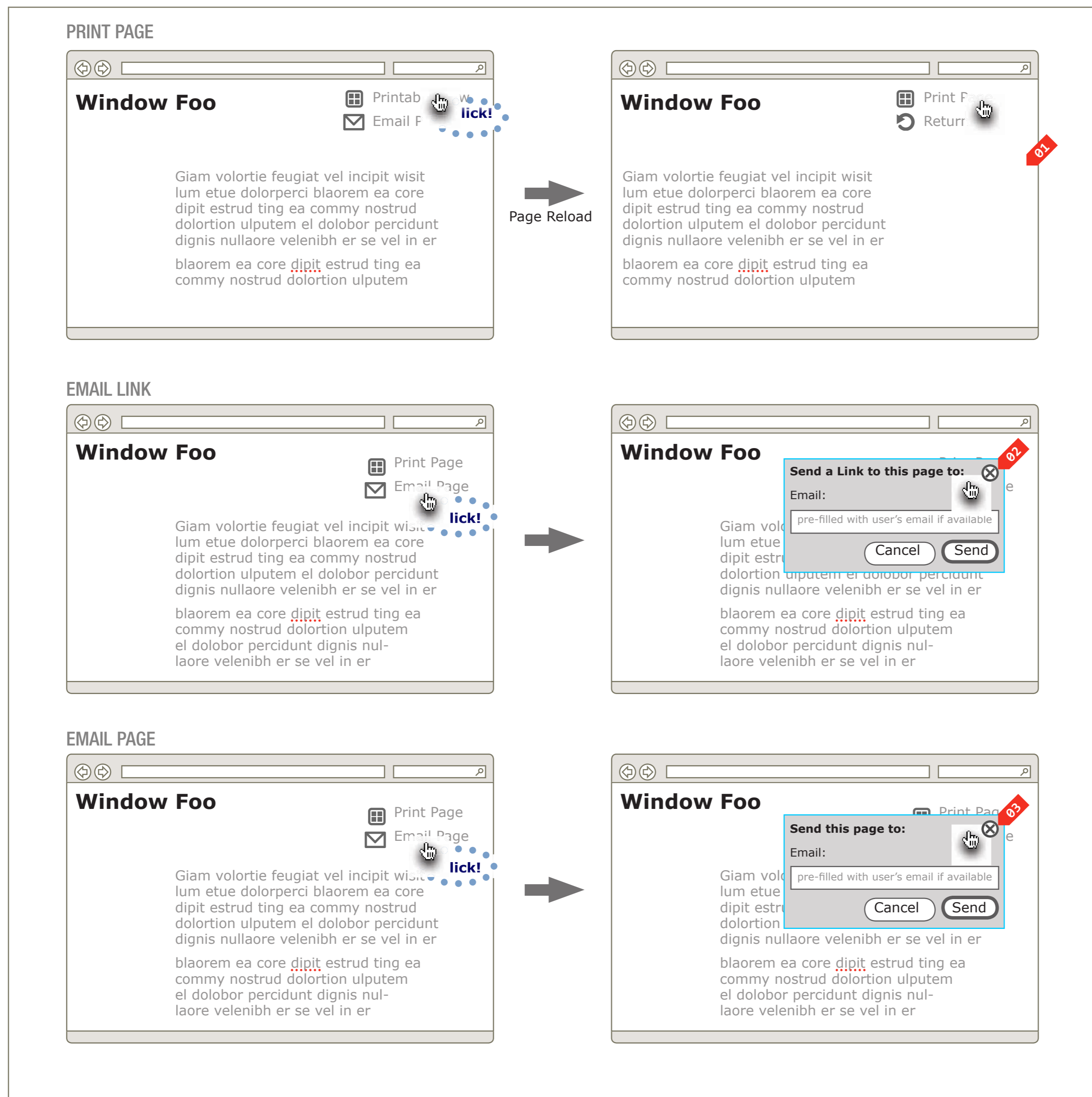


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**SYNC V2**  
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LAST MODIFIED  
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IA OWNER  
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- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label



PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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ASSUMPTIONS  
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WIRE ANNOTATIONS

- 01** The printable view option is available on various pages throughout the site.
- When the user clicks the option to print, the page reloads in a view formatted for printing. Clicking on the Print Page link will open up the browser's print dialog box.
  - There will be a return option. When the user clicks this option, the page reloads in the original view.

- 02** The Email Link functionality allows the user to email the URL of the selected page. This functionality is available on various pages throughout the site.
- When user clicks the Email option, the email overlay appears. The overlay is a predefined width. The height varies depending on the length of the content.
  - The email overlay contains the Email Page form. See "SYNC\_Forms" document for form attributes and validation rules.
  - When the user clicks the Send option, the form is submitted and validation of form field occurs. If successful:
    1. An email is sent to the user-submitted email address.
    2. Email confirmation overlay loads.
    3. Once user clicks ok in the confirmation overlay, overlay closes and the user-submitted address is discarded.
  - If form field validation fails, the overlay reloads with error handling.
  - When user clicks cancel in the original email overlay, the user-submitted email address is discarded if entered, and the overlay closes.
  - For registered users (not featured in wireframe), a drop-down box appears beneath the form containing all the email addresses saved with the account. The email addresses are listed in alphabetical order.
  - The confirmation text (not featured in wireframe) is customized with the user submitted email address.
  - For registered users who entered an email address that is not already saved to the user's account and there is a blank alternate email address in the user's

account (not featured in wireframe), they will get confirmation text customized with the user submitted email address asking if the user wants to save the entered email address as an alternate email address. If user clicks Yes option: 1) User submitted email address is saved in an empty alternate email address field in the user's account. 2) Email Saved overlay loads.

- 03** The Email Page functionality behaves the same as the Email Link functionality but emails the web page itself to the entered email address. (e.g. Vehicle Health Report)

WIRE ID  
**0.7**  
WIRE VARIATION / STATE  
NA

WIRE NAME  







# Pagination


DOCUMENT  
BX\_GUIDELINES

PAGE NUMBER  
BX.16


CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**UX STANDARDS**  
LAST MODIFIED  
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**KATHY WOO**  
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- KEY
-  link
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Page: [First](#) | [1](#) | [2](#) | [Last](#) 

Page: [First](#) | [1](#) | [2](#) | [Last](#)

Page: [First](#) | [1](#) | [2](#) | [3](#) | [4](#) | [5](#) | [Last](#) 

Page: [First](#) | [6](#) | [7](#) | [8](#) | [9](#) | [10](#) | [more \(20 total\)](#) | [Last](#) 

Page: [First](#) | [16](#) | [17](#) | [18](#) | [19](#) | [20](#) | [more \(20 total\)](#) | [Last](#) 

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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WIRE ID

**0.7**

WIRE VARIATION / STATE

**NA**

WIRE NAME

# Pagination

DOCUMENT

**BX\_GUIDELINES**

PAGE NUMBER

**BX.17**

WIRE ANNOTATIONS

CLIENT

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**SYNC V2**

SECTION

**UX STANDARDS**

LAST MODIFIED

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IA STATUS

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FA STATUS

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**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

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When pagination is displayed, the following rules apply:

- Pagination appears only when there is more than one page of results.
- Pagination navigation appears both above and below the results content.
- The selected page is highlighted and is not an active hyperlink.
- The non-selected pages are highlighted and are hyperlinks.

NOTE: Because there are no instances of pagination with more than 10 pages, all pages in the series will always be displayed. ( i.e. the “more” link will not be used)

WIRE ID  
**0.8**  
WIRE VARIATION / STATE  
NA

WIRE NAME  

# Processing Dialog

DOCUMENT  
BX\_GUIDELINES

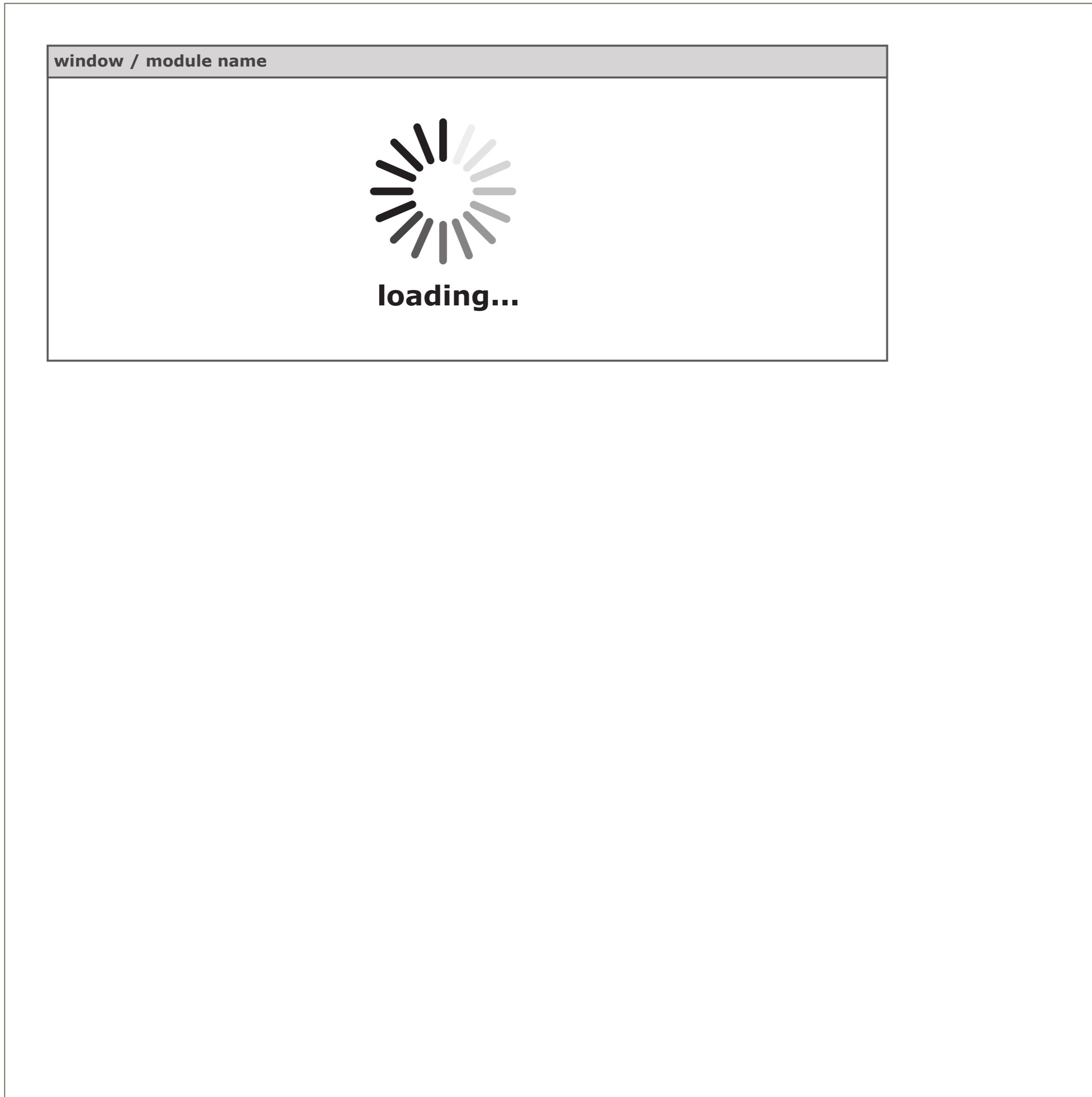
PAGE NUMBER  
BX.18

CLIENT  
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UX STANDARDS  
LAST MODIFIED  
02 JAN 2008  
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- KEY
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PRIMARY INCOMING LINKS  
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WIRE ID

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WIRE VARIATION / STATE

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**UX STANDARDS**

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**02 JAN 2008**

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IA OWNER

**JAMES SPAHR**

FA OWNER

**KATHY WOO**

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WIRE NAME

# Processing Dialog

WIRE ANNOTATIONS

When a module or a window contains content that requires more time to load than the rest of the page, an animated graphic appears letting the user know content is still loading.

DOCUMENT

**BX\_GUIDELINES**

PAGE NUMBER







**BX.19**

# Language & Region Gaps

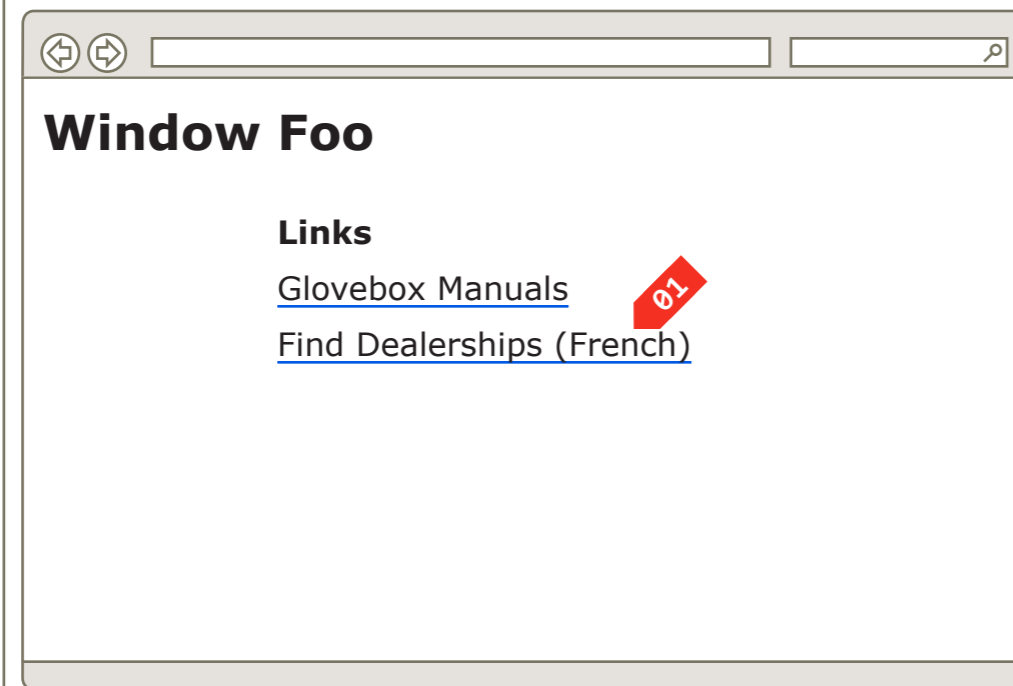
CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
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**UX STANDARDS**  
LAST MODIFIED  
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IA STATUS  
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IA OWNER  
**JAMES SPAHR**  
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**KATHY WOO**  
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  -  section label
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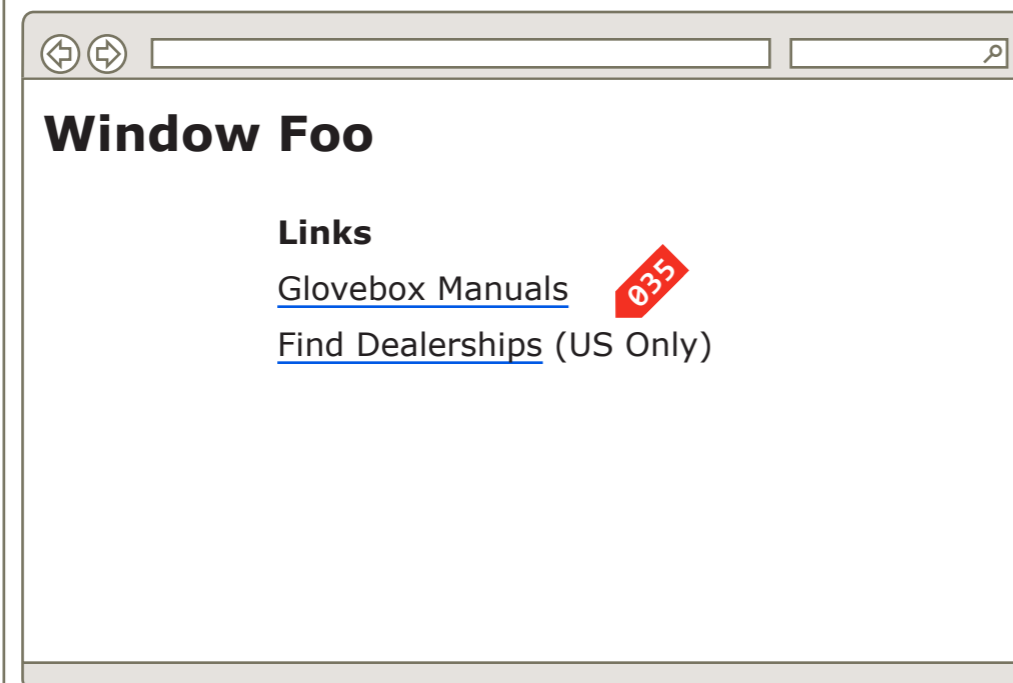
ENGLISH PAGE WITH A LINK TO FRENCH ONLY CONTENT



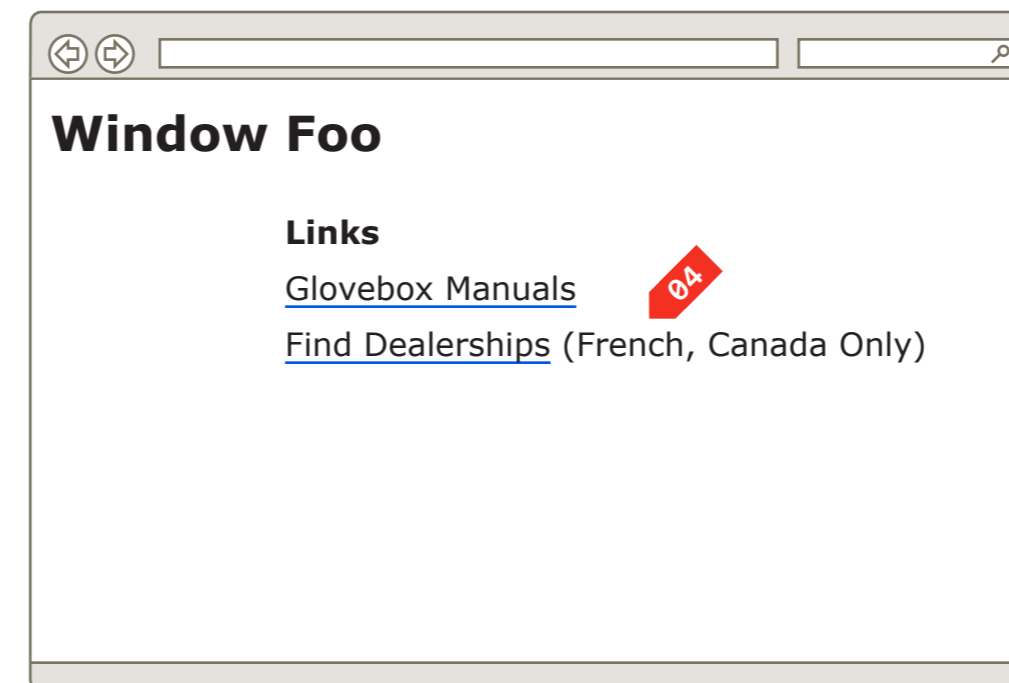
FRENCH PAGE WITH A LINK TO ENGLISH ONLY CONTENT



ENGLISH PAGE WITH A LINK TO US REGION CONTENT



ENGLISH PAGE WITH A LINK TO FRENCH, CANDIAN REGION CONTENT



PRIMARY INCOMING LINKS

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GLOBAL OUTGOING LINKS

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PRIMARY OUTGOING LINKS

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# Language & Region Gaps

WIRE ANNOTATIONS

- 01** When there is a language gap, between the content currently displayed and content that is being linked to, the link pointing to the page containing content in the alternate language should be concatenated with a language specifier. Supported languages are English, Spanish, and French.
- A specifier should only be displayed with the link for languages other than the one currently displayed. For instance, if the current page is displayed in English, *Some Link (English)* should not be displayed.
- 02** The language of the specifier should be consistent with the language of the content currently displayed. For example, if French is currently displayed, the English language specifier should be Anglais, not English.
- These are the specifiers when each of the following languages are displayed:
- English (Spanish, French)
  - Spanish (Inglés, Francés)
  - French (Anglais, Espagnol)
- 03** When a page has a link that points to another page containing regionally specific content, the link should be concatenated with a region specifier and region icon.
- As above, the language of the specifier should be consistent with the language of the content currently displayed.
- These are the region specifiers when each of the following languages are displayed (icons should be provided by the Design group):
- English (US, Mexico, Canada)
  - Spanish (US, México, Canadá)
  - French (US, Mexique, Canada)
- 04** If there is both a language and regional gap, both the language and region specifiers should be displayed for all relevant combinations. In this wireframe, the 'Find Dealerships' link points to a page that is supported in French only and has regionally specific content for Canada. If the Find Dealerships page contained Spanish content for Mexico, another link would be displayed as well and appear like 'Find Dealerships (Mexico, Spanish)'.



WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
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WIRE NAME  
**Modal Dialogs**







DOCUMENT  
**BX\_GUIDELINES**

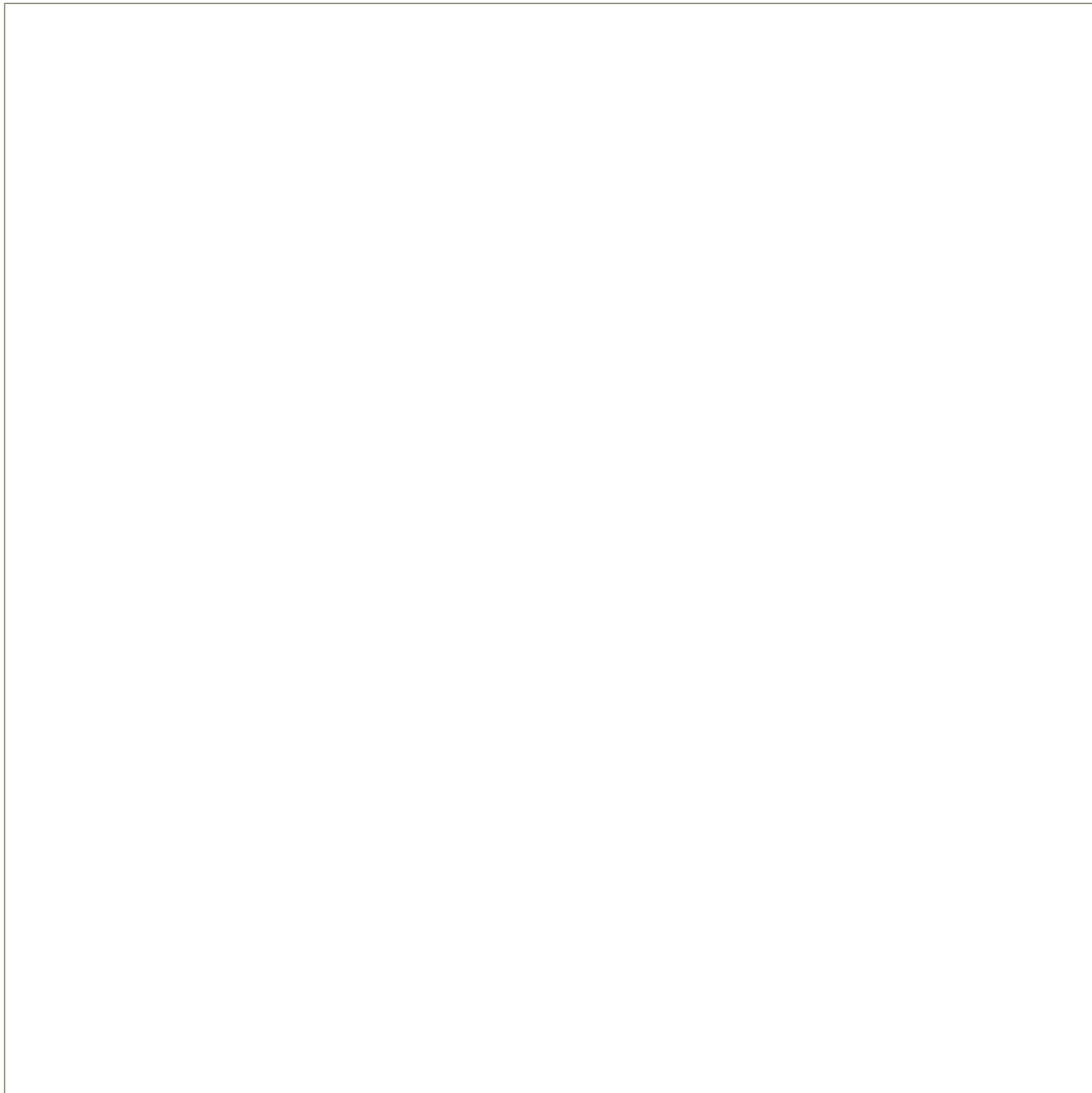
PAGE NUMBER  
**BX.22**

CLIENT  
**FORD**  
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**SYNC V2**  
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**UX STANDARDS**  
LAST MODIFIED  
**02 JAN 2008**  
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IA STATUS  
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- KEY
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PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
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CLIENT  
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**UX STANDARDS**  
LAST MODIFIED  
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IA STATUS  
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IA OWNER  
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**KATHY WOO**  
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- KEY
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  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label

**EXPANDED MODULE**

**window / module name** [hide](#) ▲



**COLLAPSED MODULE**

**window / module name** [more](#) ▼

PRIMARY INCOMING LINKS  
--  
GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
--  
ASSUMPTIONS  
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NOTES  
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WIRE ID

**0.10**

WIRE VARIATION / STATE

**NA**

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**UX STANDARDS**

LAST MODIFIED

**02 JAN 2008**

**3:10 PM**

IA STATUS

**DRAFT**

FA STATUS

**DRAFT**

COPY STATUS

**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

**KATHY WOO**

COPY OWNER

-

WIRE NAME

# Show & Hide Section Interaction

WIRE ANNOTATIONS

Collapsible modules should default to an expanded state where content is visible.

Clicking on the “hide” link in the header of the module causes the content well of that particular module to collapse into the header. The header does not change position.

Anything beneath the collapsed module should move up the page to fill in any empty space.

DOCUMENT

**BX\_GUIDELINES**

PAGE NUMBER

**BX.24**

WIRE ID  
**0.0.0.0**  
WIRE VARIATION / STATE  
NA

WIRE NAME  
**Audio Cues**







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**BX\_GUIDELINES**

PAGE NUMBER  
**BX.25**

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**SYNC V2**  
SECTION  
**UX STANDARDS**  
LAST MODIFIED  
**02 JAN 2008**  
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IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
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- KEY
-  link
  -  active link
  -  annotation
  -  ux annotation
  -  section label
  -  section module label



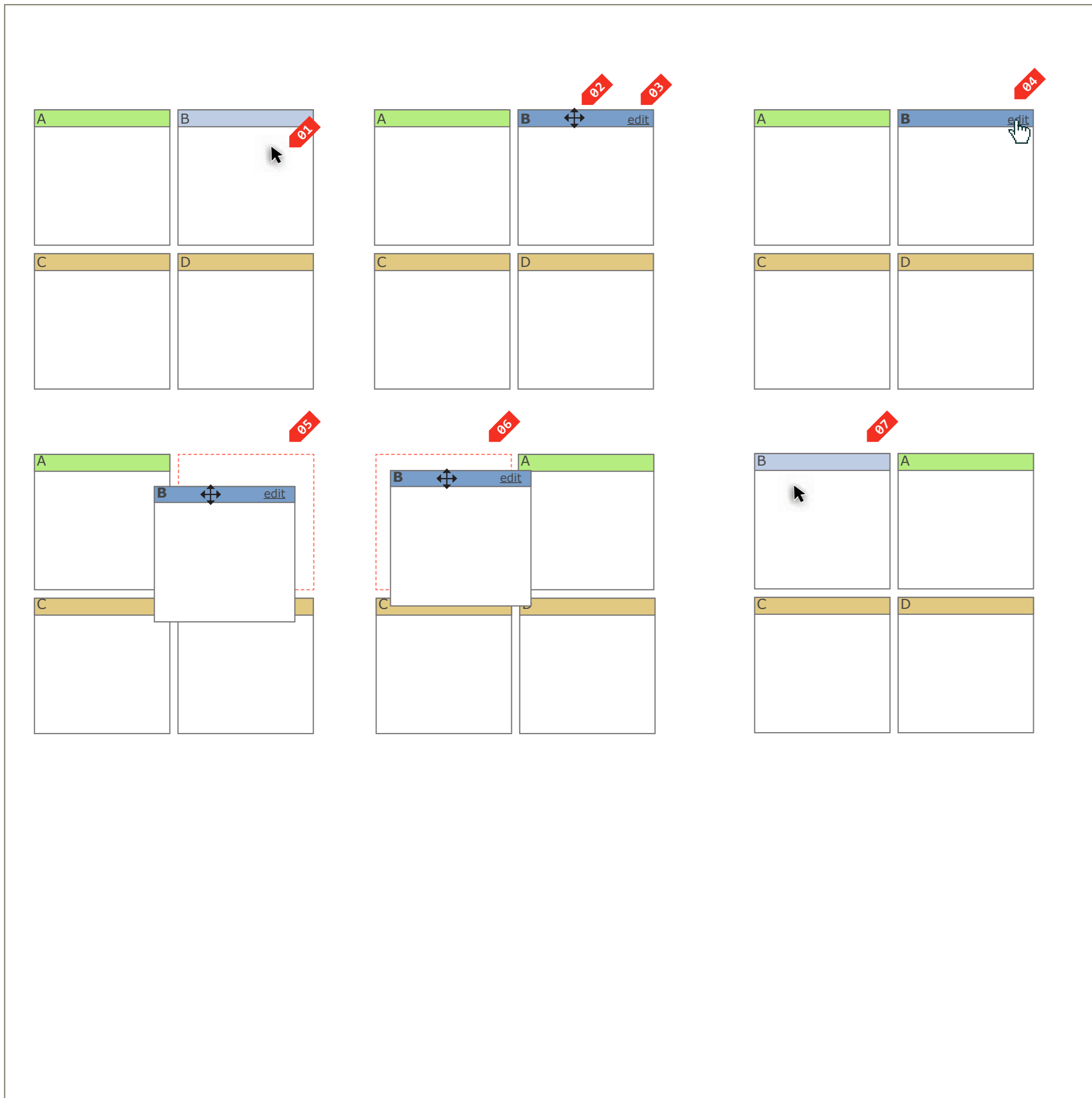
PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
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USER NEEDS  
--  
ASSUMPTIONS  
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CLIENT  
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PROJECT  
**SYNC V2**  
SECTION  
**UX STANDARDS**  
LAST MODIFIED  
**02 JAN 2008**  
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IA STATUS  
**DRAFT**  
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**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
-

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label



PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
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NOTES  
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## WIRE ANNOTATIONS

- 01** Default arrow cursor with no rollover/interaction state.
- 02** When hovering over an area of a module that allows for drag and drop functionality (in this case a header), cursor changes state to let the user know they can move this module. The module itself is also given a visual treatment on rollover to let the user know what parts of the page constitute a moveable piece.
- 03** There can be module-specific actions that are only visible on rollover. These should appear as links to clearly demarcate them as separate from the drag and drop functionality.
- 04** When hovering over a module-specific action, the cursor changes to indicate that a mouse click will execute this action and will not move the module.
- 05** Clicking and holding down the mouse allows the user to move the module on the page. During mouse down, there is a visual indication of the space the module would occupy if the user were to release the mouse (in this case, the module would revert back to its initial position).
- 06** Once the module has been moved far enough away from its initial position, the other modules re-arrange themselves to indicate their final positions if the user were to release the mouse.
- 07** The module has been moved to a new position.

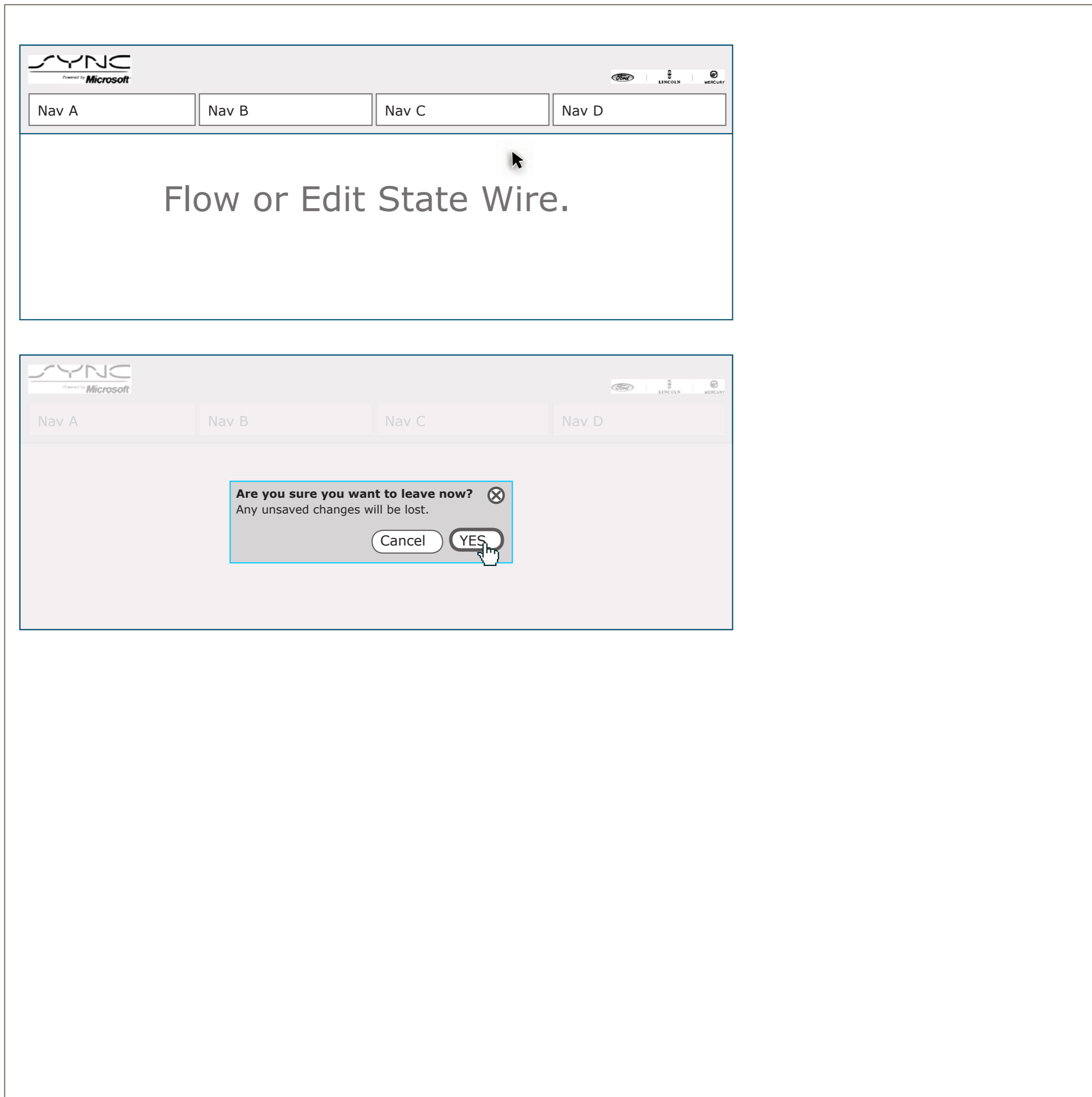
CLIENT  
**FORD**  
PROJECT  
**SYNC V2**  
SECTION  
**UX STANDARDS**  
LAST MODIFIED  
**02 JAN 2008**  
**3:10 PM**

IA STATUS  
**DRAFT**  
FA STATUS  
**DRAFT**  
COPY STATUS  
**DRAFT**

IA OWNER  
**JAMES SPAHR**  
FA OWNER  
**KATHY WOO**  
COPY OWNER  
**-**

- KEY
- link
  - abc active link
  - 00 annotation
  - 00 ux annotation
  - A section label
  - A section module label

PRIMARY INCOMING LINKS  
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GLOBAL OUTGOING LINKS  
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PRIMARY OUTGOING LINKS  
--  
USER NEEDS  
--  
ASSUMPTIONS  
--  
NOTES  
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WIRE ID

**0.10**

WIRE VARIATION / STATE

**NA**

CLIENT

**FORD**

PROJECT

**SYNC V2**

SECTION

**UX STANDARDS**

LAST MODIFIED

**02 JAN 2008**

**3:10 PM**

IA STATUS

**DRAFT**

FA STATUS

**DRAFT**

COPY STATUS

**DRAFT**

IA OWNER

**JAMES SPAHR**

FA OWNER

**KATHY WOO**

COPY OWNER

-

WIRE NAME

# Confirmation Dialogs

WIRE ANNOTATIONS

Confirmation Dialog boxes are used when a user is in the middle of a process such as a setup flow or an edit state where navigating away will cause information to be lost.

When they click on a link that would take them elsewhere, a small pop-up window appears and the rest of the browser window is greyed out. The user must interact with the pop-up window before they are able to do anything else.

DOCUMENT

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PAGE NUMBER

**BX.29**