

# 2017 FOCUS ELECTRIC Owner's Manual



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HM5J 19A321 DA



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# Table of Contents

---

## Introduction

About This Manual.....	5
Symbols Glossary.....	5
Data Recording.....	7
California Proposition 65.....	9
Perchlorate.....	9
Ford Credit.....	9
Replacement Parts Recommendation.....	10
Special Notices.....	10
Mobile Communications Equipment.....	11

## Environment

Protecting the Environment.....	12
---------------------------------	----

## At a Glance

Instrument Panel Overview.....	13
--------------------------------	----

## Child Safety

General Information.....	15
Installing Child Restraints.....	16
Booster Seats.....	22
Child Restraint Positioning.....	24
Child Safety Locks.....	25

## Seatbelts

Principle of Operation.....	27
Fastening the Seatbelts.....	28
Seatbelt Height Adjustment.....	30
Seatbelt Warning Lamp and Indicator Chime.....	30
Seatbelt Reminder.....	31
Child Restraint and Seatbelt Maintenance.....	33
Seatbelt Extension.....	33

## Personal Safety System™

Personal Safety System™.....	34
------------------------------	----

## Supplementary Restraints System

Principle of Operation.....	35
Driver and Passenger Airbags.....	36
Front Passenger Sensing System.....	37
Side Airbags.....	39
Driver Knee Airbag.....	40
Safety Canopy™.....	41
Crash Sensors and Airbag Indicator.....	42
Airbag Disposal.....	43

## Keys and Remote Controls

General Information on Radio Frequencies.....	44
Remote Control.....	44
Replacing a Lost Key or Remote Control.....	47

## MyKey™

Principle of Operation.....	48
Creating a MyKey.....	49
Clearing All MyKeys.....	50
Checking MyKey System Status.....	51
Using MyKey With Remote Start Systems.....	51
MyKey Troubleshooting.....	52

## Doors and Locks

Locking and Unlocking.....	53
Manual Liftgate.....	56

## Security

Passive Anti-Theft System.....	58
Anti-Theft Alarm.....	59

## Steering Wheel

Adjusting the Steering Wheel.....	61
Audio Control.....	61
Voice Control.....	62
Cruise Control.....	62

# Table of Contents

---

Information Display Control.....	63	Remote Start.....	97
<b>Wipers and Washers</b>		<b>Seats</b>	
Windshield Wipers.....	64	Sitting in the Correct Position.....	98
Windshield Washers.....	64	Head Restraints.....	98
Rear Window Wiper and Washers.....	65	Manual Seats.....	100
<b>Lighting</b>		Power Seats.....	100
General Information.....	66	Rear Seats.....	101
Lighting Control.....	66	Heated Seats.....	103
Autolamps.....	67	<b>Auxiliary Power Points</b>	
Instrument Lighting Dimmer.....	68	Auxiliary Power Points.....	104
Headlamp Exit Delay.....	68	<b>Storage Compartments</b>	
Daytime Running Lamps.....	68	Center Console.....	105
Direction Indicators.....	69	Overhead Console.....	105
Interior Lamps.....	69	<b>Starting and Stopping the Electric Motor</b>	
Ambient Lighting.....	70	Starting the Electric Motor.....	106
<b>Windows and Mirrors</b>		Switching Off the Electric Motor.....	107
Power Windows.....	71	<b>High Voltage Battery</b>	
Exterior Mirrors.....	72	General Information.....	109
Interior Mirror.....	73	Charging the High Voltage Battery.....	109
Sun Visors.....	74	High Voltage Battery Cut-Off Switch.....	115
<b>Instrument Cluster</b>		<b>Transmission</b>	
Gauges.....	75	Automatic Transmission.....	116
Warning Lamps and Indicators.....	77	<b>Brakes</b>	
Audible Warnings and Indicators.....	79	General Information.....	118
<b>Information Displays</b>		Hints on Driving With Anti-Lock Brakes.....	119
General Information.....	80	Parking Brake.....	119
Information Messages.....	87	Hill Start Assist.....	119
<b>Climate Control</b>		<b>Traction Control</b>	
Automatic Climate Control.....	94	Principle of Operation.....	121
Hints on Controlling the Interior Climate.....	95		
Heated Windows and Mirrors.....	96		
Cabin Air Filter.....	97		

# Table of Contents

---

Using Traction Control.....	121
-----------------------------	-----

## Stability Control

Principle of Operation.....	122
Using Stability Control.....	123

## Parking Aids

Principle of Operation.....	124
Rear Parking Aid.....	124
Rear View Camera.....	125

## Cruise Control

Principle of Operation.....	129
Using Cruise Control.....	129

## Driving Aids

Steering.....	131
---------------	-----

## Load Carrying

Rear Under Floor Storage.....	132
Load Limit.....	132

## Towing

Towing a Trailer.....	138
Transporting the Vehicle.....	138
Towing the Vehicle on Four Wheels.....	138

## Driving Hints

Breaking-In.....	140
Cold Weather Precautions.....	140
Driving Through Water.....	140
Floor Mats.....	140

## Roadside Emergencies

Roadside Assistance.....	142
Hazard Flashers.....	143
Jump Starting the Vehicle.....	143
Collision, Damage or Fire Event.....	145
Post-Crash Alert System.....	146

## Customer Assistance

Getting the Services You Need.....	147
In California (U.S. Only).....	148
The Better Business Bureau (BBB) Auto Line Program (U.S. Only).....	149
Utilizing the Mediation/Arbitration Program (Canada Only).....	150
Getting Assistance Outside the U.S. and Canada.....	150
Ordering Additional Owner's Literature.....	151
Reporting Safety Defects (U.S. Only).....	152
Reporting Safety Defects (Canada Only).....	152

## Fuses

Fuse Specification Chart.....	154
Changing a Fuse.....	164

## Maintenance

General Information.....	166
Opening and Closing the Hood.....	167
Under Hood Overview.....	168
Coolant Check.....	168
Brake Fluid Check.....	170
Washer Fluid Check.....	171
Changing the 12V Battery.....	171
Checking the Wiper Blades.....	172
Changing the Front Wiper Blades.....	173
Changing the Rear Wiper Blades.....	174
Adjusting the Headlamps.....	174
Removing a Headlamp.....	175
Changing a Bulb.....	176
Bulb Specification Chart.....	178

## Vehicle Care

General Information.....	180
Cleaning Products.....	180
Cleaning the Exterior.....	181
Waxing.....	182

# Table of Contents

---

Cleaning the Engine.....	182	Electric Vehicle Information.....	266
Cleaning the Windows and Wiper Blades.....	183	Apps.....	285
Cleaning the Interior.....	183	Settings.....	287
Cleaning the Instrument Panel and Instrument Cluster Lens.....	184	SYNC™ 3 Troubleshooting.....	299
Cleaning Leather Seats.....	184	<b>Accessories</b>	
Repairing Minor Paint Damage.....	185	Accessories.....	312
Cleaning the Wheels.....	185	<b>Ford Protect</b>	
Vehicle Storage.....	185	Ford Protect.....	314
<b>Wheels and Tires</b>		<b>Scheduled Maintenance</b>	
Tire Sealant and Inflator Kit.....	188	General Maintenance Information.....	316
Tire Care.....	194	Normal Scheduled Maintenance.....	319
Using Snow Chains.....	209	Scheduled Maintenance Record.....	320
Tire Pressure Monitoring System.....	209	<b>Appendices</b>	
Changing a Road Wheel.....	213	End User License Agreement.....	330
Lug Nuts.....	214	Type Approvals.....	354
<b>Capacities and Specific- ations</b>			
Motorcraft Parts.....	215		
Vehicle Identification Number.....	216		
Vehicle Certification Label.....	217		
Transmission Code Designation.....	217		
Capacities and Specifications.....	218		
<b>Audio System</b>			
General Information.....	220		
Audio Unit - Vehicles With: Sony Audio System.....	221		
Media Hub.....	223		
<b>SYNC™ 3</b>			
General Information.....	224		
Home Screen.....	235		
Using Voice Recognition.....	236		
Entertainment.....	242		
Phone.....	252		
Navigation.....	257		

# Introduction

## ABOUT THIS MANUAL

Thank you for choosing Ford. We recommend that you take some time to get to know your vehicle by reading this manual. The more that you know about your vehicle, the greater the safety and pleasure you will get from driving it.

### WARNING



Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

**Note:** This manual describes product features and options available throughout the range of available models, sometimes even before they are generally available. It may describe options not fitted to the vehicle you have purchased.

**Note:** Some of the illustrations in this manual may show features as used in different models, so may appear different to you on your vehicle.

**Note:** Always use and operate your vehicle in line with all applicable laws and regulations.

**Note:** Pass on this manual when selling your vehicle. It is an integral part of your vehicle.

This manual may qualify the location of a component as left-hand side or right-hand side. The side is determined when facing forward in the seat.



E154903

A Right-hand side.

B Left-hand side.

## SYMBOLS GLOSSARY

These are some of the symbols you may see on your vehicle.



Air conditioning system



Air conditioning system lubricant type



Anti-lock braking system



Avoid smoking, flames or sparks



Battery



Battery acid



Brake fluid - non petroleum based



Brake system



# Introduction

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Cabin air filter



Check fuel cap



Child safety door lock or unlock



Child seat lower anchor



Child seat tether anchor



Cruise control



Do not open when hot



Engine air filter



Engine coolant



Engine coolant temperature



Engine oil



Explosive gas



Fan warning



Fasten seatbelt



Flammable



Front airbag



Front fog lamps



Fuel pump reset



Fuse compartment



Hazard warning flashers



Heated rear window



Heated windshield



Interior luggage compartment release



Jack



Keep out of reach of children



Lighting control



Low tire pressure warning



Maintain correct fluid level



Note operating instructions



Panic alarm

# Introduction



Parking aid



Parking brake



Power steering fluid



Power windows front/rear



Power window lockout



Requires registered technician



Safety alert



See Owner's Manual



See Service Manual



Service engine soon



Side airbag



Shield the eyes



Stability control



Windshield wash and wipe

## DATA RECORDING

### Service Data Recording

Service data recorders in your vehicle are capable of collecting and storing diagnostic information about your vehicle. This potentially includes information about the performance or status of various systems and modules in the vehicle, such as engine, throttle, steering or brake systems. In order to properly diagnose and service your vehicle, Ford Motor Company (Ford of Canada in Canada), and service and repair facilities may access or share among them vehicle diagnostic information received through a direct connection to your vehicle when diagnosing or servicing your vehicle. Additionally, Ford Motor Company (Ford of Canada, in Canada) may, where permitted by law, use vehicle diagnostic information for vehicle improvement or with other information we may have about you, (for example, your contact information), to offer you products or services that may interest you. Data may be provided to our service providers such as part suppliers that may help diagnose malfunctions, and who are similarly obligated to protect data. We retain this data only as long as necessary to perform these functions or to comply with law. We may provide information where required in response to official requests to law enforcement or other government authorities or third parties acting with lawful authority or court order, and such information may be used in legal proceedings. For U.S. only (if equipped), if you choose to use connected apps and services, such as SYNC Vehicle Health Report or MyFord Mobile App, you consent that certain diagnostic information may also be accessed electronically by Ford Motor Company and Ford authorized service facilities, and that the diagnostic information may be used to provide

# Introduction

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services to you, personalizing your experience, troubleshoot, and to improve products and services and offer you products and services that may interest you, where permitted by law. For Canada only, for more information, please review the Ford of Canada privacy policy at [www.ford.ca](http://www.ford.ca), including our U.S. data storage and use of service providers in other jurisdictions who may be subject to legal requirements in Canada, the United States and other countries applicable to them, for example, lawful requirements to disclose personal information to governmental authorities in those countries.

## Event Data Recording

**This vehicle is equipped with an event data recorder. The main purpose of an event data recorder is to record, in certain crash or near crash-like situations, such as an airbag deployment or hitting a road obstacle; this data will assist in understanding how a vehicle's systems performed. The event data recorder is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less.**

**The event data recorder in this vehicle is designed to record such data as:**

- **How various systems in your vehicle were operating;**
- **Whether or not the driver and passenger safety belts were buckled/fastened;**
- **How far (if at all) the driver was depressing the accelerator and/or the brake pedal; and**
- **How fast the vehicle was traveling; and**
- **Where the driver was positioning the steering wheel.**

**This data can help provide a better understanding of the circumstances in which crashes and injuries occur.**

**Note: Event data recorder data is recorded by your vehicle only if a non-trivial crash situation occurs; no data is recorded by the event data recorder under normal driving conditions and no personal data or information (e.g., name, gender, age, and crash location) is recorded (see limitations regarding 911 Assist and Traffic, directions and Information privacy below). However, parties, such as law enforcement, could combine the event data recorder data with the type of personally identifying data routinely acquired during a crash investigation.**

**To read data recorded by an event data recorder, special equipment is required, and access to the vehicle or the event data recorder is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have such special equipment, can read the information if they have access to the vehicle or the event data recorder. Ford Motor Company and Ford of Canada do not access event data recorder information without obtaining consent, unless pursuant to court order or where required by law enforcement, other government authorities or other third parties acting with lawful authority. Other parties may seek to access the information independently of Ford Motor Company and Ford of Canada.**

# Introduction

**Note:** *Including to the extent that any law pertaining to Event Data Recorders applies to SYNC or its features, please note the following: Once 911 Assist (if equipped) is enabled (set ON), 911 Assist may, through any paired and connected cell phone, disclose to emergency services that the vehicle has been in a crash involving the deployment of an airbag or, in certain vehicles, the activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of being used to electronically or verbally provide to 911 operators the vehicle location (such as latitude and longitude), and/or other details about the vehicle or crash or personal information about the occupants to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not activate the 911 Assist feature.*

**Additionally, when you connect to Traffic, Directions and Information (if equipped, U.S. only), the service uses GPS technology and advanced vehicle sensors to collect the vehicle's current location, travel direction, and speed ("vehicle travel information"), only to help provide you with the directions, traffic reports, or business searches that you request. If you do not want Ford or its vendors to receive this information, do not activate the service. For more information, see Traffic, Directions and Information, Terms and Conditions.**

## CALIFORNIA PROPOSITION 65

### WARNINGS



Some constituents of engine exhaust, certain vehicle components, certain fluids contained in vehicles and certain products of component wear contain or emit chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.



Battery posts, terminals and related accessories contain lead and lead compounds, chemicals known to the State of California to cause cancer and reproductive harm. Batteries also contain other chemicals known to the State of California to cause cancer. Wash your hands after handling.

## PERCHLORATE

Certain components in your vehicle such as airbag modules, seatbelt pretensioners and remote control batteries may contain perchlorate material. Special handling may apply for service or vehicle end of life disposal.

**For more information visit:**

Web Address
<a href="http://www.dtsc.ca.gov/hazardouswaste/perchlorate">www.dtsc.ca.gov/hazardouswaste/perchlorate</a>

## FORD CREDIT

### US Only

Ford Credit offers a full range of financing and lease plans to help you acquire your vehicle. If you have financed or leased your vehicle through Ford Credit, thank you for your business.

# Introduction

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We offer a number of convenient ways for you to contact us, and to manage your account.

Call 1-800-727-7000.

For more information about Ford Credit and access to the Account Manager, go to [www.fordcredit.com](http://www.fordcredit.com).

## REPLACEMENT PARTS RECOMMENDATION

We have built your vehicle to the highest standards using quality parts. We recommend that you demand the use of genuine Ford and Motorcraft parts whenever your vehicle requires scheduled maintenance or repair. You can clearly identify genuine Ford and Motorcraft parts by looking for the Ford, FoMoCo or Motorcraft branding on the parts or their packaging.

### Scheduled Maintenance and Mechanical Repairs

One of the best ways for you to make sure that your vehicle provides years of service is to have it maintained in line with our recommendations using parts that conform to the specifications detailed in this Owner's Manual. Genuine Ford and Motorcraft parts meet or exceed these specifications.

### Collision Repairs

We hope that you never experience a collision, but accidents do happen. Genuine Ford replacement collision parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. During

vehicle development we validate that these parts deliver the intended level of protection as a whole system. A great way to know for sure you are getting this level of protection is to use genuine Ford replacement collision parts.

### Warranty on Replacement Parts

Genuine Ford and Motorcraft replacement parts are the only replacement parts that benefit from a Ford Warranty. The Ford Warranty may not cover damage caused to your vehicle as a result of failed non-Ford parts. For additional information, refer to the terms and conditions of the Ford Warranty.

## SPECIAL NOTICES

### New Vehicle Limited Warranty

For a detailed description of what is covered and what is not covered by your vehicle's New Vehicle Limited Warranty, see the Warranty Manual that is provided to you along with your Owner's Manual.

### Special Instructions

For your added safety, your vehicle is fitted with sophisticated electronic controls.

#### WARNINGS



You risk death or serious injury to yourself and others if you do not follow the instruction highlighted by the warning symbol. Failure to follow the specific warnings and instructions could result in personal injury.



**Never** place front seat mounted rear-facing child or infant seats in front of an active passenger airbag.

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# Introduction

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## On Board Diagnostics Data Link Connector

### WARNING



Do not connect wireless plug-in devices to the data link connector. Unauthorized third parties could gain access to vehicle data and impair the performance of safety related systems. Only allow repair facilities that follow our service and repair instructions to connect their equipment to the data link connector.

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Your vehicle has an OBD Data Link Connector (DLC) that is used in conjunction with a diagnostic scan tool for vehicle diagnostics, repairs and reprogramming services. Installing an aftermarket device that uses the DLC during normal driving for purposes such as remote insurance company monitoring, transmission of vehicle data to other devices or entities, or altering the performance of the vehicle, may cause interference with or even damage to vehicle systems. We do not recommend or endorse the use of aftermarket plug-in devices unless approved by Ford. The vehicle Warranty will not cover damage caused by an aftermarket plug-in device.

## MOBILE COMMUNICATIONS EQUIPMENT

### WARNING



Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

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Using mobile communications equipment is becoming increasingly important in the conduct of business and personal affairs. However, you must not compromise your own or others' safety when using such equipment. Mobile communications can enhance personal safety and security when appropriately used, particularly in emergency situations. Safety must be paramount when using mobile communications equipment to avoid negating these benefits. Mobile communication equipment includes, but is not limited to, cellular phones, pagers, portable email devices, text messaging devices and portable two-way radios.

# Environment

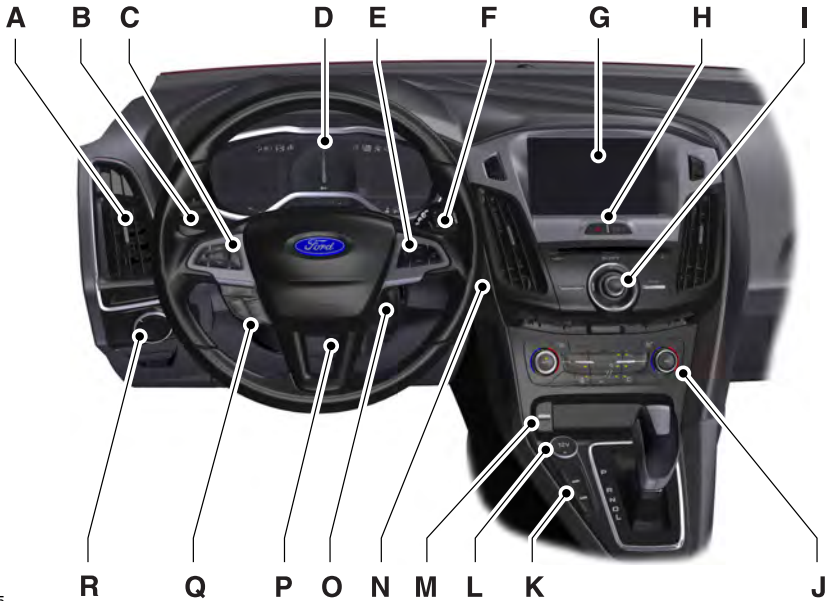
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## **PROTECTING THE ENVIRONMENT**

You must play your part in protecting the environment. Correct vehicle usage and the authorized disposal of waste, cleaning and lubrication materials are significant steps toward this aim.

# At a Glance

## INSTRUMENT PANEL OVERVIEW



E188835

- A Air vents.
- B Direction indicators. See **Direction Indicators** (page 69).
- C Information display control. See **Information Display Control** (page 63).
- D Instrument cluster. See **Instrument Cluster** (page 75).
- E Information display control.
- F Wiper lever. See **Wipers and Washers** (page 64).
- G Information and entertainment display.
- H Hazard flasher switch. See **Hazard Flashers** (page 143).
- I Audio unit. See **Audio Unit** (page 221).
- J Climate controls. See **Climate Control** (page 94).
- K Parking aid switch. See **Parking Aids** (page 124).
- L Auxiliary power point. See **Auxiliary Power Points** (page 104).



## At a Glance

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- M Media hub. See **Media Hub** (page 223).
- N Keyless start button. See **Starting the Electric Motor** (page 106).
- O Audio control. See **Audio Control** (page 61). Voice control. See **Voice Control** (page 62).
- P Steering wheel adjustment. See **Adjusting the Steering Wheel** (page 61).
- Q Cruise control switches. See **Using Cruise Control** (page 129).
- R Lighting control. See **Lighting** (page 66).

# Child Safety

## GENERAL INFORMATION

See the following sections for directions on how to properly use safety restraints for children.

### WARNINGS



Always make sure your child is secured properly in a device that is appropriate for their height, age and weight. Child safety restraints must be bought separately from your vehicle. Failure to follow these instructions and guidelines may result in an increased risk of serious injury or death to your child.



All children are shaped differently. The National Highway Traffic Safety Administration and other safety organizations, base their recommendations for child restraints on probable child height, age and weight thresholds, or on the minimum requirements of the law. We recommend that you check with a NHTSA Certified Child Passenger Safety

### WARNINGS

Technician (CPST) to make sure that you properly install the child restraint in your vehicle and that you consult your pediatrician to make sure you have a child restraint appropriate for your child. To locate a child restraint fitting station and CPST, contact NHTSA toll free at 1-888-327-4236 or go to [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov). In Canada, contact Transport Canada toll free at 1-800-333-0371 or go to [www.tc.gc.ca](http://www.tc.gc.ca) to find a Child Car Seat Clinic in your area. Failure to properly restrain children in child restraints made especially for their height, age and weight, may result in an increased risk of serious injury or death to your child.



On hot days, the temperature inside the vehicle can rise very quickly. Exposure of people or animals to these high temperatures for even a short time can cause death or serious heat related injuries, including brain damage. Small children are particularly at risk.

# Child Safety

## Recommendations for Safety Restraints for Children

Child	Child size, height, weight, or age	Recommended restraint type
Infants or toddlers	Children weighing 40 lb (18 kg) or less (generally age four or younger).	Use a child safety seat (sometimes called an infant carrier, convertible seat, or toddler seat).
Small children	Children who have outgrown or no longer properly fit in a child safety seat (generally children who are less than 4 ft. 9 in. (1.45 m) tall, are greater than age four and less than age 12, and between 40 lb (18 kg) and 80 lb (36 kg) and upward to 100 lb (45 kg) if recommended by your child restraint manufacturer).	Use a belt-positioning booster seat.
Larger children	Children who have outgrown or no longer properly fit in a belt-positioning booster seat (generally children who are at least 4 ft. 9 in. (1.45 m) tall or greater than 80 lb (36 kg) or 100 lb (45 kg) if recommended by child restraint manufacturer).	Use a vehicle safety belt having the lap belt snug and low across the hips, shoulder belt centered across the shoulder and chest, and seatback upright.

- You are required by law to properly use safety seats for infants and toddlers in the United States and Canada.
- Many states and provinces require that small children use approved booster seats until they reach age eight, a height of 4 feet 9 inches (1.45 meters) tall, or 80 lb (36 kg). Check your local and state or provincial laws for specific requirements about the safety of children in your vehicle.
- When possible, always properly restrain children 12 years of age and under in a rear seating position of your vehicle. Accident statistics suggest that children are safer when properly restrained in the rear seating positions than in a front seating position. See **Front Passenger Sensing System** (page 37).

## INSTALLING CHILD RESTRAINTS

### Child Seats



E142594

# Child Safety

Use a child safety seat (sometimes called an infant carrier, convertible seat, or toddler seat) for infants, toddlers, or children weighing 40 pounds (18 kilograms) or less (generally age four or younger).

## Using Lap and Shoulder Belts

### WARNINGS



Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.



Airbags can kill or injure a child in a child seat. Children 12 and under should be properly restrained in the rear seat whenever possible.



Depending on where you secure a child restraint, and depending on the child restraint design, you may block access to certain safety belt buckle assemblies and LATCH lower anchors, rendering those features potentially unusable. To avoid risk of injury, occupants should only use seating positions where they are able to be properly restrained.

When installing a child safety seat with combination lap and shoulder belts:

- Use the correct safety belt buckle for that seating position.
- Insert the belt tongue into the proper buckle until you hear a snap and feel it latch. Make sure the tongue is securely fastened in the buckle.
- Keep the buckle release button pointing up and away from the safety seat, with the tongue between the child seat and the release button, to prevent accidental unbuckling.

- Place the vehicle seat upon which the child seat will be installed in the upright position.
- Put the safety belt in the automatic locking mode. See Step 5. This vehicle does not require the use of a locking clip.

Perform the following steps when installing the child seat with combination lap and shoulder belts:

**Note:** *Although the child seat illustrated is a forward facing child seat, the steps are the same for installing a rear facing child seat.*



E142528

1. Position the child safety seat in a seat with a combination lap and shoulder belt.



E142529

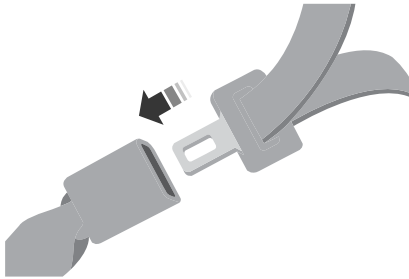
# Child Safety

2. Pull down on the shoulder belt and then grasp the shoulder belt and lap belt together.



E142530

3. While holding the shoulder and lap belt portions together, route the tongue through the child seat according to the child seat manufacturer's instructions. Be sure the belt webbing is not twisted.



E142531

4. Insert the belt tongue into the proper buckle (the buckle closest to the direction the tongue is coming from) for that seating position until you hear a snap and feel the latch engage. Make sure the tongue is latched securely by pulling on it.



E142875

5. To put the retractor in the automatic locking mode, grasp the shoulder portion of the belt and pull downward until all of the belt is pulled out.

**Note:** *The automatic locking mode is available on the front passenger and rear seats.*

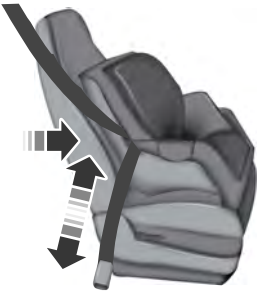
6. Allow the belt to retract to remove slack. The belt will click as it retracts to indicate it is in the automatic locking mode.
7. Try to pull the belt out of the retractor to make sure the retractor is in the automatic locking mode (you should not be able to pull more belt out). If the retractor is not locked, unbuckle the belt and repeat Steps 5 and 6.



E142533

# Child Safety

- Remove remaining slack from the belt. Force the seat down with extra weight, for example, by pressing down or kneeling on the child restraint while pulling up on the shoulder belt in order to force slack from the belt. This is necessary to remove the remaining slack that will exist once the extra weight of the child is added to the child restraint. It also helps to achieve the proper snugness of the child seat to your vehicle. Sometimes, a slight lean toward the buckle will additionally help to remove remaining slack from the belt.
- Attach the tether strap (if the child seat is equipped).



E142534

- Before placing the child in the seat, forcibly move the seat forward and back to make sure the seat is securely held in place. To check this, grab the seat at the belt path and attempt to move it side to side and forward and back. There should be no more than 1 inch (2.5 centimeters) of movement for proper installation.

Ford recommends checking with a NHTSA Certified Child Passenger Safety Technician to make certain the child restraint is properly installed. In Canada, check with your local St. John Ambulance office for referral to a Certified Passenger Seat Technician.

## Using Lower Anchors and Tethers for Children (LATCH)

### WARNINGS



Never attach two child safety seats to the same anchor. In a crash, one anchor may not be strong enough to hold two child safety seat attachments and may break, causing serious injury or death.

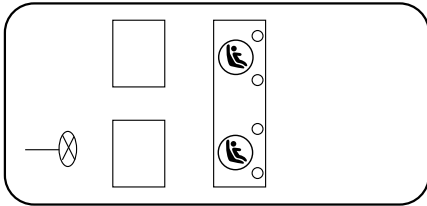


Depending on where you secure a child restraint, and depending on the child restraint design, you may block access to certain safety belt buckle assemblies or LATCH lower anchors, rendering those features potentially unusable. To avoid risk of injury, occupants should only use seating positions where they are able to be properly restrained.

The LATCH system is composed of three vehicle anchor points: two lower anchors located where the seatback and seat cushion meet (called the seat bight) and one top tether anchor located behind that seating position.

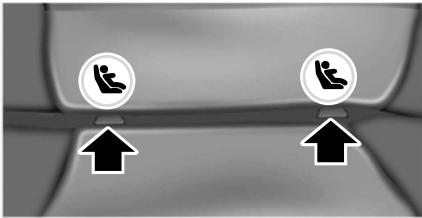
LATCH compatible child safety seats have two rigid or webbing mounted attachments that connect to the two lower anchors at the LATCH equipped seating positions in your vehicle. This type of attachment method eliminates the need to use safety belts to attach the child seat, however the safety belt can still be used to attach the child seat. For forward-facing child seats, the top tether strap must also be attached to the proper top tether anchor, if a top tether strap has been provided with your child seat.

# Child Safety



E142535

Your vehicle has LATCH lower anchors for child seat installation at the seating positions marked with the child seat symbol.




E169083

The LATCH anchors are located at the rear section of the rear seat between the cushion and seatback above the symbols as shown. Follow the child seat manufacturer's instructions to properly install a child seat with LATCH attachments. Follow the instructions on attaching child safety seats with tether straps.

Attach LATCH lower attachments of the child seat only to the anchors shown.

## Use of Inboard Lower Anchors from the Outboard Seating Positions (Center Seating Use)

### WARNING

 The standardized spacing for LATCH lower anchors is 11 inches (28 centimeters) center to center. Do not use LATCH lower anchors for the center seating position unless the child seat manufacturer's instructions permit and specify using anchors spaced at least as far apart as those in this vehicle.

The lower anchors at the center of the second row rear seat are spaced 18 inches (46 centimeters) apart. A child seat with rigid LATCH attachments cannot be installed at the center seating position. LATCH compatible child seats (with attachments on belt webbing) can only be used at this seating position provided that the child seat manufacturer's instructions permit use with the anchor spacing stated. Do not attach a child seat to any lower anchor if an adjacent child seat is attached to that anchor.

Each time you use the safety seat, check that the seat is properly attached to the lower anchors and tether anchor, if applicable. Tug the child seat from side to side and forward and back where it is secured to your vehicle. The seat should move less than one inch when you do this for a proper installation.

If the safety seat is not anchored properly, the risk of a child being injured in a crash greatly increases.

# Child Safety

## Combining Safety Belt and LATCH Lower Anchors for Attaching Child Safety Seats

When used in combination, either the safety belt or the LATCH lower anchors may be attached first, provided a proper installation is achieved. Attach the tether strap afterward, if included with the child seat.

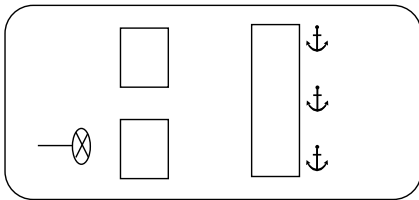
## Using Tether Straps



Many forward-facing child safety seats include a tether strap which extends from the back of the child safety seat and hooks to an anchoring point called the top tether anchor. Tether straps are available as an accessory for many older safety seats.

Contact the manufacturer of your child seat for information about ordering a tether strap, or to obtain a longer tether strap if the tether strap on your safety seat does not reach the appropriate top tether anchor in your vehicle.

The rear seats of your vehicle are equipped with built-in tether strap anchors located on the back panel of the rear seat.



E142537

The tether strap anchors in your vehicle are in the following positions (shown from top view):

Attach the tether strap only to the appropriate tether anchor as shown. The tether strap may not work properly if attached somewhere other than the correct tether anchor.

Once the child safety seat has been installed using either the safety belt, the lower anchors of the LATCH system, or both, you can attach the top tether strap.

If you install a child seat with rigid LATCH attachments, do not tighten the tether strap enough to lift the child seat off the vehicle seat cushion when the child is seated in it. Keep the tether strap just snug without lifting the front of the child seat. Keeping the child seat just touching the vehicle seat gives the best protection in a severe crash.

Perform the following steps to install a child safety seat with tether anchors:

1. Route the child safety seat tether strap over the back of the seat. For outboard seating positions, route the tether strap under the head restraint and between the head restraint posts. For the center seating position, route the tether strap over the top of the head restraint. If needed, the head restraints can also be removed. See **Head Restraints** (page 98).

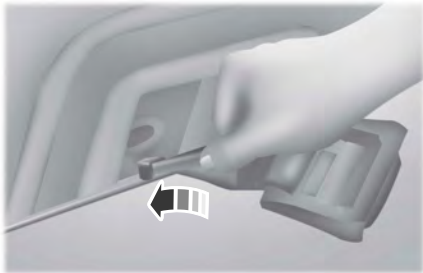


E164077

2. Locate the correct anchor for the selected seating position.



# Child Safety



E187965

3. Rotate the tether hook, then move the hook under the anchor.



E187966


4. Clip the tether strap to the anchor as shown. If the tether strap is clipped incorrectly, the child safety seat may not be retained properly in the event of a crash.
5. Tighten the child safety seat tether strap according to the manufacturer's instructions.

If the safety seat is not anchored properly, the risk of a child being injured in a crash greatly increases.

If your child restraint system is equipped with a tether strap, and the child restraint manufacturer recommends its use, Ford also recommends its use.

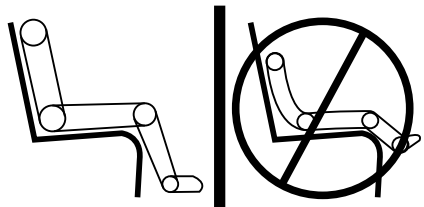
## BOOSTER SEATS

### WARNING

 Never place, or allow a child to place, the shoulder belt under a child's arm or behind the back because it reduces the protection for the upper part of the body and may increase the risk of injury or death in a crash.

Use a belt-positioning booster seat for children who have outgrown or no longer properly fit in a child safety seat (generally children who are less than 4 feet 9 inches (1.45 meters) tall, are greater than age four (4) and less than age twelve (12), and between 40 pounds (18 kilograms) and 80 pounds (36 kilograms) and upward to 100 pounds (45 kilograms) if recommended by your child restraint manufacturer). Many state and provincial laws require that children use approved booster seats until they reach age eight, a height of 4 feet 9 inches (1.45 meters) tall, or 80 pounds (36 kilograms).

Booster seats should be used until you can answer YES to ALL of these questions when seated without a booster seat:



E142595

# Child Safety

- Can the child sit all the way back against their vehicle seat back with knees bent comfortably at the edge of the seat cushion?
- Can the child sit without slouching?
- Does the lap belt rest low across the hips?
- Is the shoulder belt centered on the shoulder and chest?
- Can the child stay seated like this for the whole trip?

Always use booster seats in conjunction with your vehicle lap and shoulder belt.

## Types of Booster Seats



E68924

- Backless booster seats

If your backless booster seat has a removable shield, remove the shield. If a vehicle seating position has a low seat back or no head restraint, a backless booster seat may place your child's head (as measured at the tops of the ears) above the top of the seat. In this case, move the backless booster to another seating position with a higher seat back or head restraint and lap and shoulder belts, or consider using a high back booster seat.



E70710

- High back booster seats

If, with a backless booster seat, you cannot find a seating position that adequately supports your child's head, a high back booster seat would be a better choice.

Children and booster seats vary in size and shape. Choose a booster that keeps the lap belt low and snug across the hips, never up across the stomach, and lets you adjust the shoulder belt to cross the chest and rest snugly near the center of the shoulder. The following drawings compare the ideal fit (center) to a shoulder belt uncomfortably close to the neck and a shoulder belt that could slip off the shoulder. The drawings also show how the lap belt should be low and snug across the child's hips.

# Child Safety



E142596



E142597



If the booster seat slides on the vehicle seat upon which it is being used, placing a rubberized mesh sold as shelf or carpet liner under the booster seat may improve this condition. Do not introduce any item thicker than this under the booster seat. Check with the booster seat manufacturer's instructions.

## CHILD RESTRAINT POSITIONING

### WARNINGS



Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the vehicle seat upon which the child seat is installed all

### WARNINGS

the way back. When possible, all children age 12 and under should be properly restrained in a rear seating position. If all children cannot be seated and restrained properly in a rear seating position, properly restrain the largest child in the front seat.



Always carefully follow the instructions and warnings provided by the manufacturer of any child restraint to determine if the restraint device is appropriate for your child's size, height, weight, or age. Follow the child restraint manufacturer's instructions and warnings provided for installation and use in conjunction with the instructions and warnings provided by your vehicle

# Child Safety

## WARNINGS

manufacturer. A safety seat that is improperly installed or utilized, is inappropriate for your child's height, age, or weight or does not properly fit the child may increase the risk of serious injury or death.



Never let a passenger hold a child on his or her lap while your vehicle is moving. The passenger cannot protect the child from injury in a crash, which may result in serious injury or death.



Never use pillows, books, or towels to boost a child. They can slide around and increase the likelihood of injury or death in a crash.

## WARNINGS



Always restrain an unoccupied child seat or booster seat. These objects may become projectiles in a crash or sudden stop, which may increase the risk of serious injury.



Never place, or allow a child to place, the shoulder belt under a child's arm or behind the back because it reduces the protection for the upper part of the body and may increase the risk of injury or death in a crash.



To avoid risk of injury, do not leave children or pets unattended in your vehicle.

## Recommendations for attaching child safety restraints for children

Restraint Type	Combined weight of child and child seat	Use any attachment method as indicated below by X				
		LATCH (lower anchors and top tether anchor)	LATCH (lower anchors only)	Safety belt and top tether anchor	Safety belt and LATCH (lower anchors and top tether anchor)	Safety belt only
Rear facing child seat	Up to 65 lb (29.5 kg)		X			X
Rear facing child seat	Over 65 lb (29.5 kg)					X
Forward facing child seat	Up to 65 lb (29.5 kg)	X		X	X	
Forward facing child seat	Over 65 lb (29.5 kg)			X	X	

**Note:** The child seat must rest tightly against the vehicle seat upon which it is installed. It may be necessary to lift or remove the head restraint. See **Seats** (page 98).

## CHILD SAFETY LOCKS

When these locks are set, the rear doors cannot be opened from the inside.

# Child Safety

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E112197

The childproof locks are located on the rear edge of each rear door and must be set separately for each door.

## **Left-Hand Side**

Turn counterclockwise to lock and clockwise to unlock.

## **Right-Hand Side**

Turn clockwise to lock and counterclockwise to unlock.

# Seatbelts

## PRINCIPLE OF OPERATION

### WARNINGS



Always drive and ride with your seatback upright and the lap belt snug and low across the hips.



To reduce the risk of injury, make sure children sit where they can be properly restrained.



Never let a passenger hold a child on his or her lap while your vehicle is moving. The passenger cannot protect the child from injury in a crash.



All occupants of your vehicle, including the driver, should always properly wear their seatbelts, even when an airbag supplemental restraint system is provided. Failure to properly wear your seatbelts could seriously increase the risk of injury or death.



It is extremely dangerous to ride in a cargo area, inside or outside of a vehicle. In a crash, people riding in these areas are more likely to be seriously injured or killed. Do not allow people to ride in any area of your vehicle that is not equipped with seats and seatbelts. Be sure everyone in your vehicle is in a seat and using a seatbelt properly.



In a rollover crash, an unbelted person is significantly more likely to die than a person wearing a seatbelt.



Each seating position in your vehicle has a specific seatbelt assembly which is made up of one buckle and one tongue that are designed to be used as a pair. 1) Use the shoulder belt on the outside shoulder only. Never wear the shoulder belt under the arm. 2) Never swing the seatbelt around your neck over the inside shoulder. 3) Never use a single belt for more than one person.

### WARNINGS



When possible, all children 12 years old and under should be properly restrained in a rear seating position. Failure to follow this could seriously increase the risk of injury or death.



Seatbelts and seats can become hot in a vehicle that has been closed up in sunny weather; they could burn a small child. Check seat covers and buckles before you place a child anywhere near them.



Front and rear seat occupants, including pregnant women, should wear seatbelts for optimum protection in an accident.

All seating positions in your vehicle have lap and shoulder seatbelts. All occupants of the vehicle should always properly wear their seatbelts, even when an airbag supplemental restraint system is provided.

The seatbelt system consists of:

- Lap and shoulder seatbelts.
- Shoulder seatbelt with automatic locking mode, (except driver seatbelt).
- Height adjuster at the front outboard seating positions.
- Seatbelt pretensioner at the front outboard seating positions.
- Belt tension sensor at the front outboard passenger seating position.



• Seatbelt warning light and chime.



• Crash sensors and monitoring system with readiness indicator.

# Seatbelts

The seatbelt pretensioners at the front seating positions are designed to tighten the seatbelts when activated. In frontal and near-frontal crashes, the seatbelt pretensioners may be activated alone or, if the crash is of sufficient severity, together with the front airbags. The pretensioners will activate when the Safety Canopy is deployed.

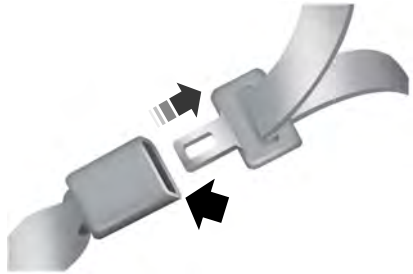
## FASTENING THE SEATBELTS

The front outboard and rear safety restraints in the vehicle are combination lap and shoulder belts.



E142587

1. Insert the belt tongue into the proper buckle (the buckle closest to the direction the tongue is coming from) until you hear a snap and feel it latch. Make sure the tongue is securely fastened in the buckle.




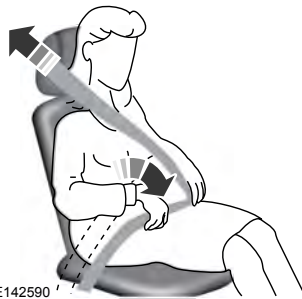
E142588

2. To unfasten, press the release button and remove the tongue from the buckle.

## Using Seatbelts During Pregnancy

### WARNING

-  Always ride and drive with your seatback upright and properly fasten your seatbelt. Fit the lap portion of the seatbelt snugly and low across the hips. Position the shoulder portion of the seatbelt across your chest. Pregnant women must follow this practice. See the following figure.



E142590

# Seatbelts

Pregnant women should always wear their seatbelt. The lap belt portion of a combination lap and shoulder belt should be positioned low across the hips below the belly and worn as tight as comfort will allow. The shoulder belt should be positioned to cross the middle of the shoulder and the center of the chest.

## Seatbelt Locking Modes

### WARNINGS



After a crash, have a qualified technician check all the seatbelts to make sure the seatbelts including the automatic locking retractor feature for child restraints operate properly. We recommend replacing any system that has damage or does not operate properly. Failure to do so can result in personal injury or death in the event of a sudden stop or another crash.



You must replace the seatbelt if the automatic locking retractor or any other seatbelt function is not operating correctly. Failure to replace the seatbelt and retractor assembly could increase the risk of injury in a crash.

All safety restraints in the vehicle are combination lap and shoulder belts. The driver seatbelt has the first type of locking mode. The front outboard passenger and rear seat seatbelts have both types of locking modes described as follows:

### Vehicle Sensitive Mode

This is the normal retractor mode, which allows free shoulder belt length adjustment to your movements and locking in response to vehicle movement. For example, if the driver brakes suddenly or turns a corner sharply, or the vehicle receives an impact of about 5 mph (8 km/h) or more, the combination seatbelts will lock to help reduce forward movement of the driver and passengers.

In addition, the retractor is designed to lock if the webbing is pulled out too quickly. If this occurs, let the belt retract slightly and pull webbing out again in a slow and controlled manner.

### Automatic Locking Mode

In this mode, the shoulder belt is automatically pre-locked. The belt will still retract to remove any slack in the shoulder belt. The automatic locking mode is not available on the driver seatbelt.

### When to Use the Automatic Locking Mode

This mode should be used any time a child safety seat, except a booster, is installed in passenger front or rear seating positions. Children 12 years old and under should be properly restrained in a rear seating position whenever possible. See **Child Safety** (page 15).

### How to Use the Automatic Locking Mode



E142591

1. Buckle the combination lap and shoulder belt.
2. Grasp the shoulder portion and pull downward until the entire belt is pulled out.



# Seatbelts

Allow the belt to retract. As the belt retracts, you will hear a clicking sound. This indicates the seatbelt is now in the automatic locking mode.

## How to Disengage the Automatic Locking Mode

Unbuckle the combination lap and shoulder belt and allow it to retract completely to disengage the automatic locking mode and activate the vehicle sensitive (emergency) locking mode.

## SEATBELT HEIGHT ADJUSTMENT

### WARNING



Position the safety belt height adjuster so that the belt rests across the middle of your shoulder. Failure to adjust the safety belt properly could reduce the effectiveness of the safety belt and increase the risk of injury in a crash.

Adjust the height of the shoulder belt so the belt rests across the middle of your shoulder.



E183582

To adjust the shoulder belt height:

1. Press the button and slide the height adjuster up or down.
2. Release the button and pull down on the height adjuster to make sure it is locked in place.

## SEATBELT WARNING LAMP AND INDICATOR CHIME



This lamp illuminates and an audible warning will sound if the driver's safety belt has not been fastened when the vehicle's ignition is turned on.

# Seatbelts

## Conditions of operation

If...	Then...
The driver's safety belt is not buckled before the ignition switch is turned to the on position...	The safety belt warning light illuminates 1-2 minutes and the warning chime sounds 4-8 seconds.
The driver's safety belt is buckled while the indicator light is illuminated and the warning chime is sounding...	The safety belt warning light and warning chime turn off.
The driver's safety belt is buckled before the ignition switch is turned to the on position...	The safety belt warning light and indicator chime remain off.

## SEATBELT REMINDER

### Belt-Minder™

This feature supplements the safety belt warning function by providing additional reminders that intermittently sound a tone and illuminate the safety belt warning light when you are in the driver seat or you have a front seat passenger and a safety belt is unbuckled.

The system uses information from the front passenger sensing system to determine if a front seat passenger is present and therefore potentially in need of a warning. To avoid activating the Belt-Minder feature for objects you place in the front passenger seat, only the front seat passengers receive warnings as determined by the front passenger sensing system.

If the Belt-Minder warnings expire (warnings for about five minutes) for one passenger (driver or front passenger), the other passenger can still cause the Belt-Minder feature to turn on.

# Seatbelts

If...	Then...
You and the front seat passenger buckle your safety belts before you switch the ignition on or less than 1-2 minutes elapse after you switch the ignition on...	The Belt-Minder feature will not activate.
You or the front seat passenger do not buckle your safety belts before your vehicle reaches at least 6 mph (9.7 km/h) and 1-2 minutes elapse after you switch the ignition on...	The Belt-Minder feature activates, the safety belt warning light illuminates and a warning tone sounds for 6 seconds every 25 seconds, repeating for about 5 minutes or until you and the front seat passenger buckle your safety belts.
The safety belt for the driver or front passenger is unbuckled for about 1 minute while the vehicle is traveling at least 6 mph (9.7 km/h) and more than 1-2 minutes elapse after you switch the ignition on...	The Belt-Minder feature activates, the safety belt warning light illuminates and a warning tone sounds for 6 seconds every 25 seconds, repeating for about 5 minutes or until you and the front seat passenger buckle your safety belts.

## Deactivating and Activating the Belt-Minder Feature

### WARNING



While the system allows you to deactivate it, this system is designed to improve your chances of being safely belted and surviving an accident. We recommend you leave the system activated for yourself and others who may use the vehicle.

**Note:** *The driver and front passenger warnings switch on and off independently. When you perform this procedure for one seating position, do not buckle the other position as this will terminate the process.*

Read Steps 1 - 4 thoroughly before proceeding with the programming procedure.

Before following the procedure, make sure that:

- The parking brake is set.
  - The transmission is in park (P).
  - The ignition is off.
  - The driver and front passenger safety belts are unbuckled.
1. Switch the ignition on. Do not start the vehicle (Ready to Drive light must not be lit).
  2. Wait until the safety belt warning light turns off (about one minute). Once you start Step 3, you must complete the procedure within 60 seconds.
  3. For the seating position you are switching off, buckle then unbuckle the safety belt four times at a moderate speed, ending in the unbuckled state. After Step 3, the safety belt warning light turns on.

# Seatbelts

4. While the safety belt warning light is on, buckle and then unbuckle the safety belt. After Step 4, the safety belt warning light flashes for confirmation.
  - This will switch the feature off for that seating position if it is currently on.
  - This will switch the feature on for that seating position if it is currently off.

## CHILD RESTRAINT AND SEATBELT MAINTENANCE

Inspect the vehicle safety belts and child safety seat systems periodically to make sure they work properly and are not damaged. Inspect the vehicle and child seat safety belts to make sure there are no nicks, tears or cuts. Replace if necessary. All vehicle safety belt assemblies, including retractors, buckles, front safety belt buckle assemblies, buckle support assemblies (slide bar-if equipped), shoulder belt height adjusters (if equipped), shoulder belt guide on seat back (if equipped), child safety seat LATCH and tether anchors, and attaching hardware, should be inspected after a crash. Read the child restraint manufacturer's instructions for additional inspection and maintenance information specific to the child restraint.

Ford Motor Company recommends that all safety belt assemblies in use in vehicles involved in a crash be replaced. However, if the crash was minor and an authorized dealer finds that the belts do not show damage and continue to operate properly, they do not need to be replaced. Safety belt assemblies not in use during a crash should also be inspected and replaced if either damage or improper operation is noted.

Properly care for safety belts. See **Vehicle Care** (page 180).

## SEATBELT EXTENSION

### WARNINGS



Persons who fit into the vehicle's seatbelt should not use an extension. Unnecessary use could result in serious personal injury in the event of a crash.



Only use extensions provided free of charge by Ford Motor Company dealers. The dealer will provide an extension designed specifically for this vehicle, model year and seating position. The use of an extension intended for another vehicle, model year or seating position may not offer you the full protection of your vehicle's seatbelt restraint system.



Never use seatbelt extensions to install child restraints.



Do not use a seatbelt extension with an inflatable seatbelt.



Do not use extensions to change the fit of the belt across the torso, over the lap or to make the seatbelt buckle easier to reach.

If, because of body size or driving position, it is not possible to properly fasten the seatbelt over your lap and shoulder, an extension that is compatible with the seatbelts is available free of charge from Ford Motor Company dealers. Only Ford seatbelt extensions made by the original equipment seatbelts manufacturer should be used with Ford seatbelts. Ask your authorized dealer if your extension is compatible with your Ford vehicle restraint system.

# Personal Safety System™

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The Personal Safety System provides an improved overall level of frontal crash protection to front seat occupants and is designed to help further reduce the risk of airbag-related injuries. The system is able to analyze different occupant conditions and crash severity before activating the appropriate safety devices to help better protect a range of occupants in a variety of frontal crash situations.

The Vehicle Personal Safety System consists of:

- Driver and passenger dual-stage airbag supplemental restraints.
- Front seat outboard seatbelts with pretensioners, energy management retractors and seatbelt usage sensors.
- Driver seat position sensor.
- Passenger seat position sensor.
- Front passenger sensing system.
- Passenger airbag off and on indicator lamp.
- Front crash severity sensors.
- Restraints control module with impact and safing sensors.
- Restraint system warning light and backup tone.
- The electrical wiring for the airbags, crash sensors, seatbelt pretensioners, front seatbelt usage sensors, driver seat position sensor, passenger seat position sensor, front passenger sensing system and indicator lights.


## How Does the Personal Safety System Work?


The Personal Safety System can adapt the deployment strategy of the safety devices according to crash severity and occupant conditions. A collection of crash and occupant sensors provides information to the restraints control module. During a crash, the restraints control module may deploy the seatbelt pretensioners, one or both stages of the dual-stage airbags based on crash severity and occupant conditions.


# Supplementary Restraints System


## PRINCIPLE OF OPERATION


### WARNINGS


 Airbags do not inflate slowly or gently, and the risk of injury from a deploying airbag is the greatest close to the trim covering the airbag module.


 All occupants of your vehicle, including the driver, should always properly wear their safety belts, even when an airbag supplemental restraint system is provided. Failure to properly wear your safety belt could seriously increase the risk of injury or death.


 Always transport children 12 years old and under in the back seat and always properly use appropriate child restraints. Failure to follow this could seriously increase the risk of injury or death.

 Never place your arm over the airbag module as a deploying airbag can result in serious arm fractures or other injuries.

 Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.

 Do not attempt to service, repair, or modify the airbag supplemental restraint systems or its fuses as you could be seriously injured or killed. Contact your authorized dealer as soon as possible.

 Several airbag system components get hot after inflation. To reduce the risk of injury, do not touch them after inflation.

 If the airbag has deployed, the airbag will not function again and must be replaced immediately. If the airbag is not replaced, the unrepaired area will increase the risk of injury in a crash.

The airbags are a supplemental restraint system and are designed to work with the safety belts to help protect the driver and right front passenger from certain upper body injuries. Airbags do not inflate slowly; there is a risk of injury from a deploying airbag.

**Note:** *You will hear a loud bang and see a cloud of harmless powdery residue if an airbag deploys. This is normal.*

The airbags inflate and deflate rapidly upon activation. After airbag deployment, it is normal to notice a smoke-like, powdery residue or smell the burnt propellant. This may consist of cornstarch, talcum powder (to lubricate the bag) or sodium compounds (for example, baking soda) that result from the combustion process that inflates the airbag. Small amounts of sodium hydroxide may be present which may irritate the skin and eyes, but none of the residue is toxic.

While the system is designed to help reduce serious injuries, contact with a deploying airbag may also cause abrasions or swelling. Temporary hearing loss is also a possibility as a result of the noise associated with a deploying airbag. Because airbags must inflate rapidly and with considerable force, there is the risk of death or serious injuries such as fractures, facial and eye injuries or internal injuries, particularly to occupants who are not properly restrained or are otherwise out of position at the time of airbag deployment. Thus, it is extremely important that occupants be properly restrained as far away from the airbag module as possible while maintaining vehicle control.

Routine maintenance of the airbags is not required.

# Supplementary Restraints System

## DRIVER AND PASSENGER AIRBAGS

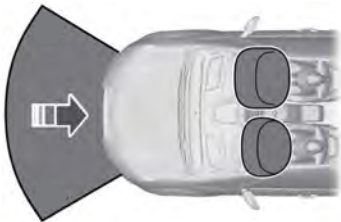
### WARNINGS



Never place your arm or any objects over an airbag module. Placing your arm over a deploying airbag can result in serious arm fractures or other injuries. Objects placed on or over the airbag inflation area may cause those objects to be propelled by the airbag into your face and torso causing serious injury.



Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.



E151127

The driver and front passenger airbags will deploy during significant frontal and near frontal crashes.

The driver and passenger front airbag system consists of:

- Driver and passenger airbag modules.
- Front passenger sensing system.



• Crash sensors and monitoring system with readiness indicator. See **Crash Sensors and Airbag Indicator** (page 42).

## Proper Driver and Front Passenger Seating Adjustment

### WARNING



National Highway Traffic Safety Administration (NHTSA) recommends a minimum distance of at least 10 inches (25 centimeters) between an occupant's chest and the driver airbag module.

To properly position yourself away from the airbag:

- Move your seat to the rear as far as you can while still reaching the pedals comfortably.
- Recline the seat slightly (one or two degrees) from the upright position.

After all occupants have adjusted their seats and put on safety belts, it is very important that they continue to sit properly. A properly seated occupant sits upright, leaning against the seat back, and centered on the seat cushion, with their feet comfortably extended on the floor. Sitting improperly can increase the chance of injury in a crash event. For example, if an occupant slouches, lies down, turns sideways, sits forward, leans forward or sideways, or puts one or both feet up, the chance of injury during a crash is greatly increased.

## Children and Airbags

### WARNING



Airbags can kill or injure a child in a child seat. Never place a rear-facing child seat in front of an active airbag. If you must use a forward-facing child seat in the front seat, move the seat upon which the child seat is installed all the way back.

# Supplementary Restraints System



E142846

Children must always be properly restrained. Accident statistics suggest that children are safer when properly restrained in the rear seating positions than in the front seating position. Failure to follow these instructions may increase the risk of injury in a crash.

## FRONT PASSENGER SENSING SYSTEM

### WARNINGS



Even with advanced restraints systems, properly restrain children 12 and under in a rear seating position. Failure to follow this could seriously increase the risk of injury or death.



Sitting improperly, out of position or with the seatback reclined too far can take weight off the seat cushion and affect the decision of the passenger sensing system, resulting in serious injury or death in the event of a crash. Always sit upright against your seat back, with your feet on the floor.

### WARNINGS



Do not stow objects in the seatback map pocket or hang objects off a seatback if a child is in the front passenger seat. Do not place objects under the front passenger seat or between the seat and the center console. Check the passenger airbag indicator lamp for proper airbag status. Failure to follow these instructions may interfere with the front passenger seat sensing system and increase the risk of serious injury.



Any alteration or modification to the front passenger seat may affect the performance of the front passenger sensing system. This could seriously increase the risk of injury or death.

This system works with sensors that are part of the front passenger seat and seatbelt to detect the presence of a properly-seated occupant and determine if the front passenger frontal airbag should be enabled (may inflate) or not.



E188175

The front passenger sensing system uses a passenger airbag status indicator that illuminates indicating that the front passenger frontal airbag is either ON (enabled) or OFF (disabled).

The indicator lamp is located in the center stack of the instrument panel.



# Supplementary Restraints System

**Note:** *The passenger airbag status indicator OFF and ON indicator lamps illuminate for a short period of time when the ignition is first turned on to confirm it is functional.*

The front passenger sensing system is designed to disable (will not inflate) the front passenger frontal airbag when the front passenger seat is unoccupied, or a rear facing infant seat, a forward-facing child restraint, or a booster seat is detected. Even with this technology, parents are **strongly** encouraged to always properly restrain children in the rear seat. The sensor also turns off the passenger front airbag when the passenger seat is empty.

- When the front passenger sensing system disables (will not inflate) the front passenger frontal airbag, the passenger airbag status indicator illuminates the OFF lamp and stays lit to remind you that the front passenger frontal airbag is disabled.
- If the child restraint has been installed and the passenger airbag status indicator illuminates the ON lamp, then turn the vehicle off, remove the child restraint from the vehicle and reinstall the restraint following the child restraint manufacturer's instructions.

The front passenger sensing system is designed to enable (may inflate) the front passenger's frontal airbag anytime the system senses that a person of adult size is sitting properly in the front passenger seat.

- When the front passenger sensing system enables the front passenger frontal airbag (may inflate), the passenger airbag status indicator illuminates the ON lamp and remains illuminated.
- If a person of adult size is sitting in the front passenger seat, but the airbag off indicator lamp is lit, it is possible that the person is not sitting properly in the seat. If this happens:
- Turn the vehicle off and ask the person to place the seatback in the full upright position.
  - Have the person sit upright in the seat, centered on the seat cushion, with the person's legs comfortably extended.
  - Restart the vehicle and have the person remain in this position for about two minutes. This allows the system to detect that person and enable the passenger's frontal airbag.
  - If the indicator OFF lamp remains lit even after this, the person should be advised to ride in the rear seat.

Occupant	Passenger airbag status indicator	Passenger airbag
Empty	OFF: Lit	Disabled
	ON: Unlit	
Child	OFF: Lit	Disabled
	ON: Unlit	
Adult	OFF: Unlit	Enabled
	ON: Lit	

# Supplementary Restraints System

After all occupants have adjusted their seats and put on seatbelts, it is very important that they continue to sit properly. A properly seated occupant sits upright, leaning against the seatback, and centered on the seat cushion, with their feet comfortably extended on the floor. Sitting improperly can increase the chance of injury in a crash event. For example, if an occupant slouches, lies down, turns sideways, sits forward, leans forward or sideways, or puts one or both feet up, the chance of injury during a crash is greatly increased.

If you think that the status of the passenger airbag indicator lamp is incorrect, check for the following:

- Objects lodged underneath the seat.
- Objects between the seat cushion and the center console.
- Objects hanging off the seatback.
- Objects stowed in the seatback map pocket.
- Objects placed on the occupant's lap.
- Cargo interference with the seat.
- Other passengers pushing or pulling on the seat.
- Rear passenger feet and knees resting or pushing on the seat.

The conditions listed above may cause the weight of a properly seated occupant to be incorrectly interpreted by the front passenger sensing system. The person in the front passenger seat may appear heavier or lighter due to the conditions described in the list above.



Make sure the front passenger sensing system is operating properly. See **Crash Sensors and Airbag Indicator** (page 42).

**If the airbag readiness lamp is lit, do the following:**

The driver or adult passengers should check for any objects that may be lodged underneath the front passenger seat or cargo interfering with the seat.

If objects are lodged or cargo is interfering with the seat, please take the following steps to remove the obstruction:

- Pull the vehicle over.
- Turn the vehicle off.
- Driver or adult passengers should check for any objects lodged underneath the front passenger seat or cargo interfering with the seat.
- Remove the obstruction(s) (if found).
- Restart the vehicle.
- Wait at least two minutes and verify that the airbag readiness lamp is no longer illuminated
- If the airbag readiness lamp remains illuminated, this may or may not be a problem due to the front passenger sensing system.

Do not attempt to repair or service the system. Take your vehicle immediately to an authorized dealer.

If it is necessary to modify an advanced front airbag system to accommodate a person with disabilities, contact the Ford Customer Relationship Center. See **Getting the Services You Need** (page 147).

## SIDE AIRBAGS

### WARNINGS



Do not place objects or mount equipment on or near the airbag cover, on the side of the seatbacks (of the front seats), or in front seat areas that may come into contact with a deploying airbag. Failure to follow these instructions may increase the risk of personal injury in the event of a crash.

# Supplementary Restraints System

## WARNINGS



Do not use accessory seat covers. The use of accessory seat covers may prevent the deployment of the side airbags and increase the risk of injury in an accident.



Do not lean your head on the door. The side airbag could injure you as it deploys from the side of the seatback.



Do not attempt to service, repair, or modify the seat airbag supplemental restraint systems, its fuses or the seat cover on a vehicle containing seat airbags as you could be seriously injured or killed. Contact your authorized dealer as soon as possible.



If the side airbag has deployed, the airbag will not function again. The side airbag system (including the seat) must be inspected as soon as possible. If the airbag is not replaced, the unrepaired area will increase the risk of injury in a crash.

The side airbags are on the outboard side of the seatbacks of the front seats. The airbag was designed to inflate between the door panel and occupant to further enhance the protection provided to occupants in certain side impact crashes.



E152533

The system consists of the following:

- A label or embossed side panel indicating that side airbags are fitted to your vehicle.
- Side airbags inside the driver and front passenger seatbacks.
- Front passenger sensing system.



Crash sensors and monitoring system with readiness indicator. See **Crash Sensors and Airbag Indicator** (page 42).

The design and development of the side airbag system included recommended testing procedures that were developed by a group of automotive safety experts known as the Side Airbag Technical Working Group. These recommended testing procedures help reduce the risk of injuries related to the deployment of side airbags.

## DRIVER KNEE AIRBAG

A driver's knee airbag is located under the instrument panel. During a crash, the restraints control module may activate the driver's knee airbag based on crash severity and occupant conditions. Under certain crash and occupant conditions, the driver's knee airbag may deploy but the driver's front airbag may not activate. As with front and side airbags, it is important to be properly seated and restrained to reduce the risk of death or serious injury.





Make sure the knee airbag is operating properly. See **Crash Sensors and Airbag Indicator** (page 42).


# Supplementary Restraints System


## SAFETY CANOPY™


### WARNINGS


 Do not place objects or mount equipment on or near the headliner at the siderail that may come into contact with a deploying curtain airbag. Failure to follow these instructions may increase the risk of personal injury in the event of a crash.

 Do not lean your head on the door. The curtain airbag could injure you as it deploys from the headliner.

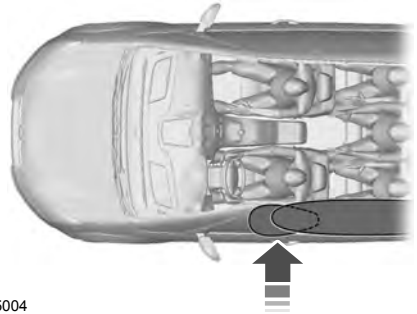
 Do not attempt to service, repair, or modify the curtain airbag supplemental restraint system, its fuses, the A, B, or C pillar trim, or the headliner on a vehicle containing curtain airbags as you could be seriously injured or killed. Contact your authorized dealer as soon as possible.

 All occupants of your vehicle, including the driver, should always properly wear their seatbelts, even when an airbag supplemental restraint system is provided. Failure to properly wear your seatbelt could seriously increase the risk of injury or death.

 To reduce risk of injury, do not obstruct or place objects in the deployment path of the airbag.


 If the curtain airbags have deployed, the curtain airbags will not function again. The curtain airbags (including the A, B and C pillar trim and headliner) must be inspected and serviced as soon as possible. If the curtain airbag is not replaced, the unrepaired area will increase the risk of injury in a crash.

The Safety Canopy deploys during significant side crashes or when a certain likelihood of a rollover event is detected by the rollover sensor. The Safety Canopy is mounted to the roof side-rail sheet metal, behind the headliner, above each row of seats. In certain sideways crashes or rollover events, the Safety Canopy will be activated, regardless of which seats are occupied. The Safety Canopy is designed to inflate between the side window area and occupants to further enhance protection provided in side impact crashes and rollover events.



E75004

The system consists of the following:

- Safety Canopy curtain airbags located above the trim panels over the front and rear side windows identified by a label or wording on the headliner or roof-pillar trim.
- A flexible headliner which opens above the side doors to allow air curtain deployment
-  Crash sensors and monitoring system with a readiness indicator. See **Crash Sensors and Airbag Indicator** (page 42).

# Supplementary Restraints System

Properly restrain children 12 years old and under in the rear seats. The Safety Canopy will not interfere with children restrained using a properly installed child or booster seat because it is designed to inflate downward from the headliner above the doors along the side window opening.

The design and development of the Safety Canopy included recommended testing procedures that were developed by a group of automotive safety experts known as the Side Airbag Technical Working Group. These recommended testing procedures help reduce the risk of injuries related to the deployment of side airbags (including the Safety Canopy).

## CRASH SENSORS AND AIRBAG INDICATOR

### WARNING



Modifying or adding equipment to the front end of your vehicle (including hood, bumper system, frame, front end body structure, tow hooks and hood pins) may affect the performance of the airbag system, increasing the risk of injury. Do not modify or add equipment to the front end of your vehicle.

Your vehicle has a collection of crash and occupant sensors which provide information to the restraints control module which deploys (activates) the front seatbelt pretensioners, driver airbag, passenger airbag, knee airbag(s), seat mounted side airbags, and the Safety Canopy. Based on the type of accident (frontal impact, side impact or rollover) the restraints control module will deploy the appropriate safety devices.

The restraints control module also monitors the readiness of the above safety devices plus the crash and occupant sensors. A warning indicator light in the instrument cluster indicates the readiness of the safety system. If this warning indicator light is not functioning and there is another fault within the system, the message cluster could display an airbag failure warning. You could hear five tones that repeat periodically until you repair the problem, the warning indicator light could illuminate or both. Routine maintenance of the airbag is not required.

A difficulty with the system is indicated by one or more of the following:



The indicator light will not illuminate immediately after the ignition is turned on.

- The indicator light either flashes or stays illuminated.
- You could hear five tones that repeat periodically until you repair the problem.

If any of these things happen, even intermittently, have the supplemental restraint system serviced at an authorized dealer immediately. Unless serviced, the system may not function properly in the event of a crash.

The seatbelt pretensioners and the airbag supplemental restraint system are designed to activate when your vehicle sustains frontal or sideways deceleration sufficient to cause the restraints control module to deploy a safety device or when a certain likelihood of a rollover event is detected by the rollover sensor.

# Supplementary Restraints System

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The fact that the seatbelt pretensioners or airbags did not activate for both front seat occupants in a crash does not mean that something is wrong with the system. Rather, it means the restraints control module determined the accident conditions (for example, crash severity, belt usage) were not appropriate to activate these safety devices.

- The design of the front airbags is to activate only in frontal and near-frontal crashes (not rollovers, side impacts or rear impacts) unless the crash causes sufficient frontal deceleration.
- The seatbelt pretensioners are designed to activate in frontal, near-frontal, side and rollover crashes.
- The design of the side airbags is to inflate in certain side crashes. Side airbags could activate in other types of crashes if the vehicle experiences sufficient sideways motion or deformation.
- The knee airbag(s) could deploy based on crash severity and occupant conditions.
- The design of the Safety Canopy is to inflate in certain side impact crashes and when a certain likelihood of rollover is detected by the rollover sensor. The Safety Canopy could activate in other types of crashes if the vehicle experiences sufficient sideways motion or deformation, or a certain likelihood of rollover.

## **AIRBAG DISPOSAL**

Contact your authorized dealer as soon as possible. Airbags must be disposed of by qualified personnel.

# Keys and Remote Controls

## GENERAL INFORMATION ON RADIO FREQUENCIES

This device complies with Part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**Note:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The term **IC** before the radio certification number only signifies that Industry Canada technical specifications were met.

The typical operating range for your transmitter is approximately 33 feet (10 meters). Vehicles with the remote start feature will have a greater range. One of the following could cause a decrease in operating range:

- weather conditions
- nearby radio towers
- structures around the vehicle
- other vehicles parked next to your vehicle

The radio frequency used by your remote control can also be used by other short distance radio transmissions, for example amateur radios, medical equipment, wireless headphones, remote controls and alarm systems. If the frequencies are jammed, you will not be able to use your remote control. You can lock and unlock the doors with the key.

**Note:** Make sure to lock your vehicle before leaving it unattended.

**Note:** If you are in range, the remote control will operate if you press any button unintentionally.

**Note:** The remote control contains sensitive electrical components. Exposure to moisture or impact may cause permanent damage.

## REMOTE CONTROL

### Intelligent Access Key (If Equipped)



E138616

The intelligent access keys operate the power locks and the remote start system. The key must be in your vehicle to use the push button start.

### Key Blade

The intelligent access key also contains a removable key blade that you can use to unlock your vehicle.



E142431

Slide the release on the back of the transmitter, then pull the blade out.

# Keys and Remote Controls



E138618

**Note:** Your vehicle keys came with a security label that provides important key cut information. Keep the label in a safe place for future reference.

## Programming a New Remote Control

To program an additional remote control See **Security** (page 58).

## Changing the Remote Control Battery

The remote control uses one coin-type three-volt lithium battery CR2032 or equivalent.



Make sure that you dispose of old batteries in an environmentally friendly way. Seek advice from your local authority about recycling old batteries.

1. Remove the key blade from the transmitter.



E142432

2. Twist a thin coin under the tab hidden behind the key blade head to remove the battery cover.



E138622

3. Remove the old battery.
4. Insert a new battery with the **+** facing downward. Press the battery down to make sure it is fully in the housing.
5. Reinstall the battery housing cover onto the transmitter and install the key blade.

**Note:** Do not wipe off any grease on the battery terminals or on the back surface of the circuit board.

**Note:** Replacing the battery does not delete the transmitter from your vehicle. The transmitter should operate normally.

## Locating Your Vehicle

Press the lock button on the key twice within three seconds. The horn sounds and the direction indicators flash. We recommend you use this method to locate your vehicle, rather than using the panic alarm.

The horn sounds twice and the direction indicators do not flash if:

- Locking was not successful.
- Any door or the liftgate is open.
- The hood is open on vehicles with an anti-theft alarm or remote start.



# Keys and Remote Controls

## Sounding the Panic Alarm (If Equipped)



Press the button to activate the alarm. Press the button again or switch your vehicle on to deactivate it.

**Note:** The panic alarm only operates when your vehicle is switched off.

## Remote Start



The remote start button is on the transmitter.

This feature allows you to start your vehicle from the outside. The transmitter has an extended operating range.

Vehicles with automatic climate control can be configured to operate when your vehicle is remote started. See **Automatic Climate Control** (page 94).

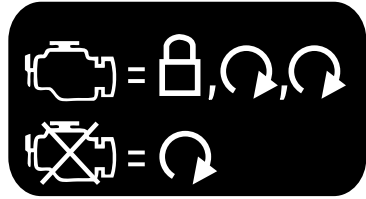
Many states and provinces have restrictions for the use of remote start. Check your local and state or provincial laws for specific requirements regarding remote start systems.

The remote start system does not work if any of the following occur:

- Your vehicle is switched on.
- The alarm system activates.
- You turn off the feature.
- The hood is open.
- The transmission is not in park (P).
- Your vehicle battery has no charge.
- The powertrain fault indicator was on the last time you drove your vehicle.

## Remote Starting your Vehicle

**Note:** You must press each button within three seconds of each other. If you do not follow this sequence, your vehicle does not start remotely, the direction indicators do not flash twice and the horn does not sound.



E138626

The label on your transmitter details the starting procedure.

To remote start your vehicle:

1. Press the lock button to lock all the doors.
2. Press the remote start button twice. The direction indicators flash twice.

The horn sounds if the system fails to start, unless quiet start is on. Quiet start runs the blower fan at a slower speed to reduce noise. You can switch the feature on or off using the information display. See **General Information** (page 80).

The power windows do not work during remote start and the radio does not turn on automatically.

The parking lamps remain on and your vehicle runs for 5, 10 or 15 minutes, depending on the setting.

**Note:** If you remote start your vehicle with an intelligent access transmitter, you must press the **START STOP** button on the instrument panel once while applying the brake pedal before driving your vehicle.

## Extending the Remote Start Running Time

To extend the remote start running time duration of your vehicle during remote start, repeat steps 1 and 2 while your vehicle is running. For example, if your vehicle had been running from the first remote start for 5 minutes, your vehicle

# Keys and Remote Controls

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continues to run now for a total of 20 minutes. If the duration is set to 10 minutes, the duration extends by another 10 minutes. You can extend the remote start running time duration to a maximum of 30 minutes.

Wait at least five seconds before remote starting after you switch your vehicle off.

## ***Turning Your Vehicle Off After Remote Starting***



Press the button once. The parking lamps turn off.

You may have to be closer to your vehicle than when starting due to ground reflection and the added noise of the running vehicle.

You can turn the remote start system on or off using the information display. See **General Information** (page 80).

## **REPLACING A LOST KEY OR REMOTE CONTROL**

You can purchase replacement keys or remote controls from an authorized dealer. Authorized dealers can program remote controls for your vehicle. See **Passive Anti-Theft System** (page 58).

To re-program the passive anti-theft system see an authorized dealer.

## PRINCIPLE OF OPERATION

MyKey allows you to program keys with restricted driving modes to promote good driving habits. All but one of the keys can be activated with these restricted modes.

Any keys that remain unprogrammed are referred to as administrator keys or admin keys. They can be used to:

- Create a MyKey.
- Program configurable MyKey settings.
- Clear all MyKey features.

When you have created a MyKey, you can access the following information by using the information display to determine:

- How many admin keys and MyKeys are programmed to your vehicle.
- The total distance your vehicle traveled with a MyKey.

**Note:** Switch the ignition on to use the system.

**Note:** All MyKeys are programmed to the same settings. You cannot program them individually.

**Note:** For vehicles equipped with a push-button start, when both a MyKey and an admin key are present, the admin key will be recognized by the vehicle while switching the vehicle on to start.

## Non-configurable Settings

The following settings cannot be changed by an admin key user:

- Safety belt reminder. You cannot disable this feature. The audio system will mute when the front seat passengers' safety belts are not fastened.
- Early low charge. The low-charge warning activates earlier, giving the MyKey user more time to recharge.

- Driver assist features, if equipped on your vehicle, are forced on: parking aid.
- Satellite radio adult content restrictions, if equipped on your vehicle.

## Configurable Settings

With an admin key, you can configure certain MyKey settings when you first create a MyKey and before you recycle the key or restart the engine. You can also change the settings afterward with an admin key.

- A vehicle speed limit can be set. Warnings will be shown in the display followed by an audible tone when your vehicle reaches the set speed. You cannot override the set speed by fully depressing the accelerator pedal or by setting cruise control.

### WARNING



Do not set MyKey maximum speed limit to a limit that will prevent the driver from maintaining a safe speed considering posted speed limits and prevailing road conditions. The driver is always responsible to drive in accordance with local laws and prevailing conditions. Failure to do so could result in accident or injury.

- Various vehicle speed minders can be set. Once you select a speed, it will be shown in the display, followed by an audible tone when the preselected vehicle speed is exceeded.
- Audio system maximum volume of 45%. A message will be shown in the display when you attempt to exceed the limited volume. Also, the speed-sensitive or compensated automatic volume control will be disabled.
- Always on setting. When this is selected, you will not be able to turn off AdvanceTrac or traction control (if your vehicle is equipped with these features).

## CREATING A MYKEY

Use the information display to create a MyKey:

1. Insert the key you want to program into the ignition. If your vehicle is equipped with a push-button start, place the intelligent access transmitter into the backup position. The location of your backup position is in another chapter. See **Starting and Stopping the Electric Motor** (page 106).
2. Switch the vehicle on.
3. Access the main menu through the information display controls. Use the arrow keys to get to the following menu selections:

Message	Action and Description
Settings	Press the <b>OK</b> button or the right arrow key.
MyKey	Press the <b>OK</b> button or the right arrow key.
Create MyKey	Press the <b>OK</b> button or the right arrow key.

When prompted, hold the **OK** button until you see a message informing you to label this key as a MyKey. The key will be restricted at the next start.

MyKey is successfully created. Make sure you label it so you can distinguish it from the admin keys.

You can also program configurable settings for the key(s). See **Programming/Changing Configurable Settings**.

## Programming/Changing Configurable Settings

Use the information display to access your configurable MyKey settings by doing the following:

1. Switch the vehicle on using an admin key.
2. Use the arrow keys to get to the following menu selections:

Message	Action and Description
Settings	Press the <b>OK</b> button or the right arrow key.
MyKey	Press the <b>OK</b> button or the right arrow key.

**Note:** You can clear or change your MyKey settings at any time during the same key cycle as you created the MyKey. Once you have switched the vehicle off, however, you will need an admin key to change or clear your MyKey settings.

**Note:** When you make any changes to your MyKey settings, you change the settings for every MyKey. You cannot make individual changes to apply to certain MyKeys.

**To clear all MyKeys of all MyKey settings, press the left arrow button to access the main menu and scroll to:**

Message	Action and Description
Settings	Press the <b>OK</b> button or the right arrow button.
MyKey	Press the <b>OK</b> button or the right arrow button.
Clear MyKey	Press and hold the <b>OK</b> button until the instrument cluster displays the following message.
All MyKeys Cleared	

**Note:** When you clear your MyKeys, you remove all restrictions and return all MyKeys to their original admin key status.

## CLEARING ALL MYKEYS

You can clear or change your MyKey settings using the information display control on the steering wheel. See **Information Displays** (page 80).

Switch the ignition on using an admin key.

## CHECKING MYKEY SYSTEM STATUS

You can find information about your programmed MyKeys by using the information display. See **Information Displays** (page 80).

### MyKey Distance

Tracks the distance when drivers use a MyKey. The only way to delete the accumulated distance is by using an admin key to clear all MyKeys. If the distance does not accumulate as expected, then the intended user is not using the MyKey, or an admin key user recently cleared and then recreated a MyKey.

### Number of MyKeys

Indicates the number of MyKeys programmed to your vehicle. Use this feature to detect how many MyKeys you have for your vehicle and determine when all MyKeys have been deleted.

### Number of Admin Keys

Indicates how many admin keys are programmed to your vehicle. Use this feature to determine how many admin keys you have for your vehicle, and detect if an additional MyKey has been programmed.

## USING MYKEY WITH REMOTE START SYSTEMS

### Vehicles With Ford-Approved Aftermarket Remote Start Systems

When using a Ford-approved aftermarket remote start system, the vehicle recognizes the remote start system transmitter as an additional admin key. It is the vehicle's default setting.

When you start your vehicle with a Ford-approved aftermarket remote start system transmitter, the system shuts the vehicle off after you open the door or shift your vehicle into gear. This is intentional. When you restart your vehicle, it reads the vehicle key fob status instead of the remote start system transmitter status.

With a Ford-approved aftermarket remote start system, it is possible to program all key fobs as MyKeys unintentionally. If this happens, then the remote start system transmitter is the admin key. If you want to have only one key fob as a MyKey, or do not want to have any MyKeys, then you need to use your remote start system transmitter to clear all MyKeys. In that case, follow these steps:

1. Enter your vehicle and close all doors.
2. Start your vehicle using your remote start system transmitter.
3. See **Clearing All MyKeys** (page 50). Follow Steps 1-3.

After clearing your MyKeys, you can create a new MyKey. See **Creating a MyKey** (page 49).

**Note:** *With push-button start, you cannot program the remote start system transmitter as a MyKey. Always treat the remote start system transmitter as you would any other admin key.*

## MYKEY TROUBLESHOOTING

Condition	Potential Causes
I cannot create a MyKey.	<p>The key or transmitter used to start the vehicle does not have admin privileges.</p> <p>Vehicles with keyless start: Make sure you place the transmitter into the backup position. See <b>Starting the Electric Motor</b> (page 106).</p> <p>The key or transmitter used to start the vehicle is the only admin key. There always has to be at least one admin key.</p> <p>The passive anti-theft system is disabled or in unlimited mode.</p>
I cannot program the configurable settings.	<p>The transmitter used to start your vehicle does not have admin privileges.</p> <p>There are no MyKeys programmed to the vehicle. See <b>Creating a MyKey</b> (page 49).</p>
I cannot clear the MyKeys.	<p>The key or transmitter used to start the vehicle does not have admin privileges.</p> <p>No MyKeys are created. See <b>Creating a MyKey</b> (page 49).</p>
I lost the only admin key.	<p>Purchase a new key or transmitter from an authorized dealer.</p>
I lost a key.	<p>Program a spare key or transmitter. You may need to see an authorized dealer. See <b>Passive Anti-Theft System</b> (page 58).</p>
The MyKey distance does not accumulate.	<p>The MyKey user is not using the MyKey.</p> <p>An admin key holder cleared the MyKeys and created new MyKeys.</p> <p>The key system has been reset.</p>
No MyKey functions with the transmitter.	<p>An admin transmitter is present at vehicle start.</p> <p>There are no MyKeys programmed to your vehicle. See <b>Creating a MyKey</b> (page 49).</p>

# Doors and Locks

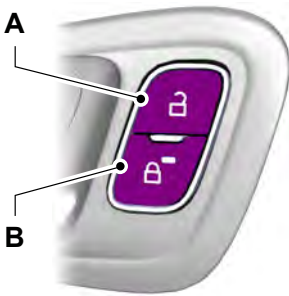
## LOCKING AND UNLOCKING

You can use the power door lock control or the remote control to lock and unlock your vehicle.

**Note:** Always take your keys and lock all doors when leaving your vehicle.

### Power Door Locks

The power door lock control is on the driver and front passenger door panels.



E184784

- A Unlock.
- B Lock.

### Door Lock Indicator

An LED on the power door lock control illuminates when you lock the door.

It will remain illuminated for up to five minutes after you switch your vehicle off.

### Door Lock Switch Inhibitor

When you electronically lock your vehicle, the power door lock switch will no longer operate after approximately 11 seconds.

You must unlock your vehicle with the remote control or keyless keypad, or switch your vehicle on, to restore function to these switches.

### Rear Door Unlocking and Opening

Pull the interior door handle twice to unlock and open a rear door. The first pull unlocks the door and the second pull opens the door.

### Remote Control

You can use the remote control at any time.

The liftgate release button will only work when the vehicle speed is less than 4 mph (7 km/h).

### Unlocking the Doors (Two-Stage Unlock)



Press the button to unlock the driver door. Press the button again within three seconds to unlock all doors. The direction indicators will flash.

Press and hold both the lock and unlock buttons on the remote control for three seconds to change between driver door or all doors unlock mode. The direction indicators will flash twice to indicate a change to the unlocking mode. Driver door mode only unlocks the driver door when you press the unlock button once. All door mode unlocks all doors when you press the unlock button once. The unlocking mode applies to the remote control, keyless entry keypad and intelligent access.

### Locking the Doors



Press the button to lock all doors. The direction indicators will flash. Press the button again within three seconds to confirm that all the doors are closed. The doors will lock again, the horn will sound and the direction indicators will flash if all the doors and the liftgate are closed.



# Doors and Locks

## Mislock

If any door or the liftgate is open, or if the hood is open on vehicles with an anti-theft alarm or remote start, the horn will sound twice and the direction indicators will not flash.

## Opening the Liftgate



Press twice within three seconds to unlatch the liftgate.

Make sure to close and latch the liftgate before driving your vehicle. An unlatched liftgate may cause objects to fall out or block your view.

## Closing the Liftgate

The liftgate will not fully close if an intelligent access key is located inside the luggage compartment with the doors locked.

**Note:** If a second passive key is located within the liftgate detection range, the liftgate can be fully closed.

## Activating Intelligent Access (if Equipped)

The system will not function if:

- Your vehicle battery has no charge.
- The intelligent access key battery has no charge.
- The intelligent access key frequencies are jammed.

**Note:** If the system does not function, use the key blade to lock and unlock your vehicle. See **Keys and Remote Controls** (page 44).

The system allows you to unlock, operate and lock your vehicle without using a key or remote control.



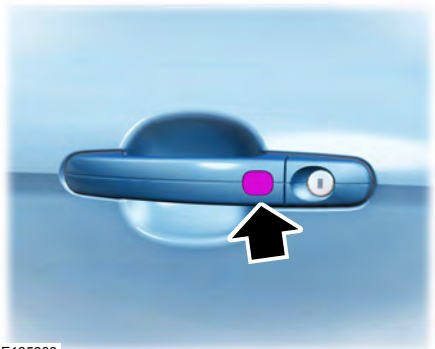
E78276

You must have the intelligent access key within 5 ft (1.5 m) of your vehicle.

**Note:** The system may not function if the passive key is close to metal objects or electronic devices, for example keys or a cell phone.

## At a Door

Pull an exterior door handle to unlock and open the door. Do not touch the lock sensor on the front of the handle.



E185863

The locking sensors are on the front door handles.

# Doors and Locks

Touch a locking sensor once to lock your vehicle and arm the alarm. There is a brief delay before you can unlock your vehicle again.

**Note:** *Keep the door handle clean to make sure the system operates correctly.*

**Note:** *Your vehicle does not automatically lock. If you do not touch a locking sensor your vehicle will remain unlocked.*

## At the Liftgate



E190028

Press the release button above the license plate to unlatch the liftgate.

## Smart Unlocks for Intelligent Access Keys

This helps to prevent you from locking your key inside the passenger compartment or rear cargo area.

When you electronically lock your vehicle with any door open, transmission in park (P) and your vehicle switched off, the system will search for an intelligent access key in the passenger compartment after you close the last door. If the system finds a key, all of the doors will immediately unlock and the horn sounds twice, indicating that a key is inside.

When you open one of the front doors and lock your vehicle using the power door lock control, all doors will lock then unlock if your vehicle is switched on.

## Disabled Intelligent Access Keys

Passive keys left inside your vehicle when locked are disabled.

You cannot use a disabled passive key to switch your vehicle on.

You will reactivate disabled passive keys when you switch your vehicle on using a valid key.

## Autolock

Autolock locks all the doors when all of the following occur:

- All doors are closed.
- Your vehicle is switched on.
- You shift into any gear putting your vehicle in motion.
- Your vehicle reaches a speed greater than 4 mph (7 km/h).

## Autounlock

Autounlock unlocks all the doors when all of the following occur:

- Your vehicle is switched on, all the doors are closed and your vehicle has been in motion at a speed greater than 4 mph (7 km/h).
- Your vehicle comes to a stop and you switch your vehicle off or to accessory.
- You open the driver door within 10 minutes of switching your vehicle off or to accessory.

**Note:** *If you electronically lock your vehicle after you switch your vehicle off with the driver door closed, the doors will not autounlock.*

To enable or disable autounlock, do the following:

1. Switch your vehicle on.
2. Press the power door unlock control three times.
3. Switch your vehicle off.

# Doors and Locks

4. Press the power door unlock control three times.
5. Switch your vehicle on. The horn sounds indicating your vehicle is in programming mode.
6. Press the power door lock control and within five seconds, press the power door unlock control. The horn sounds once if disabled or twice if enabled.
7. Switch your vehicle off. The horn sounds indicating programming is complete.

## Illuminated Entry

The interior lamps and select exterior lamps illuminate when you unlock the doors with the remote entry system.

The lamps turn off if:

- Your vehicle is switched on.
- You press the remote control lock button.
- 25 seconds have elapsed.

The lamps will not turn off if:

- You switch them on with the lighting control.
- Any door is open.

## Illuminated Exit

The lamps turn off if all the doors remain closed and:

- 25 seconds have elapsed.
- You press the **START/STOP** button.

## Battery Saver

If you leave the courtesy lamps, dome lamps or headlamps on, the battery saver will turn them off 10 minutes after you switch your vehicle off.

## Accessory Mode Battery Saver for Intelligent Access Keys (If Equipped)

If you leave your vehicle switched on and the electric motor is not running, the battery saver will turn the power off when it detects a certain amount of battery drain, or after 45 minutes have elapsed.

## Opening the Liftgate

### With the Remote Control



Press twice within three seconds to unlatch the liftgate.

### From Outside Your Vehicle



E190028

Press the release button above the license plate to unlatch the liftgate. Your vehicle must be unlocked or have an intelligent access transmitter within 5 ft (1.5 m) of the liftgate.

## MANUAL LIFTGATE

### WARNING



It is extremely dangerous to ride in a cargo area, inside or outside of a vehicle. In a crash, people riding in these areas are more likely to be seriously injured or killed. Do not allow people to ride in any area of your vehicle that is not equipped with seats and safety belts. Make sure everyone in your vehicle is in a seat and properly using a safety belt. Failure to follow this warning could result in serious personal injury or death.

# Doors and Locks

**Note:** Be careful when opening or closing the liftgate in a garage or other enclosed area to avoid damaging the liftgate.

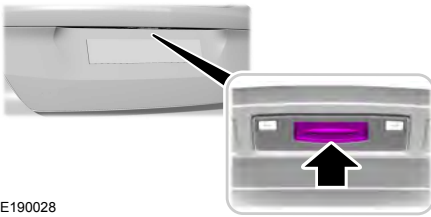
**Note:** Do not hang anything, for example a bike rack, from the glass or liftgate. This could damage the liftgate and its components.

**Note:** Do not leave the liftgate open while driving. This could damage the liftgate and its components.

A handle is located inside the liftgate to help with closing.

## Opening the Liftgate

### Manually



E190028

Press the release button above the license plate to unlatch the liftgate.

### With the Remote Control



Press the button twice within three seconds.

## Closing the Liftgate



E155976

# Security

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## PASSIVE ANTI-THEFT SYSTEM

**Note:** *The system is not compatible with non-Ford aftermarket remote start systems. Use of these systems may result in vehicle starting problems and a loss of security protection.*

**Note:** *Metallic objects, electronic devices or a second coded key on the same key chain may result in vehicle starting problems, especially if they are too close to the key when starting your vehicle. Prevent these objects from touching the coded key when starting your vehicle. If your vehicle fails to start, switch your vehicle off, move all objects on the key chain away from the key and start your vehicle.*

**Note:** *Do not leave a duplicate coded key in your vehicle. Always take your keys and lock all doors when leaving your vehicle.*

## SecuriLock

The system helps prevent your vehicle from starting unless you use a coded key programmed to your vehicle. A message may appear in the information display.

If your vehicle fails to start, the system may have a fault. Contact an authorized dealer. A message may appear in the information display.

## Automatic Arming

The system arms when you switch your vehicle off.

## Automatic Disarming

The system disarms when you switch your vehicle on with a coded key.

## Replacement Keys

**Note:** *Your vehicle comes with two keys.*

The intelligent access key functions as a programmed key that operates the driver door lock and turns on the intelligent access with push button start system, as well as a remote control.

If your intelligent access keys are lost or stolen and you do not have an extra coded key, you need to have your vehicle towed to an authorized dealer. You need to erase the key codes from your vehicle and program new coded keys.

Store a spare intelligent access key away from your vehicle in a safe place. Contact an authorized dealer to purchase additional spare or replacement keys.

## Programming a Spare Intelligent Access Key

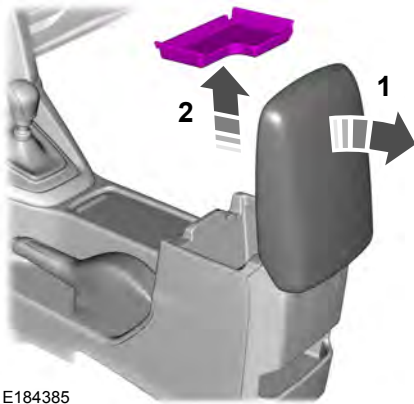
You must have two previously programmed coded keys and the new unprogrammed key readily accessible. Contact an authorized dealer to have the spare key programmed if two previously programmed keys are not available.

Make sure that your vehicle is switched off before beginning this procedure. Make sure that you close all the doors before beginning and that they remain closed throughout the procedure. Carry out all steps within 30 seconds of starting the sequence. Stop and wait for at least one minute before starting again if you carry out any steps out of sequence.

**Note:** *You can program a maximum of eight coded keys to your vehicle.*

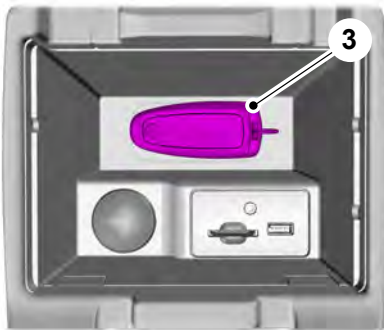
Read and understand the entire procedure before you begin.

# Security



E184385

1. Open the floor console storage compartment lid.
2. Remove the tray.



E184386

3. Place the first programmed intelligent access key flat on the symbol at the bottom of the floor console storage compartment.
4. Press the **START STOP** button.
5. Wait five seconds and then press the **START STOP** button again.
6. Remove the intelligent access key.

7. Within 10 seconds, place a second programmed intelligent access key flat on the symbol.
8. Press the **START STOP** button.
9. Wait five seconds and then press the **START STOP** button again.
10. Remove the intelligent access key.
11. Within 10 seconds, place the unprogrammed intelligent access key flat on the symbol.
12. Press the **START STOP** button.

Programming is now complete. Check that the remote control functions operate and your vehicle starts with the new intelligent access key.

If programming was unsuccessful, wait 10 seconds and repeat Steps 1 through 12. If programming remains unsuccessful, have your vehicle checked by an authorized dealer.

## ANTI-THEFT ALARM

The system will warn you of an unauthorized entry to your vehicle. It will be triggered if any door, the luggage compartment or the hood is opened without using the key, remote control or keyless entry keypad.

The direction indicators will flash and the horn will sound if unauthorized entry is attempted while the alarm is armed.

Take all remote controls to an authorized dealer if there is any potential alarm problem with your vehicle.

### Arming the Alarm

The alarm is ready to arm when there is not a key in your vehicle. Electronically lock your vehicle to arm the alarm.

# Security

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## Disarming the Alarm

Disarm the alarm by any of the following actions:

- Unlock the doors or luggage compartment with the remote control or keyless entry keypad.
- Switch your vehicle on or start your vehicle.
- Use a key in the driver door to unlock your vehicle, then switch your vehicle on within 12 seconds.

**Note:** *Pressing the panic button on the remote control will stop the horn and signal indicators, but will not disarm the system.*

# Steering Wheel

## ADJUSTING THE STEERING WHEEL

### WARNING



Do not adjust the steering wheel when your vehicle is moving.

**Note:** Make sure that you are sitting in the correct position. See **Sitting in the Correct Position** (page 98).



E95178

1. Unlock the steering column.
2. Adjust the steering wheel to the desired position.



E95179

3. Lock the steering column.

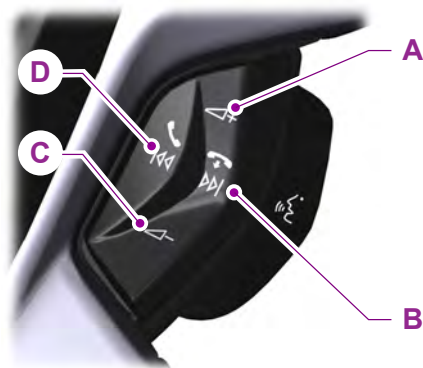
## AUDIO CONTROL

Select the required source on the audio unit.

You can operate the following functions with the control:



# Steering Wheel



E129463

- A Volume up.
- B Seek up or next.
- C Volume down.
- D Seek down or previous.

## Seek, Next or Previous

Press the seek button to:

- Tune the radio to the next or previous stored preset.
- Play the next or the previous track.

Press and hold the seek button to:

- Tune the radio to the next station up or down the frequency band.
- Seek through a track.

## VOICE CONTROL



E129464

Pull the control to select or deselect voice control.

## CRUISE CONTROL



E142437

See **Cruise Control** (page 62).

# Steering Wheel

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## INFORMATION DISPLAY CONTROL



E130248

See **Information Displays** (page 80).

## Multimedia Controls



E145434

Use the arrows on the right side of the steering wheel to navigate through the information display menus. Press **OK** to make a selection.

# Wipers and Washers

## WINDSHIELD WIPERS

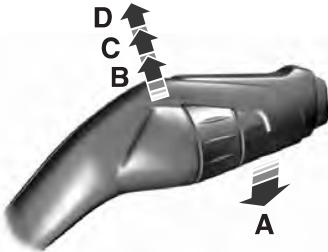
**Note:** Fully defrost the windshield before you switch the windshield wipers on.

**Note:** Make sure you switch the windshield wipers and vehicle power off before using an automatic car wash.

**Note:** If streaks or smears appear on the windshield, clean the windshield and the wiper blades. See **Checking the Wiper Blades** (page 172). If that does not resolve the issue, install new wiper blades. See **Changing the Front Wiper Blades** (page 173).

**Note:** Do not operate the wipers on a dry windshield. This may scratch the glass, damage the wiper blades or cause the wiper motor to burn out. Always use the windshield washers before wiping a dry windshield.

**Note:** When wiping on dry glass, the wipers may switch to the next lower operating mode (low-speed or intermittent). The previous operation mode may resume after the windshield becomes wet again.

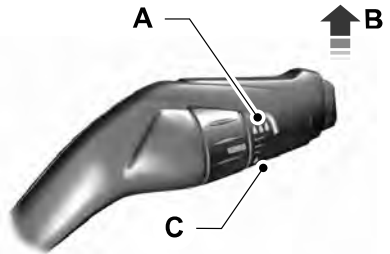


E197525

- A Single wipe.
- B Intermittent wipe.
- C Normal wipe.
- D High-speed wipe.

**Note:** Move to position **O** marked on the wiper lever to switch off.

## Intermittent Wipe



E197526

- A Short-wipe interval.
- B Intermittent wipe.
- C Long-wipe interval.

Push the wiper lever up to switch the wipers on, and then use the rotary control to adjust the intermittent wipe interval.

## Speed Dependent Wipers (If Equipped)

When your vehicle speed increases, the interval between wipes decreases.

## WINDSHIELD WASHERS

**Note:** Do not operate the washers when the washer reservoir is empty. This may cause the washer pump to overheat.

# Wipers and Washers

When you shift into reverse (R) and the front wipers are on, the rear wiper may automatically turn on to intermittent wipe.

## Rear Window Washer



E197528

To operate the washers and spray the windshield, pull the lever toward you. When you release the lever, the wipers will operate for a short time.



E197529

Push the lever away from you to operate the rear window washer. When you release the lever, wiping continues for a short period of time.

## REAR WINDOW WIPER AND WASHERS (If Equipped)

### Rear Window Wiper

**Note:** Make sure you switch the rear window wiper and ignition off before using an automatic car wash.



E197647

- A Intermittent wipe.
- B Low speed wipe.
- C Off.

Press the top of the button to switch intermittent wipe on. Press the top of the button again to switch low speed wipe on. Press the bottom of the button to switch the rear window wiper off.

# Lighting

## GENERAL INFORMATION

### Condensation in the Exterior Front Lamps and Rear Lamps

Exterior front lamps and rear lamps have vents to accommodate normal changes in air pressure.

Condensation can be a natural by-product of this design. When moist air enters the lamp assembly through the vents, there is a possibility that condensation can occur when the temperature is cold. When normal condensation occurs, a fine mist can form on the interior of the lens. The fine mist eventually clears and exits through the vents during normal operation.

Clearing time may take as long as 48 hours under dry weather conditions.

Examples of acceptable condensation are:

- The presence of a fine mist (no streaks, drip marks or large droplets).
- A fine mist covers less than 50% of the lens.

Examples of unacceptable condensation are:

- A water puddle inside the lamp.
- Streaks, drip marks or large droplets present on the interior of the lens.

If you see any unacceptable condensation, have your vehicle checked by an authorized dealer.

## LIGHTING CONTROL



E142449

- A Off.
- B Parking lamps, instrument panel lamps, license plate lamps and tail lamps.
- C Headlamps.

### Parking Lamps

**Note:** Prolonged use of the parking lamps will cause the battery to run out of charge.

**Note:** Parking lamps may turn off automatically. This prevents the vehicle battery from running out of charge.

Switch the ignition off.

Select position B on the lighting control to switch the parking lamps on.

### High Beams



E163718

# Lighting

Push the lever away from you to switch the high beam on.

Push the lever forward again or pull the lever toward you to switch the high beams off.

## Headlamp Flasher



E163719

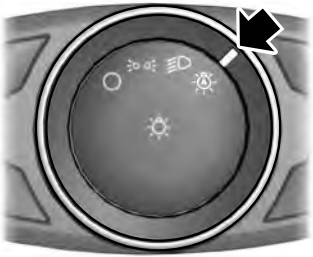
Slightly pull the lever toward you and release it to flash the headlamps.

## AUTOLAMPS

### WARNING



The autolamps switch position may not activate the headlamps in all low visibility conditions, such as daytime fog. Always ensure that your headlamps are switched to auto or on, as appropriate, during all low visibility conditions. Failure to do so may result in a crash.



E142451

When the lighting control is in the autolamps position, the headlamps automatically turn on in low light situations or when the wipers activate.

If equipped, the following also activate when the lighting control is in the autolamps position and you switch them on in the information display:

- Configurable daytime running lamps.
- Automatic high beam control.
- Adaptive headlamp control.

The headlamps remain on for a period of time after you power off your vehicle. Use the information display controls to adjust the period of time that the headlamps remain on. See **Information Displays** (page 80).

**Note:** *With the headlamps in the autolamps position, you cannot switch the high beam headlamps on until the autolamps system turns the low beam headlamps on.*

## Windshield Wiper Activated Headlamps

The windshield wiper activated headlamps turn on within 10 seconds when you switch the windshield wipers on and the lighting control is in the autolamps position. They turn off approximately 60 seconds after you switch the windshield wipers off.

The headlamps will not turn on by wiper activation:

- During a mist wipe.
- When the wipers are on to clear washer fluid during a wash condition.
- If the wipers are in intermittent mode.

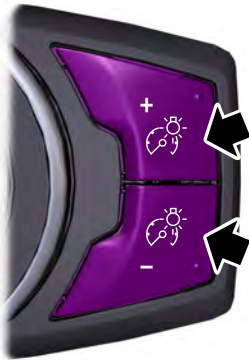
**Note:** *If you switch autolamps and autowipers on, the headlamps will automatically turn on when the windshield wipers continuously operate.*

# Lighting

## INSTRUMENT LIGHTING DIMMER

**Note:** You disable the manual dimmer when you adjust the setting to Auto Dimming in the information display. See **Information Displays** (page 80).

**Note:** If you disconnect the battery or it becomes discharged, the illuminated components will switch to the maximum setting.



E161902

Press repeatedly or press and hold until you reach the desired level.

## HEADLAMP EXIT DELAY

After you power off your vehicle, you can switch the headlamps on by pulling the direction indicator lever toward you. You will hear a short tone. The headlamps switch off automatically after three minutes with any door open or 30 seconds after the last door has been closed. You can cancel this feature by pulling the direction indicator toward you again or by powering off your vehicle.

## DAYTIME RUNNING LAMPS

### WARNING



The daytime running lamps system does not activate the rear lamps and may not provide adequate lighting during low visibility driving conditions. Also, the autolamps switch position may not activate the headlamps in all low visibility conditions, such as daytime fog. Make sure the headlamps are switched to auto or on, as appropriate, during all low visibility conditions. Failure to do so may result in a crash.

### Type 1 - Conventional (Non-Configurable)

The daytime running lamps turn on when:

1. The ignition is switched to the on position.
2. The transmission is not in park (P) for vehicles with automatic transmissions or the parking brake is released for vehicles with manual transmissions.
3. The lighting control is in the off, parking lamp or autolamps positions.
4. The headlamps are off.

### Type 2 - Configurable

Switch the daytime running lamps on or off using the information display controls. See **Information Displays** (page 80).

The daytime running lamps turn on when:

1. They are switched on in the information display. See **Information Displays** (page 80).
2. The ignition is switched to the on position.
3. The transmission is not in park (P) for vehicles with automatic transmissions or the parking brake is released for vehicles with manual transmissions.

# Lighting

- The lighting control is in the autolamps position.
- The headlamps are off.

The other lighting control switch positions do not activate the daytime running lamps, and you can use them to temporarily override autolamp control.

When switched off in the information display, the daytime running lamps are off in all lighting control switch positions.

## DIRECTION INDICATORS



E162681

Push the lever up or down to use the direction indicators.

**Note:** Tap the lever up or down to make the direction indicators flash three times to indicate a lane change.

## INTERIOR LAMPS

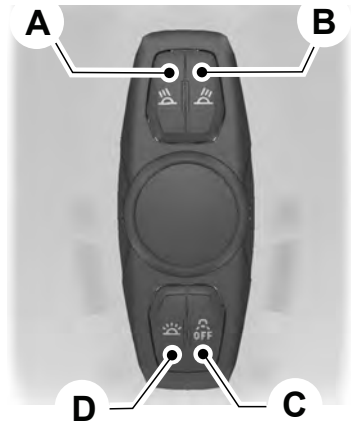
The lamps turn on when:

- You open any door.
- You press a remote control button.
- You press the buttons on the map lamps.

## Front Interior Lamps (If Equipped)

**Note:** Press the door function switch to switch off interior lights when you open any door. The indicator lamp illuminates amber when the door function is off. When the door function is off and you open a door, the courtesy and door lamps stay off. Press the switch again to switch the door function back on. The indicator lamp illuminates white when the door function is on. When the door function is on and you open a door, the courtesy and door lamps switch on.

## Center Mounted Lamp



E139420

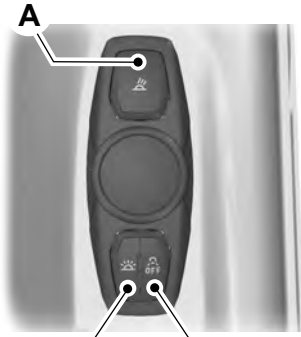
- A Left-hand side map lamp.
- B Right-hand side map lamp.
- C Door function switch.
- D All lamps on switch.



# Lighting

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## Side Mounted Lamp



E139419

- A Map lamp.
- B Door function switch.
- C All lamps on switch.

## AMBIENT LIGHTING

Adjust the ambient lighting using the touchscreen.

# Windows and Mirrors

## POWER WINDOWS

### WARNINGS



Do not leave children unattended in your vehicle and do not let them play with the power windows. They may seriously injure themselves.



When closing the power windows, you should verify they are free of obstructions and make sure that children and pets are not in the proximity of the window openings.



E70848

Press the control to open the window.

Lift the control to close the window.

**Note:** You may hear a pulsing noise when just one of the windows is open. Lower the opposite window slightly to reduce this noise.

### One-Touch Down (If Equipped)

Press the control fully and release it. Press again or lift it to stop the window.

### One-Touch Up (If Equipped)

Lift the control fully and release it. Press or lift it again to stop the window.

### Window Lock



E70850

Press the control to lock or unlock the rear window controls. It lights when the rear window controls lock.

### Bounce-Back (If Equipped)

The window stops automatically while closing. It reverses some distance if there is an obstacle in the way.

### Overriding the Bounce-Back Feature

#### WARNING



When you override the bounce-back feature the window will not reverse if it detects an obstacle. Take care when closing the windows to avoid personal injury or damage to your vehicle.

Proceed as follows to override this protection feature when there is a resistance, for example in winter:

# Windows and Mirrors

1. Close the window twice until it reaches the point of resistance and let it reverse.
2. Close the window a third time to the point of resistance. You disabled the bounce-back feature and you can now close the window manually. The window travels past the point of resistance and you can close it fully.

Contact an authorized dealer as soon as possible if the window does not close after the third attempt.

## Resetting the Bounce-Back Feature

### WARNING



The bounce-back feature remains turned off until you reset the memory.

If you have disconnected the battery, you must reset the bounce-back memory separately for each window.

1. Lift and hold the control until the window is fully closed.
2. Release the control.
3. Lift and hold the control again for a few seconds.
4. Release the control.
5. Lift and hold the control again for a few seconds.
6. Release the control.
7. Press and hold the control until the window is fully open.
8. Lift and hold the control until the window is fully closed.
9. Release the control.
10. Open the window and then try to close it automatically.
11. Repeat the procedure if the window does not close automatically.

## Accessory Delay (if Equipped)

You can use the window controls for several minutes after switching off the ignition or until opening either front door.

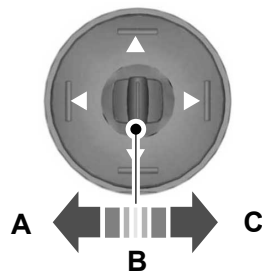
## EXTERIOR MIRRORS

### Power Exterior Mirrors

#### WARNING

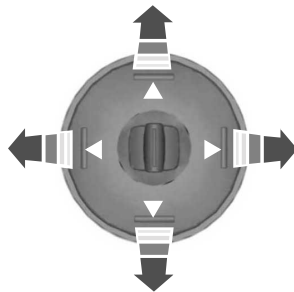


Do not adjust the mirrors when your vehicle is moving.



E70846

- A Left-hand mirror
- B Off
- C Right-hand mirror



E70847

Press the arrows to adjust the mirror.

# Windows and Mirrors

## Fold-Away Exterior Mirrors

Push the mirror toward the door window glass. Make sure that you fully engage the mirror in its support when returning it to its original position.

## Heated Exterior Mirrors

See **Heated Windows and Mirrors** (page 96).

## Integrated Blind Spot Mirrors

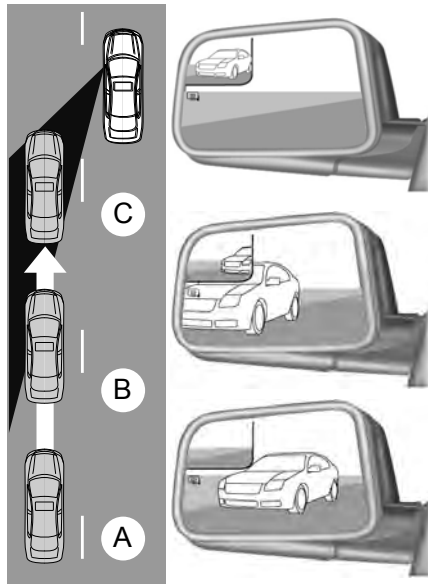
### WARNING



Objects in the blind spot mirror are closer than they appear.

Blind spot mirrors have an integrated convex mirror built into the upper outboard corner of the exterior mirrors. They are designed to increase your visibility along the side of your vehicle.

Check the main mirror first before a lane change, then check the blind spot mirror. If no vehicles are present in the blind spot mirror and the traffic in the adjacent lane is at a safe distance, signal that you intend to change lanes. Glance over your shoulder to verify traffic is clear and carefully change lanes.



E138665

The image of the approaching vehicle is small and near the inboard edge of the main mirror when it is at a distance. The image becomes larger and begins to move outboard across the main mirror as the vehicle approaches (A). The image will transition from the main mirror and begin to appear in the blind spot mirror as the vehicle approaches (B). The vehicle will transition to your peripheral field of view as it leaves the blind spot mirror (C).

## INTERIOR MIRROR

### WARNING



Do not adjust the mirror when your vehicle is moving.

## Windows and Mirrors

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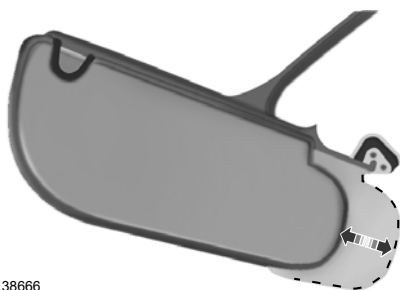
**Note:** Do not clean the housing or glass of any mirror with harsh abrasives, fuel or other petroleum or ammonia-based cleaning products.

Lift the cover to switch the lamp on.

You can adjust the interior mirror to your preference. Some mirrors also have a second pivot point. This lets you move the mirror head up or down and from side to side.

Pull the tab below the mirror toward you to reduce glare at night.

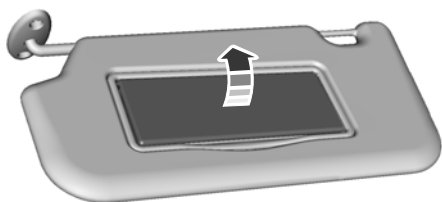
### SUN VISORS



E138666

Rotate the sun visor toward the side window and extend it rearward for extra shade.

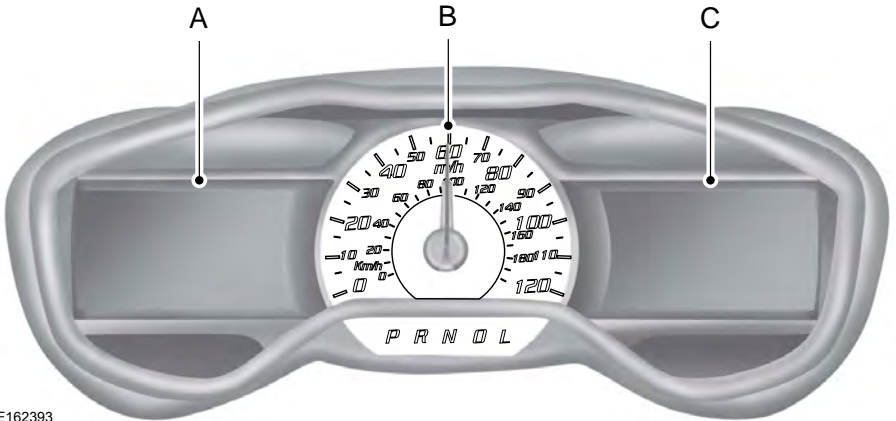
### Illuminated Vanity Mirror (If Equipped)



E162197

# Instrument Cluster

## GAUGES



E162393

- A Left Information Display.
- B Speedometer.
- C Right Information Display.

## Common Displays

**Note:** You can switch some features on and off through the information display.

### Battery Gauge

The high voltage battery gauge appears on the right side of the left information display screen. This provides State of Charge, Range Estimate and Regen Display.

# Instrument Cluster

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- **State of Charge** - The state of charge for the high voltage battery is shown as a colored fill. The fill color is normally blue. When a low battery condition is reached the fill turns amber. When the battery is depleted the fill turns red. See the Information Messages section for details on associated Low Battery and Depleted Battery warnings.
- **Distance to Empty** - The Range Estimate in the Battery Gauge is personalized to your key. This is the estimated distance your vehicle can travel before needing a recharge. The Range Estimate is based on your typical energy usage while driving. This includes your Drive Habits as well as your use of accessories such as Climate Control. Your Range Estimate may change immediately when you change your Climate Control settings.
- **Regen Display** - A circular arrow symbol appears in the center of the Battery Gauge when energy is being recaptured through the regenerative braking system.

## Brake Coach Display

The Brake Coach appears after your vehicle has come to a stop. It coaches you to brake in a manner which maximizes the amount of energy returned through the regenerative braking system. The percent displayed is an indication of the regenerative braking efficiency with 100% representing the maximum amount of energy recovery. If desired, this feature can be disabled in the Display section of the Settings menu.

## Trip Summary and Lifetime Summary

These summaries display after switching off your vehicle. The Trip Summary appears first, followed by the Lifetime Summary. You can toggle between these displays using the up and down arrow keys on the left hand steering wheel controls.

Trip Summary data is from the last power cycle, while Lifetime Summary data is cumulative from the last Lifetime Summary reset done through the Settings menu in the information display.

Trip Summary:

- **Distance** - The total distance traveled, and regen distance are displayed. Regen distance is the estimated range gained from energy recaptured through regenerative braking.
- **Energy Used** - The total kilowatt hours and average watt hours per unit of distance are displayed. The average watt hours per mi (km) will be shown in blue if less than (better than) the lifetime average watt hours per mi (km).
- **Brake Score** - The percentage of braking energy recaptured and returned to the high voltage battery through regenerative braking. The brake score will be shown in blue if greater than (better than) the lifetime brake score.

Lifetime Summary:

- **Distance** - The total regen distance, which is the estimated range gained from energy recaptured through regenerative braking.
- **Energy Used** - The average watt hours per mi (km).
- **Brake Score** - The average percentage of braking energy recaptured and returned to the high voltage battery through regenerative braking.

# Instrument Cluster

## Charging Status Screen

When you enter or switch off the vehicle, on your right information display you have the opportunity to view charging status, charge start and end times as well as the charging mode. You can also switch your charging mode between Value Charge and Charge Now. See Electric Vehicle Information in your SYNC information.

## WARNING LAMPS AND INDICATORS

The following warning lamps and indicators alert you to a vehicle condition that may become serious. Some lamps illuminate when you start your vehicle to make sure they work. If any lamps remain on after starting your vehicle, refer to the respective system warning lamp for further information.

**Note:** *Some warning indicators appear in the information display and operate the same as a warning lamp but do not illuminate when you start your vehicle.*

### Airbag Warning Lamp



If it does not illuminate when you switch the ignition on, continues to flash or remains on when the electric motor is running, this indicates a malfunction. Have your vehicle checked as soon as possible.

### Anti-Lock Brake System Warning Lamp



If it illuminates when you are driving, this indicates a malfunction. Your vehicle continues to have normal braking without the anti-lock brake system function. Have your vehicle checked as soon as possible.

## Brake System Warning Lamp

### WARNING



Driving your vehicle with the warning lamp on is dangerous. A significant decrease in braking performance may occur. It may take you longer to stop your vehicle. Have your vehicle checked as soon as possible. Driving extended distances with the parking brake engaged can cause brake failure and the risk of personal injury.



It illuminates when you engage the parking brake and the ignition is on.

If it illuminates when your vehicle is moving, make sure the parking brake is disengaged. If the parking brake is disengaged, this indicates low brake fluid level or a brake system fault. Have your vehicle checked immediately.

### Cruise Control Indicator



It illuminates when you switch the system on.

See **Cruise Control** (page 129).

### Direction Indicator



Illuminates when the left or right direction indicator or the hazard warning flasher is turned on.

Flashes during operation. An increase in the rate of flashing warns of a failed indicator bulb.

### Door Ajar Warning Lamp



It illuminates when you switch the ignition on and remains on if any door or the hood is open.



# Instrument Cluster

## Electric Motor Warning Lamp



If it illuminates when the electric motor is running this indicates a malfunction.

If the warning lamp remains on when the electric motor is running, have your vehicle checked as soon as possible.

## Electric Motor Coolant Temperature Warning Lamp



If it illuminates when your vehicle is moving, this indicates that the electric motor is overheating.

Stop your vehicle as soon as it is safe to do so and switch the electric motor off. Have your vehicle checked as soon as possible.

## Fasten Seatbelt Warning Lamp



It illuminates and a chime sounds until you fasten the seatbelts.

## Headlamp High Beam Indicator



It illuminates when you switch the headlamp high beam on.

## High Voltage Battery Charging Indicator



It illuminates when you connect your vehicle to a charging system.

## Ignition Warning Lamp



If it illuminates when the electric motor is running this indicates a malfunction. Switch off all electrical systems when not in use, for example air conditioning. Have your vehicle checked as soon as possible.

## Lamps on Indicator



It illuminates when you switch the headlamp low beam or the side and rear lamps on.

## Liftgate Ajar Warning Lamp



It illuminates when you switch the ignition on and remains on if the liftgate is open.

## Limited Performance Warning Lamp



It illuminates amber if your vehicle has limited performance due to a cold or hot battery.

It illuminates red if your vehicle has severely limited performance due to a cold or hot battery. Drive with caution. Keep your vehicle connected to a charging system when not in use to maintain battery temperature.

## Low Battery Charge Warning Lamp



It illuminates when the high voltage battery is running out of charge.

## Low Tire Pressure Warning Lamp

(If Equipped)



It illuminates if the tire pressure in one or more tires is below the correct tire pressure.

## Low Washer Fluid Level Warning Lamp



It illuminates when the washer fluid is low.

# Instrument Cluster

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## Ready to Drive Indicator



It illuminates when you switch your vehicle on and it is ready to drive.

## Stability Control Indicator



Flashes during operation.

If it does not illuminate when you switch the ignition on, continues to flash or remains on when the electric motor is running, this indicates a malfunction. Have your vehicle checked as soon as possible.

**Note:** *The system automatically turns off if there is a malfunction.*

See **Stability Control** (page 122).

## Stability Control Off Warning Lamp



It illuminates when you switch the system off.

## Stop Safely Warning Lamp



If it illuminates when the electric motor is running this indicates a malfunction. Your vehicle may shutdown or enter limited operation mode. Have your vehicle checked immediately.

## AUDIBLE WARNINGS AND INDICATORS

### Keyless Warning Alert

The horn will sound twice when you exit your vehicle with the intelligent access key and your vehicle is in RUN, indicating your vehicle is still on.

## Headlamps On Warning Chime

Sounds when you remove the key from the ignition and open the driver's door and you have left the headlamps or parking lamps on.

## Parking Brake On Warning Chime

Sounds when you have left the parking brake on and drive your vehicle. If the warning chime remains on after you have released the parking brake, have the system checked by your authorized dealer immediately.

# Information Displays

## GENERAL INFORMATION

### WARNING

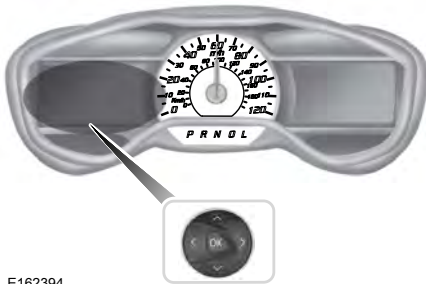


Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

You can control various systems on your vehicle using the information display controls on the steering wheel.

The information display shows the corresponding information.

## Left Information Display Controls



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- Press the up and down arrow buttons to scroll through and highlight the options within a menu.
- Press the right arrow button to enter a sub-menu.
- Press the left arrow button to exit a menu.
- Press and hold the left arrow button at any time to return to the main menu display (escape button).
- Press the **OK** button to choose and confirm settings or messages.

## Main menu

From the main menu bar on the left side of the information display, you can choose from the following categories:

-  Display Mode
-  Trip 1 & 2
-  Energy
-  Information
-  Settings

## Display Mode

-  Use the up or down arrow buttons to choose between the following display options.

**Note:** *The cluster will remember the menu level 2 state when you change the power button state from the RUN to the OFF position.*

# Information Displays

Display Mode				
Budget Text View	Options	Budget Text or Help		
Budget View		Gauge Scale, Budget Text or Help		
Range View		Surplus Graphic, Budget Text or Help		
MyView		Gauge Scale - check enabled or uncheck disabled		
		Budget Text - check enabled or uncheck disabled		
		Change MyView	Budget Text	Budget View
			Range View	Budget + Avg
			Accessory Power	Accessory Power
			Trip 1	Trip 1
			Trip 2	Trip 2
	Energy History		Energy Coach	
Energy Coach	Blank			
Blank				
	Help			

## **Budget Text View**

Contains basic information to help you reach your next charging destination or to achieve your vehicle range estimate.

- Charge pt: is the distance remaining to the next charge point you identified using the Navigation system.
- Surplus: is the available range beyond your identified charge point (current Range Estimate shown on Battery Gauge minus Charge pt distance).

If you don't enter a charge point, you will see:

- Budget: is set to the Range Estimate at the point of departure. This will count down with the odometer.
- Status: is your performance against your Budget (current Range Estimate shown on Battery Gauge minus Budget distance). A positive Status indicates you are using less energy than typical and have extended your Range Estimate by the distance shown.

## **Budget view**

Helps you manage your energy use.

# Information Displays

Your current energy use is the white line that moves up and down in the Budget Gauge. A higher line means you are using more energy (lower is better). Your energy use includes input from the accelerator pedal as well as the accessories, such as Climate Control.

The Budget is shown by the blue cup shape around the Budget Gauge. As long as your current energy use is within the cup, you are staying within your budget. Your Budget represents the maximum energy usage you can maintain in order to achieve your vehicle range estimate, or reach your intended charge point. Driving for extended periods outside of the Budget Cup reduces your budget and could put you at risk of not reaching your intended charge point.

## Range view

Shows your range relative to your charge point as well as performance to your budget.

A blue charge point icon means you have a Surplus. If an E appears to the left of an amber charge point icon, then you are projected to run out of charge prior to reaching your charge point.

Current performance to your budget is represented by the glow of the car icon: more Blue = better performance to budget, more Amber = worse.

The optional Surplus Graphic displays available range beyond your charge point.

If you didn't enter your charge point through the Navigation system, your budget will be set to the range estimate at the start of your trip. The gauge will show your estimated distance to E (empty) along with your current performance to budget. The optional Surplus Graphic is not available in this case.

## MyView

You can choose what to display in this view. Selecting **Change MyView** in the options menu allows you to scroll through two columns of content choices.

- Press the up or down arrow to view content.
- Press **OK** to save your selected content.

Unique content available in MyView:

- Accessory Power - Indicates electrical power demands from your vehicle's accessory systems. Accessories use power but do not contribute to propelling your vehicle. The gauge separately displays power demand in kilowatts (kW) for climate and other accessories. Climate includes the power being used by high voltage climate control components such as the electric A/C compressor and the electric heater. Other includes all power being used by the low voltage accessories (cabin fans, headlights, heated seats, etc.).
- Budget + Avg - The white pointers on the outside of the budget gauge indicate your average watt hours per mi (km) since you last charged your vehicle. Immediately after charging the white pointers will start out at the top of the gauge, as you begin driving they will reflect your average energy use.

**Note:** *The trip data cannot be reset in MyView.*

## Trip 1 & 2



Use the arrow buttons to choose between the following.

# Information Displays

Trip 1 & 2				
Trip distance	Standard	Enhanced	Budget Text	Help
	X	X	X	
XXX Wh/mi (km) – Energy used per unit of distance	—	X	—	
XX.X kWh –Energy used	—	X	—	
Elapsed trip time	X	X	X	
Budget Text	—	—	X	
Total Odometer	X	X	X	

**Note:** Press and hold OK to reset the currently displayed trip information.

- Trip distance — Shows your accumulated trip distance.
- XXX Wh/mi (km) — Shows the average Energy (watt-hours) used per unit of distance for a given trip.
- XX.X kWh — Shows the total Energy (kilowatt-hours) used for a given trip.
- Elapsed trip time — The timer stops when you turn off your vehicle and restarts when you restart your vehicle.

- Budget Text — Shows the distance to your next charge point and the surplus distance available, or your budget and status if you didn't identify a charge point through the navigation system.
- Total Odometer — Displays the total distance your vehicle has traveled. This value cannot be reset.

## Energy



Use the arrow buttons to choose the desired energy display.

Energy		
Energy History	Options	Time intervals or Help
Energy Coach		Help

# Information Displays

- Energy History - This view from left to right starts with the Budget View gauge and adds historical Energy Use and Budget data. The data is represented as an average for time intervals of either 1, 2 or 6 minutes, with the leftmost interval being the most recent. Total time for the five intervals is shown at the bottom of the view. Interval time can be selected in the Options menu. Intervals shown in grey color are from the previous drive.
- Energy Coach - This view provides a comparison of your recent Acceleration, Braking and Cruising behavior to what is recommended for most efficient use of energy under present conditions. The horizontal bars fill from left to right with best efficiency (and Blue color) shown as at least half full. When the bars are less than half full, the color is Amber, suggesting that a change in behavior is needed to achieve better energy efficiency.

## Info



In this mode, you can view different vehicle system information and perform a system check.

Information	
Tutorial	Find your way...
	Brake Coach
	Display Mode
	Trip 1 & 2
	Energy
	Surplus
MyKey	MyKeys (Number of MyKeys programmed)
	Admin Keys (Number of admin keys)
	MyKey Miles (km) (Distance traveled using a programmed MyKey)

# Information Displays

Information	
Driver Alert	Displays the associated driver alert graphic.
XX Warnings	Displays the number of warnings that need immediate attention in red. You can only view the warnings from the System Check menu. View them immediately by pressing <b>OK</b> and then <b>OK</b> again to enter system check. Use the up and down arrows to scroll through the warnings.
System Check	All active warnings will display first if applicable. The system check menu may appear different based upon equipment options and current vehicle status. Use the up/down arrow buttons to scroll through the list.

## Settings



In this mode, you can configure different driver setting choices.

**Note:** Some items are optional and may not appear.

**Note:** Some MyKey items will only appear if a MyKey is set.

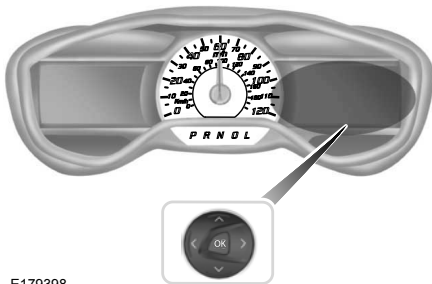
Settings					
Driver Assist	Traction Ctrl	On or Off			
	Home Range warn	On or Off			
	Rear Park Aid	On or Off			
Vehicle	Lighting	Auto Light Rain	On or Off		
		Home Light	Manual or select time interval		
	Remote Start	Climate Control	Heater - A/C	Auto or Last Settings	
			Front Defrost	Auto or Off	
			Rear Defrost	Auto or Off	
	Duration	5, 10 or 15 minutes			
	Quiet Start	On or Off			
	System	Enable or Disable			



# Information Displays

Settings			
	Tire Mobility Kit	Select number of years	
MyKey	Create MyKey	Hold OK to Create MyKey	
	Traction Control	Always On or User Selectable	
	Max Speed	Choose desired speed or off	
	Speed Minder	Choose desired speed or off	
	Volume Limiter	On or Off	
	Clear MyKeys	Hold OK to Clear All MyKeys	
Display	Language	Select the desired language	
	Units	Distance	Miles or km
		Temperature	Fahrenheit (°F) or Celsius (°C)
	Brake Coach	On or Off	
	Regen Display	On or Off	
Lifetime Summary	Hold OK to Reset		

## Right Information Display Controls



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- Press the up and down arrow buttons to scroll through and highlight the options within a menu.
- Press the right arrow button to enter a sub-menu.
- Press the left arrow button to exit a menu.
- Press the **OK** button to choose and confirm settings or messages.

### Main menu

From the main menu bar on the right side of the information display, you can choose from the following categories:



Entertainment

# Information Displays



Phone



Navigation or Compass



Surplus

## Entertainment

See your SYNC information.

## Phone

See your SYNC information.

## Navigation or Compass

See your SYNC information.

## Surplus

In Surplus mode, either butterflies or a gauge represent surplus or status. The number of butterflies matches the current surplus or status distance up to a maximum of sixteen butterflies. If you entered your next charge destination in the navigation system and you see butterflies on your screen, then you should be able to make your destination (you have a Surplus). If you see butterflies but did not enter your next charge destination, then you should be able to achieve the range estimate shown at the start of your drive (you have a positive Status). See Display Mode under Left Information Display Controls in this chapter for more information.

## AdvanceTrac®

Message	Action
Service AdvanceTrac	The system has detected a condition that requires service. Contact an authorized dealer as soon as possible.

## INFORMATION MESSAGES

**Note:** Depending on the vehicle options equipped with your vehicle, not all of the messages will display or be available. Certain messages may be abbreviated or shortened depending upon which cluster type you have.



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Press the OK button to acknowledge and remove some messages from the information display. Other messages will be removed automatically after a short time.

Certain messages need to be confirmed before you can access the menus.

# Information Displays

## Alarm

Message	Action
Vehicle Alarm To Stop Alarm, Start Vehicle.	Alarm triggered due to unauthorized entry. See <b>Passive Anti-Theft System</b> (page 58).

## Battery and Charging System (High Voltage)

Message	Action
Vehicle Plugged In ? Yes No	Your vehicle needs confirmation it is unplugged before allowing to power on. You must make sure your vehicle is unplugged and you respond to the message prompt before powering on your vehicle.
Ready to Drive	Your vehicle is ready to drive.
Unplug Prior to Starting Vehicle	Your vehicle detects it is still plugged in and you attempt to start it.
Elec system overvoltage Stop safely	Stop your vehicle as soon as it is safe to do so and power it off. Contact an authorized dealer.
Battery low See manual	Warning of a low 12-volt battery condition. Turn off all unneeded electrical accessories. Contact an authorized dealer.
Low Battery	The estimated range is 10 mi (16 km) or 15 mi (24 km) for MyKey. Your vehicle needs to be charged soon.
Low Battery Reduce Climate use for more range	The estimated range is 10 mi (16 km) or 15 mi (24 km) for MyKey and the climate system is in use. Turn off unneeded climate system operation to increase your vehicle range.
Depleted Battery Stop safely now	The estimated range is 0 mi (0 km). Stop your vehicle in a safe place. Your vehicle must be charged.
Reduce Climate Use for More Range	High climate usage may make it difficult to stay within your energy budget.
Limited Performance Due to cold battery	Cold battery temperatures is affecting your vehicle performance.
Severely Limited Performance Due to cold battery	Your vehicle performance is severely affected by cold battery temperatures. Drive with caution. Keep your vehicle plugged in when not in use to maintain proper battery temperature.
Limited Performance Due to hot battery	Hot battery temperature is affecting your vehicle performance.

## Information Displays

Message	Action
Severely Limited Performance Due to hot battery	Your vehicle performance is severely affected by hot battery temperatures. Drive with caution. Keep your vehicle plugged in when not in use to maintain proper battery temperature.
Approaching Range Limit to Return Home	You have not specified a charge point through your vehicle Mytouch system and your vehicle range will soon be less than what is needed to return Home. Your Home address must be specified through your vehicle Mytouch system to enable this feature.
Stop Safely Now	The stop safely hazard warning lamp is illuminated. This indicates an electrical component fault or failure that will cause your vehicle to shut down or enter into limited operating mode.
Outside Air Temperature High Plug Vehicle in When not in use	The ambient temperature is hot. Plug in your vehicle to cool the high voltage battery for optimum performance.
Outside Air Temperature Low Plug Vehicle in When not in use	The ambient temperature is cold. Plug in your vehicle to warm the high voltage battery for optimum performance.
Ready to Drive Budget set to {distance imperial:###0} mi	Your vehicle is ready to drive and you have not specified your next charge point through your vehicle navigation system. Your budget is set for the current vehicle range estimate.
Budget set to {distance imperial:###0} mi	Your budget is reset because you have reached your charge point destination, or you no longer have a charge point destination identified through your vehicle navigation system. Your budget is set for the current vehicle range estimate.

## Doors

Message	Action
X Door Ajar	Displays when the door(s) listed is not completely closed.
Liftgate Ajar	Displays when the liftgate is not completely closed.

# Information Displays

## Hill Start Assist

Message	Action
Hill Start Assist Not Available	Displays when hill start assist is not available. Contact an authorized dealer. See <b>Hill Start Assist</b> (page 119).

## Keys and Intelligent Access

Message	Action
Starting System Fault	This message is displayed when there is a problem with your vehicle's starting system. See your authorized dealer for service.
Key Inside vehicle	Displays to remind you that the key is in the luggage compartment. See <b>Starting the Electric Motor</b> (page 106).
Key Not Inside vehicle	Displayed when a valid key is not detected within the vehicle. See <b>Starting the Electric Motor</b> (page 106).
No Key Detected	Displayed if the key is not detected by the system. See <b>Starting the Electric Motor</b> (page 106).
Accessory Power is Active	Displayed when your vehicle is in the Accessory ignition state.
To START Press Brake	Displayed as a reminder to press the brake while starting the vehicle.
Place Key in Backup Location	Displayed as needed by the system for proper function.

## Lighting

Message	Action
Brake lamp Bulb fault	Displays when the brake lamp bulb has burned out. Contact an authorized dealer.
Low beam Bulb fault	Displays when the low beam headlamp bulb has burned out. Contact an authorized dealer.
Headlamp fault Service req'd	Displays when an electrical system problem occurs with the headlamp system. Contact an authorized dealer.

# Information Displays

## Maintenance

Message	Action
Brake fluid level low Service now	Indicates the brake fluid level is low and the brake system should be inspected immediately. See <b>Maintenance</b> (page 166).
Brake system fault Stop safely	Displays when the brake system needs servicing. Stop your vehicle in a safe place. Contact an authorized dealer.
Motor Coolant Over Temperature	Displays when the motor coolant temperature is excessively high.
Service Tire Mobility Kit	Displayed when the kit needs service. See your authorized dealer.
See Manual	Informs you that the powertrain needs service due to a powertrain malfunction.
Washer Fluid Level Low	Displays when the washer fluid is low and needs to be refilled. See <b>Maintenance</b> (page 166).

## MyKey

Message	Action
MyKey Active Drive Safely	Displays when MyKey is active.
Speed Limited to xx MPH/km/h	Displays when starting the vehicle and MyKey is in use and the MyKey speed limit is on.
Near Vehicle Top Speed	Displays when a MyKey is in use and the MyKey speed limit is on and the vehicle speed is approaching 80 mph (130 km/h).
Vehicle at Top Speed of MyKey Setting	Displays when a MyKey is in use and the MyKey speed limit is reached.
Check Speed Drive Safely	Displays when MyKey is active.
Buckle Up to Unmute Audio	Displays when a MyKey is in use and Belt- Minder is activated.
MyKey Park Aid Cannot be Deactivated	Displays when a MyKey is in use and park aid is activated.

# Information Displays

## Park Aid

Message	Action
Check Park Aid	The system has detected a condition that requires service. Contact an authorized dealer.
Rear Park Aid On Off	Displays the park aid status.

## Park Brake

Message	Action
Park Brake Engaged	Displays when the parking brake is set, the engine is running and the vehicle is driven more than 3 mph (5 km/h). If the warning stays on after the parking brake is released, contact an authorized dealer.

## Power Steering

Message	Action
Service Power Steering	The power steering system has detected a condition that requires service. Contact an authorized dealer.
Service Power Steering Now	The power steering system has detected a condition within the power steering system that requires service immediately. Contact an authorized dealer.
Power Steering Assist Fault	The power steering system has disabled power steering assist due to a system error. Contact an authorized dealer.
Steering fault Service now	The power steering system has detected a condition that requires service. Contact an authorized dealer.
Steering loss Stop safely	The power steering system has detected a condition within the power steering system that requires service immediately. Contact an authorized dealer.

## Remote Start

Message	Action
Remote Start Active	Displayed when the remote start system is active.

# Information Displays

## Tire Pressure Monitoring System

Message	Action
Low Tire Pressure	One or more tires on your vehicle has low tire pressure. See <b>Tire Pressure Monitoring System</b> (page 209).
Tire Pressure Monitor Fault	The tire pressure monitoring system is malfunctioning. If the warning stays on or continues to come on, contact an authorized dealer. See <b>Tire Pressure Monitoring System</b> (page 209).
Tire Pressure Sensor Fault	A tire pressure sensor is malfunctioning, or your spare tire is in use. For more information on how the system operates under these conditions. See <b>Tire Pressure Monitoring System</b> (page 209). If the warning stays on or continues to come on, contact an authorized dealer as soon as possible.

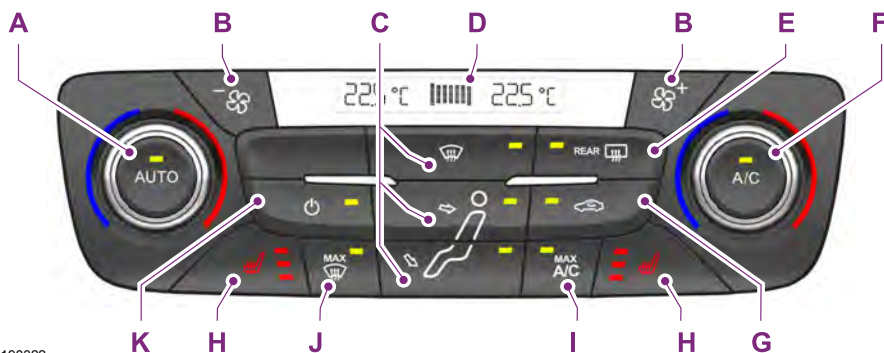
## Transmission

Message	Action
Transmission Not in Park	A reminder to shift into park.



# Climate Control

## AUTOMATIC CLIMATE CONTROL



E190322

- A **AUTO:** Press the button to switch on automatic operation. Adjust to select the desired temperature. Fan speed, air distribution, air conditioning operation, and outside or recirculated air are automatically adjusted to heat or cool the vehicle to maintain the desired temperature. You can also switch off dual zone mode by pressing and holding the button for more than two seconds.
- B **Fan speed control:** Adjusts the volume of air circulated in the vehicle.
- C **Air distribution control:** Adjust the control to turn airflow from the windshield, instrument panel, or footwell vents on or off. You can distribute air through any combination of these vents.
- D **Climate control display:** The display shows the set temperatures and the fan speed.
- E **Heated rear window:** Press the button to switch the heated rear window on and off. See **Heated Windows and Mirrors** (page 96).
- F **A/C:** Press the button to switch the air conditioning on or off. Air conditioning cools your vehicle using outside air. To improve the time to reach a comfortable temperature in hot weather, drive with the windows open until you feel cold air through the air vents.
- G **Recirculated air:** Press the button to switch between outside air and recirculated air. The air currently in the passenger compartment recirculates. This can reduce the time needed to cool the interior and reduce unwanted odors from entering your vehicle.
- H **Heated seats (if equipped):** Press the button to switch the heated seats on and off. See **Heated Seats** (page 103).

# Climate Control

- I **MAX A/C:** Press the button for maximum cooling. Recirculated air flows through the instrument panel vents, air conditioning automatically turns on and the fan automatically adjusts to the highest speed.
- J **MAX Defrost:** Press the button to switch on defrost. Outside air flows through the windshield vents, air conditioning automatically turns on, and fan automatically adjusts to the highest speed. You can also use this setting to defrost and clear the windshield of a thin covering of ice. The heated rear window also automatically turns on when you select maximum defrost.
- K **Power:** Press the button to switch the system on and off. When the system is off, it prevents outside air from entering the vehicle.

## Temperature Control



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You can set a temperature between 60°F (15.5°C) and 85°F (29.5°C). If you select LO, the system is set to permanent cooling. If you select HI, the system is set to permanent heating.

**Note:** If you select LO or HI, the system does not maintain a stable temperature.

### Single Zone Temperature Control

In this mode, the climate control system links the temperature settings for both the driver's side and passenger's side. If you adjust the setting using the rotary control on the driver's side, the system adjusts the temperature to the same setting on the passenger's side.

To switch back to single zone control from dual zone, press and hold **AUTO** for a few seconds. The passenger's side temperature switches to the driver's side temperature setting.

### Dual Zone Temperature Control

Select a temperature for the passenger's side using the rotary control on the passenger's side. Single zone temperature control automatically switches off. The temperature on the driver's side remains unchanged. You can now adjust the driver's side and passenger's side temperatures independently. The display shows the temperature settings for each side.

## HINTS ON CONTROLLING THE INTERIOR CLIMATE

### General Hints

**Note:** Prolonged use of recirculated air may cause the windows to fog up.

**Note:** To reduce humidity build-up inside your vehicle, do not drive with the system switched off or with recirculated air always switched on.

**Note:** Do not place objects under the front seats as this may interfere with the airflow to the rear seats.

# Climate Control

---

**Note:** Remove any snow, ice, or leaves from the air intake area at the base of the windshield.

**Note:** To improve air conditioning when starting your vehicle, drive with the windows slightly open for two to three minutes.

## Recommended Settings for Cooling

1. Press the **AUTO** button.
2. Adjust the temperature control to the desired setting.

## Side Window Defogging in Cold Weather

1. Select air distribution through the floor vent.
2. Select air distribution through the panel vent.
3. Select **A/C**.
4. Adjust the temperature control to the desired setting.
5. Adjust the outer panel vents toward the side windows.

**Note:** To increase airflow to the outer panel vents, close the vents in the middle of the instrument panel.

## Improving Vehicle Drive Range

Your vehicle is equipped with a high voltage electric compressor and a high voltage electric heater. You can increase your driving range by minimizing the amount of energy expended to cool or heat the interior during the drive.

Pre-condition the interior temperature during vehicle charging reduces the battery energy use on the interior comfort and improves range.

**Note:** Your vehicle may not always reach the set cabin temperature due to charging and ambient temperature conditions.

Hot and cold temperatures make your vehicle use more energy to achieve and maintain a comfortable interior temperature. Park the vehicle in the shade or in a parking structure when hot, and in a garage when cold.

Consider partially opening a window (or windows) to let fresh air circulate, if weather conditions permit. You can achieve maximum energy savings by switching the climate system off. Do this only if conditions exist for safe vehicle operation.

Reduce fan speed.

Set the **AUTO** temperature a couple degrees cooler than you normally do on cold days and a couple degrees higher on hot days. Use the heated seats on cold days to increase interior comfort.

Switch the air conditioning off in mild temperatures or low humidity conditions.

Defrost mode automatically turns the air conditioning on to dehumidify the air, and cannot be switched off. If defogging or defrosting is not necessary, select a non-defrost mode and disengage air conditioning to extend vehicle range.

Air conditioning and heating functions are automatically switched off (unless in defrost mode) when driving distance to empty is zero miles (zero km). The interior fan will continue to operate.

## HEATED WINDOWS AND MIRRORS

### Heated Rear Window

**Note:** Make sure the vehicle is running before operating the heated windows.

# Climate Control



Press the button to clear the heated rear window of thin ice and fog. The heated rear window will automatically turn off after a short period of time.

**Note:** Do not use razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window. The vehicle warranty does not cover damage caused to the heated rear window grid lines.

## Heated Exterior Mirrors (If Equipped)



When you switch the heated rear window on, the heated exterior mirrors will automatically turn on.

**Note:** Do not remove ice from the mirrors with a scraper or adjust the mirror glass when it is frozen in place.

**Note:** Do not clean the mirror housing or glass with harsh abrasives, fuel or other petroleum-based cleaning products.

## CABIN AIR FILTER

Your vehicle is equipped with a cabin air filter, which gives you and your passengers the following benefits:

- It improves your driving comfort by reducing particle concentration.
- It improves the interior compartment cleanliness.
- It protects the climate control components from particle deposits.

You can locate the cabin air filter behind the glove box.

**Note:** Make sure you have a cabin air filter installed at all times. This prevents foreign objects from entering the system. Running the system without a filter in place could result in degradation or damage to the system.

Replace the filter at regular intervals. See **Scheduled Maintenance** (page 316).

For additional cabin air filter information, or to replace the filter, see an authorized dealer.

## REMOTE START

You can switch this feature on or off and adjust the settings using the information display.

The system adjusts the interior temperature depending on your chosen settings during remote start.

You cannot adjust the climate control setting during remote start operation. When you switch the ignition on, the climate control system will return to the previous settings. You can now make adjustments.

You can switch on certain vehicle-dependent features when needed, such as:

- Heated rear window.
- Heated exterior mirrors.

**Note:** You can control the system through SYNC using a smartphone app. See **Apps** (page 285).

# Seats

## SITTING IN THE CORRECT POSITION

### WARNINGS



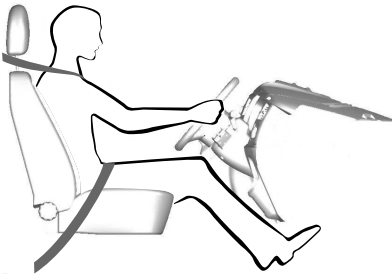
Do not recline the seat backrest too far as this can cause the occupant to slide under the safety belt, resulting in serious injury in the event of a crash.



Sitting improperly, out of position or with the seat backrest reclined too far, can result in serious injury or death in the event of a crash. Always sit upright against your seat backrest, with your feet on the floor.



Do not place objects higher than the seat backrest to reduce the risk of serious injury in the event of a crash or during heavy braking.



E68595

When you use them properly, the seat, head restraint, safety belt and airbags will provide optimum protection in the event of a crash.

We recommend that you follow these guidelines:

- Sit in an upright position with the base of your spine as far back as possible.
- Do not recline the seat backrest more than 30 degrees.
- Adjust the head restraint so that the top of it is level with the top of your head and as far forward as possible. Make sure that you remain comfortable.
- Keep sufficient distance between yourself and the steering wheel. We recommend a minimum of 10 inches (25 centimeters) between your breastbone and the airbag cover.
- Hold the steering wheel with your arms slightly bent.
- Bend your legs slightly so that you can press the pedals fully.
- Position the shoulder strap of the safety belt over the center of your shoulder and position the lap strap tightly across your hips.

Make sure that your driving position is comfortable and that you can maintain full control of your vehicle.

## HEAD RESTRAINTS

### WARNINGS



To minimize the risk of neck injury in the event of a crash, the driver and passenger occupants should not sit in or operate the vehicle, until the head restraint is placed in its proper position. The driver should never adjust the head restraint while the vehicle is in motion.

# Seats

## WARNINGS



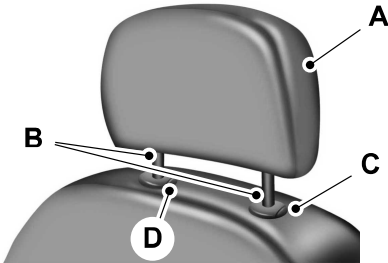
The adjustable head restraint is a safety device. Whenever possible, it should be installed and properly adjusted when the seat is occupied. Failure to adjust the head restraint properly could reduce its effectiveness during certain impacts.



Install the head restraint properly to help minimize the risk of neck injury in the event of a crash.

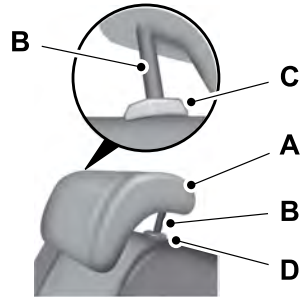
**Note:** *Adjust the seatback to an upright driving position before adjusting the head restraint. Adjust the head restraint so that the top of it is level with the top of your head and as far forward as possible. Make sure that you remain comfortable. If you are extremely tall, adjust the head restraint to its highest position.*

## Front seat and rear seat outboard head restraints



E138642

## Rear center head restraint



E198013

The head restraints consist of:

- A An energy absorbing head restraint.
- B Two steel stems.
- C Guide sleeve adjust and release button.
- D Guide sleeve unlock and remove button.

## Adjusting the Head Restraint

### Raising the Head Restraint

Pull the head restraint up.

### Lowering the Head Restraint

1. Press and hold button C.
2. Push the head restraint down.

### Removing the Head Restraint

1. Pull the head restraint up until it reaches its highest position.
2. Press and hold buttons C and D.
3. Pull the head restraint up.

**Note:** *For the front head restraints, you may need to use a key or similar object to release the head restraint. Press the key into the guide sleeve unlock and remove button to release the head restraint.*

# Seats

## Installing the Head Restraint

Align the steel stems into the guide sleeves and push the head restraint down until it locks.

## Tilting Head Restraints (If Equipped)

The front head restraints tilt for extra comfort. To tilt the head restraint, do the following:




E144727

1. Adjust the seatback to an upright driving or riding position.
2. Pivot the head restraint forward toward your head to the desired position.


After the head restraint reaches the forward-most tilt position, pivoting it forward again will then release it to the rearward, un-tilted position.

## MANUAL SEATS

### WARNINGS

 Do not adjust the driver seat or seatback when your vehicle is moving. Adjusting your seatback while your vehicle is in motion may cause loss of control of your vehicle.

### WARNINGS

 Rock the seat backward and forward after releasing the lever to make sure that it is fully engaged.

The manual front seats may consist of:





E197725

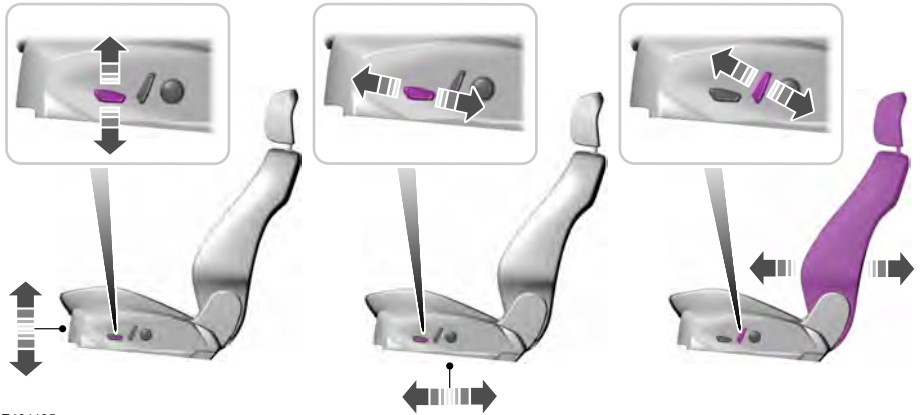
- A A bar to move the seat backward and forward.
- B A lever to adjust the height of the seat.
- C A lever to adjust the angle of the seatback.

## POWER SEATS

### WARNINGS

-  Do not adjust the driver seat or seatback when your vehicle is moving. Adjusting your seatback while your vehicle is in motion may cause loss of control of your vehicle.
-  Reclining the seatback can cause an occupant to slide under the seat's safety belt, resulting in severe personal injuries in the event of a crash.

# Seats



E194195

## Power Lumbar (If Equipped)



E187688



E156656

## REAR SEATS

### Folding the Seatback

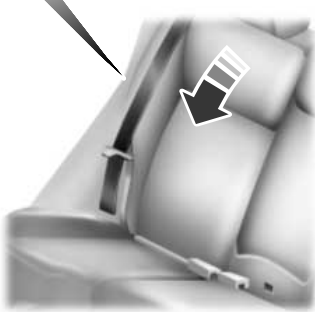
**Note:** Before lowering the seatback(s), remove the outboard head restraints. See **Head Restraints** (page 98).

**Note:** Your vehicle may have split seatbacks that must be folded individually.

1. Press the unlock buttons down.
2. Push the seatback forward.



# Seats



E165362

3. Stow the safety belt in the belt stowage clip. This will prevent the safety belt from getting caught in the seat latch.




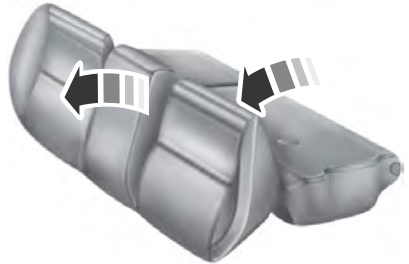
E184203

When raising the seatback(s), make sure you hear the seat latch into place and that no red portion is visible on the release button on both sides.

## Flip Up Seat Cushions (If Equipped)

### WARNING

 Before returning the seatback to its original position, make sure that cargo or any objects are not trapped behind the seatback. Make sure that the safety belt is not laying on the seat latch. After returning the seatback to its original position, pull on the seatback to make sure that it has fully latched. An unlatched seat may become dangerous in the event of a sudden stop or crash.



E184204

For additional cargo space, flip the seat cushions up before folding the seatback. This feature is only available on vehicles with a split folding seatback.

## HEATED SEATS

### WARNING



People who are unable to feel pain to their skin because of advanced age, chronic illness, diabetes, spinal cord injury, medication, alcohol use, exhaustion or other physical conditions, must exercise care when using the heated seat. The heated seat may cause burns even at low temperatures, especially if used for long periods of time. Do not place anything on the seat that insulates against heat, such as a blanket or cushion. This may cause the heated seat to overheat. Do not puncture the seat with pins, needles or other pointed objects. This may damage the heating element which may cause the heated seat to overheat. An overheated seat may cause serious personal injury.

Do not do the following:

- Place heavy objects on the seat.
- Operate the heated seat if water or any other liquid spills on the seat. Allow the seat to dry thoroughly.
- Operate the heated seats unless the vehicle is powered to Ready to Drive. Doing so can deplete the 12-volt battery.



E146941

Press the heated seat symbol to cycle through the various heat settings and off. More indicator lights indicate warmer settings.

# Auxiliary Power Points

## 12 Volt DC Power Point

### WARNINGS



Do not plug optional electrical accessories into the cigar lighter socket. Incorrect use of the cigar lighter can cause damage not covered by the vehicle warranty, and can result in fire or serious injury.



Do not use a power point for operating a cigar lighter. Incorrect use of the power points can cause damage not covered by the vehicle warranty, and can result in fire or serious injury.

**Note:** After starting your vehicle, you can use the socket to power 12-volt appliances with a maximum current rating of 15 amps.

After you switch your vehicle off, the power supply works only for a maximum of 11 minutes.

**Note:** Do not insert objects other than an accessory plug into the power point. This damages the outlet and can blow the fuse.

**Note:** Do not hang any accessory from the accessory plug.

**Note:** Do not use the power point over the vehicle capacity of 12 volt DC 180 watt or a fuse may blow.

**Note:** Incorrect use of the power point can cause damage not covered by your warranty.

**Note:** Always keep the power point caps closed when not in use.

Run the vehicle for full capacity use of the power point.

To prevent the battery from running out of charge:

- Do not use the power point longer than necessary after switching the vehicle off.
- Do not leave devices plugged in overnight or when your vehicle is in park (P) for extended periods.

### Location

You may find power points in the following locations:

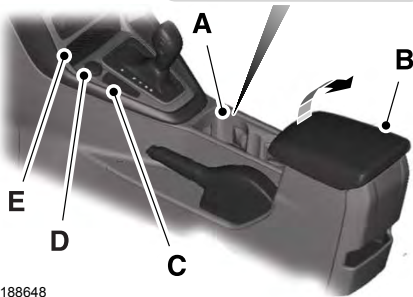
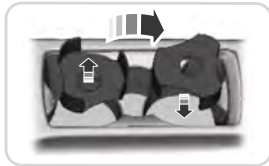
- On the center console.
- In the center console.
- In the cargo area.

# Storage Compartments

## CENTER CONSOLE

Stow items in the cupholder carefully as items may become loose during hard braking, acceleration or crashes, including hot drinks which may spill.

Available console features include:



E188648

- A Cupholder with grips and height adjuster. To use, flip the removable inset piece.
- B Storage compartment with auxiliary power point and media hub.
- C Parking aid and cardholder.
- D Auxiliary power point.
- E USB port.

## OVERHEAD CONSOLE



E131605

Press near the rear edge of the door to open it.

# Starting and Stopping the Electric Motor

## STARTING THE ELECTRIC MOTOR

### Keyless Starting

**Note:** The system may not function if the passive key is close to metal objects or electronic devices, for example keys or a cell phone.

**Note:** A valid passive key must be located inside your vehicle to switch the power on and start your vehicle.

**Note:** Passive keys left inside your vehicle when locked are disabled. A message may appear in the information display indicating that there is no key detected when you try to start your vehicle. Press the unlock button on the remote control to enable it, and then start your vehicle.

### Power Modes



E166822

The keyless starting system has three modes:

- **Off:** Turns the power off. Without applying the brake pedal, press and release the power button once when your vehicle is in the on mode, or when your vehicle is on but not moving.
- **On:** All electrical circuits are operational and the warning lamps and indicators illuminate. Without applying the brake pedal, press and release the power button once from off mode.
- **Start:** Starts your vehicle. Press the brake pedal, and then press the power button for a couple of seconds. The green ready to drive indicator lamp illuminates in the instrument cluster when your vehicle is ready to drive.

### Starting Your Vehicle

Before starting your vehicle, check the following:

- Make sure all the occupants have fastened their safety belts.
- Make sure the headlamps and electrical accessories are off.
- Make sure the parking brake is on.
- Make sure the gearshift lever is in park (P).

**Note:** Do not touch the accelerator pedal.

1. Fully depress the brake pedal.
2. Press the power button.

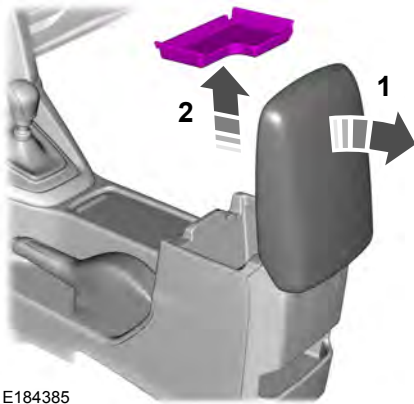
**Note:** You will not hear any engine noise.

The system does not function if:

- The passive key frequencies are jammed.
- The key battery has no charge.

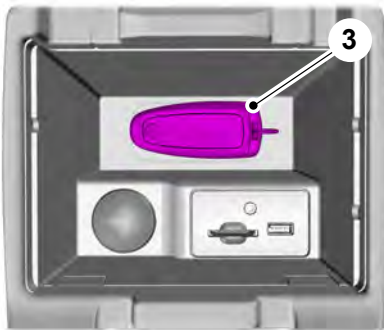
If you are unable to start your vehicle, follow the steps below.

# Starting and Stopping the Electric Motor



E184385

1. Open the floor console storage compartment lid.
2. Remove the tray.



E184386

3. Place the key flat on the symbol at the bottom of the floor console storage compartment.
4. With the key in this position, press the brake pedal, then press the power button to switch the power on and start your vehicle.

## Fast Restart

The fast restart feature allows you to restart your vehicle within 10 seconds of switching it off, even if it does not detect a valid passive key.

Within 10 seconds of switching your vehicle off, press the brake pedal and press the power button. After 10 seconds, you can no longer start your vehicle if it does not detect a valid passive key.

Once your vehicle has started, it remains on until you press the power button, even if it does not detect a valid passive key. If you open and close a door while your vehicle is on, the system searches for a valid passive key. You cannot start your vehicle if the system does not detect a valid passive key within 10 seconds.

## SWITCHING OFF THE ELECTRIC MOTOR

### WARNING



Switching off the electric motor when your vehicle is still moving will result in a loss of brake and steering assistance. The steering will not lock, but higher effort will be required. With the ignition switched off some electrical circuits, warning lamps and indicators may also be off. Failure to follow this warning could result in serious personal injury or death.

When your vehicle is not moving and the electric motor is on or the power is in accessory mode, press and release the power button without pressing the brake pedal. This will shut off the electric motor and all electrical accessories.

## Starting and Stopping the Electric Motor


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When your vehicle is moving, press the power button three times within two seconds or press and hold for at least one second. Move the transmission selector lever to position **N** and use the brakes to bring your vehicle to a safe stop. When your vehicle has come to a complete stop, move the transmission selector lever to position **P**.

# High Voltage Battery

## GENERAL INFORMATION

### WARNINGS

 This battery pack shall only be serviced by an authorized electric vehicle technician. Improper handling can result in personal injury or death.

 Your vehicle consists of various high voltage components and wiring. All high voltage cables are labeled and covered with a solid orange covering or orange striped tape. Do not touch these components. Failure to follow this warning could result in serious personal injury or death.


The high voltage battery system is a high voltage, lightweight lithium-ion battery which has two individual packs. One pack is located in the rear cargo area behind the second row seats, the other is located underneath the vehicle. The high voltage battery system uses an advanced active liquid heating and cooling system to regulate high voltage battery temperature and help maximize the life of the high voltage battery.


**Note:** *The high voltage battery does not require regular service maintenance.*

**Note:** *The high voltage battery will experience gradual capacity loss with time and usage. This is normal.*


## CHARGING THE HIGH VOLTAGE BATTERY


### WARNINGS


 Do not use the 120 volt convenience cord with an extension cord, two-prong adapter, surge protector, timer or other adapter.


 In Canada, do not use the 120 volt convenience cord in commercial garages.


### WARNINGS


 This equipment has arcing or sparking parts. Do not expose to flammable vapors. Position this equipment at least 18 in (450 mm) above the floor.

 Do not allow charging equipment to be immersed in water or liquids. Failure to follow this warning could result in fire, serious personal injury or death.

 Do not attempt to open the charging equipment. Failure to follow this instruction could result in personal injury, death or property damage.

 Do not use the charging equipment if it is faulty or has been damaged. Failure to follow this instruction could result in personal injury, death or property damage.

 Install charging equipment in compliance with local regulations. Failure to follow this warning could result in fire, serious personal injury or death.

 The AC wall plug must fit firmly into the AC outlet. If the connection feels loose, worn or the AC outlet is damaged, please have a qualified electrician replace the AC outlet. Using a convenience cord with a worn outlet may cause burns, property damage and increase the risk of electric shock.

## AC Charging

### Charging Equipment

Your vehicle is equipped with a standard 120 volt convenience cord. Lift the load floor carpet in the rear of your vehicle to access the 120 volt convenience cord.



# High Voltage Battery

**Note:** The 120 volt convenience cord allows you to charge the high voltage battery using a standard 120 volt household outlet. Charging with a 120 VAC outlet takes approximately 30 hours to completely charge an empty battery.

We recommend upgrading to the optional 240 volt charging station for faster more efficient charging. Charging with a 240 VAC takes approximately 5 hours 30 minutes to completely charge an empty battery.

**Note:** Exact charge time will depend on ambient temperatures.

**Note:** The electrical source must meet certain requirements for the high-voltage batteries to charge. The AC outlet must be a three-prong 110-120 volt AC outlet that is properly grounded, 15-20 amps (or greater) and in good condition. You must use a dedicated line, which means you cannot have other appliances connected to the same circuit. If you do not use a dedicated circuit, the circuit breaker could trip or open.

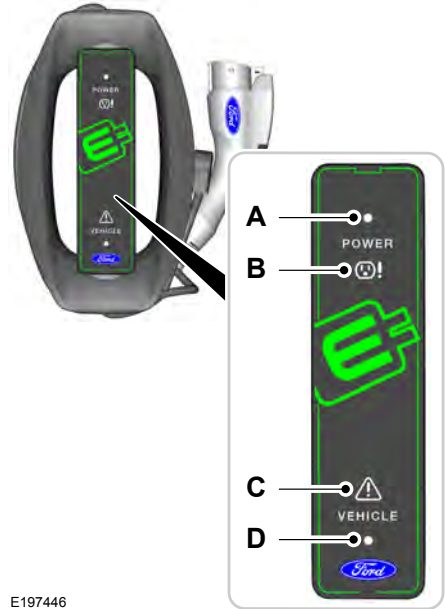
**Note:** If you do not have a dedicated circuit, contact a licensed professional electrician for proper installation.

Make sure that the 120 volt convenience cord is completely unwound before charging.

Always plug the cord into the AC outlet before connecting the charging coupler into the charge port on your vehicle.

**Note:** When the convenience cord is plugged into an outlet, use the following table to determine your vehicle charge status. If the **POWER** indicator light is off after plugging in the convenience cord, use a different outlet.

## 120 Volt Convenience Cord



E197446

- A Power.
- B Check outlet.
- C Fault.
- D Vehicle.

# High Voltage Battery

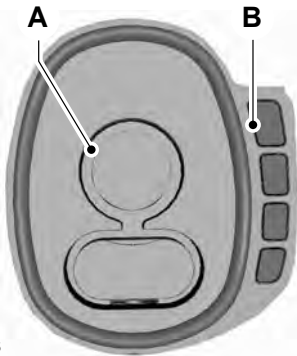
Convenience Cord LED Indicators			Status
Check Outlet	Fault	Vehicle	
Off	Off	Off	The convenience cord is not connected to your vehicle.
Off	Off	On	The convenience cord is connected, but your vehicle is not charging.
Off	Off	Flashing	Your vehicle is charging.
Off	Flashing	Off	Ground Fault Circuit Interrupter (GFCI) fault detected. The convenience cord is retrying to charge.
Off	On	Off	Ground Fault Circuit Interrupter (GFCI) fault detected. The convenience cord has exhausted its retry attempts. Your vehicle is not charging, or there is an internal fault in the charging equipment.
Flashing	Off	Off	The convenience cord detected a high temperature at the AC plug and is waiting for the AC plug to return to a normal operating temperature. <sup>1</sup>
Flashing	Off	On	The convenience cord detected a high temperature at the AC plug. The AC plug has returned to a normal operating temperature. Your vehicle is ready to charge at a reduced current. <sup>1</sup>
Flashing	Off	Flashing	The convenience cord detected a high temperature at the AC plug. The AC plug has returned to a normal operating temperature. Your vehicle is charging at a reduced current. <sup>1</sup>
Flashing	On	Off	The convenience cord detected a high temperature at the AC plug. Your vehicle is not charging. The convenience cord has exhausted its retry attempts. <sup>1</sup>

<sup>1</sup> Have the outlet checked by a qualified electrician and make sure the AC plug fits firmly into the outlet. Contact an authorized EV certified dealer if problem persists.

# High Voltage Battery

Your vehicle is equipped with a standard DC charge feature. You can charge your vehicle using SAEJ1772 compatible charging stations. DC charging takes approximately 32 minutes to charge from 0 % to 80 % ( from an empty battery to 80% charged).

## Connecting the Charging Coupler



E243055

- A AC charge port.
- B Charge indicator.

The charge indicator displays the state of charge in 25 percent increments.

1. Shift into park (P), apply the parking brake and turn the vehicle off.
2. Open the charge port door.

**Note:** To open the charge port door, press the center rear edge of the charge port door and then release.

3. Fully open the charge port door until it engages.
4. Connect your vehicle to the charging system.

**Note:** The charge indicator flashes to confirm you have fully engaged the charging coupler.

## Charging

1. If using a 240 volt charging station, follow the instructions on the charge station to begin the charging process.

The charge indicator shows the progress of the charge. Starting at the bottom, the four lights will either flash to indicate charging in progress or remain illuminated to indicate charge level. When all four lights illuminate, charging is complete. The charge indicator will turn off one minute after reaching a full charge.

## Locking the AC Charging Coupler

To lock the charging coupler, you need a padlock or a combination lock with a shackle diameter of 0.2 in (5 mm) or less. The straight portion of the shackle must be 1.0 in (25 mm) or longer.

1. Insert the lock through the hole in the charging coupler button.
2. Lock the padlock or combination lock.

## Waiting to Charge

You can personalize the charge settings. See **Charging the High Voltage Battery** (page 109). When you select Value Charge, the vehicle may delay charging to take advantage of off-peak electricity rates. The vehicle will optimize the charge schedule to be complete by the next GO Time.

When waiting to charge, the charge indicator will show the current state of charge of the high voltage battery.

When all four lights are off the charge level is between 0 and 25 percent.

**Note:** When the vehicle is waiting to charge, the charge indicator will turn off one minute after displaying the current state of charge. When the vehicle automatically begins charging, the charge indicator will turn on and indicate the progress of the charge.

# High Voltage Battery

**Note:** If the system detects a vehicle charging system fault at any point in a charge cycle, the entire charge indicator will flash continuously for one minute and then turn off. If this happens, unplug the charging coupler and then plug it back into the charge port. If the problem persists, contact an authorized dealer.

## Disconnecting the Charging Coupler

1. Press and hold the button on the charging coupler and disconnect from the charging port.

**Note:** Do not pull the wall plug from the wall while the vehicle is charging. Doing so may damage the outlet and the cord.

2. Close the charge port door.

**Note:** To close the charge port door, press the center rear edge of the charge port door and then release.

## Convenience Charging and MyFord Mobile

Use the MyFord Mobile app to set up the charging convenience features. Visit [myfordmobile.com](http://myfordmobile.com) for more complete information and to set up your MyFord Mobile account.

Your vehicle has the following features to improve your charging experience.

### Value Charge

The vehicle schedules charging at the lowest available utility rates. Contact your utility company to see what rates are available.

### Charge Now

Fully charge your vehicle at the quickest rate. The vehicle starts charging immediately after you connect the charging plug into the vehicle.

## My GO Time

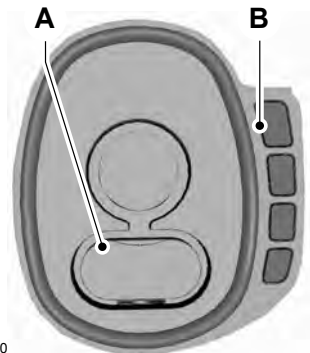
Setting My GO Times through the MyFord Mobile application allows you to set charging schedules and cabin preconditioning settings so your vehicle is ready to drive when you are. By setting a My GO Time the vehicles charge can be completed before your next set drive time. A calendar view allows you to program two My GO Times per day for each of the seven days of the week. Remember, your vehicle must be plugged in for My GO Time to work.

## Cabin Preconditioning

Get the most miles out of every charge by preconditioning your vehicle while it's still plugged in and charging. Use your smart phone to set the cabin temperature and departure time before you leave so you use energy from your home wall outlet instead of your battery to heat or cool your vehicle.

## DC Charging

### Connecting the Charging Coupler



E245030

- A DC charge port.
- B Charge indicator.

# High Voltage Battery

The charge indicator displays the state of charge in 25 percent increments.

Repeated use of this charging method could have a long term effect on the battery.

1. Shift into park (P), apply the parking brake and turn the vehicle off.
2. Open the charge port door.

**Note:** To open the charge port door, press the center rear edge of the charge port door and then release.

3. Fully open the charge port door until it engages.



E243056

4. Remove the charge port cover.
5. Connect your vehicle to the charging system.

**Note:** The charge indicator flashes to confirm you have fully engaged the charging coupler.

## Charging

The charge indicator shows the progress of the charge. Starting at the bottom, the four lights will either flash to indicate charging in progress or remain illuminated to indicate charge level. When all four lights illuminate, charging is complete. The charge indicator will turn off one minute after reaching a full charge.

**Note:** Exact charge time will depend on ambient temperatures.

## Stop Charging



Press the charge unlock button on the center console.

You can also press the charging system stop button or touch the charge unlock button in the touchscreen vehicle settings menu.

## Disconnecting the Charging Coupler

1. Press and hold the button on the charging coupler and disconnect from the charging port.

**Note:** Do not try to disconnect the charging coupler with force. This could damage the charging port and charging coupler.

**Note:** You cannot disconnect the charging coupler until charging has been stopped or completed.

2. Replace the charge port cover.
3. Close the charge port door.

**Note:** To close the charge port door, press the center rear edge of the charge port door and then release.

## Overriding the Lock

If DC charging has stopped and you are still unable to disconnect the charging coupler, you must complete the following button sequence within 10 seconds.

# High Voltage Battery

1. Press the charge unlock button on the center console.
2. Touch the charge unlock button in the touchscreen vehicle settings menu.
3. Press the charge unlock button on the center console.

**Note:** A message requesting confirmation that your vehicle is unplugged appears on the instrument cluster. See **Information Messages** (page 87).

4. Switch the power off, leave your vehicle and close the door.
5. After one minute, press and hold the button on the charging coupler and disconnect from the charging port.

If the previous steps fail to unlock the charging coupler, you may need to switch the power off, then on, and off again and wait another minute to allow the system to reset.

If your first attempt was unsuccessful, repeat steps 1 through 5.

If you are still unable to disconnect the charging coupler, press the emergency stop button on the charging system.

**Note:** For additional instructions, please refer to information available from the charging networks or the charging system site.

Call the Ford Roadside Assistance at 1-800-241-3673 for US sold vehicles traveling within the US or Canada and 1-800-665-2006 for Canadian sold vehicles traveling with the US or Canada for additional information.

## HIGH VOLTAGE BATTERY CUT-OFF SWITCH

The high voltage shut off operation shuts off power from the high-voltage battery after a collision, or if your vehicle receives a substantial physical jolt.

To reactivate your vehicle after either event, perform the following steps:

1. Press the **START/STOP** button to power off your vehicle.
2. Wait for your vehicle to fully shut down and the instrument cluster to turn off.

**Note:** Your vehicle may take between 30 to 90 seconds to shut down.

3. Press the brake pedal and press the **START/STOP** button.
4. If your vehicle is not powered after this sequence, repeat steps 1 through 3 up to two more times.

**Note:** During this process, your vehicle detects if the electrical system is safe and reactivates. Once your vehicle determines the electrical system safe, you can start your vehicle as you would normally by pressing the brake in combination with the **START/STOP** button.

**Note:** In the event your vehicle does not reactivate after the third power cycle, contact an authorized dealer.

# Transmission

## AUTOMATIC TRANSMISSION

### Understanding the Positions of Your Automatic Transmission

#### WARNING



Always set the parking brake fully and make sure you shift the gearshift lever to park (P). Switch the power off and remove the key whenever you leave your vehicle.

The single speed transmission is built specifically to handle the high rotational speed range of an electric motor.

#### Gearshift Lever Positions



E157387

P	Park
R	Reverse
N	Neutral
D	Drive
L	Low

Press the button on the gearshift lever to change to each position.

The gearshift lever position appears in the information display.

#### **Park (P)**

In this position, power is not transmitted to the drive wheels and the transmission is locked. You can start the electric motor with the gearshift lever in this position.

#### **Reverse (R)**

With the gearshift lever in reverse (R), the vehicle moves backward. Always come to a complete stop before shifting into and out of reverse (R).

#### **Neutral (N)**

In this position, power is not transmitted to the drive wheels but the transmission is not locked. You can start the electric motor with the gearshift lever in this position.

#### **Drive (D)**

The normal position for driving your vehicle. The transmission operates in a single gear built specifically to handle the electric motor output.

#### **Low (L)**

Use this position for maximum motor braking, for example when driving down a steep hill. You can select this position at any vehicle speed.

### Brake-Shift Interlock

#### WARNINGS



Do not drive your vehicle until you verify that the brake lamps are working.



When performing this procedure, you will be taking the vehicle out of park which means the vehicle can roll freely. To avoid unwanted vehicle movement, always fully set the parking brake prior to performing this procedure. Use wheel chocks if appropriate.

# Transmission

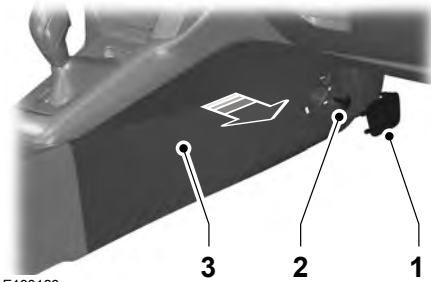
## WARNINGS



If the parking brake is fully released, but the brake warning lamp remains illuminated, the brakes may not be working properly. See your authorized dealer.

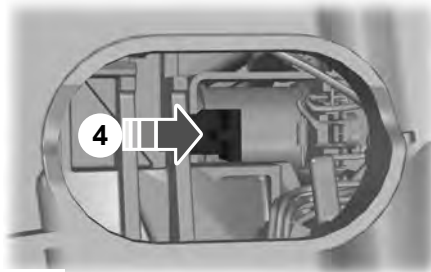
In the event of an electrical malfunction or if the vehicle battery has no charge, use the following procedure to shift the gearshift lever from the park (P) position.

Apply the parking brake and switch the power off before carrying out this procedure.



E133128

1. Using a suitable tool, carefully pry off and remove the passenger side access cover.
2. Remove the retaining clip.
3. Remove the center console side panel.



E133129

**Note:** *The lever is white.*

4. Apply the brake pedal. Using a suitable tool rotate the lever forward while pulling the gearshift lever out of the park (P) position and into the neutral (N) position.
5. Install components in the reverse order of removal.

**Note:** *Contact an authorized dealer as soon as possible if this procedure is used.*

## If Your Vehicle Gets Stuck In Mud or Snow

If your vehicle is stuck in mud or snow, shift between drive (D) and reverse (R) pressing lightly on the accelerator pedal in each gear. Stop between shifts in a steady pattern to rock your vehicle.

**Note:** *Do not rock your vehicle if the electric motor is not at normal operating temperature or damage to the transmission may occur.*

**Note:** *Excessive rocking may eventually cause a loss of power, as your vehicle protects against overheating or damage.*



# Brakes

## GENERAL INFORMATION

**Note:** Occasional brake noise is normal. If a metal-to-metal, continuous grinding or continuous squeal sound is present, the brake linings may be worn-out. Have the system checked by an authorized dealer. If the vehicle has continuous vibration or shudder in the steering wheel while braking, have it checked by an authorized dealer.

**Note:** Brake dust may accumulate on the wheels, even under normal driving conditions. Some dust is inevitable as the brakes wear and does not contribute to brake noise. See **Cleaning the Wheels** (page 185).

 See **Warning Lamps and Indicators** (page 77).

Wet brakes result in reduced braking efficiency. Gently press the brake pedal a few times when driving from a car wash or standing water to dry the brakes.

## Brake Over Accelerator

In the event the accelerator pedal becomes stuck or entrapped, apply steady and firm pressure to the brake pedal to slow the vehicle and reduce engine power. If you experience this condition, apply the brakes and bring your vehicle to a safe stop. Move the transmission to park (P), switch the engine off and apply the parking brake. Inspect the accelerator pedal for any interference. If none are found and the condition persists, have your vehicle towed to the nearest authorized dealer.

## Brake Assist

Brake assist detects when you brake heavily by measuring the rate at which you press the brake pedal. It provides maximum braking efficiency as long as you press the pedal. Brake assist can reduce stopping distances in critical situations.

## Anti-lock Brake System

This system helps you maintain steering control during emergency stops by keeping the brakes from locking.



This lamp momentarily illuminates when you turn the ignition on. If the light does not illuminate during start up, remains on or flashes, the system may be disabled. Have the system checked by an authorized dealer. If the anti-lock brake system is disabled, normal braking is still effective.



If the brake warning lamp illuminates when you release the parking brake, have the system checked by an authorized dealer.

## Regenerative Braking System

This feature is used to simulate the engine braking of an internal combustion engine and assist the standard brake system while recovering some of the energy of motion and storing it in the battery to improve the range of your vehicle. The standard brake system is designed to fully stop the car if regenerative braking is not available. During regenerative braking, the motor is spun as a generator to create electrical current. This recharges the battery and slows the vehicle. In effect, once the accelerator pedal is released, the motor changes from an energy user to an energy producer.

When the accelerator pedal is released or the brake pedal is applied, the brake controller automatically detects the amount of deceleration requested and optimizes how much of the deceleration will be produced by regenerative braking. The remaining portion is generated by

# Brakes

standard friction braking. When the battery is almost fully charged, the amount of regenerative braking is limited to avoid overcharging, and the requested deceleration is produced by standard friction braking alone.

Regenerative braking does not take the place of the standard friction brakes; it only assists them. Regenerative braking has also been designed to interact with the anti-lock brake system. Regenerative braking is disabled when the anti-lock brake system is activated or the battery is fully charged.

## HINTS ON DRIVING WITH ANTI-LOCK BRAKES

**Note:** *When the system is operating, the brake pedal may pulse and may travel further. Maintain pressure on the brake pedal. You may also hear a noise from the system. This is normal.*

The anti-lock braking system will not eliminate the risks when:

- You drive too closely to the vehicle in front of you.
- Your vehicle is hydroplaning.
- You take corners too fast.
- The road surface is poor.

## PARKING BRAKE

### WARNING



Always set the parking brake fully and make sure you shift the gearshift lever to park (P). Switch the ignition off and remove the key whenever you leave your vehicle.

**Note:** *Do not press the release button while pulling the lever up.*

To apply the parking brake:

1. Press the foot brake pedal firmly.
2. Pull the parking brake lever up to its fullest extent.

**Note:** *If you park your vehicle on a hill and facing uphill, shift the gearshift lever to park (P) and turn the steering wheel away from the curb.*

**Note:** *If you park your vehicle on a hill and facing downhill, shift the gearshift lever to park (P) and turn the steering wheel toward the curb.*

To release the parking brake:

1. Press the brake pedal firmly.
2. Pull the lever up slightly.
3. Press the release button and push the lever down.

## HILL START ASSIST

### WARNINGS



The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake and shift the transmission into park (P) for automatic transmission or first gear for manual transmission.



You must remain in your vehicle once you have activated the system.



During all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required.



If the engine is revved excessively, or if a malfunction is detected, the system will be deactivated.

The system makes it easier to pull away when your vehicle is on a slope without the need to use the parking brake.

# Brakes

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When the system is active, your vehicle will remain stationary on the slope for two to three seconds after you release the brake pedal. This allows you time to move your foot from the brake to the accelerator pedal. The brakes are released automatically once the engine has developed sufficient torque to prevent your vehicle from rolling down the slope. This is an advantage when pulling away on a slope, for example from a car park ramp, traffic lights or when reversing uphill into a parking space.

The system will activate automatically on any slope that will cause significant vehicle rollback. For vehicles with a manual transmission, you can switch this feature off using the information display. See **Information Displays** (page 80). The system will remain on or off depending on how it was last set.

**Note:** *There is no warning lamp to indicate the system is either on or off.*

## Using Hill Start Assist

1. Press the brake pedal to bring your vehicle to a complete standstill. Keep the brake pedal pressed and select an uphill gear (for example, first (1) when facing uphill or reverse (R) when facing downhill).
2. If the sensors detect that your vehicle is on a slope, the system will activate automatically.
3. When you remove your foot from the brake pedal, your vehicle will remain on the slope without rolling away for about two or three seconds. This hold time will automatically be extended if you are in the process of driving off.
4. Drive off in the normal manner. The brakes will release automatically.

## Switching the System On and Off

### Vehicles with Manual Transmission

You can switch this feature on or off in the information display. The system remembers the last setting when you start your vehicle.

### Vehicles with Automatic Transmission

You cannot turn the system on or off. When you switch the ignition on, the system automatically turns on.

# Traction Control

## PRINCIPLE OF OPERATION

The traction control system helps avoid drive wheel spin and loss of traction.

If your vehicle begins to slide, the system applies the brakes to individual wheels and, when needed, reduces engine power at the same time. If the wheels spin when accelerating on slippery or loose surfaces, the system reduces engine power in order to increase traction.

## USING TRACTION CONTROL

### WARNING



The stability and traction control light illuminates steadily if the system detects a failure. Make sure you did not manually disable the traction control system using the information display controls or the switch. If the stability control and traction control light is still illuminating steadily, have the system serviced by an authorized dealer immediately. Operating your vehicle with the traction control disabled could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.

The system automatically turns on each time you switch the ignition on.

If your vehicle is stuck in mud or snow, switching traction control off may be beneficial as this allows the wheels to spin.

**Note:** *When you switch traction control off, stability control remains fully active.*

## Switching the System Off

When you switch the system off or on, a message appears in the information display showing system status.

You can switch the system off by either using the information display controls or the switch.

## Using the Information Display Controls

You can switch this feature off or on in the information display. See **General Information** (page 80).

## Using a Switch (If Equipped)

Use the traction control switch on the instrument panel to switch the system off or on.

## System Indicator Lights and Messages



The stability and traction control light:

- Temporarily illuminates on engine start-up.
- Flashes when a driving condition activates either of the systems.
- Illuminates if a problem occurs in either of the systems.



The stability and traction control off light temporarily illuminates on engine start-up and stays on when you switch the traction control system off.

# Stability Control

## PRINCIPLE OF OPERATION

### WARNINGS



Vehicle modifications involving braking system, aftermarket roof racks, suspension, steering system, tire construction and wheel and tire size may change the handling characteristics of your vehicle and may adversely affect the performance of the electronic stability control system. In addition, installing any stereo loudspeakers may interfere with and adversely affect the electronic stability control system. Install any aftermarket stereo loudspeaker as far as possible from the front center console, the tunnel, and the front seats in order to minimize the risk of interfering with the electronic stability control sensors. Reducing the effectiveness of the electronic stability control system could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.



Remember that even advanced technology cannot defy the laws of physics. It's always possible to lose control of a vehicle due to inappropriate driver input for the conditions. Aggressive driving on any road condition can cause you to lose control of your vehicle increasing the risk of personal injury or property damage. Activation of the electronic stability control system is an indication that at least some of the tires have exceeded their ability to grip the road; this could reduce the operator's ability to control the vehicle potentially resulting in a loss of vehicle control, vehicle rollover, personal injury and death. If your electronic stability control system activates, **SLOW DOWN**.

The system automatically turns on each time you switch the ignition on.

If a fault occurs in either the stability control or the traction control system, you may experience the following conditions:

- The stability and traction control light illuminates steadily.
- The stability control and traction control systems do not enhance your vehicle's ability to maintain traction of the wheels.

If a driving condition activates either the stability control or the traction control system you may experience the following conditions:

- The stability and traction control light flashes.
- Your vehicle slows down.
- Reduced engine power.
- A vibration in the brake pedal.
- The brake pedal is stiffer than usual.
- If the driving condition is severe and your foot is not on the brake, the brake pedal may move as the system applies higher brake force.

The stability control system has several features built into it to help you maintain control of your vehicle:

### Electronic Stability Control

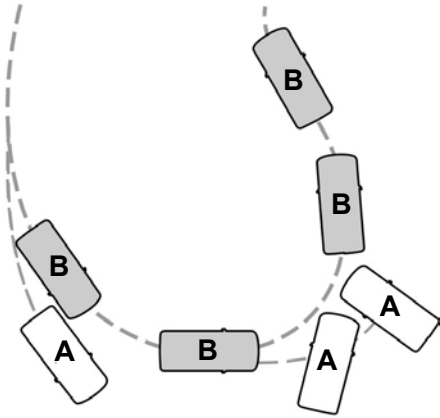
The system enhances your vehicle's ability to prevent skids or lateral slides by applying brakes to one or more of the wheels individually and, if necessary, reducing engine power.

### Traction Control

The system enhances your vehicle's ability to maintain traction of the wheels by detecting and controlling wheel spin. See **Using Traction Control** (page 121).

# Stability Control

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E72903

- A Vehicle without stability control skidding off its intended route.
- B Vehicle with stability control maintaining control on a slippery surface.

## USING STABILITY CONTROL

The system automatically turns on each time you switch the ignition on.

You cannot switch the stability control system off, but when you shift into reverse (R), the system deactivates.

You can switch the traction control system off or on. See **Using Traction Control** (page 121).

# Parking Aids

## PRINCIPLE OF OPERATION

### WARNINGS



To help avoid personal injury, please read and understand the limitations of the system as contained in this section. Sensing is only an aid for some (generally large and fixed) objects when moving on a flat surface at parking speeds. Certain objects with surfaces that absorb ultrasonic waves, surrounding vehicle's parking aid systems, traffic control systems, fluorescent lamps, inclement weather, air brakes, and external motors and fans may also affect the function of the sensing system; this may include reduced performance or a false activation.



To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.



This system is not designed to prevent contact with small or moving objects. The system is designed to provide a warning to assist the driver in detecting large stationary objects to avoid damaging your vehicle. The system may not detect smaller objects, particularly those close to the ground.



Certain add-on devices such as large trailer hitches, bike or surfboard racks and any device that may block the normal detection zone of the system, may create false beeps.

**Note:** *Keep the sensors, located on the bumper or fascia, free from snow, ice and large accumulations of dirt. If the sensors are covered, the system's accuracy can be affected. Do not clean the sensors with sharp objects.*

**Note:** *If your vehicle sustains damage to the bumper or fascia, leaving it misaligned or bent, the sensing zone may be altered causing inaccurate measurement of obstacles or false alarms.*

**Note:** *The sensing system cannot be turned off when a MyKey is present. See **Principle of Operation** (page 48).*

**Note:** *If you attach certain add-on devices such as a trailer or bike rack, the rear sensing system may detect that add-on device and therefore provide warnings. It is suggested that you disable the rear sensing system when you attach an add-on device to your vehicle to prevent these warnings.*

The sensing system warns the driver of obstacles within a certain range of your vehicle. The system turns on automatically whenever you switch the ignition on.



You can turn the system on or off by pressing the parking aid button. If your vehicle does not have a parking aid button, the system can be switched off through the information display menu or from the pop-up message that appears once you shift the transmission into reverse (R). See **General Information** (page 80).

If a fault is present in the system, a warning message appears in the information display. See **Information Messages** (page 87).

## REAR PARKING AID

The rear sensors are only active when the transmission is in reverse (R). As your vehicle moves closer to the obstacle, the rate of the audible warning increases. When the obstacle is less than 12 in (30 cm) away, the warning sounds continuously. If the system detects a stationary or receding object farther than 12 in (30 cm) from the corners of the bumper, the tone sounds for only three seconds. Once the system detects an object approaching, the warning sounds again.

# Parking Aids



E130178

Coverage area of up to 6 ft (1.8 m) from the rear bumper. There may be decreased coverage area at the outer corners of the bumper.

The system detects certain objects while the transmission is in reverse (R) :

- Your vehicle is moving toward a stationary object at a speed of 3 mph (5 km/h) or less.
- Your vehicle is not moving, but a moving object is approaching the rear of your vehicle at a speed of 3 mph (5 km/h) or less.
- Your vehicle is moving at a speed of less than 3 mph (5 km/h) and a moving object is approaching the rear of your vehicle at a speed of less than 3 mph (5 km/h).

The system provides audio warnings only when your vehicle is moving or when your vehicle is stationary and the detected obstacle is less than 12 in (30 cm) away from the bumper.

## Obstacle Distance Indicator (If Equipped)

The system provides obstacle distance indication through the information display. The distance indicator displays when the transmission is in reverse (R).

The indicator displays:

- As the distance to the obstacle decreases the indicator blocks illuminate and move towards the vehicle icon.
- If there is no obstacle detected, the distance indicator blocks are grayed out.

## REAR VIEW CAMERA (If Equipped)

### WARNINGS



The rear view camera system is a reverse aid supplement device that still requires the driver to use it in conjunction with the interior and exterior mirrors for maximum coverage.



Objects that are close to either corner of the bumper or under the bumper, might not be seen on the screen due to the limited coverage of the camera system.



Reverse your vehicle as slow as possible, higher speeds may limit your reaction time to stop your vehicle.



Use caution when the liftgate is ajar. If the liftgate is ajar, the camera will be out of position and the video image may be incorrect. All guidelines disappear when the liftgate is ajar. Some vehicles may not come equipped with guidelines.



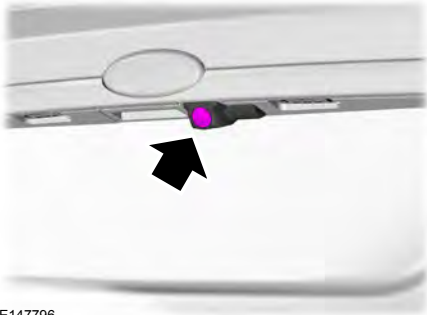
Use caution when turning camera features on or off when the transmission is not in park (P). Make sure your vehicle is not moving.



# Parking Aids

The rear view camera system provides a video image of the area behind your vehicle.

During operation, lines appear in the display which represent your vehicle's path and proximity to objects behind your vehicle.



E147796

The camera is on the liftgate.

## Using the Rear View Camera System

The rear view camera system displays what is behind your vehicle when you place the transmission in reverse (R).

The system uses three types of guides to help you see what is behind your vehicle:

- Active guidelines: Show the intended path of your vehicle when reversing.
- Fixed guidelines: Show the actual path your vehicle is moving in while reversing in a straight line. This can be helpful when backing into a parking space or aligning your vehicle with another object behind you.
- Centerline: Helps align the center of your vehicle with an object (for example, a trailer).

**Note:** If the transmission is in reverse (R) and the luggage compartment is ajar, no rear view camera features are displayed.

**Note:** If the image comes on while the transmission is not in reverse (R), have the system checked as soon as possible.

**Note:** When towing, the camera only sees what is being towed behind your vehicle. This might not provide adequate coverage as it usually provides in normal operation and some objects might not be seen. In some vehicles, the guidelines may disappear once the trailer tow connector is engaged.

**Note:** The camera may not operate correctly under the following conditions:

- Nighttime or dark areas if one or both reverse lamps are not operating.
- The camera's view is obstructed by mud, water or debris. Clean the lens with a soft, lint-free cloth and non-abrasive cleaner.
- The rear of your vehicle is hit or damaged, causing the camera to become misaligned.

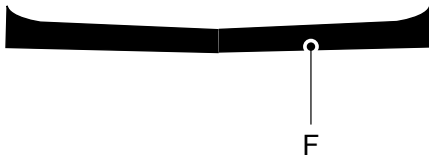
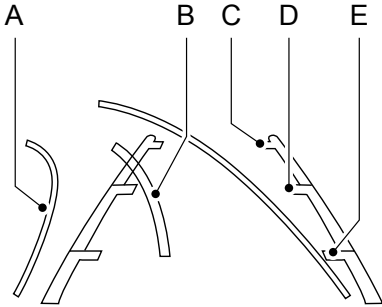
Access the rear view camera system settings through the information display. See **General Information** (page 80).

After changing a system setting, the display screen shows a preview of the selected features.

## Camera Guidelines

**Note:** Dynamic guidelines are only available when the transmission is in reverse (R).

# Parking Aids



E142436

- A Active guidelines
- B Centerline
- C Fixed guideline: Green zone
- D Fixed guideline: Yellow zone
- E Fixed guideline: Red zone
- F Rear bumper

Active guidelines are only shown with fixed guidelines. To use active guidelines, turn the steering wheel to point the guidelines toward an intended path. If the steering wheel position is changed while reversing, your vehicle might deviate from the original intended path.

The fixed and active guidelines fade in and out depending on the steering wheel position. The active guidelines are not shown when the steering wheel position is straight.

Always use caution while reversing. Objects in the red zone are closest to your vehicle and objects in the green zone are farther away. Objects are getting closer to your vehicle as they move from the green zone to the yellow or red zones. Use the exterior mirrors and rear view mirror to get better coverage on both sides and rear of your vehicle.

## Manual Zoom

### WARNING



When manual zoom is on, the full area behind your vehicle may not show. Be aware of your surroundings when using the manual zoom feature.

**Note:** Manual zoom is only available when the transmission is in reverse (R).

**Note:** When manual zoom is enabled, only the centerline is shown.

This allows you to get a closer view of an object behind your vehicle. The zoomed image keeps the bumper in the image to provide a reference. The zoom is only active while the transmission is in reverse (R). When the transmission is shifted out of reverse (R), the feature automatically turns off and must be reset when it is used again.

Selectable settings for this feature are + and -. The default setting for the manual zoom is OFF.

## Rear Camera Delay (If Equipped)

When you shift the transmission out of reverse (R) and into any gear while the rear camera delay is active, the camera image displays until:

# Parking Aids

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- Your vehicle speed sufficiently increases.
- You shift your vehicle into park (P).

Selectable settings for this feature are ON and OFF. The default setting for the rear camera delay is OFF.

## Enhanced Park Aids

**Note:** *The reverse sensing system is not effective at speeds above 6 mph (10 km/h) and may not detect certain angular or moving objects.*

When the sensing system detects an object, it displays red, yellow and green highlights at the top of the image. The alert highlights all objects detected.

Selectable settings for this feature are ON and OFF.

# Cruise Control

## PRINCIPLE OF OPERATION

Cruise control lets you maintain a set speed without keeping your foot on the accelerator pedal. You can use cruise control when your vehicle speed is greater than 20 mph (30 km/h).

## USING CRUISE CONTROL

### WARNINGS



Do not use cruise control on winding roads, in heavy traffic or when the road surface is slippery. This could result in loss of vehicle control, serious injury or death.



When you are going downhill, your vehicle speed may increase above the set speed. The system will not apply the brakes. Failure to follow this warning could result in serious personal injury or death.



The indicator displays in the instrument cluster.

### Setting the Cruise Speed

1. Drive to desired speed.
2. Press and release **SET+**.
3. Take your foot off the accelerator pedal.

**Note:** *The indicator will change color.*

**Note:** *Cruise control will disengage if the vehicle speed decreases more than 10 mph (16 km/h) below the set speed while driving uphill.*

### Changing the Set Speed

- Press the accelerator or brake pedal until you reach the desired speed. Press and release **SET+**.
- Press and hold **SET+** or **SET-**. Release the control when you reach the desired speed.
- Press and release **SET+** or **SET-**. The set speed will change in approximately 3 mph (5 km/h) increments.

**Note:** *If you accelerate by pressing the accelerator pedal, the set speed will not change. When you release the accelerator pedal, your vehicle returns to the speed that you previously set.*

### Canceling the Set Speed

Press and release **CAN** or tap the brake pedal. You will not erase the set speed.

### Resuming the Set Speed

Press and release **RES**.

### Switching Cruise Control Off

Press and release **OFF** when the system is in stand by mode or switch the ignition off.



E142437

The cruise controls are on the steering wheel.

### Switching Cruise Control On

Press and release **ON**.

# Cruise Control

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**Note:** *You erase the set speed when you switch the system off.*

# Driving Aids

## STEERING

### Electric Power Steering

#### WARNINGS



The electric power steering system has diagnostic checks that continuously monitor the system. If a fault is detected, a message displays in the information display. Stop your vehicle as soon as it is safe to do so. Switch the ignition off. After at least 10 seconds, switch the ignition on and watch the information display for a steering system warning message. If a steering system warning message returns, have the system checked by an authorized dealer.



If the system detects an error, you may not feel a difference in the steering, however a serious condition may exist. Obtain immediate service from an authorized dealer, failure to do so may result in loss of steering control.

Your vehicle has an electric power steering system. There is no fluid reservoir. No maintenance is required.

If your vehicle loses electrical power while you are driving, electric power steering assistance is lost. The steering system still operates and you can steer your vehicle manually. Manually steering your vehicle requires more effort.

Extreme continuous steering may increase the effort required for you to steer your vehicle. This increased effort prevents overheating and permanent damage to the steering system. You do not lose the ability to steer your vehicle manually. Typical steering and driving maneuvers allow the system to cool and return to normal operation.

### Steering Tips

If the steering wanders or pulls, check for:

- Correct tire pressures.
- Uneven tire wear.
- Loose or worn suspension components.
- Loose or worn steering components.
- Improper vehicle alignment.

**Note:** *A high crown in the road or high crosswinds may also make the steering seem to wander or pull.*

### Adaptive Learning

The electronic power steering system adaptive learning helps correct road irregularities and improves overall handling and steering feel. It communicates with the brake system to help operate advanced stability control and accident avoidance systems. Additionally, whenever the battery is disconnected or a new battery installed, you must drive your vehicle a short distance before the system relearns the strategy and reactivates all systems.

# Load Carrying

## REAR UNDER FLOOR STORAGE

### Cargo Management System



E188928

The system is located in the floor of the cargo area. Lift the handle to open.

## LOAD LIMIT

### Vehicle Loading - with and without a Trailer

This section guides you in the proper loading of your vehicle, trailer, or both. Keep your loaded vehicle weight within its design rating capability, with or without a trailer. Properly loading your vehicle provides maximum return of vehicle design performance. Before you load your vehicle,

become familiar with the following terms for determining your vehicle's weight rating, with or without a trailer, from the vehicle's Tire and Loading Information label or Safety Compliance Certification label.

### Tire and Loading Label Information Example:

TIRE AND LOADING INFORMATION			
SEATING CAPACITY	TOTAL : 5	FRONT: 2	REAR: 3

The combined weight of occupants, and cargo should never exceed: **385 kg or 850 lbs.**

TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
FRONT	235/45R18 94V	235 KPA, 34 PSI	
REAR	235/45R18 94V	235 KPA, 34 PSI	
SPARE	NONE	NONE	

TIRE AND LOADING INFORMATION			
RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT			
SEATING CAPACITY	TOTAL : 5	FRONT	REAR
NOMBRE DE PLACES		AVANT	ARRIERE

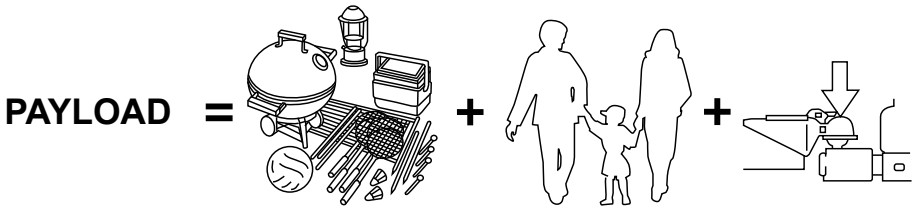
The combined weight of occupants and cargo should never exceed 396 kg or 875 lbs.  
Le poids total des occupants et du chargement ne doit jamais dépasser 396 kg ou 875 lb.

TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
PNEU	DIMENSIONS	PRESSION DES PNEUS A FROID	
FRONT AVANT	235/40R19 96V	255 KPA, 37 PSI	
REAR ARRIERE	235/40R19 96V	255 KPA, 37 PSI	
SPARE DE SECOURS	T125/80R16 97M	415 KPA, 60 PSI	VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS

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# Load Carrying


## Payload



E143816

Payload is the combined weight of cargo and passengers that your vehicle is carrying. The maximum payload for your vehicle appears on the Tire and Loading label. The label is either on the B-pillar or the edge of the driver door. Vehicles exported outside the US and Canada may not have a tire and loading label. Look for "The combined weight of occupants and cargo should never exceed XXX kg OR XXX lb" for maximum payload. The payload listed on the Tire and Loading Information label is the maximum payload for your vehicle as built by the assembly plant. If you install any additional equipment on your vehicle, you must determine the new payload. Subtract the weight of the equipment from the payload listed on the Tire and Loading label. When towing, trailer tongue weight or king pin weight is also part of payload.

### WARNING

 The appropriate loading capacity of your vehicle can be limited either by volume capacity (how much space is available) or by payload capacity (how much weight the vehicle should carry). Once you have reached the maximum payload of your vehicle, do not add more cargo, even if there is space available. Overloading or improperly loading your vehicle can contribute to loss of vehicle control and vehicle rollover.

### GAWR (Gross Axle Weight Rating)

GAWR is the maximum allowable weight that a single axle (front or rear) can carry. These numbers are on the Safety Compliance Certification label. The label is located on the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver seating position.





# Load Carrying

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be used for safe control of towed vehicles and for trailers where the Gross Combined Weight of the towing vehicle plus the trailer exceed the Gross Vehicle Weight Rating of the towing vehicle.

The gross combined weight must never exceed the Gross Combined Weight Rating.

**Note:** For trailer towing information refer to the *RV and Trailer Towing Guide* available at an authorized dealer.

## WARNINGS



Do not exceed the GVWR or the GAWR specified on the certification label.



Do not use replacement tires with lower load carrying capacities than the original tires because they may lower your vehicle's GVWR and GAWR limitations. Replacement tires with a higher limit than the original tires do not increase the GVWR and GAWR limitations.

---

## Steps for determining the correct load limit:

1. Locate the statement "The combined weight of occupants and cargo should never exceed XXX kg or XXX lb." on your vehicle's placard.
2. Determine the combined weight of the driver and passengers that will be riding in your vehicle.
3. Subtract the combined weight of the driver and passengers from XXX kg or XXX lb.
4. The resulting figure equals the available amount of cargo and luggage load capacity. For example, if the "XXX" amount equals 1,400 lb. and there will be five 150 lb. passengers in your vehicle, the amount of available cargo and luggage load capacity is 650 lb.  $(1400 - 750 (5 \times 150) = 650 \text{ lb.})$
5. Determine the combined weight of luggage and cargo being loaded on the vehicle. That weight may not safely exceed the available cargo and luggage load capacity calculated in Step 4.
6. If your vehicle will be towing a trailer, load from your trailer will be transferred to your vehicle. Consult this manual to determine how this reduces the available cargo and luggage load capacity of your vehicle.

## Load Carrying

### ***Helpful examples for calculating the available amount of cargo and luggage load capacity***

Suppose your vehicle has a 1400-pound (635-kilogram) cargo and luggage capacity. You decide to go golfing. Is there enough load capacity to carry you, four of your friends and all the golf bags? You and four friends average 220 pounds (99 kilograms) each and the golf bags weigh approximately 30 pounds (13.5 kilograms) each. The calculation would be:  $1400 - (5 \times 220) - (5 \times 30) = 1400 - 1100 - 150 = 150$  pounds. Yes, you have enough load capacity in your vehicle to transport four friends and your golf bags. In metric units, the calculation would be:  $635 \text{ kilograms} - (5 \times 99 \text{ kilograms}) - (5 \times 13.5 \text{ kilograms}) = 635 - 495 - 67.5 = 72.5$  kilograms.

Suppose your vehicle has a 1400-pound (635-kilogram) cargo and luggage capacity. You and one of your friends decide to pick up cement from the local home improvement store to finish that patio you have been planning for the past two years. Measuring the inside of the vehicle with the rear seat folded down, you have room for twelve 100-pound (45-kilogram) bags of cement. Do you have enough load capacity to transport the cement to your home? If you and your friend each weigh 220 pounds (99 kilograms), the calculation would be:  $1400 - (2 \times 220) - (12 \times 100) = 1400 - 440$

$- 1200 = - 240$  pounds. No, you do not have enough cargo capacity to carry that much weight. In metric units, the calculation would be:  $635 \text{ kilograms} - (2 \times 99 \text{ kilograms}) - (12 \times 45 \text{ kilograms}) = 635 - 198 - 540 = -103$  kilograms. You will need to reduce the load weight by at least 240 pounds (104 kilograms). If you remove three 100-pound (45-kilogram) cement bags, then the load calculation would be:  $1400 - (2 \times 220) - (9 \times 100) = 1400 - 440 - 900 = 60$  pounds. Now you have the load capacity to transport the cement and your friend home. In metric units, the calculation would be:  $635 \text{ kilograms} - (2 \times 99 \text{ kilograms}) - (9 \times 45 \text{ kilograms}) = 635 - 198 - 405 = 32$  kilograms.

The above calculations also assume that the loads are positioned in your vehicle in a manner that does not overload the front or the rear gross axle weight rating specified for your vehicle on the Safety Compliance Certification label.

# Load Carrying

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## Special Loading Instructions for Owners of Pick-up Trucks and Utility-type Vehicles

### WARNING




When loading the roof racks, we recommend you evenly distribute the load, as well as maintain a low center of gravity. Loaded vehicles, with higher centers of gravity, may handle differently than unloaded vehicles. Take extra precautions, such as slower speeds and increased stopping distance, when driving a heavily loaded vehicle.

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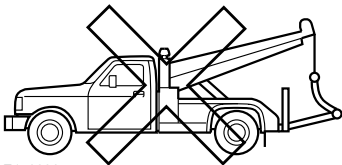
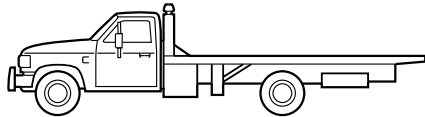
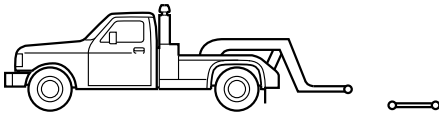
# Towing

## TOWING A TRAILER

### WARNING

 Your vehicle is not approved for trailer towing. Never tow a trailer with your vehicle.

## TRANSPORTING THE VEHICLE



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If you need to have your vehicle towed, contact a professional towing service or, if you are a member of a roadside assistance program, your roadside assistance service provider.

It is recommended that your vehicle be towed with a wheel lift and dollies or flatbed equipment. Do not tow with a slingbelt. Ford Motor Company has not approved a slingbelt towing procedure. If the vehicle is towed incorrectly, or by any other means, vehicle damage may occur.

Ford Motor Company produces a towing manual for all authorized tow truck operators. Have your tow truck operator refer to this manual for proper hook-up and towing procedures for your vehicle.

You can tow your vehicle from the front with wheel lift equipment to raise the front wheels off the ground. We recommend that you place the rear wheels on a dolly to prevent damage to the rear of your vehicle.


You can tow your vehicle from the rear with wheel lift equipment.

**Note:** *You must place the front wheels on a dolly to prevent damage to the transmission.*

## TOWING THE VEHICLE ON FOUR WHEELS

### Emergency Towing

#### WARNING

 If your vehicle has a steering wheel lock make sure the ignition is in the accessory or on position when being towed.

# Towing

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If your vehicle becomes inoperable (without access to wheel dollies, car-hauling trailer, or flatbed transport vehicle), it can be flat-towed (all wheels on the ground, regardless of the powertrain and transmission configuration) under the following conditions:

- Tow only in the forward direction.
- The transmission in neutral (N). If you cannot move the transmission into neutral (N), you may need to override it. See **Automatic Transmission** (page 116).
- Maximum speed is 35 mph (56 km/h).
- Maximum distance is 50 miles (80 kilometers).

## Recreational Towing

Follow these guidelines if you have a need for recreational (RV) towing. An example of recreational towing would be towing your vehicle behind a motorhome. We designed these guidelines to prevent damage to your transmission.

Do not tow your vehicle with any wheels on the ground, as vehicle or transmission damage may occur. It is recommended to tow your vehicle with all four wheels off the ground, for example when using a car-hauling trailer. Otherwise, you cannot tow your vehicle.

# Driving Hints

## BREAKING-IN

You need to break in new tires for approximately 300 mi (480 km). During this time, your vehicle may exhibit some unusual driving characteristics.

Avoid hard accelerations and driving too fast during the first 1,000 mi (1,600 km).

## COLD WEATHER PRECAUTIONS

The functional operation of some components and systems can be affected at temperatures below -13°F (-25°C).

## DRIVING THROUGH WATER

### WARNING



Do not drive through flowing or deep water as you may lose control of your vehicle.

**Note:** *Driving through standing water can cause vehicle damage.*

**Note:** *Engine damage can occur if water enters the air filter.*

Before driving through standing water, check the depth. Never drive through water that is higher than the bottom of the front rocker area of your vehicle.



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When driving through standing water, drive very slowly and do not stop your vehicle. Your brake performance and traction may be limited. After driving through water and as soon as it is safe to do so:

- Lightly press the brake pedal to dry the brakes and to check that they work.
- Check that the horn works.
- Check that the exterior lights work.
- Turn the steering wheel to check that the steering power assist works.

## FLOOR MATS

### WARNINGS




Always use floor mats that are designed to fit the foot well of your vehicle. Only use floor mats that leave the pedal area unobstructed. Only use floor mats that are firmly secured to retention posts so that they cannot slip out of position and interfere with the pedals or impair safe operation of your vehicle in other ways.





Pedals that cannot move freely can cause loss of vehicle control and increase the risk of serious personal injury.


# Driving Hints


## WARNINGS


 Always make sure that the floor mats are properly attached to the retention posts in the carpet that are supplied with your vehicle. Floor mats must be properly secured to both retention posts to make sure mats do not shift out of position.

 Never place floor mats or any other covering in the vehicle foot well that cannot be properly secured to prevent them from moving and interfering with the pedals or the ability to control the vehicle.

 Never place floor mats or any other covering on top of already installed floor mats. Floor mats should always rest on top of vehicle carpeting surface and not another floor mat or other covering. Additional floor mats or any other covering will reduce the pedal clearance and potentially interfere with pedal operation.

 Check attachment of floor mats on a regular basis. Always properly reinstall and secure floor mats that have been removed for cleaning or replacement.

 Always make sure that objects cannot fall into the driver foot well while the vehicle is moving. Objects that are loose can become trapped under the pedals causing a loss of vehicle control.

 Failure to properly follow floor mat installation or attachment instructions can potentially cause interference with pedal operation causing a loss of vehicle control.



To install floor mats, position the floor mat so that the eyelet is over the retention post and press down to lock in.

To remove the floor mat, reverse the installation procedure.



# Roadside Emergencies

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## ROADSIDE ASSISTANCE

### Vehicles Sold in the United States: Getting Roadside Assistance

To fully assist you should you have a vehicle concern, Ford Motor Company offers a complimentary roadside assistance program. This program is separate from the New Vehicle Limited Warranty. The service is available:

- 24 hours a day, seven days a week.
- For the coverage period listed on the Roadside Assistance Card included in your Owner's Manual portfolio.

Roadside Assistance covers:

- A flat tire change with a good spare, if provided with the vehicle (except vehicles supplied with a tire inflation kit).
- Battery jump start.
- Lock-out assistance (key replacement cost is the customer's responsibility).
- Fuel delivery — independent service contractors, if not prohibited by state, local or municipal law, shall deliver up to 2 gal (7.6 L) of gasoline or 5 gal (18.9 L) of diesel fuel to a disabled vehicle. Roadside Assistance limits fuel delivery service to two no-charge occurrences within a 12-month period.
- Winch out — available within 100 ft (30.5 m) of a paved or county maintained road, no recoveries.
- Towing — independent service contractors, if not prohibited by state, local or municipal law, shall tow Ford eligible vehicles to an authorized dealer within 35 mi (56 km) of the disablement location or to the nearest

authorized dealer. If a member requests a tow to an authorized dealer that is more than 35 mi (56 km) from the disablement location, the member shall be responsible for any mileage costs in excess of 35 mi (56 km).

Roadside Assistance includes up to \$200 for a towed trailer if the disabled eligible vehicle requires service at the nearest authorized dealer. If the towing vehicle is operational but the trailer is not, then the trailer does not qualify for any roadside services.

### Vehicles Sold in the United States: Using Roadside Assistance

Complete the roadside assistance identification card and place it in your wallet for quick reference. This card is in the owner's information portfolio in the glove compartment.

United States Ford vehicle customers who require Roadside Assistance, call 1-800-241-3673.

If you need to arrange roadside assistance for yourself, Ford Motor Company reimburses a reasonable amount for towing to the nearest dealership within 35 mi (56 km). To obtain reimbursement information, United States Ford vehicle customers call 1-800-241-3673. Customers need to submit their original receipts.

### Vehicles Sold in Canada: Getting Roadside Assistance

To fully assist you should you have a vehicle concern, Ford Motor Company of Canada, Limited offers a complimentary roadside assistance program. This program is eligible within Canada or the continental United States.

# Roadside Emergencies

This program is separate from the New Vehicle Limited Warranty, but the coverage is concurrent with the powertrain coverage period of your vehicle.

Canadian customers who require roadside assistance, call 1-800-665-2006.

## Vehicles Sold in Canada: Using Roadside Assistance

Complete the roadside assistance identification card and place it in your wallet for quick reference.

In Canada, this card is found in the Warranty Guide in the glove compartment of your vehicle.

## Vehicles Sold in Canada: Roadside Assistance Program Coverage

The service is available 24 hours a day, seven days a week.

Canadian roadside coverage and benefits may differ from the U.S. coverage.

For complete program coverage details you may contact your dealer, you can call us in Canada at 1-800-665-2006, or visit our website at [www.ford.ca](http://www.ford.ca).

## HAZARD FLASHERS

**Note:** *If used when the vehicle is not running, the battery will lose charge. There may be insufficient power to restart your vehicle.*



The hazard warning button is located on the instrument panel. Use it when your vehicle is creating a safety hazard for other motorists.

- Press the button to turn on the hazard warning function, and the front and rear direction indicators will flash.
- Press the button again to turn them off.

## JUMP STARTING THE VEHICLE

### WARNINGS



Connect batteries with only the same nominal voltage. Failure to follow this warning could result in serious personal injury.



Always use booster cables with insulated clamps and adequate size cable. Failure to follow this warning could result in serious personal injury.

**Note:** *This procedure is only for the 12 volt under hood battery.*

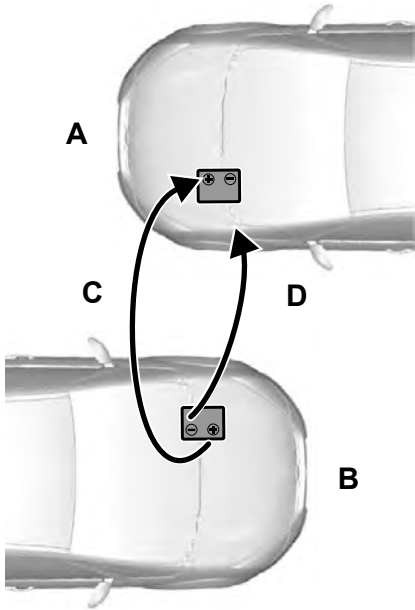
**Note:** *Your vehicle has a 12 volt battery that is easily accessible under the hood. The 12 volt battery controls the switches and contacts that engage the high voltage battery. Do not jump start the high voltage battery using a standard 12 volt battery. You must tow your vehicle to an authorized dealer if the high voltage battery does not accept a regular charge.*

**Note:** *Do not attempt to push start your vehicle. You may cause transmission damage.*

**Note:** *Do not disconnect the 12 volt battery from your vehicle electrical system.*

# Roadside Emergencies

## To Connect the Booster Cables



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- A Vehicle with low charge battery
- B Booster battery vehicle
- C Positive connection cable
- D Negative connection cable

### WARNINGS

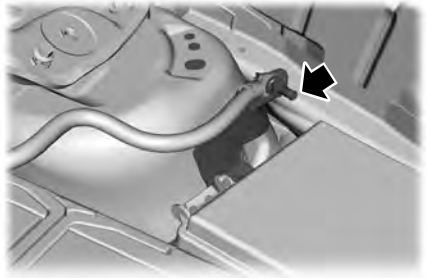


Do not connect directly to the negative (-) terminal of the battery with low charge. A spark may cause an explosion of the gases that surround the battery or a surge within the battery.



Make sure that the cables are clear of any moving parts. Failure to follow this warning could result in serious personal injury or death.

1. Position the vehicles so that they do not touch one another.
2. Switch off the electric motor and any electrical equipment.
3. Connect the positive (+) terminal of vehicle B with the positive (+) terminal of vehicle A (cable C). Battery positions may vary.



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4. Connect the negative (-) terminal of vehicle B to the ground connection of vehicle A (cable D).

## To Start Your Vehicle

1. Run the engine of vehicle B at a moderately high speed.
2. Move the transmission selector lever of vehicle A to position **P**.
3. Switch on the ready to drive mode. See **Starting the Electric Motor** (page 106).
4. Run both vehicles for a minimum of three minutes before disconnecting the cables.

**Note:** Do not switch the headlamps on when disconnecting the cables. The peak voltage could blow the bulbs.

Disconnect the cables in the reverse order.

# Roadside Emergencies

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## **COLLISION, DAMAGE OR FIRE EVENT**

### **Guidance for Ford Motor Company Electric and Hybrid-Electric Vehicles Equipped With High Voltage Batteries**

#### **(Vehicle Owner/Operator/General Public) Electric and Hybrid-Electric Vehicle Considerations**

#### **In the event of damage or fire involving an electric vehicle (EV) or hybrid-electric vehicle (HEV):**

- Always assume the high-voltage battery and associated components are energized and fully charged.
- Exposed electrical components, wires and high-voltage batteries present potential high-voltage shock hazards.
- Venting/off-gassing high-voltage battery vapors are potentially toxic and flammable.
- Physical damage to the vehicle or high-voltage battery may result in immediate or delayed release of toxic, flammable gases and fire.

#### **Vehicle Information and General Safety Practices**

- Know the make and model of your vehicle.
- Review the owner's manual and become familiar with your vehicle's safety information and recommended safety practices.
- Do not attempt to repair damaged electric and hybrid-electric vehicles yourself. Contact an authorized Ford Dealer or vehicle manufacturer representative for service.

#### **Crashes**

A crash or impact significant enough to require an emergency response for conventional vehicles would also require the same response for an electric or hybrid-electric vehicle.

#### ***If possible***

- Move your car to a safe, nearby location and remain on the scene.
- Roll down the windows before shutting your vehicle off.
- Place your vehicle in Park, set the parking brake, turn off the vehicle, activate the hazard lights, and move your key(s) at least 16 feet (5 meters) away from the vehicle.

#### ***Always***

- Call 911 if assistance is needed and advise that an electric or hybrid-electric vehicle is involved.
- Do not touch exposed electrical components or the engine compartment, as a shock hazard may exist.
- Avoid contact with leaking fluids and gases, and remain out of the way of oncoming traffic until emergency responders arrive.
- When emergency responders arrive, tell them that the vehicle involved is an electric vehicle or hybrid vehicle.

#### **Fires**

As with any vehicle, call 911 immediately if you see sparks, smoke or flames coming from the vehicle.

- Exit the vehicle immediately.
- Advise 911 that an electric or hybrid-electric vehicle is involved.

# Roadside Emergencies

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- As with any vehicle fire, do not inhale smoke, vapors or gas from the vehicle, as they may be hazardous.
- Remain a safe distance from the vehicle and try to stay clear of the smoke.
- Stay out of the roadway and stay out of the way of any oncoming traffic while awaiting the arrival of emergency responders.

## Post-Incident

- Do not store a severely damaged vehicle with a lithium-ion battery inside a structure or within 50 feet (15 meters) of any structure or vehicle.
- Make sure that passenger and cargo compartments remain ventilated (i.e. open window, door or trunk).
- For vehicles in the United States, notify Ford Motor Company 1-800-392-3673 (then follow the prompts on the voice response menu), an authorized Ford dealer or service center as soon as possible as there may be other steps to secure and discharge the high-voltage battery.
- For vehicles in Canada, notify Ford Motor Company 1-800-565-3673 (then follow the prompts on the voice response menu), an authorized Ford dealer or service center as soon as possible as there may be other steps to secure and discharge the high-voltage battery.
- Call 911 if you observe leaking fluids, sparks, smoke or flames, or hear gurgling or bubbling from the high-voltage battery.

## POST-CRASH ALERT SYSTEM

The system flashes the direction indicators and sounds the horn (intermittently) in the event of a serious impact that deploys an airbag (front, side, side curtain or safety canopy) or the seatbelt pretensioners.

The horn and indicators turn off when:

- You press the hazard control button.
- You press the panic button on the remote entry transmitter (if equipped).
- Your vehicle runs out of power.

# Customer Assistance

## GETTING THE SERVICES YOU NEED

Warranty repairs to your vehicle must be performed by an authorized dealer. While any authorized dealer handling your vehicle line will provide warranty service, we recommend you return to your selling authorized dealer who wants to ensure your continued satisfaction.

Please note that certain warranty repairs require special training and equipment, so not all authorized dealers are authorized to perform all warranty repairs. This means that, depending on the warranty repair needed, you may have to take your vehicle to another authorized dealer.

A reasonable time must be allowed to perform a repair after taking your vehicle to the authorized dealer. Repairs will be made using Ford or Motorcraft® parts, or remanufactured or other parts that are authorized by Ford.

### Away From Home

If you are away from home when your vehicle needs service, contact the Ford Customer Relationship Center or use the online resources listed below to find the nearest authorized dealer.

In the United States:

#### Mailing address

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

#### Telephone

1-800-392-3673 (FORD)  
(TDD for the hearing impaired:  
1-800-232-5952)

Additional information and resources are available online:

Website
<a href="http://www.owner.ford.com">www.owner.ford.com</a>

These are some of the items that can be found online:

- U.S. dealer locator by Dealer Name, City/State or Zip Code.
- Owner Manuals.
- Maintenance Schedules.
- Recalls.
- Ford Extended Service Plans.
- Ford Genuine Accessories.
- Service specials and promotions.

In Canada:

#### Mailing address

Customer Relationship Centre  
Ford Motor Company of Canada, Limited  
P.O. Box 2000  
Oakville, Ontario L6K 0C8

#### Telephone

1-800-565-3673 (FORD)

Website
<a href="http://www.ford.ca">www.ford.ca</a>

#### Twitter

@FordServiceCA (English Canada)  
@FordServiceQC (Quebec)

#### Additional Assistance

If you have questions or concerns, or are unsatisfied with the service you are receiving, follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling or servicing authorized dealer.

# Customer Assistance

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2. If your inquiry or concern remains unresolved, contact the Sales Manager, Service Manager or Customer Relations Manager.
3. If you require assistance or clarification on Ford Motor Company policies, please contact the Ford Customer Relationship Center.

In order to help us serve you better, please have the following information available when contacting a Customer Relationship Center:

- Vehicle Identification Number.
- Your telephone number (home and business).
- The name of the authorized dealer and city where located.
- The vehicle's current odometer reading.

In some states within the United States, you must directly notify Ford in writing before pursuing remedies under your state's warranty laws, and Ford is also allowed a final repair attempt.

Additionally, in some states within the United States, a consumer has the option of submitting a warranty dispute to the BBB Auto Line before taking action under the Magnuson-Moss Warranty Act, or to the extent allowed by state law, before pursuing replacement or repurchase remedies provided by certain state laws. This dispute handling procedure is not required prior to enforcing state created rights or other rights which are independent of the Magnuson-Moss Warranty Act or state replacement or repurchase laws.

## IN CALIFORNIA (U.S. ONLY)

California Civil Code Section 1793.2(d) requires that, if a manufacturer or its representative is unable to repair a motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, the manufacturer shall be required to either replace the vehicle with one substantially identical or repurchase the vehicle and reimburse the buyer in an amount equal to the actual price paid or payable by the consumer (less a reasonable allowance for consumer use). The consumer has the right to choose whether to receive a refund or replacement vehicle.

California Civil Code Section 1793.22(b) presumes that the manufacturer has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within the first 18 months of ownership of a new vehicle or the first 18,000 mi (29,000 km), whichever occurs first:

1. Two or more repair attempts are made on the same non-conformity likely to cause death or serious bodily injury OR
2. Four or more repair attempts are made on the same nonconformity (a defect or condition that substantially impairs the use, value or safety of the vehicle) OR
3. The vehicle is out of service for repair of nonconformities for a total of more than 30 calendar days (not necessarily all at one time).

In the case of 1 or 2 above, the consumer must also notify the manufacturer of the need for the repair of the nonconformity at the following address:

Ford Motor Company  
16800 Executive Plaza Drive  
Mail Drop 3NE-B  
Dearborn, MI 48126

# Customer Assistance

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You are required to submit your warranty dispute to BBB AUTO LINE before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22(b). You are also required to use BBB AUTO LINE before exercising rights or seeking remedies created by the Federal Magnuson-Moss Warranty Act, 15 U.S.C. sec. 2301 et seq. If you choose to seek redress by pursuing rights and remedies not created by California Civil Code Section 1793.22(b) or the Magnuson-Moss Warranty Act, resort to BBB AUTO LINE is not required by those statutes.

## **THE BETTER BUSINESS BUREAU (BBB) AUTO LINE PROGRAM (U.S. ONLY)**

Your satisfaction is important to Ford Motor Company and to your dealer. If a warranty concern has not been resolved using the three-step procedure outlined earlier in this chapter in the Getting the Services you need section, you may be eligible to participate in the BBB AUTO LINE program.

The BBB AUTO LINE program consists of two parts – mediation and arbitration. During mediation, a representative of the BBB will contact both you and Ford Motor Company to explore options for settlement of the claim. If an agreement is not reached during mediation or you do not want to participate in mediation, and if your claim is eligible, you may participate in the arbitration process. An arbitration hearing will be scheduled so that you can present your case in an informal setting before an impartial person. The arbitrator will consider the testimony provided and make a decision after the hearing.

Disputes submitted to the BBB AUTO LINE program are usually decided within forty days after you file your claim with the BBB. You are not bound by the decision, and may reject the decision and proceed to court where all findings of the BBB Auto Line dispute, and decision, are admissible in the court action. Should you choose to accept the BBB AUTO LINE decision, Ford is then bound by the decision, and must comply with the decision within 30 days of receipt of your acceptance letter.

**BBB AUTO LINE Application:** Using the information provided below, please call or write to request a program application. You will be asked for your name and address, general information about your new vehicle, information about your warranty concerns, and any steps you have already taken to try to resolve them. A Customer Claim Form will be mailed that will need to be completed, signed and returned to the BBB along with proof of ownership. Upon receipt, the BBB will review the claim for eligibility under the Program Summary Guidelines.

**You can get more information by calling BBB AUTO LINE at 1-800-955-5100, or writing to:**

**BBB AUTO LINE  
3033 Wilson Boulevard, Suite 600  
Arlington, Virginia 22201**

BBB AUTO LINE applications can also be requested by calling the Ford Motor Company Customer Relationship Center at 1-800-392-3673.

**Note:** *Ford Motor Company reserves the right to change eligibility limitations, modify procedures, or to discontinue this process at any time without notice and without obligation.*



# Customer Assistance

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## UTILIZING THE MEDIATION/ARBITRATION PROGRAM (CANADA ONLY)

For vehicles delivered to authorized Canadian dealers. In those cases where you continue to feel that the efforts by Ford of Canada and the authorized dealer to resolve a factory-related vehicle service concern have been unsatisfactory, Ford of Canada participates in an impartial third party mediation/arbitration program administered by the Canadian Motor Vehicle Arbitration Plan (CAMVAP).

The CAMVAP program is a straight forward and relatively speedy alternative to resolve a disagreement when all other efforts to produce a settlement have failed. This procedure is without cost to you and is designed to eliminate the need for lengthy and expensive legal proceedings.

In the CAMVAP program, impartial third-party arbitrators conduct hearings at mutually convenient times and places in an informal environment. These impartial arbitrators review the positions of the parties, make decisions and, when appropriate, render awards to resolve disputes. CAMVAP decisions are fast, fair, and final as the arbitrator's award is binding on both you and Ford of Canada.

CAMVAP services are available in all Canadian territories and provinces. For more information, without charge or obligation, call your CAMVAP Provincial Administrator directly at 1-800-207-0685 or visit [www.camvap.ca](http://www.camvap.ca).

## GETTING ASSISTANCE OUTSIDE THE U.S. AND CANADA

Before exporting your vehicle to a foreign country, contact the appropriate foreign embassy or consulate. These officials can inform you of local vehicle registration regulations and where to find unleaded fuel or petrol/gas engines or the proper sulfur fuel for diesel engines.

If you cannot find the proper fuel recommended for your vehicle, contact our Customer Relationship Center.

The use of improper fuels in your vehicle without proper conversion may damage the effectiveness of your emission control system and may cause engine knocking or serious engine damage. Ford Motor Company or Ford of Canada is not responsible for any damage caused by use of improper fuel. Using improper fuels may also result in difficulty importing your vehicle back into the United States.

If your vehicle must be serviced while you are traveling or living in Asia-Pacific Region, Sub-Saharan Africa, U.S. Virgin Islands and/or Puerto Rico, Central America, the Caribbean, and Israel and the Middle East, contact the nearest authorized dealer. If the authorized dealer cannot help you, contact the corresponding Ford Customer Assistance Center:

**FORD MOTOR COMPANY**  
**Customer Relationship Centers in:**

## Customer Assistance

Customer Relationship Center	Phone	Fax	E-mail
Asia Pacific	N/A	N/A	apemcrc@ford.com
Caribbean and Central America	+1 313 594 4857	-	expcac@ford.com
Ford Middle East	FORD 80004443673	971 4 3327 266	menacac@ford.com
	Lincoln 80004441067		
	UAE 80004441066		
	Saudi Arabia 8008443673		
	Mobily and Zain cell phone users in Saudi 800850078		
Puerto Rico and U.S. Virgin Islands	+1-800-841-3673	N/A	prcac@ford.com
Sub-Saharan Africa	+1-313-594-4857	+1 313 390 0804	expcac@ford.com
South Korea	+63-2-717-6410	N/A	infokr1@ford.com or infokr@lincoln.com

If you buy your vehicle in North America and then relocate to any of the above locations, register your vehicle identification number (VIN) and new address with Ford Global Trade Services by emailing, [expcso@ford.com](mailto:expcso@ford.com).

If you are in another foreign country, contact the nearest authorized dealer. In the event your inquiry is unresolved, communicate your concern with the dealership's Sales Manager, Service Manager or Customer Relations Manager. If you require additional assistance or clarification, please contact the respective Customer Relationship Center as previously listed.

**Customers in the U.S. should call 1-800-392-3673.**

### ORDERING ADDITIONAL OWNER'S LITERATURE

To order the publications in this portfolio, contact Helm, Incorporated at:

HELM, INCORPORATED  
47911 Halyard Drive  
Plymouth, Michigan 48170  
Attention: Customer Service

Or to order a free publication catalog, call toll free: 1-800-782-4356

Monday-Friday 8:00 a.m. - 6:00 p.m. EST

## Customer Assistance

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Helm, Incorporated can also be reached by their website:

[www.helminc.com](http://www.helminc.com)

(Items in this catalog may be purchased by credit card, check or money order.)

### **Obtaining a French Owner's Manual**

French Owner's Manual can be obtained from your authorized dealer or by contacting Helm, Incorporated using the contact information listed previously in this section.

### **REPORTING SAFETY DEFECTS (U.S. ONLY)**



E142557

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Ford Motor Company.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Ford Motor Company.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>; or write to:

Administrator

1200 New Jersey Avenue,  
Southeast

Washington, D.C. 20590

You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>.

### **REPORTING SAFETY DEFECTS (CANADA ONLY)**

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform Transport Canada and Ford of Canada.

# Customer Assistance

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<b>Transport Canada Contact Information</b>	
Website	<a href="http://www.tc.gc.ca/eng/motorvehiclesafety/safevehicles-defectinvestigations-index-76.htm">www.tc.gc.ca/eng/motorvehiclesafety/safevehicles-defectinvestigations-index-76.htm</a> (English)
Website	<a href="http://www.tc.gc.ca/fra/secureteautomobile/VehiculesSecuritaires-Enquetes-index-76.htm">www.tc.gc.ca/fra/secureteautomobile/VehiculesSecuritaires-Enquetes-index-76.htm</a> (French)
Phone	1-800-333-0510

<b>Ford of Canada Contact Information</b>	
Website	<a href="http://www.ford.ca">www.ford.ca</a>
Phone	1-800-565-3673

# Fuses

## FUSE SPECIFICATION CHART

### Pre-fuse Box

Your vehicle has a pre-fuse box located in the electric motor compartment on the

front of the 12 volt battery box. It is connected to the 12 volt battery positive terminal. This fuse box contains several high current fuses. If replacement of these high current fuses is required, contact an authorized dealer.

Fuse Number	Fuse Rating	Protected Component
F1	80A	Electronic power assist steering.
F2	150A	DC/DC converter.
F3	100A	Power distribution box.
F4	50A	Body control module (KL30A supply).
F5	70A	High voltage battery coolant element one and two.
F6	70A	Load compartment fuse box.
F7	-	Not used.
F8	50A	Electric fan control module.
F9	50A	Body control module (KL30B supply).
F10	40A	High voltage battery coolant element three.

### Electric Motor Compartment Fuse Box

#### WARNING



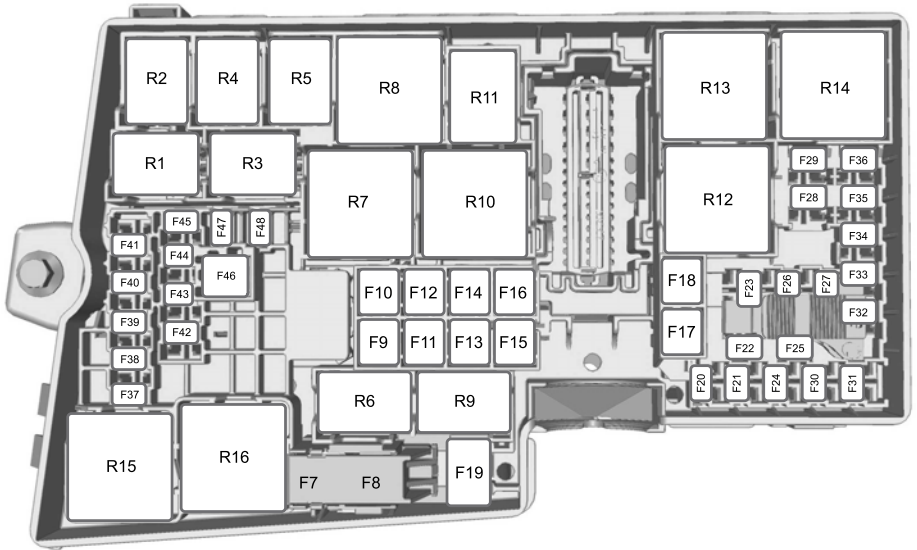
To reduce risk of electrical shock, always replace the cover to the power distribution box before reconnecting the battery or refilling fluid reservoirs.

Always disconnect the battery before servicing high current fuses.

This fuse box contains several high current fuses that protect your vehicle's main electrical systems from overloads.

If the 12 volt battery is disconnected and reconnected, some features need to be reset.

# Fuses



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Lift the release lever at the rear of the cover to remove it.

Fuse Number	Fuse Rating	Protected Component
F7	40A**	Anti-lock brake system. Stability control (KL30V).
F8	30A**	Anti-lock brake system. Stability control (KL30P).
F9	-	Not used.
F10	40A**	Blower motor module.
F11	40A**	Brake vacuum pump relay.
F12	40A**	Electric motor control relay.
F13	40A**	Battery charging control module.
F14	40A**	Coolant heater one.

## Fuses

<b>Fuse Number</b>	<b>Fuse Rating</b>	<b>Protected Component</b>
F15	30A**	Body control module (KL30C supply).
F16	40A**	Coolant heater two.
F17	-	Not used.
F18	20A**	Windshield wiper.
F19	5A*	Anti-lock brake system. Stability control (KL15).
F20	15A*	Horn.
F21	5A*	Stop lamp switch.
F22	15A*	Battery monitoring system.
F23	5A*	Relay coils.
F24	5A*	Lighting control switch module.
F25	-	Not used.
F26	10A*	Powertrain control module.
F27	15A*	Charge port light ring.
F28	5A*	Vacuum pump monitor.
F29	-	Not used.
F30	5A*	Transmission control module (12V supply).
F31	10A*	Smart data link/on-board diagnostic connector.
F32	10A*	Coolant valve. Air conditioning solenoid. Chiller solenoid.
F33	10A*	Powertrain control module. A/C compressor PSR feedback.
F34	15A*	High voltage battery.
F35	5A*	Electric vehicle communication controller.

# Fuses

Fuse Number	Fuse Rating	Protected Component
F36	20A*	Coolant pump.
F37	5A*	Vehicle audible signal for pedestrians.
F38	15A*	Powertrain control module (KL15 supply).
F39	-	Not used.
F40	5A*	Electronic power assist steering.
F41	20A*	Body control module (KL15 supply).
F42	15A*	Rear wiper motor.
F43	15A*	Daytime running light.
F44	-	Not used.
F45	-	Not used.
F46	-	Not used.
F47	-	Not used.
F48	5A*	Mechanical relay coil.

\*Mini fuses

\*\*Cartridge fuses

Relay Number	Protected Component
R1	Not used.
R2	Horn.
R3	Not used.
R4	High voltage battery. Engine control module (contactor sense).
R5	Not used.
R6	Not used.
R7	Coolant heater element three.
R8	Coolant heater element one and two.



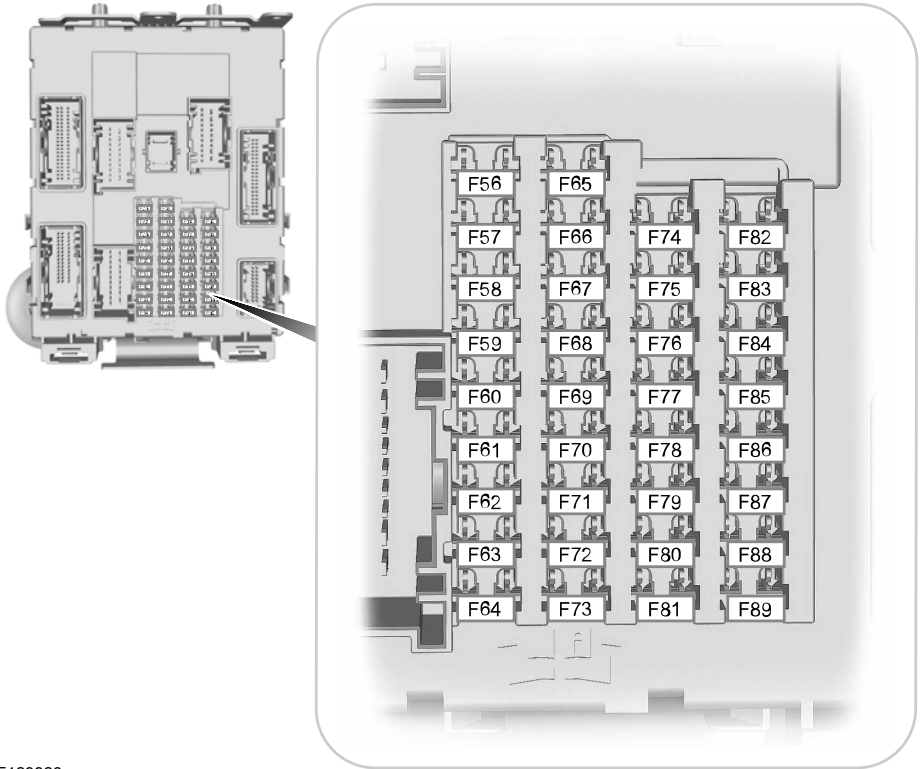
# Fuses

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<b>Relay Number</b>	<b>Protected Component</b>
R9	Not used.
R10	Brake vacuum pump.
R11	Not used.
R12	Electronic fan control module.
R13	Blower motor.
R14	Electric motor control.
R15	Brake vacuum pump mechanical relay.
R16	Ignition.

# Fuses

## Passenger Compartment Fuse Box



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Fuse Number	Fuse Rating	Protected Component
F56	20A	Not used (spare).
F57	-	Not used.
F58	-	Not used.
F59	5A	Not used (spare).
F60	10A	Interior lamp. Driver door switch pack.

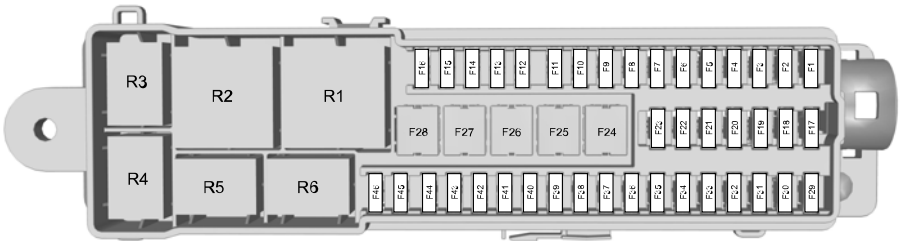
## Fuses

<b>Fuse Number</b>	<b>Fuse Rating</b>	<b>Protected Component</b>
		Glove compartment lamp. Ambient lighting lamp.
F61	20A	Front cigar lighter socket. Rear auxiliary power points.
F62	5A	Not used (spare).
F63	-	Not used.
F64	-	Not used.
F65	10A	Luggage compartment lid release.
F66	20A	Not used (spare).
F67	7.5A	Global positioning sensor. SYNC module.
F68	-	Not used.
F69	5A	Instrument panel cluster.
F70	20A	Not used (spare).
F71	7.5A	Air conditioning.
F72	7.5A	Steering wheel control module.
F73	7.5A	Smart data link module.
F74	15A	High beam headlamp.
F75	15A	Not used (spare).
F76	10A	Reversing lamp.
F77	20A	Washer pump.
F78	5A	Push button ignition switch. Keyless vehicle module (supply).
F79	15A	Audio unit. Hazard flasher switch.
F80	20A	Not used (spare).
F81	5A	Radio frequency receiver.
F82	20A	Ground fuse (front washer pump relay supply). Ground fuse (rear washer pump relay supply).

# Fuses

Fuse Number	Fuse Rating	Protected Component
F83	20A	Ground fuse (central lock supply). Ground fuse (central unlock supply).
F84	20A	Ground fuse (driver door unlock relay supply). Ground fuse (central/double lock relay supply). Ground fuse (release relay supply).
F85	7.5A	Heated seats (ignition sense).
F86	10A	Restraint system. Passenger airbag deactivation switch. Occupant weight sensor.
F87	15A	Not used (spare).
F88	-	Not used.
F89	-	Not used.

## Luggage Compartment Fuse Box



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Fuse Number	Fuse Rating	Protected Component
F1	5A*	Cellphone passport module.
F2	-	Not used.
F3	5A*	Keyless vehicle door handles.
F4	25A*	Left-hand front power windows. Left-hand heated exterior mirror.

# Fuses

Fuse Number	Fuse Rating	Protected Component
		Left-hand power door lock.
F5	25A*	Right-hand front power windows. Right-hand power door lock. Right-hand heated exterior mirror.
F6	25A*	Rear left door module (KL30 supply).
F7	25A*	Rear right door module (KL30 supply).
F8	5A*	Ignition relay.
F9	25A*	Driver power seat.
F10	25A*	Heated rear window.
F11	5A*	High voltage battery (12V B+).
F12	-	Not used.
F13	-	Not used.
F14	-	Not used.
F15	-	Not used.
F16	-	Not used.
F17	-	Not used.
F18	-	Not used.
F19	-	Not used.
F20	-	Not used.
F21	-	Not used.
F22	-	Not used.
F23	-	Not used.
F24	-	Not used.
F25	-	Not used.
F26	-	Not used.
F27	-	Not used.

# Fuses

Fuse Number	Fuse Rating	Protected Component
F28	-	Not used.
F29	5A*	Rear view camera.
F30	5A*	Parking assist control module.
F31	-	Not used.
F32	-	Not used.
F33	-	Not used.
F34	15A*	Driver heated seat.
F35	15A*	Passenger heated seat.
F36	-	Not used.
F37	-	Not used.
F38	-	Not used.
F39	-	Not used.
F40	-	Not used.
F41	-	Not used.
F42	-	Not used.
F43	-	Not used.
F44	-	Not used.
F45	-	Not used.
F46	-	Not used.

\*Mini fuses

\*\*Cartridge fuses

Relay Number	Protected Component
R1	Air conditioning control module. Heated front seats. Rear view camera.

# Fuses

Relay Number	Protected Component
	Parking assist control module.
R2	Heated rear window.
R3	Rear window wiper.
R4	Not used.
R5	Not used.
R6	Not used.

## CHANGING A FUSE

### Fuses

#### WARNING



Always replace a fuse with one that has the specified amperage rating. Using a fuse with a higher amperage rating can cause severe wire damage and could start a fire.

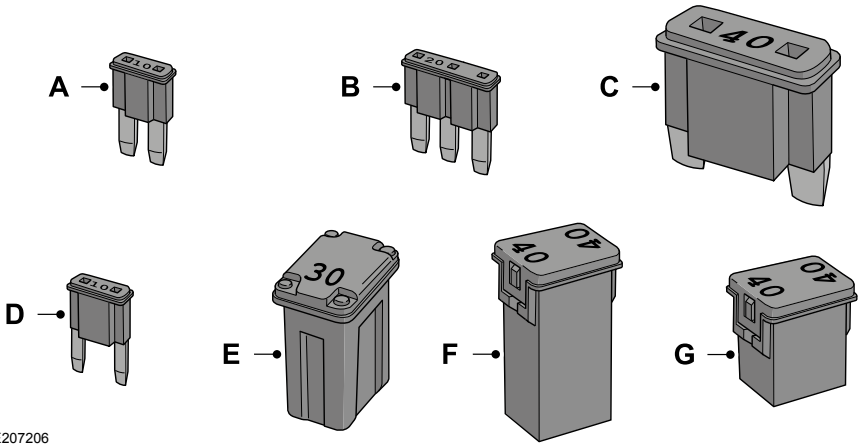


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If electrical components in the vehicle are not working, a fuse may have blown. Blown fuses are identified by a broken wire within the fuse. Check the appropriate fuses before replacing any electrical components.

# Fuses

## Fuse Types



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Callout	Fuse Type
A	Micro 2
B	Micro 3
C	Maxi
D	Mini
E	M Case
F	J Case
G	J Case Low Profile



# Maintenance

## GENERAL INFORMATION

### WARNINGS



Switch your vehicle off before carrying out any under hood check or adjustment. Failure to follow this warning could result in serious personal injury or death.



Do not touch any under hood components after you have switched your vehicle on. Failure to follow this warning could result in serious personal injury or death.



Keep clear of the cooling fan. Under certain conditions, the cooling fan continues to run after you have switched your vehicle off. Failure to follow this warning could result in serious personal injury.

## High Voltage Information

### WARNING



Exposure to high voltage could result in severe personal injury or death. A trained service technician must service high voltage components. Failure to follow this warning could result in serious personal injury.

Your vehicle has various high voltage components and wiring. All of the high voltage power flows through specific wiring assemblies. These are labeled accordingly or are covered with an orange convolute tube or orange stripe tape. Do not touch any of the high voltage components.

## Regular Maintenance

Have your vehicle serviced regularly to help maintain its roadworthiness and resale value. There is a large network of Ford authorized repairers that are there to help you with their professional servicing expertise. Ford authorized repairers are best qualified to service your vehicle correctly using specialized tools.

In addition to regular servicing, we recommend that you carry out the following checks.

**Note:** *Make sure that you fit filler caps securely after carrying out maintenance checks.*

### Daily Checks

- Exterior lamps.
- Interior lamps.
- Warning lamps and indicators.

### Weekly Checks

- Brake fluid level. See **Brake Fluid Check** (page 170).
- Washer fluid level. See **Washer Fluid Check** (page 171).
- Tire condition. See **Wheels and Tires** (page 188).
- Tire pressures (when cold).

### Monthly Checks

- Coolant level. See **Coolant Check** (page 168).
- Pipes, hoses and reservoirs for leaks.
- Air conditioning operation.
- Parking brake operation.
- Horn operation.
- Tightness of lug nuts. See **Lug Nuts** (page 214).

# Maintenance

## OPENING AND CLOSING THE HOOD

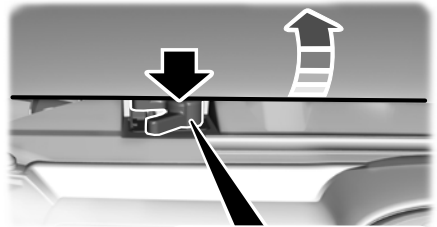
### Opening the Hood

1. Pull the hood release lever.



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2. Slightly lift the hood. Move the catch toward the center of your vehicle to release the hood.



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3. Open the hood and support it with the hood strut.

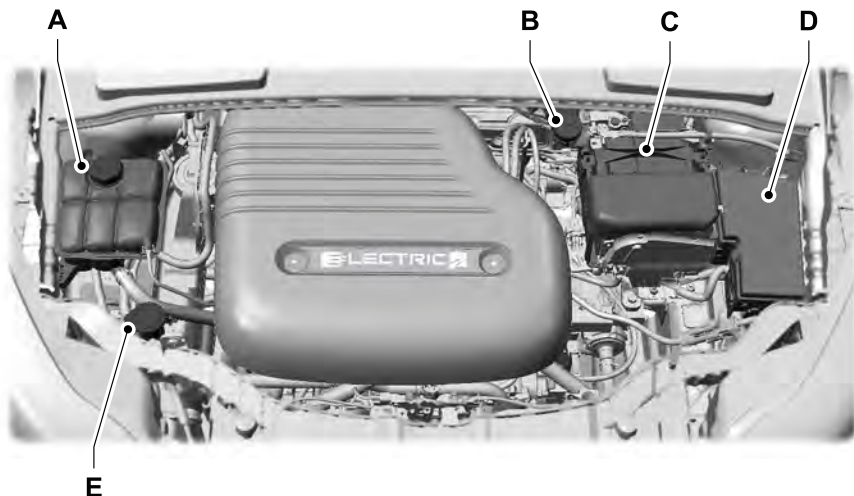
### Closing the Hood

1. Remove the hood strut from the catch and secure it correctly in the clip.
2. Lower the hood and allow it to drop under its own weight for the last 8-12 in (20-30 cm).

**Note:** Make sure that the hood is correctly closed.

# Maintenance

## UNDER HOOD OVERVIEW



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- A Coolant reservoir. See **Coolant Check** (page 168).
- B Brake fluid reservoir. See **Brake Fluid Check** (page 170).
- C 12 volt battery. See **Changing the 12V Battery** (page 171).
- D Electric motor compartment fuse box. See **Fuses** (page 154).
- E Windshield washer fluid reservoir. See **Washer Fluid Check** (page 171).

## COOLANT CHECK

### WARNINGS



Do not remove the coolant reservoir cap when the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.

### WARNINGS



Do not put coolant in the windshield washer fluid reservoir. If sprayed on the windshield, coolant could make it difficult to see through the windshield.



Do not add coolant further than the **MAX** mark.

**Note:** Make sure that the coolant level is between the **MIN** and **MAX** marks on the coolant reservoir.

# Maintenance

**Note:** Coolant expands when it is hot. The level may extend beyond the **MAX** mark.

When the electric motor is cold, check the concentration and level of the coolant at the intervals listed in the scheduled maintenance information. See **Scheduled Maintenance** (page 316).

Maintain coolant concentration within 48% to 50%, which equates to a freeze point between -30°F (-34°C) and -34°F (-37°C). Coolant concentration should be checked using a refractometer. We do not recommend the use of hydrometers or coolant test strips for measuring coolant concentration.

## Adding Coolant

### WARNINGS



Do not remove the coolant reservoir cap when the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.



Do not put coolant in the windshield washer fluid reservoir. If sprayed on the windshield, coolant could make it difficult to see through the windshield.

**Note:** Automotive fluids are not interchangeable.

**Note:** Do not use stop leak pellets, cooling system sealants, or non-specified additives as they can cause damage to the electric motor cooling or heating systems. Resulting component damage may not be covered by the vehicle Warranty.

It is very important to use prediluted coolant approved to the correct specification in order to avoid plugging the small passageways in the electric motor cooling system. See **Capacities and Specifications** (page 218). Do not mix different colors or types of coolant in your vehicle. Mixing of coolants or using an incorrect coolant may harm the electric motor or cooling system components and may not be covered by the vehicle Warranty.

**Note:** If prediluted coolant is not available, use the approved concentrated coolant diluting it to 50/50 with distilled water. See **Capacities and Specifications** (page 218). Using water that has not been deionised may contribute to deposit formation, corrosion and plugging of the small cooling system passageways.

**Note:** Coolants marketed for all makes and models may not be approved to Ford specifications and may cause damage to the cooling system. Resulting component damage may not be covered by the vehicle Warranty.

If the coolant level is at or below the minimum mark, add prediluted coolant immediately.

To top up the coolant level do the following:

1. Unscrew the cap slowly. Any pressure escapes as you unscrew the cap.
2. Add prediluted coolant approved to the correct specification. See **Capacities and Specifications** (page 218).
3. Add enough prediluted coolant to reach the correct level.
4. Replace the coolant reservoir cap, turn it clockwise until you feel a strong resistance.

# Maintenance

5. Check the coolant level in the coolant reservoir the next few times you drive your vehicle. If necessary, add enough prediluted coolant to bring the coolant level to the correct level.

If you have to add more than 1.1 qt (1 L) of coolant per month, have your vehicle checked as soon as possible. Operating an electric motor with a low level of coolant can result in electric motor overheating and possible electric motor damage.

**Note:** *During normal vehicle operation, the coolant may change color from orange to pink or light red. As long as the coolant is clear and uncontaminated, this color change does not indicate the coolant has degraded nor does it require the coolant to be drained, the system to be flushed, or the coolant to be replaced.*

**Note:** *In case of emergency, you can add a large amount of water without coolant in order to reach a vehicle service location. Water alone, without coolant, can cause electric motor damage from corrosion, overheating or freezing. When you reach a service location, you must have the cooling system drained and refilled with prediluted coolant approved to the correct specification. See **Capacities and Specifications** (page 218).*

Do not use the following as a coolant substitute:

- Alcohol.
- Methanol.
- Brine.
- Any coolant mixed with alcohol or methanol antifreeze.

Alcohol and other liquids can cause electric motor damage from overheating or freezing.

Do not add extra inhibitors or additives to the coolant. These can be harmful and compromise the corrosion protection of the coolant.

## Recycled Coolant

Ford Motor Company does not recommend the use of recycled coolant since a Ford-approved recycling process is not yet available.

Dispose of used coolant in the appropriate manner. Follow your community's regulations and standards for recycling and disposing of automotive fluids.

## Severe Climates

If you drive in extremely cold climates:

- It may be necessary to increase the coolant concentration above 50%.
- A coolant concentration of 60% provides improved freeze point protection. Coolant concentrations above 60% decrease the overheat protection characteristics of the coolant and may cause electric motor damage.

If you drive in extremely hot climates:

- You can decrease the coolant concentration to 40%.
- Coolant concentrations below 40% decrease the freeze and corrosion protection characteristics of the coolant and may cause electric motor damage.

Vehicles driven year-round in non-extreme climates should use prediluted coolant for optimum cooling system and electric motor protection.

## BRAKE FLUID CHECK


### WARNINGS





Do not use any fluid other than the recommended brake fluid as this will reduce brake efficiency. Use of incorrect fluid could result in the loss of vehicle control, serious personal injury or death.

# Maintenance

## WARNINGS

 Only use brake fluid from a sealed container. Contamination with dirt, water, petroleum products or other materials may result in brake system damage or failure. Failure to adhere to this warning could result in the loss of vehicle control, serious personal injury or death.

 Do not allow the fluid to touch your skin or eyes. If this happens, rinse the affected areas immediately with plenty of water and contact your physician.

 A fluid level between the **MAX** and **MIN** lines is within the normal operating range and there is no need to add fluid. A fluid level not in the normal operating range could compromise the performance of the system. Have your vehicle checked immediately.



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To avoid fluid contamination, the reservoir cap must remain in place and fully tight, unless you are adding fluid.

Only use fluid that meets Ford specifications.


## WASHER FLUID CHECK


When adding fluid, use a mixture of washer fluid and water to help prevent freezing in cold weather and improve the cleaning capability. For information on fluid dilution, refer to the product instructions.


**Note:** *The reservoir supplies the front and rear washer systems.*


## CHANGING THE 12V BATTERY

### WARNINGS

 Batteries normally produce explosive gases which can cause personal injury. Therefore, do not allow flames, sparks or lighted substances to come near the battery. When working near the battery, always shield your face and protect your eyes. Always provide correct ventilation.

 When lifting a plastic-cased battery, excessive pressure on the end walls could cause acid to flow through the vent caps, resulting in personal injury and damage to the vehicle or battery. Lift the battery with a battery carrier or with your hands on opposite corners.

 Keep batteries out of reach of children. Batteries contain sulfuric acid. Avoid contact with skin, eyes or clothing. Shield your eyes when working near the battery to protect against possible splashing of acid solution. In case of acid contact with skin or eyes, flush immediately with water for a minimum of 15 minutes and get prompt medical attention. If acid is swallowed, call a physician immediately.

 Battery posts, terminals and related accessories contain lead and lead compounds. Wash hands after handling.

# Maintenance

Your vehicle is fitted with a Motorcraft maintenance-free battery which normally does not require additional water.

**Note:** *After cleaning or replacing the battery, make sure you reinstall the battery cover or shield.*

When a battery replacement is required, you must use a recommended replacement battery that matches the electrical requirements of the vehicle.

**Note:** *Contact an authorized dealer for low voltage battery access, testing or replacement.*

To make sure the battery management system works correctly, do not connect an electrical device ground connection directly to the low voltage battery negative post. This can cause inaccurate measurements of the battery condition and potential incorrect system operation.

**Note:** *If you add electrical accessories or components to the vehicle, it may adversely affect the low voltage battery performance and durability. This may also affect the performance of other electrical systems in the vehicle.*

For longer, trouble-free operation, keep the top of the battery clean and dry.

If you see any corrosion on the battery or terminals, remove the cables from the terminals and clean with a wire brush. You can neutralize the acid with a solution of baking soda and water.

A computer electronically controls your vehicle. The power of the low voltage battery maintains the memory of some settings, for example, clock setting or radio presets. When the low voltage battery is disconnected and then connected, these settings erase.

To restore the settings, do the following:

1. Apply the parking brake.
2. Shift into park (P) or neutral (N).

3. Switch off all accessories.
4. Press the brake pedal and start your vehicle.
5. Reset the clock.
6. Reset the bounce-back feature. See **Power Windows** (page 71).
7. Reset the radio station presets. See **Audio System** (page 220).

Make sure that you dispose of old batteries in an environmentally friendly way. Seek advice from your local authority about recycling old batteries.

If storing your vehicle for more than 30 days without recharging the battery, we recommend that you disconnect the battery cables to maintain battery charge for quick starting.

## CHECKING THE WIPER BLADES



E142463

Run the tip of your fingers over the edge of the blade to check for roughness.

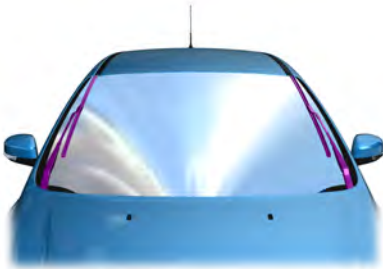
Clean the wiper blades with washer fluid or water applied with a soft sponge or cloth.

# Maintenance

## CHANGING THE FRONT WIPER BLADES

**Note:** If streaks or smears appear on the windshield, clean the windshield and the wiper blades. If that does not resolve the issue, install new wiper blades.

### Service Position



E75184

Set the windshield wipers in the service position to change the wiper blades. The windshield wipers return to the starting position when you switch the ignition on.

**Note:** You can use the service position in winter to provide easier access to the wiper blades for freeing them from snow and ice. Make sure the windshield is free from snow and ice before you switch the ignition on.

1. Switch the ignition on.



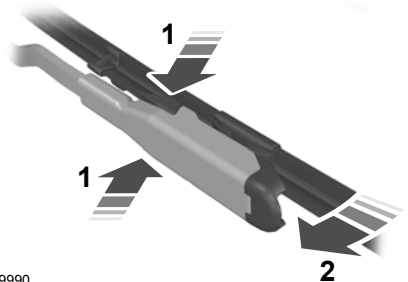
E129986

2. Switch the ignition off and press and hold the wiper lever in position A within three seconds.
3. Release the wiper lever when the windshield wipers reach the service position.

**Note:** You can also move the wiper arms to the service position manually when the ignition is off. Do not move the wiper arms to the service position manually when the ignition is on. The wiper arms lock when you switch the ignition on.

## Changing the Windshield Wiper Blades

**Note:** Do not hold the wiper blade when lifting the wiper arm.



E129990

1. Lift the wiper arm and then press the wiper blade locking buttons together.

**Note:** Make sure that the wiper arm does not spring back against the glass when the wiper blade is not attached.

2. Slightly rotate the wiper blade.
3. Remove the wiper blade.
4. To install, reverse the removal procedure.

**Note:** Make sure that the wiper blade locks into place.



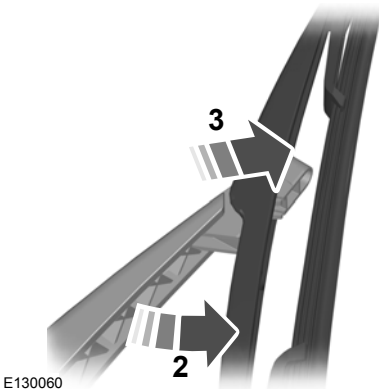
# Maintenance

## CHANGING THE REAR WIPER BLADES

**Note:** Do not hold the wiper blade when lifting the wiper arm.

**Note:** Make sure that the wiper arm does not spring back against the glass when the wiper blade is not attached.

1. Lift the wiper arm.



2. Slightly rotate the wiper blade.
3. Disengage the wiper blade from the wiper arm.
4. Remove the wiper blade.
5. Install in the reverse order.

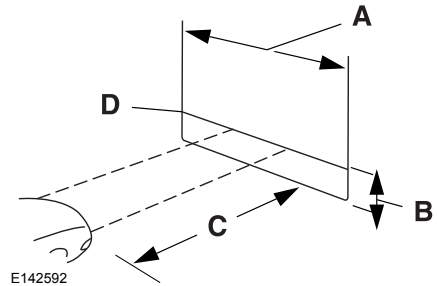
**Note:** Make sure that the wiper blade locks into place.

## ADJUSTING THE HEADLAMPS

### Vertical Aim Adjustment

If your vehicle has been involved in a crash, have the aim of the headlamp beam checked by an authorized dealer.

### Headlamp Aiming Target

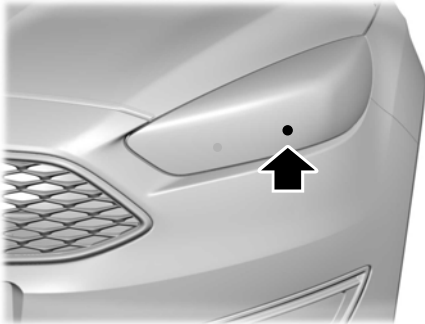


- A 8 ft (2.4 m)
- B Ground to the center of the headlamp low beam bulb
- C 25 ft (7.6 m)
- D Horizontal reference line

### Vertical Aim Adjustment Procedure

1. Park your vehicle on level ground approximately 25 ft (7.6 m) from a wall or screen.
2. Measure the distance from the ground to the center of the headlamp low beam bulb and mark an 8 ft (2.4 m) long horizontal reference line on the wall or screen at this height.

# Maintenance



E199411

**Note:** There may be an identifying mark on the lens to help you locate the center of the bulb.

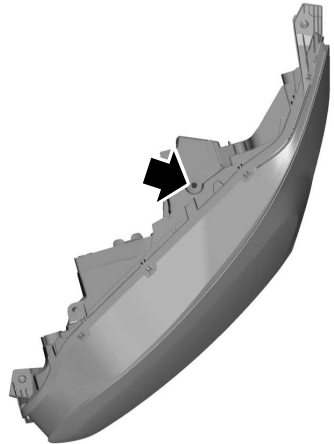
**Note:** To see a clearer light pattern while adjusting one headlamp, you may want to block the light from the other headlamp.

3. Switch on the low beam headlamps and open the hood.



E142465

4. On the wall or screen you will observe a flat zone of high intensity light located at the top of the beam pattern. If the top edge of the flat zone of high intensity light is not on the horizontal reference line, adjust the aim of the headlamp beam.



E164485

5. Locate the vertical adjuster on each headlamp. Use a suitable tool, for example a screwdriver or hexagonal socket, to turn the adjuster clockwise or counterclockwise to adjust the vertical aim of the headlamp. The horizontal edge of the brighter light should touch the horizontal reference line.
6. Close the hood and switch off the lamps.

## Horizontal Aim Adjustment

The horizontal aim of the headlamp beam on your vehicle is not adjustable.

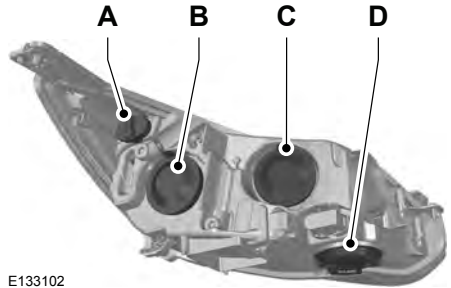
## REMOVING A HEADLAMP

1. Open the hood. See **Opening and Closing the Hood** (page 167).

# Maintenance

## CHANGING A BULB

### Headlamp



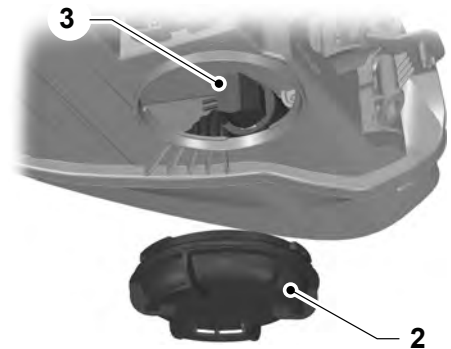
E133102

- A. Side marker bulb.
- B. Headlamp low beam.
- C. Headlamp high beam.
- D. Front direction indicator.

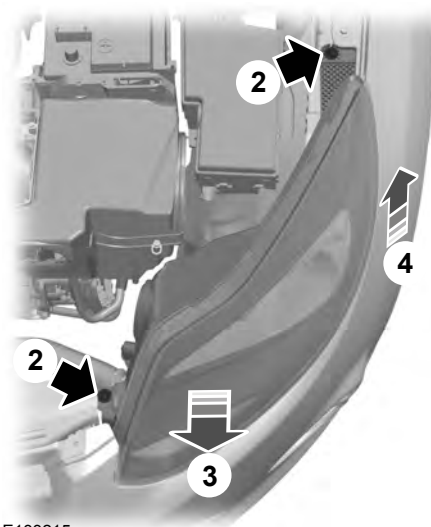
Your vehicle has high intensity discharge lamps. These lamps operate at a high voltage. Contact an authorized dealer.

### Front Direction Indicator

1. Remove the headlamp. See **Removing a Headlamp** (page 175).

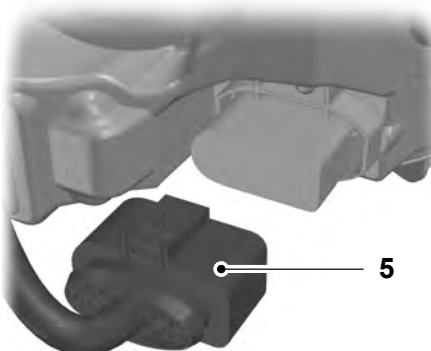


E133104



E133215

2. Remove the screws.
3. Pull the headlamp as far as possible towards the front of the vehicle to disengage it from the lower fixing point.
4. Lift the outer side of the headlamp and remove it.



E133750

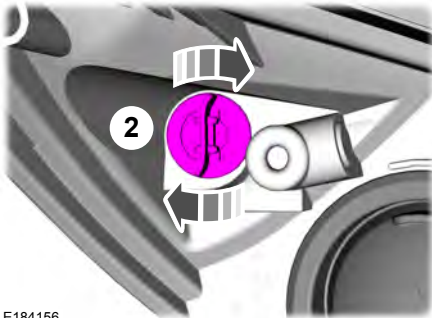
5. Disconnect the electrical connector.

# Maintenance

- Carefully remove the cover.
- Turn the bulb holder counterclockwise and remove it.
- Press the bulb in and turn the bulb counterclockwise to remove it.

## Side Marker Bulb

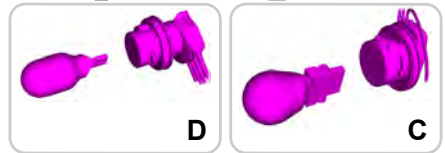
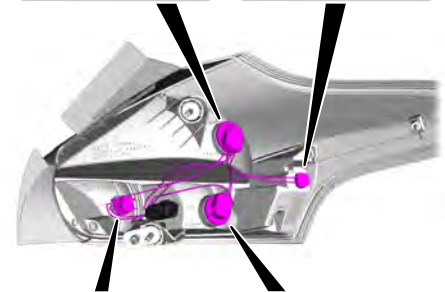
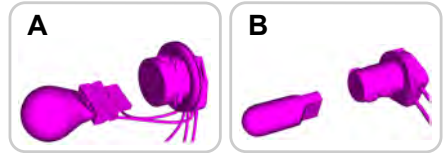
- Remove the headlamp. See **Removing a Headlamp** (page 175).



E184156

- Carefully remove the cover.
- Remove the bulb holder by pulling it straight out.
- Remove the bulb by pulling it straight out.

## Rear Lamp



E184159

- A. Brake lamp bulb.
- B. Rear lamp bulb.\*
- C. Direction indicator bulb.
- D. Reverse lamp bulb.

\*These lamps have LED bulbs. Contact an authorized dealer.

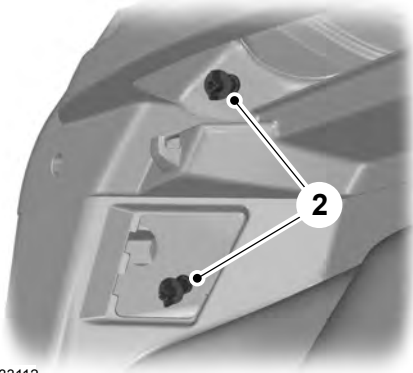
# Maintenance

## Brake Lamp, Direction Indicator and Reverse Lamp



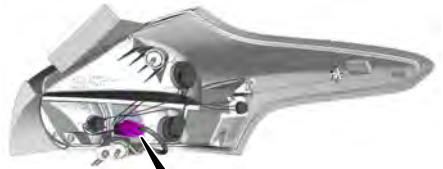
E133111

1. Carefully remove the cover.



E133112

2. Remove the wing nuts and detach the clip.
3. Remove the lamp.



E184158

4. Disconnect the electrical connector.
5. Turn the bulb holder counterclockwise and remove it.
6. Remove the bulb by pulling it straight out.

## Licence Plate and High Mounted Brake Lamp

These lamps have LED bulbs. Contact an authorized dealer.

## BULB SPECIFICATION CHART

Replacement bulbs are specified in the chart below. Headlamp bulbs must be marked with an authorized "D.O.T." for North America to ensure lamp performance, light brightness and pattern and safe visibility. The correct bulbs will not damage the lamp assembly or void the lamp assembly warranty and will provide quality bulb burn time.

# Maintenance

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<b>Function</b>	<b>Trade number</b>
* Headlamp high/low beam (HID)	D8S
* Sidemarker - front	LED
* Park lamp - front	LED
Direction indicator - front	PY21W
Direction indicator - rear	3757 NAK
Brake lamp	3157K
* Rear lamp	LED
Backup lamp	921
* License plate lamp	LED
* High-mount brake lamp	LED
* Interior lamps	LED

\* To replace these lamps, contact an authorized dealer.

To replace all instrument panel lights, contact an authorized dealer.

# Vehicle Care

## GENERAL INFORMATION

Your dealer has many quality products available to clean your vehicle and protect its finishes.

### Materials

Name	Specification
Motorcraft® Bug and Tar Remover (U.S.) Motorcraft® Bug and Tar Remover / Dissolvant de goudron et éliminateur d'insectes (Canada) ZC-42 (U.S. & Canada)	-
Motorcraft® Custom Bright Metal Cleaner (U.S.) Custom Bright Metal Cleaner / Nettoyant pour métal brillant (Canada) ZC-15 (U.S. & Canada)	-
Motorcraft® Detail Wash (U.S.) Detail Wash / Shampooing superfin (Canada) ZC-3-A (U.S. & Canada)	ESR-M14P4-A
Motorcraft® Engine Shampoo and Degreaser Engine Shampoo and Degreaser ZC-20 (U.S.)	-
Engine Shampoo Engine Shampoo / Shampooing pour moteur (Canada) CXC-66-A (Canada)	-
Motorcraft® Leather and Vinyl Cleaner (U.S.) Premium Leather and Vinyl Cleaner / Nettoyant pour cuir et vinyle de haute qualité (Canada) ZC-56 (U.S. & Canada)	-
Multi-Purpose Cleaner Multi-Purpose Cleaner / Nettoyant multi-usage (Canada) CXC-101 (Canada)	-
Motorcraft® Premium Windshield Wash Concentrate with Bitterant (U.S.) Premium Quality Windshield Washer Fluid / Liquide lave-glace de haute qualité (Canada) ZC-32-B2 (U.S.) CXC-37-A/B/D/F (Canada)	WSS-M14P19-A
Professional Strength Carpet and Upholstery Cleaner (U.S.) Professional Strength Carpet & Upholstery Cleaner / Nettoyant professionnel pour sellerie et moquette (Canada) ZC-54 (U.S. & Canada)	-
Motorcraft® Spot and Stain Remover Spot and Stain Remover ZC-14 (U.S.)	-
Motorcraft® Ultra-Clear Spray Glass Cleaner (U.S.)	ESR-M14P5-A

## CLEANING PRODUCTS

For best results, use the following products or products of equivalent quality:

# Vehicle Care

Name	Specification
Premium Glass Cleaner / Nettoie-vitres de qualité supérieure (Canada) ZC-23 (U.S.) CXC-100 (Canada)	
Motorcraft® Wheel and Tire Cleaner (U.S.) Wheel and Tire Cleaner / Nettoyant pour roues et pneus (Canada) ZC-37-A (U.S. & Canada)	-

## CLEANING THE EXTERIOR

Wash your vehicle regularly with cool or lukewarm water and a neutral pH shampoo, we recommend Motorcraft Detail Wash.

- Never use strong household detergents or soap, for example dish washing or laundry liquid. These products can discolor and spot painted surfaces.
- Never wash your vehicle when it is hot to the touch, or during strong or direct sunlight.
- Dry your vehicle with a chamois or soft terry cloth towel to eliminate water spotting.
- Immediately remove fuel spillages, bird droppings, insect deposits and road tar. These may cause damage to your vehicle's paintwork or trim over time. We recommend Motorcraft Bug and Tar Remover.
- Remove any exterior accessories, for example antennas, before entering a car wash.

**Note:** *Suntan lotions and insect repellents can damage painted surfaces. If these substances come in contact with your vehicle, wash the affected area as soon as possible.*

## Exterior Chrome Parts

- Apply a high quality-cleaning product to bumpers and other chrome parts. Follow the manufacturer's instructions. We recommend Motorcraft Custom Bright Metal Cleaner.
- Do not apply the cleaning product to hot surfaces. Do not leave the cleaning product on chrome surfaces longer than the time recommended.
- Using other non-recommended cleaners can result in severe and permanent cosmetic damage.

**Note:** *Never use abrasive materials, for example steel wool or plastic pads as they can scratch the chrome surface.*

**Note:** *Do not use chrome cleaner, metal cleaner or polish on wheels or wheel covers.*

## Exterior Plastic Parts

For routine cleaning we recommend Motorcraft Detail Wash. If tar or grease spots are present, we recommend Motorcraft Bug and Tar Remover.

## Stripes or Graphics (If Equipped)

Hand washing your vehicle is preferred however, pressure washing may be used under the following conditions:

- Do not use water pressure higher than 2,000 psi (14,000 kPa).
- Do not use water hotter than 179°F (82°C).



# Vehicle Care

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- Use a spray with a 40° wide spray angle pattern.
- Keep the nozzle at a 12 in (305 mm) distance and 90° angle to your vehicle's surface.

**Note:** *Holding the pressure washer nozzle at an angle to the vehicle's surface may damage graphics and cause the edges to peel away from the vehicle's surface.*

## Underbody

Flush the complete underside of your vehicle frequently. Keep body and door drain holes free of debris or foreign material.

## Under Hood

For removing black rubber marks from under the hood we recommend Motorcraft Wheel and Tire Cleaner or Motorcraft Bug and Tar Remover.

## WAXING

Regular waxing is necessary to protect your car's paint from the elements. We recommend that you wash and wax the painted surface once or twice a year.

When washing and waxing, park your vehicle in a shaded area out of direct sunlight. Always wash your vehicle before applying wax.

- Use a quality wax that does not contain abrasives.
  - Follow the manufacturer's instructions to apply and remove the wax.
  - Apply a small amount of wax in a back-and-forth motion, not in circles.
- Do not allow wax to come in contact with any non-body (low-gloss black) colored trim. The wax will discolor or stain the parts over time.
    - Roof racks.
    - Bumpers.
    - Grained door handles.
    - Side moldings.
    - Mirror housings.
    - Windshield cowl area.
  - Do not apply wax to glass areas.
  - After waxing, your car's paint should feel smooth, and be free of streaks and smudges.

## CLEANING THE ENGINE

Engines are more efficient when they are clean because grease and dirt buildup keep the engine warmer than normal.

When washing:

- Take care when using a power washer to clean the engine. The high-pressure fluid could penetrate the sealed parts and cause damage.
- Do not spray a hot engine with cold water to avoid cracking the engine block or other engine components.
- Spray Motorcraft Engine Shampoo and Degreaser on all parts that require cleaning and pressure rinse clean. In Canada, use Motorcraft Engine Shampoo.
- Never wash or rinse the engine while it is hot or running; water in the running engine may cause internal damage.

# Vehicle Care

- Never wash or rinse any ignition coil, spark plug wire or spark plug well, or the area in and around these locations.
- Cover the battery, power distribution box, and air filter assembly to prevent water damage when cleaning the engine.

## CLEANING THE WINDOWS AND WIPER BLADES

Car wash chemicals and environmental fallout can result in windshield and wiper blade contamination. Dirty windshield and wipers will result in poor windshield wiper operation. Keep the windshield and wiper blades clean to maintain windshield wiper performance.

To clean the windshield and wiper blades:

- Clean the windshield with a non-abrasive glass cleaner. When cleaning the interior of the windshield, avoid getting any glass cleaner on the instrument panel or door panels. Wipe any glass cleaner off these surfaces immediately.
- For windshields contaminated with tree sap, chemicals, wax or bugs, clean the entire windshield using steel wool (no greater than 0000 grade) in a circular motion and rinse with water.
- Clean the wiper blades with isopropyl rubbing alcohol or windshield washer concentrate.

**Note:** Do not use razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window. The vehicle warranty does not cover damage caused to the heated rear window grid lines.

## CLEANING THE INTERIOR

### WARNINGS



Do not use cleaning solvents, bleach or dye on the vehicle's safety belts, as these actions may weaken the belt webbing.



On vehicles equipped with seat-mounted airbags, do not use chemical solvents or strong detergents. Such products could contaminate the side airbag system and affect performance of the side airbag in a collision.

For fabric, carpets, cloth seats, safety belts and seats equipped with side airbags:

- Remove dust and loose dirt with a vacuum cleaner.
- Remove light stains and soil with Motorcraft Professional Strength Carpet & Upholstery Cleaner.
- If grease or tar is present on the material, spot-clean the area first with Motorcraft Spot and Stain Remover. In Canada, use Motorcraft Multi-Purpose Cleaner.
- If a ring forms on the fabric after spot cleaning, clean the entire area immediately (but do not oversaturate) or the ring will set.
- Do not use household cleaning products or glass cleaners, which can stain and discolor the fabric and affect the flame retardant abilities of the seat materials.

# Vehicle Care

## CLEANING THE INSTRUMENT PANEL AND INSTRUMENT CLUSTER LENS

### WARNING



Do not use chemical solvents or strong detergents when cleaning the steering wheel or instrument panel to avoid contamination of the airbag system.

**Note:** Follow the same procedure as cleaning leather seats for cleaning leather instrument panels and leather interior trim surfaces. See **Cleaning Leather Seats** (page 184).

Clean the instrument panel and cluster lens with a clean, damp and soft cloth, then use a clean, dry and soft cloth to dry these areas.

- Avoid cleaners or polishes that increase the gloss of the upper portion of the instrument panel. The dull finish in this area helps protect you from undesirable windshield reflection.
- Do not use any household cleaning products or glass cleaners as these may damage the finish of the instrument panel, interior trim and cluster lens.
- Wash or wipe your hands clean if you have been in contact with certain products such as insect repellent and suntan lotion to avoid possible damage to the interior painted surfaces.
- Do not allow air fresheners and hand sanitizers to spill onto interior surfaces. If a spill occurs, wipe off immediately. Your warranty may not cover these damages.

If a staining liquid like coffee or juice has been spilled on the instrument panel or on interior trim surfaces:

1. Wipe up spilled liquid using a clean, soft cloth as quickly as possible.
2. Use Motorcraft Premium Leather and Vinyl Cleaner or a commercially available leather cleaning product for automotive interiors. Test any cleaner or stain remover on an inconspicuous area.
3. Alternatively, wipe the surface with a clean, soft cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
4. If necessary, apply more soap and water solution or cleaning product to a clean, soft cloth and press it onto the soiled area. Allow this to set at room temperature for 30 minutes.
5. Remove the soaked cloth, then with a clean, damp cloth, use a rubbing motion for 60 seconds on the soiled area.
6. Dry the area with a clean, soft cloth.

## CLEANING LEATHER SEATS (if Equipped)

**Note:** Follow the same procedure as cleaning leather seats for cleaning leather instrument panels and leather interior trim surfaces.

For routine cleaning, wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.

For cleaning and removing stains such as dye transfer, use Motorcraft Premium Leather and Vinyl Cleaner or a commercially available leather cleaning product for automotive interiors.

**Note:** Test any cleaner or stain remover on an inconspicuous area.

# Vehicle Care

You should:

- Remove dust and loose dirt with a vacuum cleaner.
- Clean and treat spills and stains as soon as possible.

Do not use the following products as these may damage the leather:

- Oil and petroleum or silicone-based leather conditioners.
- Household cleaners.
- Alcohol solutions.
- Solvents or cleaners intended specifically for rubber, vinyl and plastics.

## REPAIRING MINOR PAINT DAMAGE

Authorized dealers have touch-up paint to match your vehicle's color. Your vehicle color code is printed on a sticker on the front, left-hand side door jamb. Take your color code to your authorized dealer to make sure you get the correct color.

Before repairing minor paint damage, use a cleaner such as Motorcraft Bug and Tar Remover to remove particles such as bird droppings, tree sap, insect deposits, tar spots, road salt and industrial fallout.

Always read the instructions before using cleaning products.

## CLEANING THE WHEELS (If

Equipped)

**Note:** Do not apply a cleaning chemical to warm or hot wheel rims and covers.

**Note:** Some automatic car washes may cause damage to the finish on your wheel rims and covers.

**Note:** Industrial-strength or heavy-duty cleaners in combination with brush agitation to remove brake dust and dirt, could wear away the clear coat finish over a period time.

**Note:** Do not use hydrofluoric acid-based or high caustic-based wheel cleaners, steel wool, fuels or strong household detergents.

**Note:** If you intend parking your vehicle for an extended period after cleaning the wheels with a wheel cleaner, drive your vehicle for a few minutes before doing so. This will reduce the risk of increased corrosion of the brake discs.

Alloy wheels and wheel covers are coated with a clear coat paint finish. To maintain their condition we recommend that you:

- Clean the wheels weekly using Motorcraft Wheel and Tire Cleaner. Apply using manufacturer's instructions.
- Use a sponge to remove heavy deposits of dirt and brake dust accumulation.
- Rinse thoroughly with a strong stream of water when you have completed the cleaning process.
- To remove tar and grease, use Motorcraft Bug and Tar Remover.

## VEHICLE STORAGE

If you plan on storing your vehicle for 30 days or more, read the following maintenance recommendations to make sure your vehicle stays in good operating condition.

We engineer and test all motor vehicles and their components for reliable, regular driving. Under various conditions, long-term storage may lead to degraded performance or failure unless you use specific precautions to preserve components.

# Vehicle Care

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## General

- Store all vehicles in a dry, ventilated place.
- Protect from sunlight, if possible.
- If you store vehicles outside, they require regular maintenance to protect against rust and damage.

## Body

- Wash your vehicle thoroughly to remove dirt, grease, oil, tar or mud from exterior surfaces, rear-wheel housing and the underside of front fenders.
- Periodically wash your vehicle if you store it in exposed locations.
- Touch-up exposed or primed metal to prevent rust.
- Cover chrome and stainless steel parts with a thick coat of auto wax to prevent discoloration. Re-wax as necessary when you wash your vehicle.
- Lubricate all hood, door and luggage compartment hinges and latches with a light grade oil.
- Cover interior trim to prevent fading.
- Keep all rubber parts free from oil and solvents.

## Electric Motor

- Start your vehicle every 15 days for a minimum of 15 minutes with the climate controls set to defrost.

## High Voltage Battery

- Make sure the high voltage battery has a minimum charge of 50%.

## Cooling System

- Protect against freezing temperatures.
- When removing your vehicle from storage, check coolant fluid level. Confirm that there are no cooling system leaks and that fluid is at the recommended level.

## 12V Battery

- Check and recharge as necessary. Keep connections clean.
- If storing your vehicle for more than 30 days without recharging the battery, we recommend that you disconnect the battery cables to maintain battery charge for quick starting.

**Note:** *It is necessary to reset memory features if you disconnect the battery cables.*

We recommend the following options for your plug-in vehicle:

- Leave your vehicle plugged in. The 12V battery maintains power if left plugged in. However, this periodically uses electricity from the household outlet.
- Connect a battery charger to your 12V battery and leave it on a continuous, slow charge.
- Disconnect the 12V battery.

## Brakes

- Make sure the brakes and parking brake release fully.

## Tires

- Maintain recommended air pressure.

# Vehicle Care

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## Miscellaneous

- Make sure you cover all linkages, cables, levers and pins under your vehicle with grease to prevent rust.
- Move vehicles at least 25 ft (7.5 m) every 15 days to lubricate working parts and prevent corrosion.

## Removing Vehicle From Storage

When your vehicle is ready to come out of storage, do the following:

- Wash your vehicle to remove any dirt or grease film build-up on window surfaces.
- Check windshield wipers for any deterioration.
- Check under the hood for any foreign material that may have collected during storage such as mice or squirrel nests.
- Check tire pressures and set tire inflation per the Tire Label.
- Check brake pedal operation. Drive your vehicle 15 ft (4.5 m) back and forth to remove rust build-up.
- Check fluid levels (including coolant) to make sure there are no leaks, and fluids are at recommended levels.
- If you remove the 12-volt battery, clean the cable ends and inspect.

Contact an authorized dealer if you have any concerns or issues.

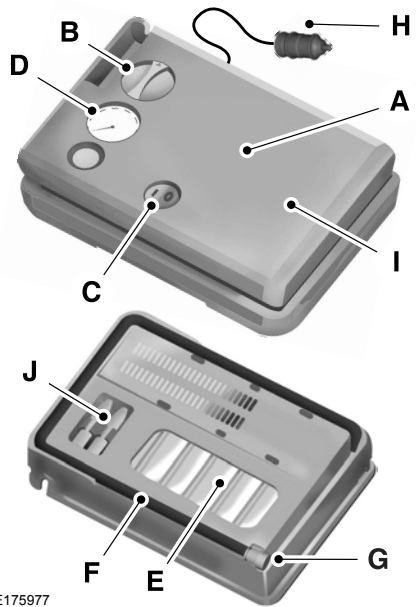
# Wheels and Tires

## TIRE SEALANT AND INFLATOR KIT

**Note:** *The temporary mobility kit contains enough sealant compound in the canister for one tire repair only. See an authorized Ford dealer for replacement sealant canisters.*

The kit is located in the luggage compartment.

The kit consists of an air compressor to reinflate the tire and a canister of sealing compound that will effectively seal most punctures caused by nails or similar objects. This kit provides a temporary tire repair, allowing you to drive your vehicle up to 120 mi (200 km) at a maximum speed of 50 mph (80 km/h) to reach a tire service location.



- A Air compressor (inside).
- B Selector switch.
- C On and off button.
- D Air pressure gauge.
- E Sealant bottle and canister.
- F Dual purpose hose: air and repair.
- G Tire valve connector.
- H Accessory power plug.
- I Casing and housing.
- J Bike/raft/sports ball adapters.

# Wheels and Tires

## General Information

### WARNING



Failure to follow these guidelines could result in an increased risk of loss of vehicle control, injury or death.

**Note:** Do not use the kit if you have severely damaged a tire. Only seal punctures located within the tire tread with the kit.

Do not attempt to repair punctures larger than ¼ inch (6 millimeters) or damage to the tire's sidewall. The tire may not completely seal.

Loss of air pressure may adversely affect tire performance. For this reason:

**Note:** Do not drive the vehicle above 50 mph (80 km/h).

**Note:** Do not drive further than 120 mi (200 km). Drive only to the closest authorized Ford dealer or tire repair shop to have your tire inspected.

- Drive carefully and avoid abrupt steering maneuvers.
- Periodically monitor tire inflation pressure in the affected tire; if the tire is losing pressure, have the vehicle towed.
- Read the information in the Tips for Use of the Kit section to make sure safe operation of the kit and your vehicle occurs.

## Tips for Use of the Kit

To ensure safe operation of the kit:

- Read all instructions and cautions fully.
- Before operating the kit, make sure your vehicle is safely off the road and away from moving traffic. Switch on the hazard lights.
- Always set the parking brake to make sure the vehicle does not move unexpectedly.

- Do not remove any foreign objects, such as nails or screws, from the tire.
- When using the kit, leave the engine running (only if the vehicle is outdoors or in a well-ventilated area) so the compressor does not drain the vehicle's battery.
- Do not allow the compressor to operate continuously for more than 15 minutes. This will help prevent the compressor from overheating.
- Never leave the kit unattended during operation.
- Sealant compound contains latex. Those with latex sensitivities should use appropriate precautions to avoid an allergic reaction.
- Keep the kit away from children.
- Only use the kit when the ambient temperature is between -22°F (-30°C) and 158°F (70°C).
- Only use the sealing compound before the use-by date. The use-by date is on a label on the sealant canister, which you can see through the rectangular viewing window on the bottom of the compressor. Check the use-by date regularly and replace the canister after four years of non-use.
- Do not store the kit unsecured inside the passenger compartment of the vehicle as it may cause injury during a sudden stop or crash. Always store the kit in its original location.
- After sealant use, an authorized Ford dealer must replace the tire pressure monitoring system sensor and valve stem on the wheel.
- Operating the kit could cause an electrical disturbance in radio, CD and DVD player operation.



# Wheels and Tires



\* When inflation only is required for a tire or other objects, the selector must be in the Air position.




## What to Do When a Tire Is Punctured

Repair a tire puncture within the tire's tread area in two stages with the kit.

- In the first stage, inflate the tire with a sealing compound and air. After you inflate the tire, you will need to drive the vehicle a short distance (about 4 miles [6 kilometers]) to distribute the sealant in the tire.
- In the second stage, check the tire pressure and adjust, if necessary, to the vehicle's specified tire inflation pressure.

## First Stage: Inflating the Tire with Sealing Compound and Air

### WARNINGS

-  Do not stand directly over the kit while inflating the tire. If you notice any unusual bulges or deformations in the tire's sidewall during inflation, stop and call roadside assistance.
-  If the tire does not inflate to the recommended tire pressure within 15 minutes, stop and call roadside assistance.
-  Do not run the engine during kit operation unless the vehicle is outdoors or in a well-ventilated area.

Preparation: Park the vehicle in a safe, level and secure area, away from moving traffic.

Switch the hazard lights on. Apply the parking brake and switch the engine off. Inspect the flat tire for visible damage.

Sealant compound contains latex. Use appropriate precautions to avoid any allergic reactions.

Do not remove any foreign object that has pierced the tire. If a puncture is located in the tire sidewall, stop and call roadside assistance.

1. Remove the valve cap from the tire valve.
2. Unwrap the dual purpose hose (black tube) from the back of the compressor housing.
3. Fasten the hose to the tire valve by turning the connector clockwise. Tighten the connection securely.

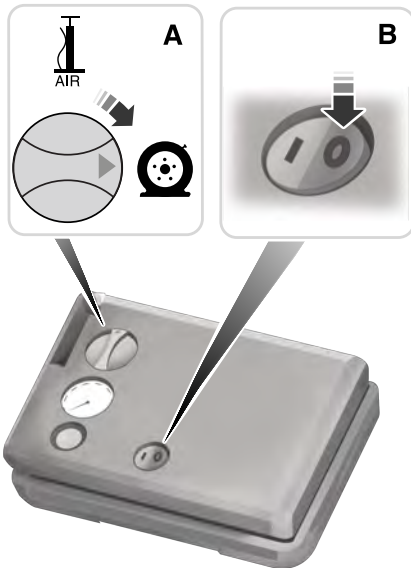


E175979

4. Plug the power cable into the 12-volt power point in the vehicle.

## Wheels and Tires

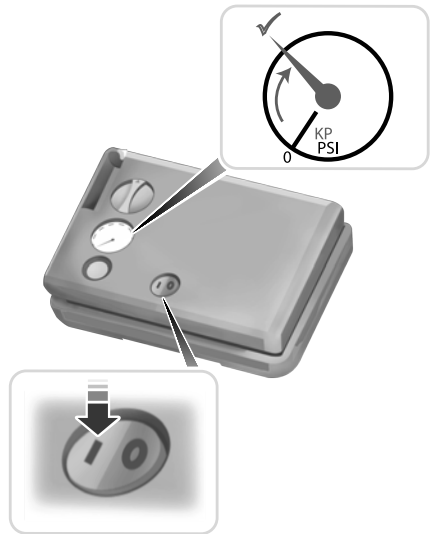
- Remove the warning sticker found on the canister and place it on the top of the instrument panel or the center of the dash.
- Start the vehicle and leave the engine running so the compressor does not drain the vehicle's battery.



E175981

- Turn dial (A) clockwise to the sealant position. Switch the kit on by pressing the on/off button (B).
- Inflate the tire to the pressure listed on the tire label located on the driver door or the door jamb area. The initial air pressure gauge reading may indicate a value higher than the label pressure while you pump the sealing compound into the tire. This is normal and should be no reason for concern. The pressure

gauge reading will indicate the tire inflation pressure after about 30 seconds of operation. You should check the final tire pressure with the compressor turned OFF in order to get an accurate pressure reading.



E175982

- When the tire reaches the recommended tire pressure, switch off the kit, unplug the power cable, and disconnect the hose from the tire valve. Re-install the valve cap on the tire valve and return the kit to the stowage area.
- Immediately and cautiously, drive the vehicle 4 miles (6 kilometers) to distribute the sealant evenly inside the tire. Do not exceed 50 mph (80 km/h).

# Wheels and Tires

11. After 4 miles (6 kilometers), stop and check the tire pressure. See Second Stage: Checking Tire Pressure.

**Note:** *If you experience any unusual vibration, ride disturbance or noise while driving, reduce your speed until you can safely pull off to the side of the road to call for roadside assistance.*

**Note:** *Do not proceed to the second stage of this operation.*

## Second Stage: Checking Tire Pressure

### WARNINGS



If you are proceeding from the First stage: Re-inflating the tire with sealing compound and air section and have injected sealant in the tire and the pressure is below 20 psi (1.4 bar), stop and call roadside assistance. If tire pressure is above 20 psi (1.4 bar), continue to the next step.



The power plug may get hot after use and should be handled carefully while unplugging.

Check the air pressure of your tires as follows:



E175983

1. Remove the valve cap from the tire valve.
2. Firmly screw the air compressor hose onto the valve stem by turning clockwise.
3. Push and turn the dial clockwise to the air position.
4. If required, switch on the compressor and adjust the tire to the recommended inflation pressure shown on the tire label located on the driver's door or door jamb area. You should check the tire pressure with the compressor turned OFF in order to get an accurate pressure reading.
5. Unplug the hoses, re-install the valve cap on the tire and return the kit to the stowage area.

## What to Do After the Tire has Been Sealed

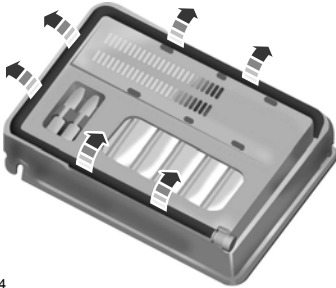
After using the kit to seal your tire, replace the sealant canister and clear tube (hose). Obtain and replace the sealing compound and spare parts at an authorized Ford Motor Company dealership or tire dealer. You can dispose empty sealant bottles at home. However, return the liquid residue from the sealing compound to an authorized dealer or tire dealer for disposal, or in accordance with local waste disposal regulations.

**Note:** *After you use the sealing compound, the maximum vehicle speed is 50 mph (80 km/h) and the maximum driving distance is 120 mi (200 km). Inspect the sealed tire immediately.*

Check the tire pressure any time within the 120 mi (200 km) by performing the steps listed previously in the Second Stage: Checking Tire Pressure procedure.

# Wheels and Tires

## Removal of the Sealant Canister from the Kit



E175984

1. Unwrap the dual purpose hose (black tube) from the compressor housing.



E175985

2. Unwrap the power cord.



E175986

3. Remove the back cover.



E175987

4. Rotate the sealant canister up 90 degrees and pull away from casing/housing to remove.

## Installation of the Sealant Canister to the Kit

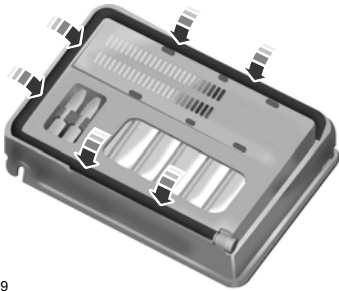
1. With the canister held perpendicular to the housing, insert the canister nozzle into the connector and push until seated.
2. Rotate the canister 90 degrees down into the housing/casing.



E175988

3. Snap the back cover back into place.

# Wheels and Tires



E175989

4. Wrap the dual purpose hose (black tube) around the channel on the bottom of the housing/casing.



E175990

5. Wrap the power cord around the housing and stow the accessory power plug into its storage area.

**Note:** *If you experience any difficulties when you remove or install the sealant canister, contact your authorized Ford dealer for assistance.*

Make sure you check the sealant compound's use-by date regularly. The use-by date is on a label located on the sealant canister, which you can see through the rectangular viewing window on the bottom of the kit. Replace the sealant canister after four years of non-use.

## TIRE CARE

### Information About Uniform Tire Quality Grading



E142542

Tire Quality Grades apply to new pneumatic passenger car tires. The tire Quality Grades can be found where applicable on the tire sidewall between tread shoulder and maximum section width. For example: **Treadwear 200 Traction AA Temperature A.**

These Tire Quality Grades are determined by standards that the United States Department of Transportation has set.

Tire Quality Grades apply to new pneumatic passenger car tires. They do not apply to deep tread, winter-type snow tires, space-saver or temporary use spare tires, light truck or LT type tires, tires with nominal rim diameters of 10 to 12 inches or limited production tires as defined in Title 49 Code of Federal Regulations Part 575.104 ©)(2).

# Wheels and Tires

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**U.S. Department of Transportation-Tire quality grades:** The U.S. Department of Transportation requires Ford Motor Company to give you the following information about tire grades exactly as the government has written it.

## Treadwear

The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course. For example, a tire graded 150 would wear 1½ times as well on the government course as a tire graded 100. The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm due to variations in driving habits, service practices, and differences in road characteristics and climate.

## Traction AA A B C

### WARNING


 The traction grade assigned to this tire is based on straight-ahead braking traction tests, and does not include acceleration, cornering, hydroplaning or peak traction characteristics.

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The traction grades, from highest to lowest are AA, A, B, and C. The grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

## Temperature A B C

### WARNING

 The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, under-inflation, or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure.

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The temperature grades are A (the highest), B and C, representing the tire's resistance to the generation of heat and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel. Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperature can lead to sudden tire failure. The grade C corresponds to a level of performance which all passenger car tires must meet under the

# Wheels and Tires

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Federal Motor Vehicle Safety Standard No. 139. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law.

## Glossary of Tire Terminology

**Tire label:** A label showing the OE (Original Equipment) tire sizes, recommended inflation pressure and the maximum weight the vehicle can carry.

**Tire Identification Number (TIN):** A number on the sidewall of each tire providing information about the tire brand and manufacturing plant, tire size and date of manufacture. Also referred to as DOT code.

**Inflation pressure:** A measure of the amount of air in a tire.

**Standard load:** A class of P-metric or Metric tires designed to carry a maximum load at 35 psi (2.41 bar)[36 psi (2.5 bar) for Metric tires]. Increasing the inflation pressure beyond this pressure will not increase the tire's load carrying capability.

**Extra load:** A class of P-metric or Metric tires designed to carry a heavier maximum load at 42 psi (2.9 bar). Increasing the inflation pressure beyond this pressure will not increase the tire's load carrying capability.

**kPa:** Kilopascal, a metric unit of air pressure.

**PSI:** Pounds per square inch, a standard unit of air pressure.

**Cold tire pressure:** The tire pressure when the vehicle has been stationary and out of direct sunlight for an hour or more and prior to the vehicle being driven for 1 mi (1.6 km).

**Recommended inflation pressure:** The cold inflation pressure found on the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position) or Tire Label located on the B-Pillar or the edge of the driver's door.

**B-pillar:** The structural member at the side of the vehicle behind the front door.

**Bead area of the tire:** Area of the tire next to the rim.

**Sidewall of the tire:** Area between the bead area and the tread.

**Tread area of the tire:** Area of the perimeter of the tire that contacts the road when mounted on the vehicle.

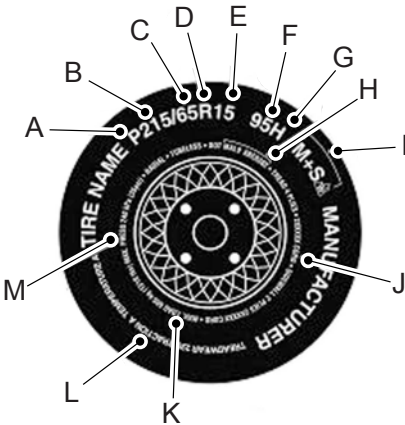
**Rim:** The metal support (wheel) for a tire or a tire and tube assembly upon which the tire beads are seated.

# Wheels and Tires

## Information Contained on the Tire Sidewall

Both U.S. and Canada Federal regulations require tire manufacturers to place standardized information on the sidewall of all tires. This information identifies and describes the fundamental characteristics of the tire and also provides a U.S. DOT Tire Identification Number for safety standard certification and in case of a recall.

## Information on P Type Tires



E142543

P215/65R15 95H is an example of a tire size, load index and speed rating. The definitions of these items are listed below. (Note that the tire size, load index and speed rating for your vehicle may be different from this example.)

**A. P:** Indicates a tire, designated by the Tire and Rim Association, that may be used for service on cars, sport utility vehicles, minivans and light trucks. **Note:** If your tire size does not begin with a letter, this may mean it is designated by either the European Tire and Rim Technical Organization or the Japan Tire Manufacturing Association.

**B. 215:** Indicates the nominal width of the tire in millimeters from sidewall edge to sidewall edge. In general, the larger the number, the wider the tire.

**C. 65:** Indicates the aspect ratio which gives the tire's ratio of height to width.

**D. R:** Indicates a radial type tire.

**E. 15:** Indicates the wheel or rim diameter in inches. If you change your wheel size, you will have to purchase new tires to match the new wheel diameter.

**F. 95:** Indicates the tire's load index. It is an index that relates to how much weight a tire can carry. You may find this information in your owner's manual. If not, contact a local tire dealer.

**Note:** You may not find this information on all tires because it is not required by federal law.



## Wheels and Tires

**G. H:** Indicates the tire's speed rating. The speed rating denotes the speed at which a tire is designed to be driven for extended periods of time under a standard condition of load and inflation pressure. The tires on your vehicle may operate at different conditions for load and inflation pressure. These speed ratings may need to be adjusted for the difference in conditions. The ratings range from 81 mph (130 km/h) to 186 mph (299 km/h). These ratings are listed in the following chart.

**Note:** *You may not find this information on all tires because it is not required by federal law.*

Letter rating	Speed rating
M	81 mph (130 km/h)
N	87 mph (140 km/h)
Q	99 mph (159 km/h)
R	106 mph (171 km/h)
S	112 mph (180 km/h)
T	118 mph (190 km/h)
U	124 mph (200 km/h)
H	130 mph (210 km/h)
V	149 mph (240 km/h)

Letter rating	Speed rating
W	168 mph (270 km/h)
Y	186 mph (299 km/h)

**Note:** *For tires with a maximum speed capability over 149 mph (240 km/h), tire manufacturers sometimes use the letters ZR. For those with a maximum speed capability over 186 mph (299 km/h), tire manufacturers always use the letters ZR.*

**H. U.S. DOT Tire Identification Number (TIN):** This begins with the letters DOT and indicates that the tire meets all federal standards. The next two numbers or letters are the plant code designating where it was manufactured, the next two are the tire size code and the last four numbers represent the week and year the tire was built. For example, the numbers 317 mean the 31st week of 1997. After 2000 the numbers go to four digits. For example, 2501 means the 25th week of 2001. The numbers in between are identification codes used for traceability. This information is used to contact customers if a tire defect requires a recall.

**I. M+S or M/S:** Mud and Snow, or

**AT:** All Terrain, or

**AS:** All Season.

# Wheels and Tires

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**J. Tire Ply Composition and Material Used:** Indicates the number of plies or the number of layers of rubber-coated fabric in the tire tread and sidewall. Tire manufacturers also must indicate the ply materials in the tire and the sidewall, which include steel, nylon, polyester, and others.

**K. Maximum Load:** Indicates the maximum load in kilograms and pounds that can be carried by the tire. Refer to the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), for the correct tire pressure for your vehicle.

**L. Treadwear, Traction and Temperature Grades:**

**\*Treadwear** The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course. For example, a tire graded 150 would wear one and one-half times as well on the government course as a tire graded 100.

**\*Traction:** The traction grades, from highest to lowest are AA, A, B, and C. The grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

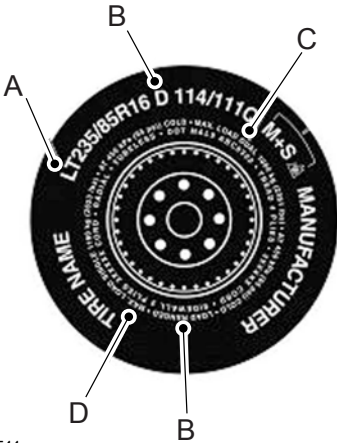
**\*Temperature:** The temperature grades are A (the highest), B and C, representing the tire's resistance to the generation of heat and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel.

**M. Maximum Inflation Pressure:** Indicates the tire manufacturer's maximum permissible pressure or the pressure at which the maximum load can be carried by the tire. This pressure is normally higher than the manufacturer's recommended cold inflation pressure, which can be found on the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or Tire Label which is located on the B-Pillar or the edge of the driver's door. The cold inflation pressure should never be set lower than the recommended pressure on the vehicle label.

# Wheels and Tires

The tire suppliers may have additional markings, notes or warnings such as standard load, radial tubeless, etc.

## Additional Information Contained on the Tire Sidewall for LT Type Tires



E142544

LT type tires have some additional information beyond those of P type tires; these differences are described below.

**Note:** *Tire Quality Grades do not apply to this type of tire.*

A. **LT:** Indicates a tire, designated by the Tire and Rim Association, that is intended for service on light trucks.

B. **Load Range and Load Inflation Limits:** Indicates the tire's load-carrying capabilities and its inflation limits.

C. **Maximum Load Dual lb (kg) at psi (kPa) cold:** Indicates the maximum load and tire pressure when the tire is used as a dual, defined as four tires on the rear axle (a total of six or more tires on the vehicle).

D. **Maximum Load Single lb (kg) at psi (kPa) cold:** Indicates the maximum load and tire pressure when the tire is used as a single, defined as two tires (total) on the rear axle.

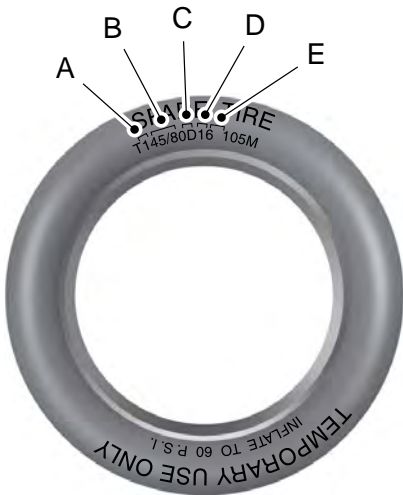
## Information on T Type Tires

T type tires have some additional information beyond those of P type tires; these differences are described below:

T145/80D16 is an example of a tire size.

**Note:** *The temporary tire size for your vehicle may be different from this example. Tire Quality Grades do not apply to this type of tire.*

# Wheels and Tires



E142545

A. **T:** Indicates a type of tire, designated by the Tire and Rim Association, that is intended for temporary service on cars, sport-utility vehicles, minivans and light trucks.

B. **145:** Indicates the nominal width of the tire in millimeters from sidewall edge to sidewall edge. In general, the larger the number, the wider the tire.

C. **80:** Indicates the aspect ratio which gives the tire's ratio of height to width. Numbers of 70 or lower indicate a short sidewall.

D. **D:** Indicates a diagonal type tire.

**R:** Indicates a radial type tire.

E. **16:** Indicates the wheel or rim diameter in inches. If you change your wheel size, you will have to purchase new tires to match the new wheel diameter.

## Location of the Tire Label

You will find a Tire Label containing tire inflation pressure by tire size and other important information located on the B-Pillar or the edge of the driver door.

## Inflating Your Tires

Safe operation of your vehicle requires that your tires are properly inflated. Remember that a tire can lose up to half of its air pressure without appearing flat.

Every day before you drive, check your tires. If one looks lower than the others, use a tire gauge to check pressure of all tires and adjust if required.

At least once a month and before long trips, inspect each tire and check the tire pressure with a tire gauge (including spare, if equipped). Inflate all tires to the inflation pressure recommended by Ford Motor Company.

# Wheels and Tires

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## WARNING



Under-inflation is the most common cause of tire failures and may result in severe tire cracking, tread separation or blowout, with unexpected loss of vehicle control and increased risk of injury. Under-inflation increases sidewall flexing and rolling resistance, resulting in heat buildup and internal damage to the tire. It also may result in unnecessary tire stress, irregular wear, loss of vehicle control and accidents. A tire can lose up to half of its air pressure and not appear to be flat!

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You are strongly urged to buy a reliable tire pressure gauge, as automatic service station gauges may be inaccurate. Ford recommends the use of a digital or dial-type tire pressure gauge rather than a stick-type tire pressure gauge.

Use the recommended cold inflation pressure for optimum tire performance and wear. Under-inflation or over-inflation may cause uneven treadwear patterns.

Always inflate your tires to the Ford recommended inflation pressure even if it is less than the maximum inflation pressure information found on the tire. The Ford recommended tire inflation pressure is found on the Safety Compliance Certification Label

(affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or Tire Label which is located on the B-Pillar or the edge of the driver door. Failure to follow the tire pressure recommendations can cause uneven treadwear patterns and adversely affect the way your vehicle handles.

**Maximum Inflation Pressure** is the tire manufacturer's maximum permissible pressure or the pressure at which the maximum load can be carried by the tire. This pressure is normally higher than the manufacturer's recommended cold inflation pressure, which can be found on the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or Tire Label which is located on the B-Pillar or the edge of the driver's door. The cold inflation pressure should never be set lower than the recommended pressure on the Safety Compliance Certification Label or Tire Label.

## Wheels and Tires

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When weather temperature changes occur, tire inflation pressures also change. A 10°F (6°C) temperature drop can cause a corresponding drop of 1 psi (7 kPa) in inflation pressure. Check your tire pressures frequently and adjust them to the proper pressure which can be found on the Safety Compliance Certification Label or Tire Label.

To check the pressure in your tire(s):

1. Make sure the tires are cool, meaning they are not hot from driving even a mile.

**Note:** *If you are checking tire pressure when the tire is hot, (for example, driven more than 1 mile [1.6 kilometers], never bleed or reduce air pressure. The tires are hot from driving and it is normal for pressures to increase above recommended cold pressures. A hot tire at or below recommended cold inflation pressure could be significantly under-inflated.*

**Note:** *If you have to drive a distance to get air for your tire(s), check and record the tire pressure first and add the appropriate air pressure when you get to the pump. It is normal for tires to heat up and the air pressure inside to go up as you drive.*

2. Remove the cap from the valve on one tire, then firmly press the tire gauge onto the valve and measure the pressure.

3. Add enough air to reach the recommended air pressure.

**Note:** *If you overfill the tire, release air by pressing on the metal stem in the center of the valve. Then recheck the pressure with your tire gauge.*

4. Replace the valve cap.

5. Repeat this procedure for each tire, including the spare.

**Note:** *Some spare tires operate at a higher inflation pressure than the other tires. For T-type mini-spare tires, refer to the Dissimilar spare wheel and tire assembly information for a description. Store and maintain at 60 psi (4.15 bar). For full-size and dissimilar spare tires, refer to the Dissimilar spare wheel and tire assembly information for a description. Store and maintain at the higher of the front and rear inflation pressure as shown on the Tire Label.*

6. Visually inspect the tires to make sure there are no nails or other objects embedded that could poke a hole in the tire and cause an air leak.

7. Check the sidewalls to make sure there are no gouges, cuts or bulges.

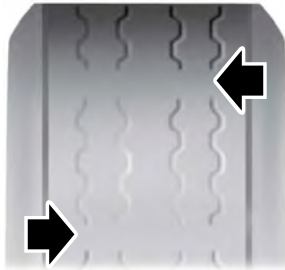
# Wheels and Tires

## Inspecting Your Tires and Wheel Valve Stems

Periodically inspect the tire treads for uneven or excessive wear and remove objects such as stones, nails or glass that may be wedged in the tread grooves. Check the tire and valve stems for holes, cracks, or cuts that may permit air leakage and repair or replace the tire and replace the valve stem. Inspect the tire sidewalls for cracking, cuts, bruises and other signs of damage or excessive wear. If internal damage to the tire is suspected, have the tire demounted and inspected in case it needs to be repaired or replaced. For your safety, tires that are damaged or show signs of excessive wear should not be used because they are more likely to blow out or fail.

Improper or inadequate vehicle maintenance can cause tires to wear abnormally. Inspect all your tires, including the spare, frequently, and replace them if one or more of the following conditions exist:

## Tire Wear



E142546

When the tread is worn down to  $1/16$ th of an inch (2 mm), tires must be replaced to help prevent your vehicle from skidding and hydroplaning. Built-in treadwear indicators, or wear bars, which look like narrow strips of smooth rubber across the tread will appear on the tire when the tread is worn down to  $1/16$ th of an inch (2 mm).

When the tire tread wears down to the same height as these wear bars, the tire is worn out and must be replaced.

## Damage

Periodically inspect the tire treads and sidewalls for damage (such as bulges in the tread or sidewalls, cracks in the tread groove and separation in the tread or sidewall). If damage is observed


# Wheels and Tires

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or suspected have the tire inspected by a tire professional. Tires can be damaged during off-road use, so inspection after off-road use is also recommended.

## Age

### WARNING

 Tires degrade over time depending on many factors such as weather, storage conditions, and conditions of use (such as load, speed, inflation pressure, etc.) the tires experience throughout their lives.

In general, tires should be replaced after six years regardless of tread wear. However, heat caused by hot climates or frequent high loading conditions can accelerate the aging process and may require tires to be replaced more frequently.

You should replace your spare tire when you replace the road tires or after six years due to aging even if it has not been used.

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## U.S. DOT Tire Identification Number

Both United States and Canada Federal regulations require tire manufacturers to place standardized information on the sidewall of all tires. This information identifies and


describes the fundamental characteristics of the tire and also provides a United States DOT Tire Identification Number for safety standard certification and in case of a recall.

This begins with the letters DOT and indicates that the tire meets all federal standards. The next two numbers or letters are the plant code designating where it was manufactured, the next two are the tire size code and the last four numbers represent the week and year the tire was built. For example, the numbers 317 mean the 31st week of 1997. After 2000 the numbers go to four digits. For example, 2501 means the 25th week of 2001. The numbers in between are identification codes used for traceability. This information is used to contact customers if a tire defect requires a recall.

## Tire Replacement Requirements

Your vehicle is equipped with tires designed to provide a safe ride and handling capability.

### WARNINGS

 Only use replacement tires and wheels that are the same size, load index, speed rating and type (such as P-metric versus LT-metric or all-season versus all-terrain) as those originally provided by Ford. The recommended tire and wheel size



# Wheels and Tires

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## WARNINGS

may be found on either the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or the Tire Label which is located on the B-Pillar or edge of the driver's door. If this information is not found on these labels, then you should contact your authorized dealer as soon as possible. Use of any tire or wheel not recommended by Ford can affect the safety and performance of your vehicle, which could result in an increased risk of loss of vehicle control, vehicle rollover, personal injury and death. Additionally the use of non-recommended tires and wheels could cause steering, suspension, axle, transfer case or power transfer unit failure. If you have questions regarding tire replacement, contact your authorized dealer as soon as possible.



When mounting replacement tires and wheels, you should not exceed the maximum pressure indicated on the sidewall of the tire to set the beads without additional precautions listed below. If the beads do not seat at the maximum pressure indicated, re-lubricate and try again.

## WARNINGS

When inflating the tire for mounting pressures up to 20 psi (1.38 bar) greater than the maximum pressure on the tire sidewall, the following precautions must be taken to protect the person mounting the tire:

1. Make sure that you have the correct tire and wheel size.
2. Lubricate the tire bead and wheel bead seat area again.
3. Stand at a minimum of 12 ft (3.66 m) away from the wheel and tire assembly.
4. Use both eye and ear protection.

For a mounting pressure more than 20 psi (1.38 bar) greater than the maximum pressure, a Ford dealer or other tire service professional should do the mounting.

Always inflate steel carcass tires with a remote air fill with the person inflating standing at a minimum of 12 ft (3.66 m) away from the wheel and tire assembly.

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**Important:** Remember to replace the wheel valve stems when the road tires are replaced on your vehicle.

# Wheels and Tires

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It is recommended that the two front tires or two rear tires generally be replaced as a pair.

The tire pressure sensors mounted in the wheels (originally installed on your vehicle) are not designed to be used in aftermarket wheels.

The use of wheels or tires not recommended by Ford Motor Company may affect the operation of your tire pressure monitoring system.

If the tire pressure monitoring system indicator is flashing, your tire pressure monitoring system is malfunctioning. Your replacement tire might be incompatible with your TPMS, or some component of the TPMS may be damaged.

## Safety Practices

### WARNINGS



If your vehicle is stuck in snow, mud, sand, etc., do not rapidly spin the tires. Spinning the tires can tear the tire and cause an explosion. A tire can explode in as little as three to five seconds.



Do not spin the wheels at over 30 mph (56 km/h). The tires may fail and injure a passenger or bystander.

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**Driving habits have a great deal to do with your tire mileage and safety.**

Observe posted speed limits.

Avoid fast starts, stops and turns.

Avoid potholes and objects on the road.

Do not run over curbs or hit the tire against a curb when parking.

## Highway Hazards

No matter how carefully you drive there is always the possibility that you may eventually have a flat tire on the highway. Drive slowly to the closest safe area out of traffic.

This may further damage the flat tire, but your safety is more important.

If you feel a sudden vibration or ride disturbance while driving, or you suspect your tire or vehicle has been damaged, immediately reduce your speed. Drive with caution until you can safely pull off the road. Stop and inspect the tires for damage. If a tire is under-inflated or damaged, deflate it, remove wheel and replace it with your spare tire and wheel. If you cannot detect a cause, have the vehicle towed to the nearest repair facility or tire dealer to have the vehicle inspected.

# Wheels and Tires

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## Tire and Wheel Alignment

A bad jolt from hitting a curb or pothole can cause the front end of your vehicle to become misaligned or cause damage to your tires. If your vehicle seems to pull to one side when you are driving, the wheels may be out of alignment. Have an authorized dealer check the wheel alignment periodically.

Wheel misalignment in the front or the rear can cause uneven and rapid treadwear of your tires and should be corrected by an authorized dealer. Front-wheel drive vehicles and those with an independent rear suspension (if equipped) may require alignment of all four wheels.

The tires should also be balanced periodically. An unbalanced tire and wheel assembly may result in irregular tire wear.

## Tire Rotation

### WARNING



If the tire label shows different tire pressures for the front and rear tires and the vehicle is equipped with a tire pressure monitoring system, then the settings for the system sensors need to be updated. Always perform the system reset procedure after tire rotation. If the system is not reset, it may not provide a low tire pressure warning when necessary. See **Tire Pressure Monitoring System** (page 209).

**Note:** *If your tires show uneven wear ask an authorized dealer to check for and correct any wheel misalignment, tire imbalance or mechanical problem involved before tire rotation.*

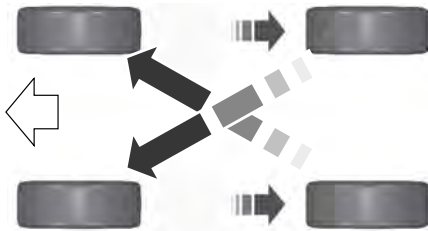
**Note:** *Your vehicle may be equipped with a dissimilar spare wheel and tire assembly. A dissimilar spare wheel and tire assembly is defined as a spare wheel and tire assembly that is different in brand, size or appearance from the road tires and wheels. If you have a dissimilar spare wheel and tire assembly it is intended for temporary use only and should not be used in a tire rotation.*

**Note:** *After having your tires rotated, inflation pressure must be checked and adjusted to the vehicle requirements.*

# Wheels and Tires

Rotating your tires at the recommended interval (as indicated in the Scheduled Maintenance chapter) will help your tires wear more evenly, providing better tire performance and longer tire life.

Front-wheel drive vehicles (front tires on the left side of the diagram).



E142547

Sometimes irregular tire wear can be corrected by rotating the tires.

## USING SNOW CHAINS

### WARNING



Your vehicle is not approved for use with snow chains.

## TIRE PRESSURE MONITORING SYSTEM

### WARNING



The tire pressure monitoring system is not a substitute for manually checking tire pressures. You should periodically check tire pressures using a pressure gauge. Failure to correctly maintain tire pressures could increase the risk of tire failure, loss of control, vehicle rollover and personal injury.



Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires.)

As an added safety feature, your vehicle has been equipped with a Tire Pressure Monitoring System (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

# Wheels and Tires

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

This device complies with Part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

## Changing Tires With a Tire Pressure Monitoring System



E142549

**Note:** Each road tire is equipped with a tire pressure sensor located inside the wheel and tire assembly cavity. The pressure sensor is attached to the valve stem. The pressure sensor is covered by the tire and is not visible unless the tire is removed. Take care when changing the tire to avoid damaging the sensor

You should always have your tires serviced by an authorized dealer.

Check the tire pressure periodically (at least monthly) using an accurate tire gauge. See *Inflating Your Tires* in this chapter.

## Understanding Your Tire Pressure Monitoring System

The tire pressure monitoring system measures pressure in your four road tires and sends the tire pressure readings to your vehicle. The low tire pressure warning light will turn on if the tire pressure is significantly low. Once the light is illuminated, your tires are under-inflated and need to be inflated to the manufacturer's recommended tire pressure. Even if the light turns on and a short time later turns off, your tire pressure still needs to be checked.

# Wheels and Tires

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## **When Your Temporary Spare Tire is Installed**

When one of your road tires needs to be replaced with the temporary spare, the system will continue to identify an issue to remind you that the damaged road wheel and tire assembly needs to be repaired and put back on your vehicle.

To restore the full function of the tire pressure monitoring system, have the damaged road wheel and tire assembly repaired and remounted on your vehicle.

## **When You Believe Your System is Not Operating Properly**

The main function of the tire pressure monitoring system is to warn you when your tires need air. It can also warn you in the event the system is no longer capable of functioning as intended. See the following chart for information concerning your tire pressure monitoring system:

# Wheels and Tires

Low tire pressure warning light	Possible cause	Customer action required
Solid warning light	Tire(s) under-inflated	Make sure tires are at the proper pressure. See <b>Inflating your tires</b> in this chapter. After inflating your tires to the manufacturer's recommended pressure as shown on the Tire Label (located on the edge of driver's door or the B-Pillar), the vehicle must be driven for at least two minutes over 20 mph (32 km/h) before the light turns off.
	Spare tire in use	Repair the damaged road wheel and tire assembly and reinstall it on the vehicle to restore system function. For a description on how the system functions, see <b>When your temporary spare tire is installed</b> in this section.
	TPMS malfunction	If the tires are properly inflated and the spare tire is not in use but the light remains on, contact your authorized dealer as soon as possible.
Flashing warning light	Spare tire in use	Repair the damaged road wheel and tire assembly and reinstall it on the vehicle to restore system function. For a description on how the system functions, see <b>When your temporary spare tire is installed</b> in this section.
	TPMS malfunction	If the tires are properly inflated and the spare tire is not in use but the light remains on, contact your authorized dealer as soon as possible.

## When Inflating Your Tires

When putting air into your tires (such as at a gas station or in your garage), the tire pressure monitoring system may not respond immediately to the air added to your tires.

It may take up to two minutes of driving over 20 mph (32 km/h) for the light to turn off after you have filled your tires to the recommended inflation pressure

# Wheels and Tires

## How Temperature Affects Your Tire Pressure

The tire pressure monitoring system monitors tire pressure in each pneumatic tire. While driving in a normal manner, a typical passenger tire inflation pressure may increase about 2–4 psi (14–28 kPa) from a cold start situation. If the vehicle is stationary overnight with the outside temperature significantly lower than the daytime temperature, the tire pressure may decrease about 3 psi (21 kPa) for a drop of 30°F (17°C) in ambient temperature. This lower pressure value may be detected by the tire pressure monitoring system as being significantly lower than the recommended inflation pressure and activate the system warning light for low tire pressure. If the low tire pressure

warning light is on, visually check each tire to verify that no tire is flat. If one or more tires are flat, repair as necessary. Check the air pressure in the road tires. If any tire is under-inflated, carefully drive the vehicle to the nearest location where air can be added to the tires. Inflate all the tires to the recommended inflation pressure.

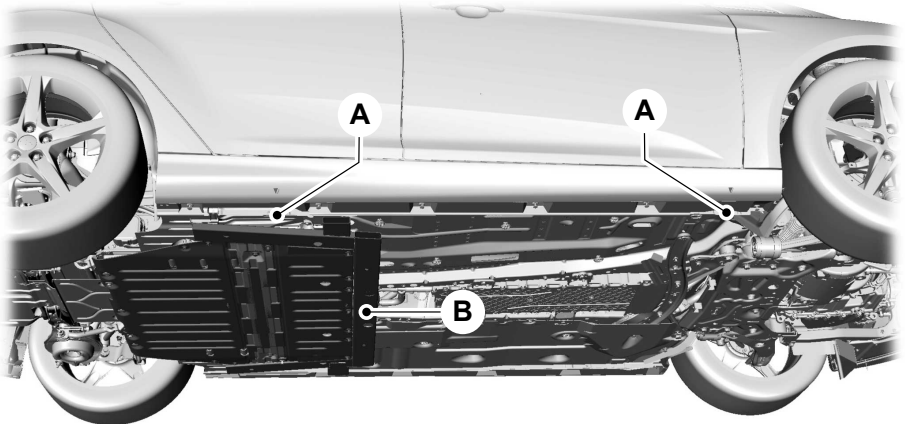
## CHANGING A ROAD WHEEL

### Important Information for Lifting or Jacking

#### WARNING



If you do not follow the guidelines it will result in extensive damage to the high voltage battery.



E167345

- A Lifting points
- B High voltage battery and support brace



# Wheels and Tires

If you need to use a jack or hoist to service your vehicle, make sure the lift pads do not contact the high voltage battery or support brace.

The high voltage battery and support brace are very close to the rear lifting points. These points are identifiable by a triangle icon. Position the lift pads of the jack or hoist at the specified lifting points. Lifting your vehicle with the lift pads of the jack or hoist on the high voltage battery or the brace will damage the battery.

## LUG NUTS

### WARNING



When a wheel is installed, always remove any corrosion, dirt or foreign materials present on the mounting surfaces of the wheel or the surface of the wheel hub, brake drum or brake disc that contacts the wheel. Make sure that any fasteners that attach the rotor to the hub are secured so they do not interfere with the mounting surfaces of the wheel. Installing wheels without correct metal-to-metal contact at the wheel mounting surfaces can cause the wheel nuts to loosen and the wheel to come off while the vehicle is in motion, resulting in loss of control.

Retighten the lug nuts to the specified torque within 100 mi (160 km) after any wheel disturbance (such as tire rotation, changing a flat tire, wheel removal).

Bolt size	Wheel lug nut torque*
M12 x 1.5	100 lb.ft (135 Nm)

\*Torque specifications are for nut and bolt threads free of dirt and rust. Use only Ford recommended replacement fasteners.



E145950

A Wheel pilot bore

Inspect the wheel pilot bore and mounting surface prior to installation. Remove any visible corrosion or loose particles.

# Capacities and Specifications

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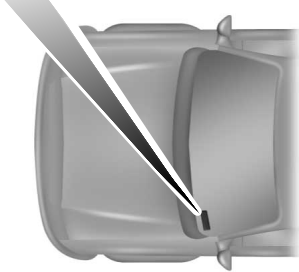
## MOTORCRAFT PARTS

<b>Component</b>	<b>Part number</b>
Battery	BXT-67R
Windshield wiper blade	WW-2802 (driver side) WW-2803 (passenger side) WW-1295 (rear)
Cabin air filter	FP-70

# Capacities and Specifications

## VEHICLE IDENTIFICATION NUMBER

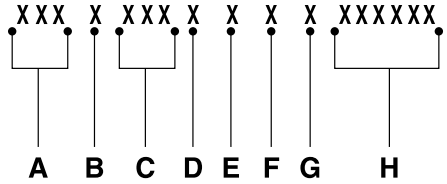
The vehicle identification number is located on the left-hand side of the instrument panel.



E142476

Please note that in the graphic, XXXX is representative of your vehicle identification number.

The Vehicle Identification Number contains the following information:



E142477

- A World manufacturer identifier
- B Brake system, Gross Vehicle Weight Rating, Restraint Devices and their locations
- C Make, vehicle line, series, body type
- D Engine type
- E Check digit
- F Model year
- G Assembly plant
- H Production sequence number

# Capacities and Specifications


## VEHICLE CERTIFICATION LABEL

MFD. BY FORD MOTOR CO.

DATE: XX/XX GVWR: XXXX KG (XXXX LB)  
 FRONT GAWR: REAR GAWR:  
 XXXX KG (XXXX LB) WITH XXXX KG (XXXX LB) WITH  
 XXXXXXXXXXXXXXXX TIRES XXXXXXXXXXXXXXXX TIRES  
 XXXXXXXX RIMS XXXXXXXX RIMS  
 AT XXXX kPa/ XXX PSI COLD AT XXXX kPa/ XXX PSI COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: XXXXXXXXXXXXXXXXXX XXXXX  
 TYPE: XXXX XXXXX



EXT PNT: XX XXXXXX I RC: XX DSO: XXXX  
 WB INT TR TP/PS I R AXLE I TR SPR I XXXX  
 XXX XX XXX X XX X XXXX XXXX  
 XXXXXXXXXXXXXXX XXX XXXX-XXXXXXXX-XX

E167469

The National Highway Traffic Safety Administration Regulations require that a Safety Compliance Certification Label be affixed to a vehicle and prescribe where the Safety Compliance Certification Label may be located. The Safety Compliance Certification Label shall be affixed to either the door hinge pillar, the door latch post, or the edge of the door near the door latch, next to the driver's seating position.


## TRANSMISSION CODE DESIGNATION

MFD. BY FORD MOTOR CO.

DATE: XX/XX GVWR: XXXX KG (XXXX LB)  
 FRONT GAWR: REAR GAWR:  
 XXXX KG (XXXX LB) WITH XXXX KG (XXXX LB) WITH  
 XXXXXXXXXXXXXXXX TIRES XXXXXXXXXXXXXXXX TIRES  
 XXXXXXXX RIMS XXXXXXXX RIMS  
 AT XXXX kPa/ XXX PSI COLD AT XXXX kPa/ XXX PSI COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: XXXXXXXXXXXXXXXXXX XXXXX  
 TYPE: XXXX XXXXX



EXT PNT: XX XXXXXX I RC: XX DSO: XXXX  
 WB INT TR TP/PS I R AXLE I TR SPR I XXXX  
 XXX XX XXX X XX X XXXX XXXX  
 XXXXXXXXXXXXXXX XXX XXXX-XXXXXXXX-XX

↑

E167814

The transmission code is on the Safety Compliance Certification Label. The following table shows the transmission code along with the transmission description.

Description	Code
One-speed automatic (TR-WA)	44H

# Capacities and Specifications

## CAPACITIES AND SPECIFICATIONS

### WARNING



The air conditioning refrigerant system contains refrigerant under high pressure. Only qualified personnel should service the air conditioning refrigerant system. Opening the air conditioning refrigerant system can cause personal injury.

## Capacities

Item	Capacity
Electric motor coolant fill capacity.	15.9 qt (15 L)
Automatic transmission fluid fill capacity.	1.3 qt (1.25 L)
Washer system fill capacity.	0.7 gal (2.5 L)
Air conditioning refrigerant fill capacity.	20.8 oz (0.59 kg)
Air conditioning refrigerant compressor oil fill capacity.	5.2 fl oz (153 ml)

## Specifications

Only use fluid that meets Ford specifications.

**Note:** Use of other fluids may lead to damage which is not covered by the vehicle Warranty.

## Materials

Name	Specification
Motorcraft® Orange Prediluted Antifreeze/Coolant (U.S.) Orange Prediluted Antifreeze/Coolant / Antigel/liquide de refroidissement prédilué orange (Canada) VC-3DIL-B (U.S.) CVC-3DIL-B (Canada)	WSS-M97B44-D2
Motorcraft® DOT 4 LV High Performance Motor Vehicle Brake Fluid (U.S.) DOT 4 LV High Performance Motor Vehicle Brake Fluid / Liquide de frein automobile haute performance DOT 4 LV (Canada) PM-20 (U.S. & Canada)	WSS-M6C65-A2
Motorcraft® MERCON® LV Automatic Transmission Fluid (U.S.) Motorcraft® MERCON® LV Automatic Transmission Fluid / Liquide pour boîte de vitesses automatique (Canada) XT-10-QLVC (U.S.) CXT-10-LV12 (Canada)	MERCON® LV WSS-M2C938-A
Motorcraft® Premium Windshield Wash Concentrate with Bitterant (U.S.)	WSS-M14P19-A

## Capacities and Specifications

Name	Specification
Premium Quality Windshield Washer Fluid / Liquide lave-glace de haute qualité (Canada) ZC-32-B2 (U.S.) CXC-37-A/B/D/F (Canada)	
R-1234yf Refrigerant (U.S.) R-1234yf Refrigerant / Frigorigène R-1234yf (Canada) YN-33-A (U.S.) HS7Z-19B519-BA (Canada)	WSS-M17B21-A
Motorcraft® R-1234yf Refrigerant PAG Oil (U.S.) R-1234yf Refrigerant PAG Oil / Huile PAG pour frigorigène R-1234yf (Canada) YN-35 (U.S. & Canada)	WSS-M2C300-A2
Motorcraft® Multi-Purpose Grease Spray (U.S.) Motorcraft® Multi-Purpose Grease Spray / Graisse multiusage (Canada) XL-5-A (U.S. & Canada)	ESB-M1C93-B
Penetrating and Lock Lubricant (U.S.) Penetrating Fluid / Liquide dégrissant (Canada) XL-1 (U.S.) CXC-51-A (Canada)	-

**Note:** Automatic transmissions that require **MERCON® LV transmission fluid** should only use **MERCON® LV transmission fluid**.

Using oil and fluids that do not meet the defined specification and viscosity grade may lead to:

- Component damage which may not be covered by the vehicle Warranty.
- Degraded brake performance.

# Audio System

## GENERAL INFORMATION

### Radio Frequencies and Reception Factors

AM and FM frequencies are established by the Federal Communications Commission (FCC) and the Canadian Radio and Telecommunications Commission (CRTC). Those frequencies are:

- AM: 530, 540-1700, 1710 kHz
- FM: 87.9-107.7, 107.9 MHz

Radio Reception Factors	
<b>Distance and strength</b>	The further you travel from an AM or FM station, the weaker the signal and the weaker the reception.
<b>Terrain</b>	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with the reception.
<b>Station overload</b>	When you pass a ground-based broadcast repeating tower, a stronger signal may overtake a weaker one and result in the audio system muting.

### CD and CD Player Information

**Note:** *CD units play commercially pressed 4.7 in (12 cm) audio compact discs only. Due to technical incompatibility, certain recordable and re-recordable compact discs may not function correctly when used in Ford CD players.*

**Note:** *Do not insert CDs with homemade paper (adhesive) labels into the CD player as the label may peel and cause the CD to become jammed. You should use a permanent felt tip marker rather than adhesive labels on your homemade CDs. Ballpoint pens may damage CDs. Please contact an authorized dealer for further information.*

**Note:** *Do not use any irregularly shaped discs or discs with a scratch protection film attached.*

Always handle discs by their edges only. Clean the disc with an approved CD cleaner only. Wipe it from the center of the disc toward the edge. Do not clean in a circular motion.

Do not expose discs to direct sunlight or heat sources for extended periods.

### MP3 and WMA Track and Folder Structure

Audio systems capable of recognizing and playing MP3 and WMA individual tracks and folder structures work as follows:

- There are two different modes for MP3 and WMA disc playback: MP3 and WMA track mode (system default) and MP3 and WMA folder mode.
- MP3 and WMA track mode ignores any folder structure on the MP3 and WMA disc. The player numbers each MP3 and WMA track on the disc (noted by the MP3 or WMA file extension) from T001 to a maximum of T255. The maximum number of playable MP3 and WMA files may be less depending on the structure of the CD and exact model of radio present.

# Audio System

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- MP3 and WMA folder mode represents a folder structure consisting of one level of folders. The CD player numbers all MP3 and WMA tracks on the disc (noted by the MP3 or WMA file extension) and all folders containing MP3 and WMA files, from F001 (folder) T001 (track) to F253 T255.
- Creating discs with only one level of folders helps with navigation through the disc files.

If you are burning your own MP3 and WMA discs, it is important to understand how the system reads the structures you create. While various files may be present (files with extensions other than MP3 and WMA), only files with the MP3 and WMA extension are played; other files are ignored by the system. This enables you to use the same MP3 and WMA disc for a variety of tasks on your work computer, home computer and your in-vehicle system.

In track mode, the system displays and plays the structure as if it were only one level deep (all MP3 and WMA files play, regardless of being in a specific folder). In folder mode, the system only plays the MP3 and WMA files in the current folder.

## AUDIO UNIT - VEHICLES WITH: SONY AUDIO SYSTEM

### WARNING



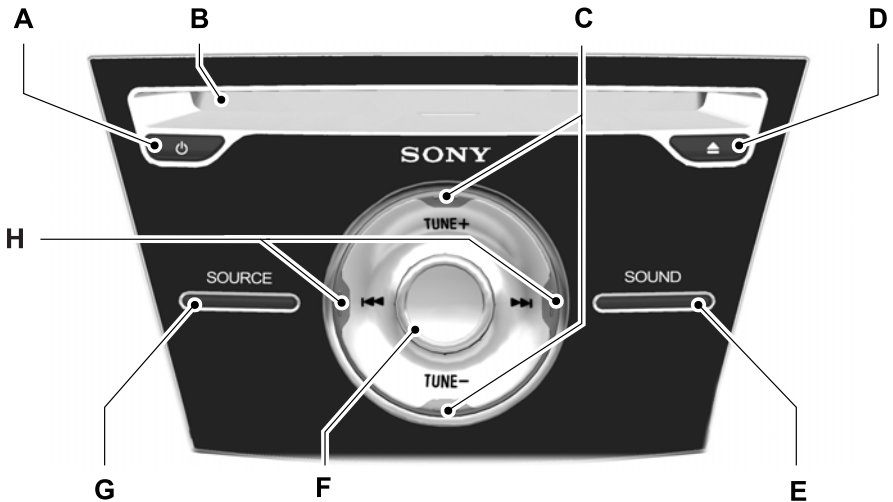
Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

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**Note:** *The touchscreen system controls most of the audio features. See your MyFord Touch information.*



# Audio System



E184903

- A **Power:** Press to switch the system on and off.
- B **CD slot:** Insert a CD.
- C **TUNE:** In radio mode, press to manually search through the radio frequency band. In SIRIUS mode, press to find the previous or next available satellite radio station.
- D **Eject:** Press to eject a CD.
- E **SOUND:** Press to access settings for Treble, Midrange, Bass, Fade or Balance.
- F **Volume:** Turn to adjust the volume.
- G **SOURCE:** Press to access different audio modes, such as AM, FM, Satellite Radio and Line in.
- H **Seek, Fast Forward and Reverse:** In radio mode, select a frequency band and press this button. The system stops at the first station it finds in that direction. In SIRIUS mode, press to select the next or previous satellite radio station. If a specific category is selected (such as jazz, rock or news), press to find the next or previous in the selected category. In CD mode, press to select the previous or next track. Press and hold to move quickly forward through the current track.

# Audio System

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## **MEDIA HUB (If Equipped)**

You can locate the media hub inside the center console or on the instrument panel.




E211463

See your SYNC information.

# SYNC™ 3

## GENERAL INFORMATION

### WARNING

 Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

## Getting to Know Your System

The SYNC 3 system allows you to interact with a variety of features using the touchscreen and voice commands. By integrating with your Bluetooth-enabled phone, the touchscreen provides easy interaction with audio, multimedia, climate control, navigation, and your phone's SYNC AppLink.

### Using the Touchscreen

To operate the touchscreen, you can simply touch the item or option that you want to select. The button highlights when you select it.

The SYNC 3 layout allows you to quickly select the feature you wish to use.



E207614

# SYNC™ 3

Item	Menu Item	Action and Description
A	Status Bar	This bar displays icons and messages pertaining to current system activities including climate settings, voice commands and phone functions such as text messages.
B	Home	This button is available on the main screens. Pressing it takes you to the home screen view.
C	Clock	This shows the current time. You can set the clock manually or have it controlled by the vehicle's GPS location. See <b>Settings</b> (page 287).
D	Outside Temperature	This displays the current outside temperature.
E	Feature Bar	You can touch any of the buttons on this bar to select a feature.

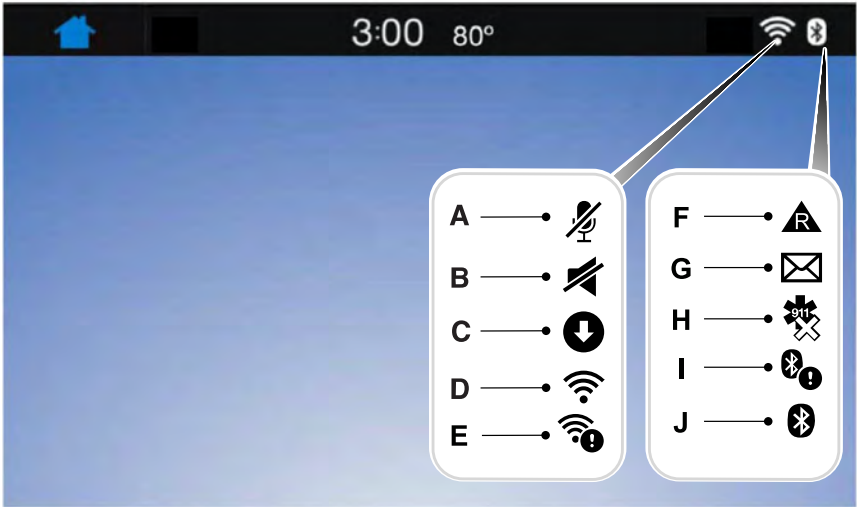
The touchscreen allows you quick access to all of your comfort, navigation, communication and entertainment options. Using the status and feature bar you can quickly select the feature you want to use.

**Note:** *Your system is equipped with a feature that allows you to access and control audio features for 10 minutes after you switch the ignition off (and no doors open).*

## The Status Bar

Additional icons also display in the status bar depending on market, vehicle options and current operation. If a feature is not active, the icon does not display. Certain icons may move to the left or right depending on what options are active.

# SYNC™ 3



E223058

Callout	Item	Description
A	Microphone Mute	This icon displays when your phone's microphone is muted. A caller cannot hear you.
B	Mute	This icon displays when the audio system is muted.
C	Download	This icon displays when SYNC 3 has received a software update. Pressing the icon will show more details about the new software.
D	Wi-Fi	This icon displays when the system is connected to a Wi-Fi network.
E	Wi-Fi in Range	This icon displays when an available Wi-Fi network is within range.
F	Roaming	This icon displays when your cell phone is roaming.
G	Text Message	This icon displays when you receive a text message on your phone.

# SYNC™ 3

<b>Callout</b>	<b>Item</b>	<b>Description</b>
H	911 Assist Off	This icon displays when 911 Assist is set to off and your phone is connected to SYNC.
I	Bluetooth Alert	This icon displays when there is an active Bluetooth alert.
J	Bluetooth	This icon displays to show an active Bluetooth connection.

Messages may also appear in the status bar to provide you with notifications. You can select the message to view the associated feature.

## Feature Bar

<b>Feature Bar Item</b>	<b>Functions</b>
Audio	Allows you to control the media playing in your vehicle. You can control all audio features including AM, FM and satellite radio, CDs, and media streaming over a Bluetooth device or through a USB connection.
Phone	Allows you to make calls, receive calls, and access the phonebook of your connected device.
Navigation (if equipped)	Allows you to see your vehicle's location on a virtual road map, get driving directions to your destination and find points of interest along your route.
Apps	Connect and control SYNC 3 compatible apps running on your iPhone or Android device. Also, access built-in additional features such as SiriusXM Traffic and Travel Link (if equipped).
Settings	You can customize your system with various settings for the touchscreen display, feature preferences, and how you want to interact with your vehicle.

## Cleaning the Touchscreen

You can remove fingerprints with a dry, clean, soft cloth.

If dirt or fingerprints are still on the screen, apply a small amount of alcohol to the cloth and try to clean it again.

**Note:** Do not use detergent or any type of solvent to clean the touchscreen.

**Note:** Do not pour or spray alcohol onto the touchscreen.

## Using Voice Recognition

Using voice commands allows you to keep your hands on the wheel and eyes on the road. The system provides feedback through audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of interaction (voice settings).

The system also asks short questions (confirmation prompts) when it is not sure of your request or when there are multiple possible responses to your request.

When using voice commands, words and icons may appear in the status bar indicating the status of the voice command session. See **Using Voice Recognition** (page 236).

## Using the Steering Wheel Controls

Depending on your vehicle and option package, you can use different controls on your steering wheel to interact with the touchscreen system in different ways.

**VOL:** Control the volume of audio output.

**Mute:** Mute the audio output.

**Voice:** Press to start a voice session. Press again to stop the voice prompt and immediately begin speaking. Press and hold to end a voice session.

## SEEK NEXT:

- While in radio mode, press to seek between memory presets.
- While in USB, Bluetooth Audio or CD mode, press to seek between songs or press and hold to fast seek.

## SEEK PREVIOUS:

- While in radio mode, press to seek between memory presets.
- While in USB, Bluetooth Audio or CD mode, press to seek between songs or press and hold to fast seek.

**PHONE ACCEPT:** Press to answer a call or switch between calls.

**PHONE REJECT:** Press to end a call or reject an incoming call.

**Note:** On some models, **SEEK NEXT** may be combined with **PHONE REJECT** and **SEEK PREVIOUS** may be combined with **PHONE ACCEPT**.

**M:** Touch the control repeatedly to switch between media sources (modes).

See **Steering Wheel** (page 61).

## Using Your Bezel Controls

Depending on your vehicle and option package, you may also have these controls on your instrument panel:

- **Power:** Switch the audio system on and off.
- **VOL:** Control the volume of playing audio.
- **Seek** and **Tune:** Use as you normally would in audio modes.
- **Eject:** Eject a CD from the audio system.
- **SOURCE** or **MEDIA:** Press repeatedly to advance through available media modes.

- **SOUND:** Press to access the Sound menu where you can adjust sound and other audio settings.
- **1-6:** Press and hold to store or press to select an AM, FM or SIRIUS memory preset. See **Audio System** (page 220).
- **DISP:** Switch the display on or off. You can also touch the screen to switch the display back on.
- **Temperature, fan and climate control buttons:** Control the temperature, fan speed or settings of the climate control system. See **Climate Control** (page 94).

## 911 Assist

### WARNINGS



Unless the 911 Assist setting is set on before a crash, the system will not dial for help which could delay response time, potentially increasing the risk of serious injury or death after a crash.



Do not wait for 911 Assist to make an emergency call if you can do it yourself. Dial emergency services immediately to avoid delayed response time which could increase the risk of serious injury or death after a crash. If you do not hear 911 Assist within five seconds of the crash, the system or phone may be damaged or non-functional.



Always place your phone in a secure location in your vehicle so it does not become a projectile or get damaged in a crash. Failure to do so may cause serious injury to someone or damage the phone which could prevent 911 Assist from working properly.

**Note:** *The SYNC 911 Assist feature must be set on before the incident.*

**Note:** *The SYNC 911 Assist feature only operates in the U.S., Canada or in a territory in which 911 is the emergency number.*

**Note:** *Before setting this feature on, make sure that you read the 911 Assist Privacy Notice later in this section for important information.*

**Note:** *If any user sets 911 Assist to on or off, that setting applies for all paired phones. If 911 Assist is switched off and the phone is connected to SYNC, an icon displays on the status bar.*

**Note:** *Every phone operates differently. While SYNC 911 Assist works with most cellular phones, some may have trouble using this feature.*

If a crash deploys an airbag (excluding knee airbags and rear inflatable safety belts [if equipped]) or activates the fuel pump shut-off, your SYNC-equipped vehicle may be able to contact emergency services by dialing 911 through a paired and connected Bluetooth-enabled phone. You can learn more about the 911 Assist feature, by visiting:

Website
<a href="http://www.owner.ford.com">www.owner.ford.com</a> <a href="http://www.syncmyride.ca">www.syncmyride.ca</a> <a href="http://www.syncmaroute.ca">www.syncmaroute.ca</a>

For important information about airbag deployment and the fuel pump shut-off please see the Supplementary Restraints and Roadside Emergencies sections of your owner manual.

To switch 911 Assist on and off please view the settings information. See **Settings** (page 287).

To make sure that 911 Assist works correctly:

- SYNC must be powered and working properly at the time of the incident and throughout feature activation and use.
- The 911 Assist feature must be set on before the incident.



# SYNC™ 3

- You must pair and connect a Bluetooth-enabled and compatible cell phone to SYNC.
- A connected Bluetooth-enabled phone must have the ability to make and maintain an outgoing call at the time of the incident.
- A connected Bluetooth-enabled phone must have adequate network coverage, battery power and signal strength.
- The vehicle must have battery power and be located in the U.S., Canada or in a territory in which 911 is the emergency number.

## In the Event of a Crash

Not all crashes will deploy an airbag or activate the fuel pump shut-off (the triggers for 911 Assist). If a connected cell phone sustains damage or loses its connection to SYNC during a crash, SYNC will search for and try to connect to a previously paired cell phone; SYNC will then attempt to call the emergency services.

Before making the call:

- SYNC provides a short window of time (about 10 seconds) to cancel the call. If you fail to cancel the call, SYNC attempts to dial 911.
- SYNC says the following, or a similar message: "SYNC will attempt to call 911, to cancel the call, press Cancel on your screen or press and hold the phone button on your steering wheel."

If you do not cancel the call, and SYNC makes a successful call, a pre-recorded message plays for the 911 operator, and then the occupant(s) in your vehicle is able to talk with the operator. Be prepared to provide your name, phone number and location immediately, because not all 911 systems are capable of receiving this information electronically.

## 911 Assist May Not Work If

- Your cellular phone or 911 Assist hardware sustains damage in a crash.
- The vehicle's battery or the SYNC system has no power.
- The phone(s) thrown from your vehicle are the ones paired and connected to the system.

## 911 Assist Privacy Notice

When you switch on 911 Assist, it may disclose to emergency services that your vehicle has been in a crash involving the deployment of an airbag or activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of electronically or verbally disclosing to 911 operators your vehicle location or other details about your vehicle or crash to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not switch the feature on.

## Safety Information

### WARNING



Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

# SYNC™ 3

- Do not attempt to service or repair the system. Have an authorized dealer check your vehicle.
- Do not operate playing devices if the power cords or cables are broken, split or damaged. Place cords and cables out of the way, so they do not interfere with the operation of pedals, seats, compartments or safe driving abilities.
- Do not leave playing devices in your vehicle during extreme conditions as it could cause them damage. See your device's user guide for further information.
- For your safety, some SYNC 3 functions are speed-dependent. Their use is limited to when your vehicle is traveling at speeds under 3 mph (5 km/h). Make sure that you review your device's manual before using it with SYNC 3.

## Speed-restricted Features

Some features of this system may be too difficult to use while your vehicle is moving so they are restricted from use unless your vehicle is stationary.

- Screens crowded with information, such as Point of Interest reviews and ratings, SiriusXM Traffic and Travel Link sports scores, movie times or ski conditions.
- Any action that requires you to use a keyboard is restricted, such as entering a navigation destination or editing information.
- All lists are limited so the user can view fewer entries (such as phone contacts or recent phone call entries).

See the following chart for more specific examples.

<b>Restricted features</b>	
Cellular Phone	Pairing a Bluetooth phone.
	Browsing of list entries is limited for phone contacts and recent phone calls.
System Functionality	Editing the keypad code.
	Enabling Valet Mode.
	Editing settings while the rear view camera or active park assist are active.
Wi-Fi	Editing Wi-Fi settings.
	Editing the list of wireless networks.
	Connecting to a new Wi-Fi network.
Text Messages	Viewing received text messages.
Navigation	Using the keyboard to enter a destination.
	Adding or editing Navigation Favorites entries or Avoid Areas.

## Creating an Owner Account

Why do I need an owner account?

- Essential for keeping up with the latest software and connected features.
- Access to customer support for any questions you may have.
- Maintain account permissions.

Visit the website to sign up and register.

Website
www.owner.ford.com www.syncmyride.ca www.syncmaroute.ca

## SYNC Connect (If Equipped)

With a SYNC® Connect-equipped vehicle, you can use FordPass® to track your vehicle's location and remotely access vehicle features such as start, lock and unlock and vehicle status including fuel level and approximate mileage. You can also schedule specific times to remotely start your vehicle so it's ready to hit the road as soon as you are. SYNC Connect is an optional feature on select 2017 MY vehicles. FordPass® is available through a free download via the Apple App Store® or Google Play™. Message and data rates may apply. Services may be limited by mobile phone network coverage area.

- FCC: LHJ-FAN
- IC: 2807E-FAN

## Updating Your System

You can choose to download the update onto a USB drive or use Wi-Fi to deliver automatic updates.

## USB Updates

To use the USB update you need to log into your owner account and visit the SYNC software update page.

Website
www.owner.ford.com www.syncmyride.ca www.syncmaroute.ca

The website notifies you if an update is available. You can then select to download the update.

You will need an empty USB drive. Please check the website for minimum requirements. Once you have inserted the USB drive into your computer, choose to start the download. Follow the instructions provided to download the files to the USB drive.

To install the update in your vehicle, remove anything that is plugged in the USB ports on the media hub and plug in the USB drive containing the update. When the USB drive is plugged in, the installation should begin immediately. After a successful installation, the update is available the next time the vehicle is started.

The installation of most files occurs in the background, and does not interrupt your use of the system. Navigation updates cannot be installed in the background, because the files are too large.

Please refer to the website for any further actions.

## Updating Over Wi-Fi

To update your System over Wi-Fi your vehicle must be within the range of a Wi-Fi access point. Data rates may apply.

# SYNC™ 3

## To enable automatic updates using Wi-Fi, select:

Menu Item	
Settings	
Wi-Fi	
Available Wi-Fi Networks	You can then select your Wi-Fi network. You may have to enter the security code if the network is secured. The system confirms when it has connected to the network.

You must also give the system permission to update automatically. Upon vehicle delivery, the System asks you if you would like to use the automatic update feature. If you agree to automatic updates, you can press OK to confirm. If this selection does not appear upon vehicle delivery you can access it through the General Settings. See **Settings** (page 287). You can also perform a master reset. See **SYNC™ 3 Troubleshooting** (page 299).

## If you would like to switch this feature on later, select:

Menu Item	
Settings	
General	
Automatic System Updates	From this menu, you can enable automatic updates. If you have not done so already, the system prompts you to set up a Wi-Fi connection when you enable this feature.

When Wi-Fi and automatic updates are enabled, your system checks for software updates periodically. If a new version is available, it downloads at that time. Software downloads can take place for up to 30 minutes after you have switched your vehicle off. The updates do not interrupt the normal use of your SYNC 3 system. If a download does not complete for any reason, the download continues where it left off at the next Wi-Fi connected opportunity. Upon activation of an update, a banner displays on the touchscreen indicating the system update. Select the icon to see more detail. This icon displays for two ignition cycles.

## To switch this feature off:

Menu Item	
Settings	
General	
Automatic System Updates	In this menu selection, you can change the selection for automatic updates to OFF.

## Support

The SYNC support team is available to help you with any questions you are not able to answer on your own.

Monday-Saturday, 8:30am-8:00pm EST.

Sunday, 10:30am-7:30pm EST.

United States: 1-800-392-3673.

Canada: 1-800-565-3673.

Times are subject to change due to holidays.

## Privacy Information

When you connect a cellular phone to SYNC 3, the system creates a profile within your vehicle that links to that cellular phone. This profile helps in offering you more cellular features and operating more efficiently. Among other things, this profile may contain data about your cellular phone book, text messages (read and unread), and call history, including history of calls when your cell phone was not connected to the system. In addition, if you connect a media device, the system creates and retains an index of supported media content. The system also records a short diagnostic log of approximately 10 minutes of all recent system activity. The log profile and other system data may be used to improve the system and help diagnose any problems that may occur.

The cellular profile, media device index, and diagnostic log remain in your vehicle unless you delete them and are generally accessible only in your vehicle when the cellular phone or media player is connected.

If you sell or transfer your vehicle, we recommend you perform a Master Reset to erase all stored information. You can find more information about the Master Reset in General Settings. See **Settings** (page 287). System data cannot be accessed without special equipment and access to your vehicle's SYNC 3 module. Ford Motor Company and Ford of Canada do not access the system data for any purpose other than as described absent consent, a court order, or where required by law enforcement, other government authorities, or other third parties acting with lawful authority. Other parties may seek to access the information independently of Ford Motor Company and Ford of Canada.

## HOME SCREEN



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Item	Title	Home screen display
A	Audio	Shows the active media source. If your vehicle does not have navigation, this space contains the compass.
B	Phone	The name of the connected phone appears on the screen. The status of the phone features also appear. This includes signal strength, battery charge, 911 assist setting state (On or Off), text messaging and roaming.
C	Navigation *	This map displays your current location or current route in real time. When you have navigation active, you also see the next turn and the length of time and distance to your destination.

# SYNC™ 3

Item	Title	Home screen display
		If your vehicle does not have navigation, this space contains the audio information.

\* If equipped.

You can touch any of the feature displays to access that feature.

Anytime you select the home button, the system returns you to this screen.

## USING VOICE RECOGNITION

The SYNC 3 system allows you to use voice commands, to control features like audio and phone. By using voice commands, you can keep your hands on the wheel and your eyes on the road.

You can access each feature controlled by SYNC 3 through a variety of commands.



To activate the SYNC 3 voice commands push the voice button on the steering wheel and wait for the prompt.

\_\_\_ is a dynamic listing, meaning that it can be the name of anything, such as artist, the name of contact or number. The context and the description of the command tell you what to say for this dynamic option.

There are some commands that work for every feature, these commands are:

Voice Command	Action and Description
Main Menu	Brings you to the main menu.
Go back	Returns you to the previous screen.
Cancel	Ends the voice session.
List of Commands	Gives you a list of possible voice commands.
___ List of Commands	You can name any feature and the system gives a list of commands available for the feature. For example, you could say:
	Phone List of Commands
	Navigation List of Commands
Next Page	You can use this command to view the next page of options on any screen where multiple pages of choices are given.
Previous Page	You can use this command to view the previous page of options on any screen where multiple pages of choices are given.
Help	Gives you available commands you can use on the current screen.

# SYNC™ 3

Included here are some of the most popular commands for each SYNC 3 feature.

## Audio Voice Commands

\_\_\_ is a dynamic listing, meaning that for audio voice commands it can be the name of a Sirius channel or a channel number, a radio frequency number, or the name of an artist, album, song or a genre.

**To control the media features, press the voice button and when prompted, say:**

Voice command	Description
Sirius Channel ___ *	You can say the Sirius channel name or number such as "Sirius channel 16".
You can also turn to a Sirius channel by saying the channel's name, such as "The Pulse".	
AM ___ FM ___	Allows you to tune to a specific FM or AM frequency such as "88.7 FM" or "1580 AM".
FM ___ HD ___ *	Allows you to tune to a specific HD frequency such as "88.7 FM HD 1".
Bluetooth Audio	Allows you to listen to music on your Bluetooth-connected device.
USB	Allows you to listen to music on your USB connected device.
Play Genre ___ Play Playlist ___ Play Artist ___ Play Album ___ Play Podcast ___ Play Song ___ Play Audiobook ___	For USB audio only, you can say the name of an artist, album, song or a genre to listen to that selection. Your system must finish indexing before this option is available. For example, you could say "Play artist, The Beatles" or "Play song, Penny Lane".
Browse ___	For USB audio only, you can say the name of an artist, album, or a genre to browse by that selection. Your system must finish indexing before this option is available. For example you can say "Browse The Beatles" or "Browse folk".

\* This option may not be available in all markets or may require a subscription.



# SYNC™ 3

## Phone Voice Commands

You can use voice commands to connect your Bluetooth-enabled phone to the system.

### Pairing a Phone

**To pair your phone, press the voice button and when prompted, say:**

Voice command	Description
Pair Phone	Follow the on-screen instructions to complete the pairing process. See <b>Settings</b> (page 287).

### Making Calls

\_\_\_ is a dynamic listing, meaning that for phone voice commands it can be the name of the contact you wish to call or the digits you want to dial.

**Press the voice button and say a command similar to the following:**

Voice command	Description
Call ___	Allows you to call a specific contact from your phonebook such as "Call Jenny".
Call ___ at ___	Allows you to call a specific contact from your phonebook at a specific location such as "Call Jenny at Home".
Dial ___	Allows you to dial a specific number such as "Dial 867-5309".

Please make sure that you are saying the contact name exactly as it appears in your contact list.

**Once you have provided the digits of the phone number, you can say the following commands:**

Voice Command	Description
<0-9>	If the full number was not entered with the first command, you can continue saying the number.
Dial	Tells SYNC 3 to make the phone call.
Delete	Tells SYNC 3 to erase the last block of digits stated.
Clear	Tells SYNC 3 to erase the entire number.

# SYNC™ 3

## Text Message Voice Commands

To access text message options, press the voice button and say:

Voice command	Description
Listen to Message	
Listen to text message ___	You can say the number of the message you would like to hear.
Reply to Message	

## Navigation Voice Commands

\_\_\_ is a dynamic listing, meaning that for navigation voice commands it can be a POI category or an address.

### Setting a Destination

You can use any of the following commands to set a destination or find a point of interest.

**You can find an address, a point of interest (POI), or search for points of interest by category:**

Voice command	Description
Find an Address	Allows you to enter the address search functionality.
Find a ___	State the name of the POI category you would like to search for such as "Find restaurants".
Find POI	Allows you to enter the POI search functionality.
Find Intersection	Allows you to enter the intersection search functionality.
Destination Nearest ___	State the name of the POI category you would like to search for nearby such as "Destination nearest restaurants".
Destination Previous Destination	Allows you to see a list of your previous destinations.
Destination Home	Allows you to route to your home address.

# SYNC™ 3

**In addition, you can say these commands when a route is active:**

Voice command	Description
Cancel Route	Cancels the current route.
Detour	Allows you to select an alternate route.
Repeat Instruction	Repeats the last guidance prompt.
Show Route	Shows the current route.
Where Am I	Provides current location.
Zoom in	Allows you to zoom in on the map.
Zoom out	Allows you to zoom out from the map.

## **Mobile App Voice Commands (If Equipped)**

**The following voice commands are always available:**

Voice command	Description
Mobile Apps	SYNC 3 will prompt you to say the name of an app to start it on SYNC 3.
List Mobile Apps	SYNC 3 will list all of the currently available Mobile Apps.
Find New Apps	SYNC 3 will search and connect to compatible app(s) running on your mobile device.

**There are also voice commands that you can use when app(s) are connected to SYNC 3:**

Voice command	Description
Say the name of an app	At any time, you can say the name of a mobile app to start the mobile app on SYNC 3.
Say the name of an app, followed by help	SYNC 3 will list the available voice commands for the specified app if the app is running on SYNC 3.

# SYNC™ 3

## SiriusXM Traffic and Travel Link Voice Commands (If Equipped)

SiriusXM Traffic and Travel Link may not be available in all markets. Activation and a subscription are required.

**You can say the following commands to access SiriusXM Traffic and Travel Link:**

Voice command	Description
Show Traffic	Displays a list of traffic incidents.
Show Weather Map	Displays the current weather map.
Show Fuel Prices	Displays a list of fuel prices.
Show 5 Day Forecast	Displays the 5 day weather forecast.
Help	

## Voice Settings Commands

**You can say the following commands to access the voice settings:**

Voice command	Description
Voice Settings	Allows you to enter the voice settings functionality.
Interaction Mode Standard	Sets standard prompting with longer prompts.
Interaction Mode Advanced	Sets advanced prompting with shorter prompts.
Phone Confirmation On	Allows the system to confirm before making a phone call.
Phone Confirmation Off	The system does not confirm before placing a call.
Voice Command Lists On	The system displays a short list of available commands.
Voice Command Lists Off	The system does not display the list of commands.

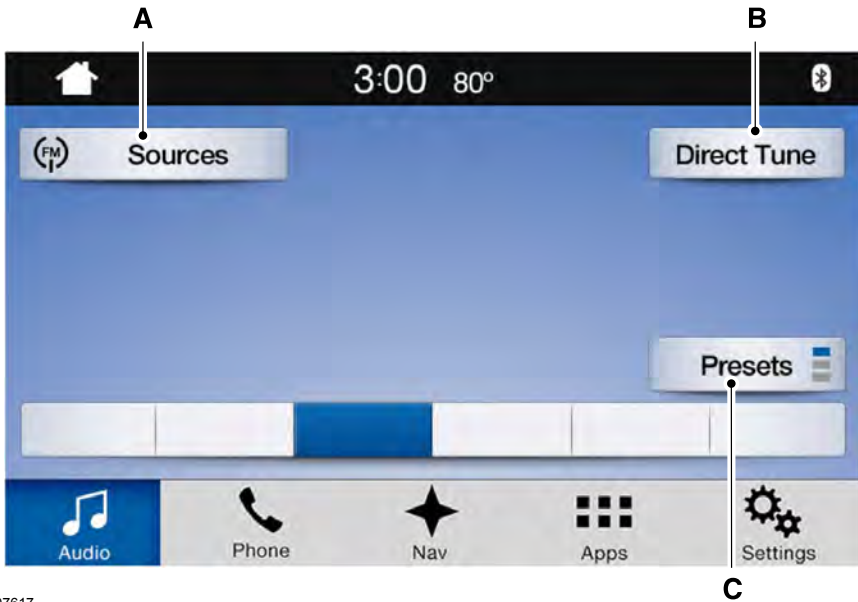
You can use the volume control to adjust the volume of the system voice prompts. While prompt is active, adjust the volume control up or down to your desired setting.

# SYNC™ 3

**Note:** Depending on the current climate control settings, the fan speed may automatically go down while issuing voice commands or while making and receiving phone calls via SYNC to reduce the amount of background noise in the vehicle. The fan speed will automatically return to normal operation once the voice session ends. Fan speed can also be adjusted normally during a voice session, simply press fan buttons (or turn fan knob) to increase or decrease fan speed to desired setting.

To disable this automatic fan speed reduction feature during voice sessions, press and hold the climate control AC and Recirculated air buttons simultaneously, release and then increase fan speed within 2 seconds. To re-enable this feature, repeat the above sequence.

## ENTERTAINMENT



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# SYNC™ 3

Message	Message and description
A	Sources
B	Direct Tune
C	Presets

You can access these options using the touchscreen or voice commands.

## Sources

Press this button to select the source of media you want to listen to.

Menu item	
AM	
FM	
SIRIUS *	
CD	
USB	The name of the USB that is plugged in displays here.
Bluetooth Stereo	
Apps	If you have SYNC 3 compatible apps on your connected smart phone, they display here as individual source selections.

\* This feature may not be available in all markets and requires an active subscription.

## AM/FM Radio

### Tuning a Station

You can use the tune or seek controls on the radio bezel to select a station.

### To tune a station using the touchscreen, select:

Menu item
Direct Tune

A pop up appears, allowing you to type in the frequency of a station. You can only enter a valid station for the source you are currently listening to.

You can press the backspace button to delete the previously entered number.

### Once you have entered the station's call numbers, you can select:

Menu item	Action and description
Enter	Press to begin playing the station you have entered.
Cancel	Press to exit without changing the station.

## Presets

To set a new preset, tune to the station and then press and hold one of the memory preset buttons. The audio mutes briefly while the system saves the station and then returns.

## SYNC™ 3

There are two preset banks available for AM and three banks for FM. To access additional presets, tap the preset button. The indicator on the preset button shows which bank of presets you are currently viewing.

### **SIRIUS® Satellite Radio (If Activated)**

**Note:** *This feature may not be available in all markets and requires an active subscription.*



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SIRIUS satellite radio is a subscription-based satellite radio service that broadcasts a variety of music, sports, news, weather, traffic and entertainment programming. Your factory-installed SIRIUS satellite radio system includes hardware and a limited subscription term that begins on the date of sale or lease of your vehicle. See an authorized dealer for availability.

For more information on extended subscription terms (a service fee is required), the online media player and a list of SIRIUS satellite radio channels, and other features, please visit [www.siriusxm.com](http://www.siriusxm.com) in the United States, [www.siriusxm.ca](http://www.siriusxm.ca) in Canada, or call SIRIUS at 1-888-539-7474.

**Note:** *SIRIUS reserves the unrestricted right to change, rearrange, add or delete programming. This includes canceling, moving or adding particular channels, and its prices, at any time, with or without notice to you. Ford Motor Company shall not be responsible for any such programming changes.*

**Note:** *This receiver includes the eCos real-time operating system. eCos is published under the eCos License.*

### **The following buttons are available for Sirius:**

Menu item	Action and description	
Browse	Touch this button to see a list of available stations.	
Direct Tune	A pop-up appears, allowing you to type in the call numbers of a station. Once you enter the stations call numbers, you can select:	
	Enter	The system tunes to the station you select.
	Cancel	You exit the pop-up and the current station continues to play.
	You can press the backspace button to delete the previous number.	

# SYNC™ 3

Menu item	Action and description	
Replay	Replay audio on the current channel. You can replay approximately 45 minutes of audio as long as you remain tuned to the current station. Changing stations erases the previous audio.	
	Live	When you are in replay mode, you are not able to select a different preset until you return to live audio. Pressing this button returns you to the live broadcast.
ALERT	Save the current song, artist, or team as a favorite. The system alerts you when it plays again on any channel. Selecting this button allows you to enable and edit alerts. See <b>Settings</b> (page 287).	

## Memory Presets

To set a preset, tune to the station then press and hold one of the memory preset buttons. The audio mutes briefly while the system saves the station and returns once the station is stored.

There are three preset banks available for SIRIUS. To access additional presets, tap the preset button. The indicator on the preset button shows which bank of presets you are currently viewing.

## Satellite Radio Electronic Serial Number (ESN)

You need your ESN to activate, modify or track your satellite radio account. See **Settings** (page 287).

## SIRIUS Satellite Radio Reception Factors and Troubleshooting

Potential reception issues	
Antenna obstructions	For optimal reception performance, keep the antenna clear of snow and ice build-up and keep luggage and other materials as far away from the antenna as possible.
Terrain	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with your reception.
Station overload	When you pass a ground-based broadcast-repeating tower, a stronger signal may overtake a weaker one and the audio system may mute.
Satellite radio signal interference	Your display may show ACQUIRING... to indicate the interference and the audio system may mute.



# SYNC™ 3

Troubleshooting tips		
Message	Cause	Action
Acquiring Signal	Radio requires more than two seconds to produce audio for the selected channel.	No action required. This message should disappear shortly.
Satellite antenna fault SIRIUS system failure	There is an internal module or system failure present.	If this message does not clear shortly, or with an ignition key cycle, your receiver may have a fault. See an authorized dealer for service.
Invalid Channel	The channel is no longer available.	Tune to another channel or choose another preset.
Unsubscribed Channel	Your subscription does not include this channel.	Contact SIRIUS at 1-888-539-7474 to subscribe to the channel, or tune to another channel.
Satellite acquiring signal...	The signal is lost from the SIRIUS satellite or SIRIUS tower to your vehicle antenna.	The signal is blocked. When you move into an open area, the signal should return.
Updating...	Update of channel programming in progress.	No action required. The process may take up to three minutes.
Questions? Call 1-888-539-7474	Your satellite service is no longer available.	Contact SIRIUS at 1-888-539-7474 to resolve subscription issues.
None found. Check channel guide.	All the channels in the selected category are either skipped or locked.	Use the channel guide to turn off the Lock or Skip function on that station.
SIRIUS Subscription updated	SIRIUS has updated the channels available for your vehicle.	No action required.

## HD Radio™ Information (If Available)

**Note:** *This feature may not be available in all markets.*

To activate HD radio, please see the Radio Settings in the Settings Chapter. See **Settings** (page 287).

**Note:** *HD Radio broadcasts are not available in all markets.*

# SYNC™ 3

HD Radio technology is the digital evolution of analog AM/FM radio. Your system has a special receiver that allows it to receive digital broadcasts (where available) in addition to the analog broadcasts, it already receives. Digital broadcasts provide a better sound quality than analog broadcasts with free, crystal-clear audio and no static or distortion. For more information, and a guide to available stations and programming, please visit:

<b>Website</b>
<a href="http://www.hdradio.com">www.hdradio.com</a>

When HD Radio is on and you tune to a station broadcasting HD Radio technology, you may notice the following indicators on your screen:



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The HD logo is grey when acquiring a digital station, and then changes to orange when digital audio is playing. When this logo is available, you may also see Title and Artist fields on-screen.

The multicast indicator appears in FM mode (only) if the current station is broadcasting multiple digital broadcasts. The highlighted numbers signify available digital channels where new or different content is available. HD1 signifies the main programming status and is available in analog and digital broadcasts. Other multicast stations (HD2 through HD7) are only available digitally.

**Note:** *There is also an additional feature for stations that have more than 1 HD multicast (For example, HD1 or HD2). The HD logo and Radio text appears as a button. Pressing this button allows you to cycle through all of the HD stations on that specific frequency. For example, if you are on 101.1 and it has HD1, HD2, HD3, pressing the button repeatedly causes the radio to cycle through the HD stations in a cyclic increasing order.*

## When HD Radio broadcasts are active, you can access the following functions:

Message	Action and description
Presets	Allows you to save an active channel as a memory preset. Touch and hold a memory preset slot until the sound returns. There is a brief mute while the radio saves the station. Sound returns when the channel saves. When switching to an HD2 or HD3 memory preset, the sound mutes before the digital audio plays, because the system has to reacquire the digital signal.

**Note:** *As with any station you save, you cannot access the saved station if your vehicle is outside the station's reception area.*

# SYNC™ 3

## HD Radio Reception and Station Troubleshooting

Potential reception issues	
Reception area	<p>If you are listening to a multicast station and you are on the fringe of the reception area, the station may mute due to weak signal strength.</p> <p>If you are listening to HD1, the system changes back to the analog broadcast until the digital broadcast is available again. However, if you are listening to any of the possible HD2-HD7 multicast channels, the station mutes and stays muted unless it is able to connect to the digital signal again.</p>
Station blending	<p>When the system first receives a station (aside from HD2-HD7 multicast stations), it first plays the station in the analog version. Once the receiver verifies the station is an HD Radio station, it shifts to the digital version. Depending on the station quality, you may hear a slight sound change when the station changes from analog to digital. Blending is the shift from analog to digital sound or digital back to analog sound.</p>

In order to provide the best possible experience, use the contact form to report any station issues found while listening to a station broadcasting with HD Radio technology. Independent entities own and operate each station. These stations are responsible for ensuring all audio streams and data fields are accurate.

Potential station issues		
Issues	Cause	Action
Echo, stutter, skip or repeat in audio. Increase or decrease in audio volume.	This is poor time alignment by the radio broadcaster.	No action required. This is a broadcast issue.
Sound fading or blending in and out.	The radio is shifting between analog and digital audio.	No action required. The reception issue may clear up as you continue to drive.
There is an audio mute delay when selecting HD2 or HD3, multicast preset or Direct Tune.	The digital multicast is not available until the HD Radio broadcast is decoded. Once decoded, the audio is available.	No action required. This is normal behavior. Wait until the audio is available.

# SYNC™ 3

Potential station issues		
Issues	Cause	Action
Cannot access HD2 or HD3 multicast channel when recalling a preset or from a direct tune.	The previously stored multicast preset or direct tune is not available in your current reception area.	No action required. The station is not available in your current location.
Text information does not match currently playing audio.	Data service issue by the radio broadcaster.	Fill out the station issue form. *
There is no text information shown for currently selected frequency.	Data service issue by the radio broadcaster.	Fill out the station issue form. *

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\* You can find the form here:

Website
<a href="http://www.ibiquity.com/automotive/report_radio_station_experiences">http://www.ibiquity.com/automotive/report_radio_station_experiences</a>

## CD

Once you select this option, the system returns you to the main audio screen.

The current audio information appears on the screen.

### The following buttons are also available:

Button	Function
Browse	You can use the browse button to select a track.
Repeat	Select this button and a small number one displays to indicate the track is set to repeat. For MP3 CDs, this button allows you to toggle through repeat off, repeat one track (a small number one displays), and repeat current folder (a small folder displays).
Shuffle	Select the shuffle symbol to have the audio on the disk play in random order.

You can use the forward, reverse, pause or play buttons to control the audio playback.

# SYNC™ 3

## Bluetooth Stereo or USB

Bluetooth Stereo and USB allow you to

access media that you store on your Bluetooth device or USB device such as music, audio books or podcasts.

### The following buttons are available for Bluetooth and USB:

Button	Function
Repeat	Pressing the repeat button toggles the repeat setting through three modes: repeat off (button not highlighted), repeat all (button highlighted) and repeat track (button highlighted with a small number one).
Shuffle	Play the tracks in random order.

You can use the forward, reverse, pause or play buttons to control the audio playback.

To get more information about the currently playing track, press the cover art or Info button.

For some devices, SYNC 3 is able to provide 30-second skip buttons when you listen to audio books or podcasts. These buttons allow you to skip forward or backward within a track.

While playing audio from a USB device you can look for certain music by selecting the following:

Button	Function
Browse	If available, displays the list of tracks in the Now Playing playlist.
New Search	This option, which is available under browse, allows you to play all tracks or to filter the available media into one of the below categories.
	Play All
	Playlists
	Artists
	Albums
	Songs
	Genres
	Podcasts
Audio books	

# SYNC™ 3

Button	Function
	Composers
A-Z Jump	This button allows you to choose a specific letter to view within the category you are browsing.
Explore Device	If available, this allows you to browse the folders and files on your USB device.

## USB Ports



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The USB ports are in the center console or behind a small access door in the instrument panel.

This feature allows you to plug in USB media devices, memory sticks, flash drives or thumb drives, and charge devices if they support this feature.

Select this option to play audio from your USB device.

## Apps

The system supports the use of certain audio apps such as Pandora or iHeartRadio through a USB or bluetooth-enabled device.

Each app gives you different on-screen options depending on the app's content. See **Apps** (page 285).

## Supported Media Players, Formats and Metadata Information

The system is capable of hosting nearly any digital media player, including iPod, iPhone, and most USB drives.

Supported audio formats include MP3, WMA, WAV, AAC, and FLAC.

Supported audio file extensions include MP3, WMA, WAV, M4A, M4B, AAC, and FLAC.

Supported USB file systems include: FAT, exFAT, and NTFS.

SYNC 3 is also able to organize the media from your USB device by metadata tags. Metadata tags, which are descriptive software identifiers embedded in the media files, provide information about the file.

If your indexed media files contain no information embedded in these metadata tags, SYNC 3 may classify the empty metadata tags as unknown.

SYNC 3 is capable of indexing up to 50,000 songs per USB device, for up to 10 devices.

## PHONE

### WARNING



Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Hands-free calling is one of the main features of the system. Once you pair your cell phone, you can access many options using the touchscreen or voice commands. While the system supports a variety of features, many are dependent on your cell phone's functionality.

### Pairing Your Cell Phone for the First Time

Pair your Bluetooth-enabled phone with the system before using the functions in hands-free mode.

Switch on Bluetooth on your device to begin pairing. See your phone's manual if necessary.

#### To add a phone, select:

Menu Item
Add Phone

1. Follow the on-screen instructions.
2. A prompt alerts you to search for the system on your phone.
3. Select your vehicle's make and model as it displays on your phone.

4. Confirm that the six-digit number appearing on your phone matches the six-digit number on the touchscreen.
5. The touchscreen indicates when the pairing is successful.
6. Your phone may prompt you to give the system permission to access information. To check your phone's compatibility, see your phone's manual or visit the website.

#### Alternatively, to add a phone, select:

Menu Item
Add Phone
<b>Then select:</b>
Discover Other Bluetooth Devices

1. Follow the on-screen instructions.
2. Select your phone's name when it appears on the touchscreen.
3. Confirm that the six-digit number appearing on your phone matches the six-digit number on the touchscreen.
4. The touchscreen indicates when the pairing is successful.
5. Your phone may prompt you to give the system permission to access information. To check your phone's compatibility, see your phone's manual or visit the website.

At a minimum, most cell phones with Bluetooth wireless technology support the following functions:

- Answering an incoming call.
- Ending a call.
- Dialing a number.
- Call waiting notification.
- Caller identification.

# SYNC™ 3

Other features, such as text messaging using Bluetooth and automatic phonebook download, are phone-dependent features.

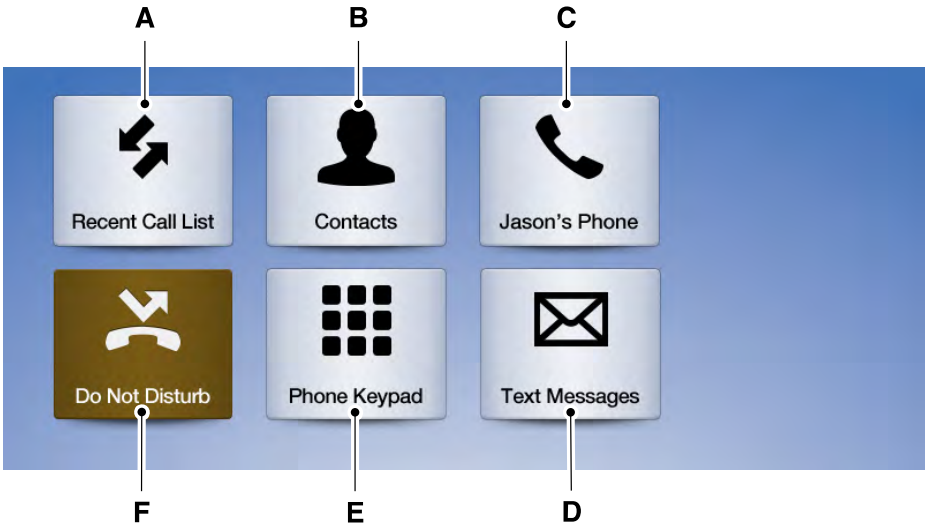
**To check your phone's compatibility, see your phone's manual or visit the website:**

Websites
owner.ford.com

Websites
www.syncmyride.ca www.syncmaroute.ca

## Phone Menu

This menu becomes available after pairing a phone.



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Item	Menu Item	Action and Description
A	Recent Call List	Displays your recent calls. You can place a call by selecting an entry from this list.



# SYNC™ 3

Item	Menu Item	Action and Description			
		You can also sort the calls by selecting the drop down menu at the top of the screen. You can choose:			
		All	Incoming	Outgoing	Missed
B	Contacts	All of your contacts from your phone display in alphabetical order.			
		A-Z Jump		Selecting this button allows you to choose a specific letter to view.	
C	Phone Settings	Displays the name of your phone and takes you to the phone settings options. From this menu, you can pair subsequent devices, set ring tones and alerts. See <b>Settings</b> (page 287).			
D	Text Messages	Displays all recent text messages.			
E	Phone Keypad	Use this keypad to dial in a phone number. Use the backspace button to delete numbers.			
		Call		Press this button to begin a call.	
F	Do Not Disturb	Touch this button to send all calls directly to your voicemail. New text message notifications are not displayed on the screen and all ringtones and alerts are set to silent.			

Users with phones having voice services may see a button to access the feature. For example, iPhone users see a Siri button. A press and hold of the voice button on the steering wheel also accesses this feature.

## Making Calls

There are many ways to make calls from the SYNC 3 system, including using voice commands. See **Using Voice Recognition** (page 236). You can use the touchscreen to place calls as well.

**To call a number in your contacts, select:**

Menu Item	Action and Description
Contacts	You can then select the name of the contact you want to call. Any numbers stored for that contact display along with any stored contact photos. You can then select the number that you want to call. The system begins the call.

**To call a number from your recent calls, select:**

Menu Item	Action and Description
Recent Call List	You can then select an entry that you want to call. The system begins the call.

**To call a number that is not stored in your phone, select:**

Menu Item	Action and Description
Phone Keypad	Select the digits of the number you wish to call.
Call	The system begins the call.

Pressing the backspace button deletes the last digit you typed.

## Receiving Calls

During an incoming call, an audible tone sounds. Caller information appears in the display if it is available.

**To accept the call, select:**

Menu Item
Accept

**Note:** You can also accept the call by pressing the phone button on the steering wheel.

**To reject the call, select:**

Menu Item
Reject

**Note:** You can also reject the call by pressing the phone button on the steering wheel.

Ignore the call by doing nothing. SYNC 3 logs it as a missed call.

## During a Phone Call

During a phone call, the contacts name and number display on the screen along with the call duration.

The phone status items are also visible:

- Signal Strength.
- Battery.
- 911 Assist (United States and Canada only). See **Settings** (page 287).

You can select any of the following during an active phone call:

# SYNC™ 3

Item	
End Call	Immediately end a phone call. You can also press the button on the steering wheel.
Keypad	Press this to access the phone keypad.
Mute	You can switch the microphone off so the caller does not hear you.

Item	
Privacy	Transfer the call to the cell phone or back to SYNC 3.

## Text Messaging

**Note:** Downloading and sending text messages using Bluetooth are cell phone-dependent features.

**Note:** Certain features in text messaging are speed-dependent and not available when your vehicle is traveling at speeds over 3 mph (5 km/h).

## Receiving a Text Message

**When a new message arrives, an audible tone sounds and the screen displays a pop-up with the caller name and ID, if supported by your cell phone. You can select:**

Menu Item	Action and Description
Hear It	Have SYNC 3 read the message to you.
View	View the text on the touchscreen.
Call	To call the sender.
Reply	You can select from 15 preset messages. Press the message that you would like to use and confirm to send the message. SYNC 3 confirms when the message is sent successfully.
Close	To exit the screen.

## Smartphone Connectivity (If Equipped)

SYNC 3 allows you to use Apple CarPlay and Android Auto to access your phone.

When you use Apple CarPlay or Android Auto, you can:

- Make calls.
- Send and receive messages.
- Listen to music.
- Use your phone's voice assistant.

Apple CarPlay and Android Auto disable some SYNC 3 features.

Most Apple CarPlay and Android Auto features use mobile data.

### Apple CarPlay

Apple CarPlay requires an iPhone 5 or newer with iOS 7.1 or newer. Updating to the latest iOS version is recommended.

1. Plug your phone into a USB port.
2. Select Apple CarPlay on the touchscreen.

# SYNC™ 3

## To disable this feature from the Settings screen, select:

Menu Item
Apple CarPlay Preferences
Your device is listed if SYNC detects Apple CarPlay. Select the name of your device and select:
Disable

To return to SYNC 3, go to the Apple CarPlay home screen and select the SYNC app.

**Note:** Contact Apple for Apple CarPlay support.

## Android Auto

Android Auto is compatible with most devices with Android 5.0 or newer.

1. Download the Android Auto app to your device from Google Play to prepare your device (this may require mobile data usage).

**Note:** The Android Auto App may not be available within your current market.

2. To switch this feature on from the Settings screen, scroll left on the screen and select:

Menu Item
Android Auto Preferences
Enable Android Auto

**Note:** Android Auto must be switched on prior to plugging your device.

You can then plug your device into a USB port.

## To disable this feature from the Settings screen, select:

Menu Item
Android Auto Preferences
Your device is listed if SYNC detects Android Auto. Select the name of your device and select:
Disable

**Note:** You may need to slide your Settings screen to the left to select **Apple CarPlay Preferences** or **Android Auto Preferences**.

To return to SYNC 3, select the speedometer icon in the Android Auto menu bar at the bottom of the touchscreen, and then touch the option to return to SYNC.

**Note:** Contact Google for Android Auto support.

## NAVIGATION

Your navigation system is comprised of two main features, destination mode and map mode.

### Map Mode

Map mode shows advanced viewing comprised of 2D city maps, 3D landmarks and 3D city models (when available). 2D city maps show detailed outlines of buildings, visible land use, landscape features, and detailed railroad infrastructure for the most essential cities around the globe.

3D landmarks appear as clear, visible objects that are typically recognizable and have a certain tourism value.

3D city models are complete 3D models of entire city areas including navigable roads, parks, rivers and rendered buildings. 3D landmarks and city models appear in 3D map mode only. Coverage of these varies and improves with updated map releases.



Select the zoom in icon to see a closer view of the map.



Select the zoom out icon to see a farther away view of the map.

You can adjust the view in preset increments. You can also pinch to zoom in or out of the map.

The information bar tells you the names of streets, cities or landmarks as you hover over them with the crosshair cursor.

You can change your view of the map by tapping on the location indicator icon on the right hand side of the screen. You can choose from the following options:



**Heading up (2D map)** This always shows the direction of forward travel to be upward on the screen. This view is available for map scales up to 3 mi (5 km).

N



**North up (2D map)** always shows the northern direction to be upward on the screen.

3D



**3D map mode** provides an elevated perspective of the map. Adjust this viewing angle and rotate the map 180 degrees by touching the map twice, and

then dragging your finger along the shaded bar with arrows at the bottom of the map.



Re-center the map by pressing this icon whenever you scroll the map away from your vehicle's current location.



## Points of Interest (POI) grouping icon:

You can choose up to three POI icons to display on the map. If the chosen POIs are located close together or are

at the same location a box is used to display a single category icon instead of repeating the same icon, in order to reduce clutter. When you select the box on the map, a pop-up appears indicating how many POIs are in this location. Select the pop up to see a list of the available POIs. You can scroll through and select POIs from this list.

If your vehicle is low on charge, station icons automatically display on the map.

If you have subscribed to SiriusXM Traffic and Travel Link (where available), traffic flow will be indicated on the map by green (clear), yellow (slowing), and red (stopped) road highlights. Traffic flow is indicated where the information is available and varies across the US.

You can choose to display traffic icons on the map representing twelve different types of incidents. See **Settings** (page 287).

You can set a destination by hovering above a location and selecting:

# SYNC™ 3

Button
Start

## Range Rings and Charge Points

Shaded rings appear on the map when you are driving. The inner ring with no shading indicates a safe range you can travel with the current battery charge. The lightly shaded outer band reflects areas you may or may not be able to reach. If your

destination is within this band, enter it into the navigation system and use the budget features in the instrument cluster to help you manage your vehicle energy usage. The darker shaded area, beyond the rings, is unlikely to be within range on the current battery charge.

The rings represent approximate ranges. Actual route distances, road grades, vehicle speed, accessory usage and other conditions affect how far your vehicle can travel before recharging.



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You can select charging POI's to always be shown on the map when the scale is 5 mi (8 km) or lower.

To switch this on from the settings menu select:

Menu Item
Navigation
Map Preferences
You can then switch the POI Icons on.

Menu Item
With the POI icons switched on, you can select:
Select POIs
Travel
Charging

# SYNC™ 3

## Destination Mode

To set a destination, press:

Menu Item	Description
Destination	
Enter a navigation destination in any of the following formats:	
Search	<p>Street Address (number, street, city, state) For example "12 Mainstreet Dearborn MI"</p> <p>Partial Address (number, street) if searching in current state (number, street and zip code (or postal code in Canada)) if searching out of state You can enter unique addresses that contain door number prefixes with or without the prefix. For example, you could enter "6N340 Fairway Lane" or "340 Fairway Lane".</p> <p>City (name or zip code)</p> <p>Point of Interest (name or category)</p> <p>Intersection (street 1 / street 2) (street 1 and street 2) (street 1 &amp; street 2) (street 1 @ street 2) (street 1 at street 2)</p> <p>Latitude and Longitude (##.##### , ##.#####) This is in a decimal degrees format, one to six decimal places are accepted.</p> <p>You are given autocomplete options below the address bar to select as you type. If you do not give an exact destination, a menu displays with your possible selections.</p>
Previous Destinations	Collections of your last 40 navigation destinations display here. You can select any option from the list to select it as your destination.

# SYNC™ 3

Menu Item	Description	
	These locations cannot be deleted individually. To delete them, preform a master reset. See <b>SYNC™ 3 Troubleshooting</b> (page 299).	
Home	Select to navigate to your set Home destination. The time it takes to travel from your current location to Home displays. To set your Home, press:	
	Home	A prompt appears asking if you would like to create a favorite for home. Select:
	Yes	Enter a location into the search bar and press:
	Save	
Work	Select to navigate to your set Work destination. The time it takes to travel from your current location to Work displays. To set your Work:	
	Work	A prompt appears asking if you would like to create a favorite for work. Select:
	Yes	Enter a location into the search bar and press:
	Save	
Favorites	Favorites include any location you have previously saved. To add Favorites:	
	Add a Favorite	Select this button and enter a location into the destination bar.
	Search	Select this option to have the system locate the address you have entered.
	Save	Select this button when the address you have entered appears on the screen.
	The address saves as a favorite and you see the favorites screen. You can now select this address from the favorites screen.	
Point of Interest (POI) Categories	POI categories that may display (based on market and vehicle configuration):	
	Food	
	Fuel	
	Hotel	
	ATM	



# SYNC™ 3

Menu Item	Description	
	See All	Press to view additional categories. Once you have selected a category, follow the menus to find what you are looking for.
	Inside of these categories you can search by:	
	Nearby	
	Along Route	
	Near Destination	
In a City		

## Once you have chosen your destination, press:

Menu Item	Action and Description	
Save	This saves the destination to your favorites.	
Start	This shows you a map of your entire route. You can then choose your route from three different options.	
	Fastest	Uses the fastest moving roads possible.
	Shortest	Uses the shortest distance possible.
	Economical Route	Uses the most fuel-efficient route.
The time and distance for each route also displays.		
Cancel	On the route screen, you can choose to cancel the current navigation. The system asks for confirmation then returns you to the map mode screen.	

## Once you have chosen your destination, press:

Menu Item	Action and Description
Start	The system uses a variety of screens and prompts to guide you to your destination. During Route guidance, you can press the maneuver arrow icon on the map if you want the system to repeat route guidance instructions. When the system repeats the last guidance instruction, it updates the distance to the next guidance instruction, since it detects that the vehicle is moving.

# SYNC™ 3

Menu Item	Action and Description
	The navigation map shows your estimated time of arrival, remaining travel time and the distance to your destination. SYNC 3 may not always announce vehicle arrival at the exact point of your destination and you may have to cancel a route manually.

## Navigation Menu

In map mode and during active navigation you can access the navigation menu.

During active navigation, touch the bottom of the screen to view the menu and other buttons.

### To access the Navigation menu, press:

Button		
Menu		
<b>You can then select:</b>		
Screen View	Full Map	A full screen map displays during navigation.
	Highway Exit Info	Highway exit information displays on the right hand side of the screen during navigation. Points of interest icons display for restaurants, hotels, fuel stations and ATMs when they are present at the exit. You can select the POI icons to receive a listing of specific locations. You can select the POI location as a waypoint or destination if desired.
	Turn List	Only available during an active route. Displays all of the turns on the current route. You can choose to avoid any road on the turn list by selecting the road from the list. A screen then appears and you can press:
		Avoid
Traffic List	You can find the SiriusXM Traffic and Travel Link information by pressing this button. This information requires an active subscription to SiriusXM Traffic and Travel Link. When a route is not active, a list of nearby traffic incidents displays (if any are present). When a route is active, you can choose to display a list of traffic nearby or on the route.	

# SYNC™ 3

Button				
Navigation Settings	Press this button to adjust your preferences. See <b>Settings</b> (page 287).			
Where Am I?	Provides your current location city and the nearest road.			
The following are only available on the menu during an active navigation route:				
Cancel Route	The system asks for confirmation and then returns you to the map mode screen.			
Mute Guidance	Selecting this option switches off the audio navigation guidance. Press the button again to un-mute guidance.			
View Route	Press this to see a map of the full route.			
Detour	An alternate route displays in comparison with the current route.			
Edit Waypoints	Only available if you have an active waypoint on your route. See <b>Waypoints</b> later in this section for information on how to set waypoints.			
	Use this button to re-order or remove your waypoints.			
	<table border="1"> <tr> <td>You can also have the system set the order for you by pressing:</td> <td>Optimize Order</td> </tr> <tr> <td>To return to your route press:</td> <td>Go</td> </tr> </table>	You can also have the system set the order for you by pressing:	Optimize Order	To return to your route press:
You can also have the system set the order for you by pressing:	Optimize Order			
To return to your route press:	Go			

## Waypoints

You can add a waypoint to a navigation route as a destination along your route.

To add a waypoint:

1. Select the search icon (magnifying glass) while on an active route. This brings up the destination menu.
2. Set your destination using any of the given methods. Once the destination has been selected, the screen allows you to set the destination as a waypoint by selecting:

Menu Item	
Add Waypoint	The waypoint list then appears and you are able to re-order all of your waypoints by selecting the menu icon on the right hand side of the location. You can select up to five waypoints.
You can also have the system set the order for you by pressing:	Optimize Order
To return to your route, press:	Go

## cityseeker (If Equipped)

**Note:** *cityseeker point of interest (POI) information is limited to approximately 1,100 cities (1049 in the United States, 36 in Canada and 15 in Mexico).*



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cityseeker, when available, is a service that provides more information about certain points of interest such as restaurants, hotels and attractions.

When you have selected a point of interest, the location and information appear, such as address, phone number and a star rating.

Press **More Information** to see a photo, a review, a list of services and facilities, the average room or meal price and the web address. This screen displays the point of interest icons.

For restaurants, cityseeker can provide information such as star rating, average cost, review, handicap access, hours of operation, and website address.

For hotels, cityseeker can provide information such as star rating, price category, review, check-in and checkout times, hotel service icons and website address. Hotel service icons include:

- Restaurant
- Business center
- Handicap facilities
- Laundry
- Refrigerator
- 24 hour room service
- Fitness center
- Internet access
- Pool
- Wi-Fi

Attractions include nearby landmarks, amusement parks, historic buildings and more. cityseeker can provide information such as star rating, reviews, hour of operation and admission price.

## SiriusXM Traffic and Travel Link

SiriusXM Traffic and Travel Link is available on vehicles equipped with navigation and only in select markets. You must activate and subscribe to receive SiriusXM Traffic and Travel Link information. It helps you locate the best gas prices, find movie listings, get current traffic alerts, view the weather map, get accurate ski conditions and see current sports scores. See **Apps** (page 285).

The system calculates a reasonable efficient route based on available speed limits, traffic, and road conditions. You may know a local short cut that is more efficient at a given time than the route provided by SYNC 3, but you should expect a slight difference in minutes or miles with the SYNC 3 route.

## Navigation Map Updates

Annual navigation map updates are available for purchase through your dealership, by calling 1-866-462-8837 in the United States and Canada or 01-800-557-5539 in Mexico. You can also visit:

Website
<a href="http://www.navigation.com/sync">www.navigation.com/sync</a>

You need to specify the make and model of your vehicle to determine if there is an update available.

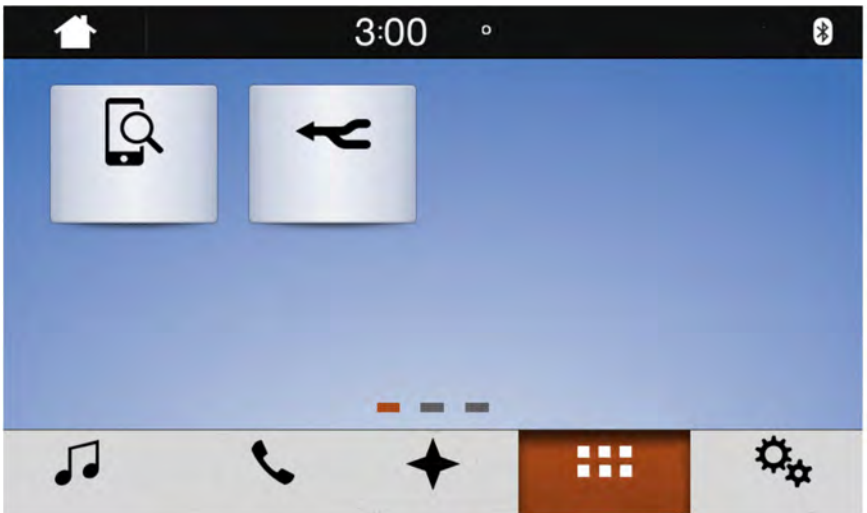
HERE is the digital map provider for the navigation application. If you find map data errors, you may report them directly to HERE by going to [www.here.com/mapcreator](http://www.here.com/mapcreator). HERE evaluates all reported map errors and responds with the result of their investigation by e-mail.

Map coverage includes the USA (including Puerto Rico and the US Virgin Islands), Canada and Mexico.

## ELECTRIC VEHICLE INFORMATION

The power flow information for your vehicle is available through the Apps section of the touch screen.

# SYNC™ 3



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The charge settings information for your vehicle is available through the Settings section of the touch screen.



E231146

## Charge Settings

This screen allows you to set up the charging convenience features.

**Note:** You can set up and edit these features using the MyFord Mobile internet application. For more information on this visit the Ford website.

# SYNC™ 3

**To improve the charging experience, your vehicle has the following convenience features:**

Feature	Description
Value Charge	Your vehicle schedules its charging time for when the utility rates are lowest. Contact your utility company to see what rates are available.
Charge Now	Your vehicle starts charging immediately after you connect the charging plug.
Cabin Conditioning	Get the most miles out of every charge by conditioning your plugged in vehicle. Set the cabin temperature when you set your GO Time in order to use energy from your home, or charging station, instead of your vehicle battery.
My GO Times	Setting GO Times allows you to control charging schedules and cabin conditioning settings so your vehicle is ready to drive when you are. By setting a GO Time, your vehicle can use your value charge settings to minimize your electricity costs but still prioritize getting a full charge before your GO Time. A calendar view allows you to program two GO Times per day for each day of the week. <b>Note:</b> Remember, you must plug in your vehicle for My GO Time to work.

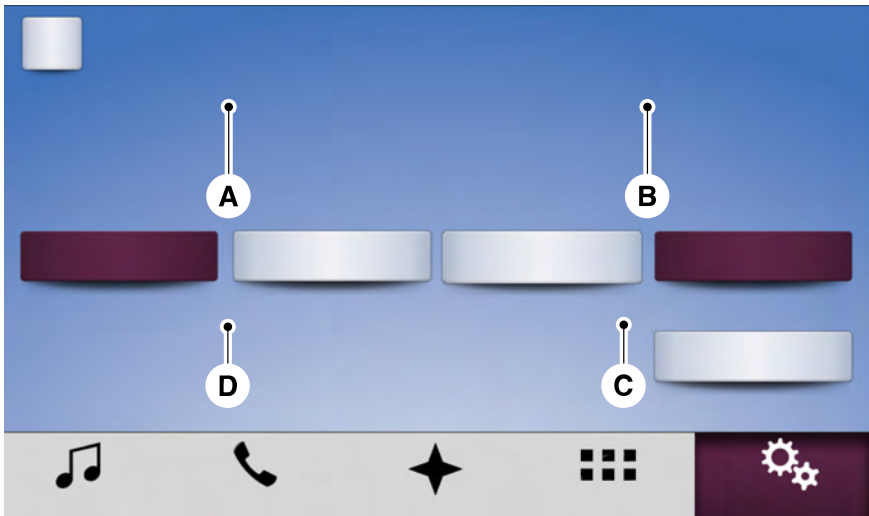
**Note:** *Value Charge is not available when using DC Fast Charge. If climate control is left on when the vehicle is powered off before plugging in to a DC Fast Charge Station, the vehicle cabin will be conditioned to 72°F (22°C) while Fast Charging. See **Charging the High Voltage Battery** (page 109).*

**Note:** *Charging to 100% by your next GO Time will always be the priority. When Value Charge is selected, charging outside of off-peak times may be necessary in order to be fully charged by your GO Time.*

## **Charge Settings Screen**

Each of the four areas highlighted below show a different feature of the charge settings screen.



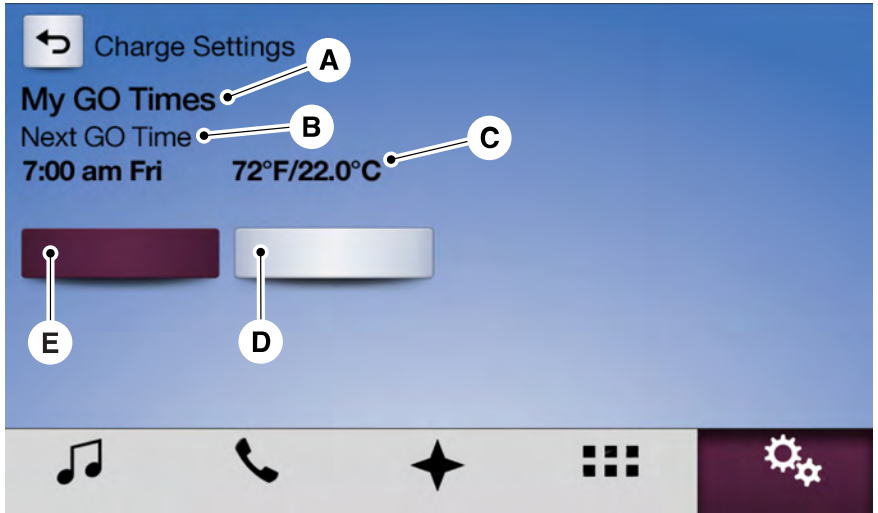


E231147

- A **My GO Time summary** displays the next GO Time and cabin temperature setting.
- B **Charging status and actual times** displays charging status with the charging start time, end time, and duration.
- C **Charge profile and mode** displays the charging profile and charging mode for the vehicle's present location.
- D **Estimated charge time limits** displays the estimated minimum and maximum times to fully charge the high-voltage battery and the battery's present state of charge as a percentage of total plug-in capacity.

# SYNC™ 3

## My GO Time Summary



E231148

# SYNC™ 3

Item	Menu Item	Action and Description
A	My GO Times	This area of the screen shows your scheduled Go Time and your cabin conditioning information.
B	Next GO Time	This is the time and date of your next set drive time. Your vehicle automatically schedules charging and cabin conditioning to finish by this time.
C	Temperature	This is the chosen cabin conditioning setting for this GO Time.
D	Edit	This accesses your GO Time Schedule (see <b>GO Time Schedule</b> later in this section).
E	Skip	This cancels the cabin conditioning for the present GO Time. Once you touch Skip, the GO Time and Temperature grey out, and the LED illuminates on the Skip button. Touch the button again to switch on the cabin conditioning. This feature allows you to ignore the present GO Time without having to delete it or having to switch off the entire schedule (see <b>GO Time Schedule</b> later in this section). After the present GO Time passes, this feature resets.

## Conflict Notification

The system alerts you to any conflicts by highlighting areas of the screen in colored text.

**If your battery cannot have a full charge by the scheduled drive time, the system highlights your next GO Time and Charge Complete time and the following message appears:**

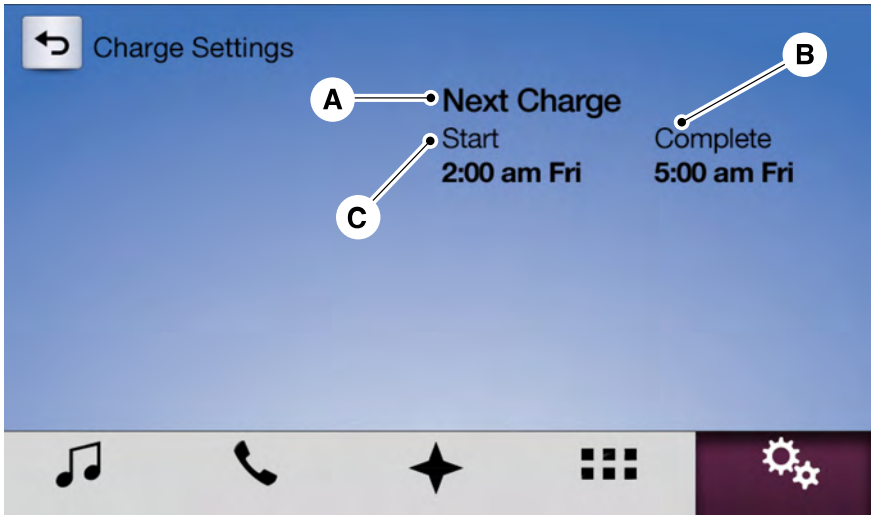
Menu Item	Action and Description
Charge time not sufficient to meet scheduled GO Time settings	This is normal; the vehicle is informing you of the conflicting situation. This notification only displays when the gearshift selector lever is in position <b>P</b> . <b>Note:</b> Charging occurs as soon as you plug the vehicle in. The system limits cabin conditioning to 15 minutes before your GO Time.

# SYNC™ 3

To eliminate the conflict notification immediately or to prevent a conflict in the future, try the following:

- Switch the present GO Time to occur later.
- Plug the vehicle into a 240V high current charging station instead of using the 120V low current convenience cord. Higher power charging yields shorter charge times.
- Plug the vehicle in sooner.

## Charging Status and Actual Times



E231149

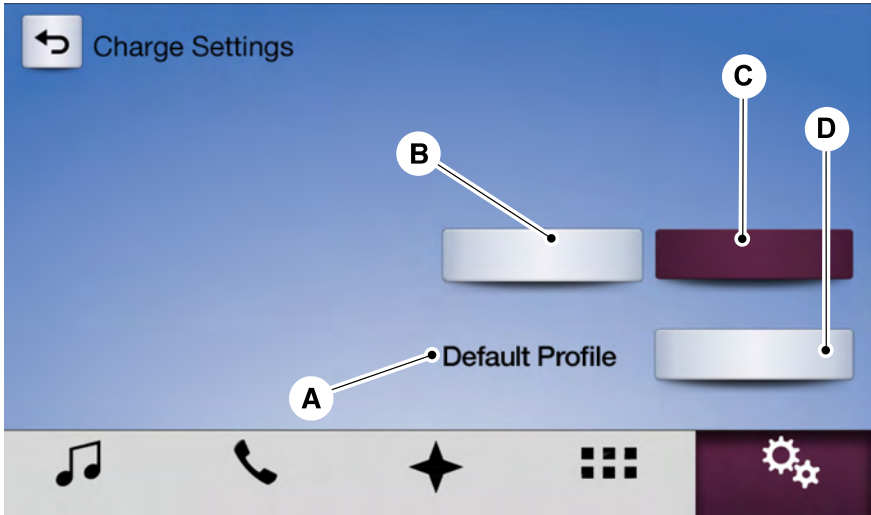
# SYNC™ 3

Item	Menu Item	Action and Description	
A	Charge Status	This is the status of the charging system, which includes the charging plug, high-voltage battery and charger.	
		Next Charge	This means the vehicle is unplugged. Charge Start and Complete information is for the present vehicle location.
		Waiting to charge	This means you plugged the vehicle in and it is ready to charge. Typical of Value Charge mode, the vehicle may not start charging right away because it is set to charge at times with lower utility costs.
		Charging	This means the high-voltage battery is charging.
		Fast Charging	This means the vehicle is plugged into a DC Fast Charge station and the high voltage battery is fast charging to 80% state of charge.
		Charged	This informs you that the high-voltage battery is fully charged and not currently scheduled for further charging.
		Fault	This alerts you that a fault is present and is preventing the high-voltage battery from charging. Check the charge plug connection, charge cord, and charging station.
B	Complete	This is the estimated time of charge completion.	
		Charge Now Duration	When the vehicle is in Charge Now mode, and unplugged, the system displays the charging duration in hours. Once you plug in the vehicle, the value shows the estimated time to finish charging.

# SYNC™ 3

Item	Menu Item	Action and Description	
		Scheduled Charge Complete Time	When the vehicle is in Value Charge mode, the system displays the estimated charge complete time. It is normal for the estimated complete time to change when charging. The vehicle keeps charging until the high-voltage battery is fully charged.
	Charge to 80%	This is an estimate of when your vehicle is charged to 80% via DC Fast Charging.	
	Charge to 100%	This is an estimate of when your vehicle is charged to 100% via DC Fast Charging.	
C	Start	This is the scheduled start time of charging.	
		At Plug-In	When the vehicle is in Charge Now mode, and unplugged, the message At Plug In appears, indicating the vehicle immediately starts charging once you plug it in. Once you plug it in, the system shows the actual charge start time.
		Scheduled Charge Start Time	When the vehicle is in Value Charge mode, the system displays the scheduled charge start time (for example, 8:00 PM). Once charging starts, the system continues to display the actual charge start time.

## Value Charge Profile and Mode



E231150

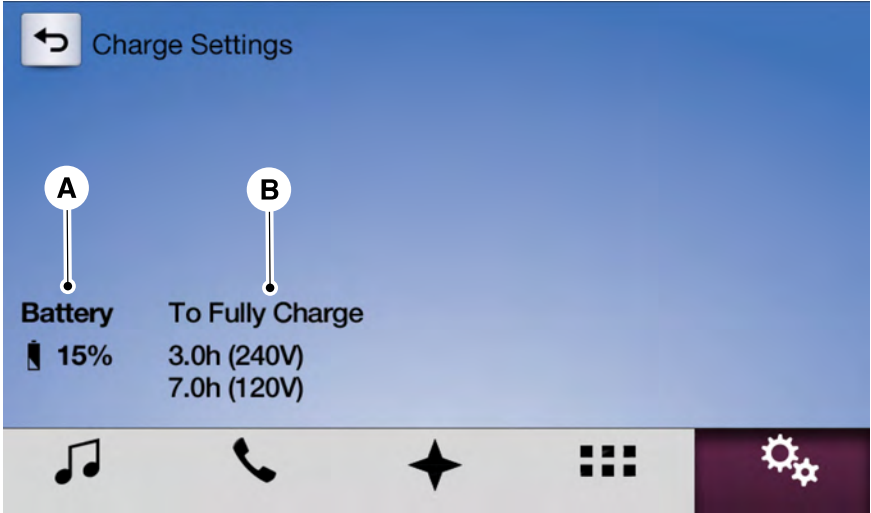
Item	Menu Item	Action and Description
A	Value Charge Profile	This is the name of the presently detected Value Charge Profile.

# SYNC™ 3

Item	Menu Item	Action and Description	
		<p>The system detects a customer defined value charge profile when the vehicle is within approximately 300 ft (91.4 m) of the GPS location registered for the profile. If the vehicle is close to more than one charge profile location, it chooses the closest.</p>	
		Default Profile	<p>Displays if you have not set up value charge profiles for specific locations through MyFord Mobile or if you are not close enough to a defined profile location.</p>
B	Charge Now	<p>Touch this button if you want your vehicle to immediately charge when plugged in at this profile location. This button illuminates when Charge Now is the charge mode selected for the presently detected charge profile.</p>	
C	Value Charge	<p>Touch this button if you want to take advantage of off-peak electricity rates. The vehicle optimizes the charge schedule to be complete by the next GO Time. This button illuminates when Value Charge is the charge mode selected for the presently detected charge profile.</p>	
D	Edit	<p>Touch this button to access your Value Charge profiles settings screen (see <b>Value Charge Profiles</b> later in this section).</p>	



## Estimated Charge Time Limits



E231151

Item	Menu Item	Action and Description
A	Battery	This shows you the battery's current charge displayed as a percentage. A reading of 100% means the battery has a full charge. A reading of 0% indicates the battery has no plug-in energy left.
B	To Fully Charge	<b>240V / High Power</b> is the estimated minimum charging time from the present high-voltage battery level to full charge (100%). This represents the shortest amount of time you should expect the high-voltage battery to recharge under ideal conditions. Ideal conditions include a 240V charging station and a minimum 30A service and high-voltage battery at a moderate temperature.

# SYNC™ 3

Item	Menu Item	Action and Description
		<p><b>Note:</b> Some charging stations use lower voltage (208V), which result in longer charge times.</p> <p><b>120V / Low Power</b> is the estimated maximum charging time from the present high-voltage battery level to full charge (100%). This represents the longest amount of time you should expect the high-voltage battery to recharge under normal conditions. Normal conditions include a 120V convenience cord and 12A service.</p> <p><b>Note:</b> Charging may take longer when the AC line voltage is low and may indicate your electrical source is not meeting certain requirements. See <b>Charging the High Voltage Battery</b> (page 109).</p>

**Note:** These charging times are only estimates. It is normal for your actual charge duration to be longer.

## GO Time Schedule

You can access the GO Time Schedule by selecting the edit option under MY GO Time on the Charge Setting screen.

Menu Item	Action and Description
On	This turns on the GO Time schedule.
Off	<p>This turns off the GO Time schedule. This also turns off the cabin conditioning function. Use this mode to prevent using energy for cabin preconditioning when you leave your vehicle plugged in and do not plan to use it for a while, such as when on vacation.</p> <p><b>Note:</b> If you choose to perform Value Charging with the schedule off, the vehicle schedules charging to finish at the lowest cost within 24 hours of plugging the vehicle in.</p>
GO Time 1	This displays the GO Time day-of-week and time. The blue high-lighted GO Time is the present GO Time, which the vehicle is using for charge scheduling and cabin conditioning. You can schedule two GO Time events per day for each day of the week.

# SYNC™ 3

Menu Item	Action and Description	
GO Time 2	My GO Times	Allows you to edit the GO Time and cabin conditioning temperature.
	--:--	Indicates that you can add a GO Time to this slot.
	<b>Note:</b> If you set GO Time 2 to occur before GO Time 1, or if you set GO Time 1 to occur after an existing GO Time 2, the GO Times will automatically sort themselves and be displayed in the correct order.	

## GO Time and Cabin Conditioning

This screen allows you to enter or change the GO Time and cabin conditioning temperature.

Press any GO Time on the Schedule screen to enter the editing screen for that GO Time.

Menu Item	Action and Description			
Time (+ and -)	These change the hours and minutes of your GO Time. The minutes change in increments of five. You can also switch the settings for AM and PM by touching those buttons.			
Cabin Conditioning (+ and -)	These switch the setting for your selected cabin conditioning temperature for this GO Time event. You can select from four settings:			
	65°F (18.5°C)	72°F (22°C)	85°F (29.5°C)	Off
	<b>Note:</b> Cabin conditioning can perform differently depending on if you plug into a 120V convenience cord or 240V charging station. The power available for conditioning is limited to the charging station power available. <b>Note:</b> Your vehicle may not always reach the set cabin temperature due to charging and ambient temperature conditions. This is normal operation.			
Clear	Touching this button erases the GO Time and cabin conditioning temperature.			
Save	Touching this button stores the GO Time and temperature settings.			

**Note:** If you select a GO Time, but choose **Off** for the temperature setting, the vehicle schedules charging to be complete by your GO Time and does not condition the cabin.

**Note:** Make sure you save your settings before returning to the previous screen. If you do not touch **Save**, the system will not automatically store the settings.

# SYNC™ 3

## Value Charge Profiles

You can access the Value Charge Profile

screen by selecting the edit option in the bottom right hand corner of the Charge Settings screen.

Menu Item	Action and Description	
Default	This displays the charging mode and off-peak times for your Default Value Charge profile. The system displays off-peak times for weekdays; the remaining hours of the day are considered peak time. The system displays similar off-peak times for weekend days.	
	Charge Now	If you want your vehicle to immediately charge when you plug it in at this profile location.
	Value Charge	If you want to take advantage of off-peak electricity rates. The vehicle optimizes the charge schedule to be complete by the next GO Time.
	Edit	To access your Default Value Charge Profile settings screen (see Default Value Charge Profile later in this section).
Customer Defined Value Charge Profiles	Once you create profile names, this section displays the Value Charge Profile names and current Charge Mode for specific locations. You can set up and edit these profiles using the MyFord Mobile internet application. You can program up to nine unique charge profiles.	

## Default Value Charge Profile

You can access your Default Value Charge Profile by selecting the edit option on the Value Charge Profiles screen.

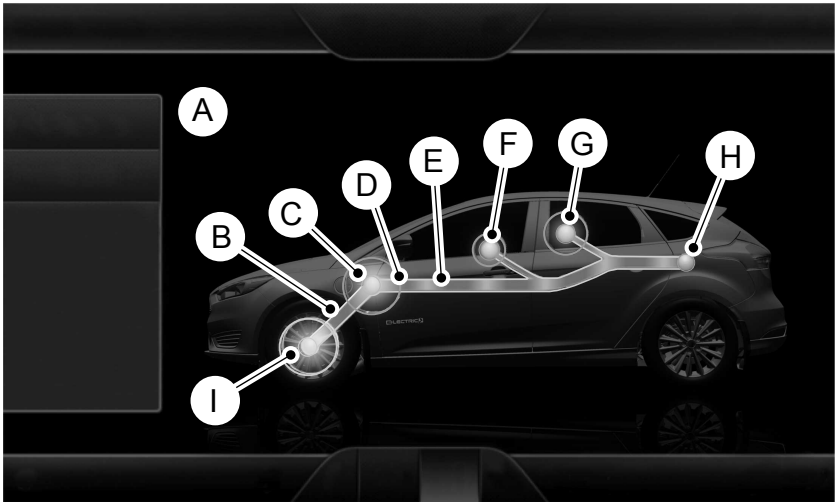
Menu Item	Action and Description	
Weekday Weekend	Set the Weekday times and Weekend times by pressing the Weekday and Weekend buttons.	
Weekday Start	This displays the start and finish of off-peak charge times, which you can modify, using the following:	
Weekend Start	+ and -	Allows you to switch the hours of your start and finish times.

# SYNC™ 3

Menu Item	Action and Description	
Weekday Finish	AM	Allows you to switch the time of your start and finish time. This setting is viewable in 12-hour mode.
Weekend Finish	PM	
240V and 120V	These buttons represent the voltage service that the default profile is using. The system uses this selection to calculate estimated charge times.	
Clear	Touching this button erases the Default Value Charge preferences.	
Save	Touching this button stores your Default Value Charge preferences. If you touch the back arrow button to return to the previous screen without saving your settings, the system does not store them and you need to enter them again.	

**Note:** Make sure you save your settings before returning to the previous screen. If you do not touch **Save** the system does not store your settings.

## Power Flow



E244859

# SYNC™ 3

Callout	Item	Description	
A	Power Flow	This indicates which mode is active within the vehicle system.	
		Menu Item	Action and Description
		Status: Charging HV Battery	The system is storing power in the high-voltage battery.
		Status: Idle	The vehicle is either at rest, or sharing very little power between the electric system parts.
		Status: Electric Drive	The vehicle is driving in electric mode (the power is coming from the electric motor).
		Status: Charge Complete	The high-voltage battery charging from the charging station is complete.
B	Motor-to-Wheel Flow	Shows the direction of power flow between the wheels and the electric motor.	
C	Electric Motor	Represents the electric motor. The higher the motor power is, the larger the circle around this node. Any time the vehicle is ready to be driven, the motor node illuminates.	
D	Battery-to- <sup>1</sup> Motor Flow	Shows the direction of power flow between the high-voltage battery and the electric motor. Flow toward the motor indicates the battery is providing power to accelerate the vehicle (discharging the battery). Flow toward the battery indicates the electric motor is providing power to the battery (charging the battery).	
E	Plug	Appears when you plug your vehicle into the charging station. When charging the high voltage battery from the charging station, you can see flow from the plug to the battery on the screen.	

# SYNC™ 3

Callout	Item	Description
F	Other <sup>2</sup>	Includes all power usage from the low voltage accessories such as the climate control fan, headlights and heated seats. The higher the power usage is from these accessories, the larger the circle around the node. This node illuminates anytime the vehicle is on since there is always some low level power in use.
G	Climate <sup>2,3</sup>	Includes the power usage from the high-voltage climate control components such as the electric A/C compressor and the electric heater. The higher the power usage is from these components, the larger the circle around this node.
H	Battery	Represents your high-voltage battery. A circle illuminates around the node when the high-voltage battery is receiving power from regenerative braking or engine charging. The higher the power going into the high-voltage battery, the larger the circle around this node.
I	Drive	Represents the power going to the wheels. The higher the wheel power is, the larger the circle around this node. When the engine is off, drive power displays in blue. When the engine is on, drive power displays in grey.

<sup>1</sup>The battery-to-motor flow includes battery power the vehicle is using for acceleration. It does not include energy the vehicle is using for accessories (such as air conditioning, headlights and radio). This screen displays accessories and climate usage separately.

<sup>2</sup> **Accessories** indicates electrical power demands from your vehicle's accessory systems. Accessories use power but do not contribute to making the vehicle move. The power flow displays power usage from the climate control system and other accessories separately.

<sup>3</sup>The climate control system may determine A/C is necessary even when you turn it off. In this case, you may see some climate power when the A/C is off.

## Privacy Notice for GPS Mapping with MyFord

MyFord allows for GPS mapping when a vehicle is registered to a MyFord Mobile account. To remove the vehicle from the account, thereby removing GPS mapping ability, a Master Reset can be performed in the vehicle. See **Settings** (page 287).

Before transferring ownership of a vehicle, owners may choose to execute a Master Reset or Factory Reset (completed via the MyFord Mobile website). Either method removes the vehicle from all MyFord Mobile accounts.

# SYNC™ 3

It is recommended that new owners conduct a Master Reset upon taking possession of the vehicle to remove it from any existing MyFord Mobile accounts. The new owner can activate a MyFord Mobile account by completing registration process on the website.

## APPS

The system enables voice, steering wheel, and touch screen control of SYNC 3 AppLink enabled smartphone apps. Once an app is running through AppLink, you can control main features of the app through voice commands and steering wheel controls.

**Note:** Available AppLink enabled apps will vary by market.

**Note:** You must pair and connect your smartphone via Bluetooth to SYNC 3 to access AppLink.

**Note:** iPhone users need to connect the phone to the USB port.

**Note:** For information on available apps, supported smartphone devices and troubleshooting tips please visit:

Websites
<p>owner.ford.com www.syncmyride.ca www.syncmaroute.ca</p>

**Note:** Make sure you have an active account for the app that you have downloaded. Some apps will work automatically with no setup. Other apps will want you to configure your personal settings and personalize your experience by creating stations or favorites. We recommend you do this at home or outside of your vehicle.

**Note:** We encourage you to review the smartphone app's terms of service and privacy policies because Ford is not responsible for your app or its use of data.

**Note:** AppLink is a native SYNC system feature. Accessing mobile apps through AppLink is only possible when Android Auto or Apple CarPlay are disabled. Some apps may only be accessible in the car through AppLink and others only through Android Auto or Apple CarPlay. Please refer to the Smartphone Connectivity information to disable Android Auto or Apple CarPlay.

**Note:** In order to use an app with SYNC 3, the App needs to be running in the background of your phone. If you shut down the app on your phone, it shuts down the app on SYNC 3 as well.

**Note:** If a SYNC 3 AppLink compatible app is not shown in the Apps Domain, make sure the required app is running on the mobile device.

Menu Item	Action and Description
Connect Mobile Apps	SYNC 3 will search and connect to compatible app(s) running on your mobile device.

## Enabling SYNC 3 Mobile Apps

In order to enable mobile apps, SYNC 3 requires user consent to send and receive app authorization information and updates using the data plan associated with the connected device.



The connected device sends data to Ford in the United States. The information is encrypted and includes your VIN, SYNC 3 module number, odometer, usage statistics and debugging information. We retain this data for only as long as necessary to provide this service, troubleshoot, and improve products and services and to offer you products and services that may interest you where allowed by law.

**Note:** *You must enable mobile apps for each connected device the first time you select a mobile app using the system.*

**Note:** *Ford reserves the right to limit functionality or deactivate mobile apps at any time.*

**Note:** *Standard data rates apply. Ford is not responsible for any additional charges you may receive from your service provider, when your vehicle sends or receives data through the connected device. This includes any additional charges incurred due to driving in areas when roaming out of a home network.*

You can enable and disable apps through settings. See **Settings** (page 287).

## App Permissions

The system organizes the App permissions into groups. You can grant these group permissions individually. You can change a permission group status any time when not driving, by using the settings menu. While in the settings menu, you can also see the data included in each group.

When you launch an app using SYNC 3, the system may ask you to grant certain permissions, for example Vehicle information, Driving characteristics, GPS and Speed, and/or Push notifications. You can enable all groups or none of them during the initial app permissions prompts. The settings menu offers individual group permission control.

**Note:** *You are only prompted to grant permissions the first time you use an app with SYNC 3.*

**Note:** *If you disable group permissions, apps will still be enabled to work with SYNC 3 unless you deactivate All Apps in the settings menu.*

## SiriusXM Traffic and Travel Link (If Equipped)

### WARNING



Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

**Note:** *SiriusXM Traffic and Travel Link may not be available in all markets.*

**Note:** *In order to use SiriusXM Traffic and Travel Link, your vehicle must have navigation.*

**Note:** *A paid subscription is required to access and use these features. Go to [www.siriusxm.com/travellink](http://www.siriusxm.com/travellink) for more information.*

**Note:** *Visit [www.siriusxm.com/traffic](http://www.siriusxm.com/traffic) and click on Coverage map and details for a complete listing of all traffic areas covered by SiriusXM Traffic and Travel Link.*

**Note:** *Neither Sirius nor Ford is responsible for any errors or inaccuracies in the SiriusXM Traffic and Travel Link services or its use in vehicles.*

# SYNC™ 3

When you subscribe to SiriusXM Traffic and Travel Link, it can help you locate the best gas prices, find movie listings, get

current traffic alerts, view the current weather map, get accurate ski conditions and see scores to current sports games.

Menu Item	Action and Description	
Traffic on Route	Touch these buttons to identify traffic incidents on your route, near your vehicle's current location or near any of your favorite places, if programmed.	
Traffic Nearby		
Fuel Prices	Touch this button to view fuel prices at stations close to your vehicle's location or on an active navigation route.	
Movie Listings	Touch this button to view nearby movie theaters and their show times, if available.	
Weather	Touch this button to view the nearby weather, current weather, or the five-day forecast for the chosen area.	
	Map	Select to see the weather map, which can show storms, radar information, charts and winds.
	Area	Select to choose from a listing of weather locations.
Sports Info	Touch this button to view scores and schedules from a variety of sports. You can also save up to 10 favorite teams for easier access. The score automatically refreshes when a game is in progress.	
Ski Conditions	Touch this button to view ski conditions for a specific area.	

## SETTINGS

Under this menu, you can access and adjust the settings for many of the system features. To access additional settings, swipe the screen left or right.

### Sound

Pressing this button allows you to adjust the following:

Sound Settings	
Reset All	Returns Treble, Midrange, and Bass sound settings to factory levels.
Treble	Adjusts the high frequency level.
Midrange	Adjusts the middle frequency level.

# SYNC™ 3

Sound Settings	
Bass	Adjusts the low frequency level.
Balance / Fade	Adjusts the sound ratio from side to side or front to back.
Speed Compensated Vol.	Adjusts the amount the audio system volume increases with speed, or turns the feature off.
Occupancy Mode	Optimizes the sound based on the location of the listeners.
Sound Settings	Stereo
	Surround

Your vehicle might not have all of these features.

## Media Player

This button is available when a media device such as a Bluetooth Stereo or USB device is the active audio source. Pressing the button allows you to access the following options for active devices only.

Menu Item	Action and Description		
Podcast Speed	For some Apple devices, SYNC 3 can adjust the playback speed of podcasts. When a podcast is playing, you can choose:		
	Slower	Normal	Faster
Audiobook Speed	For some Apple devices, SYNC 3 can adjust the playback speed of audiobooks. When an audiobook is playing, you can choose:		
	Slower	Normal	Faster
Cover Art Priority	Media Player	Cover art displays from your device's music files. If no cover art for the files exists on the device, then the Gracenote Database provides cover art.	
	Gracenote®	The Gracenote Database supplied cover art is used for your music files. This overrides any cover art from your device.	
Gracenote® Management	Switches on and off Gracenote® to provide metadata information such as genre, artist, album.		

# SYNC™ 3

Menu Item	Action and Description
Gracenote® Database Info	This allows you to view the version level of the Gracenote Database.
Device Information	This allows you to view the manufacturer and model number of your media device.
Update Media Index	Erase the stored in media information in order to re-index.

## Clock

You can adjust the following features:

To adjust the time, select the up and down arrows on either side of the screen. The arrows on the left adjust the hour and arrows on the right adjust the minute. You can then select AM or PM.

Menu Item	Action and Description
Clock Format	Select how time displays.
Auto Time Zone Update	When active, the clock adjusts to time zone changes. This feature is only available in vehicles with navigation.
Reset Clock to GPS Time	When selected, the vehicle clock resets to GPS satellite time.

The system automatically saves any updates you make to the settings.

## Bluetooth

Pressing this button allows you to access the following:

Menu Item	Action
Bluetooth	Turning Bluetooth off disconnects all devices and does not permit new connections.

You must activate Bluetooth to pair a Bluetooth-enabled device.

The processes of pairing a Bluetooth device is the same as pairing a phone. **See Pairing a Device** in Phone settings for how to pair a device and the available options.

## Phone

Pair your Bluetooth-enabled phone with the system before using the functions in hands-free mode.

Switch on Bluetooth on your device to begin pairing. See your phone's manual if necessary.

# SYNC™ 3

## To add a phone, select:

Menu Item
Add Phone

1. Follow the on-screen instructions.
2. A prompt alerts you to search for the system on your phone.
3. Select your vehicle's make and model as it displays on your phone.
4. Confirm that the six-digit number appearing on your phone matches the six-digit number on the touchscreen.
5. The touchscreen indicates when the pairing is successful.
6. Your phone may prompt you to give the system permission to access information. To check your phone's compatibility, see your phone's manual or visit the website.

## Alternatively, to add a phone, select:

Menu Item
Add Phone
<b>Then select:</b>
Discover Other Bluetooth Devices

1. Follow the on-screen instructions.
2. Select your phone's name when it appears on the touchscreen.
3. Confirm that the six-digit number appearing on your phone matches the six-digit number on the touchscreen.
4. The touchscreen indicates when the pairing is successful.
5. Your phone may prompt you to give the system permission to access information. To check your phone's compatibility, see your phone's manual or visit the website.

Other features, such as text messaging using Bluetooth and automatic phonebook download, are phone-dependent features.

## To check your phone's compatibility, see your phone's manual or visit the website:

Website
<a href="http://www.owner.ford.com">www.owner.ford.com</a> <a href="http://www.syncmyride.ca">www.syncmyride.ca</a> <a href="http://www.syncmaroute.ca">www.syncmaroute.ca</a>

Once you have paired a device you can adjust the following options.

Menu Item	Action and Description
View Devices	
<b>You can then select:</b>	
Add a Bluetooth Device	You can add a Bluetooth-enabled device by following the steps in the previous table.
You can select a phone by touching the name of the phone on the screen. You then have the following options:	
Connect	Depending on the status of the device, you can select either of these options to interact with the selected device.
Disconnect	

# SYNC™ 3

Menu Item	Action and Description
Device Information	Allows you to see phone and device information.
Make Primary	Allows you to select this device to be your preferred device.
Delete	Removes the selected device from the system.

Menu Item	Action and Description	
Manage Contacts		
<b>You can then select:</b>		
Auto-Download Contacts	Enable this option to have SYNC 3 periodically re-download your phonebook to keep your contact list up to date.	
Sort By:	Choose how you would like the system to display your contacts. You can choose:	
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">First Name</td> <td style="width: 50%;">Last Name</td> </tr> </table>	First Name
First Name	Last Name	
Re-download Contacts	Select this option to re-download your contact list manually.	
Delete Contacts	Select this option to delete the in vehicle contact list. Deleting the in vehicle list does not erase the contact list on the connected phone.	

Menu Item	Action and Description
Set Phone Ringtone	
<b>You can then select:</b>	
No Ringtone	No sound plays when a call comes to your phone.
Use Phone Ringtone	The currently selected ringtone on your phone plays when you receive a call. This option may not be available for all phones. If this option is available, it is the default setting.
You can also select one of the three available ringers.	

# SYNC™ 3

Menu Item	Action and Description
Text Messaging	
<b>You can then select:</b>	
No Alert (Silence)	No sound plays when a message comes to your phone.
You can select one of the three available notification sounds.	
Voice Readout	When enabled, a voice prompt alerts you when you receive a new message.

## You can enable and disable the following options as well:

Menu Item	Action and Description
Mute Audio in Privacy	When enabled, vehicle audio (such as radio or apps) is muted for the duration of the phone call even when the phone call is in privacy.
Roaming Warning	When enabled, an alert displays that your phone is roaming when you attempt to place a call.
Low Battery Notification	When enabled, a message displays when the battery on your phone is running low.

## 911 Assist

**Note:** *This service is only available in the United States and Canada.*

Select this button to modify the on or off setting for this feature. If the mobile phone's contacts have been downloaded, you can adjust the following option:

Menu Item	Action and Description
Set Emergency Contacts	You can select up to two numbers from your mobile device's phone-book as emergency contacts for quick access at the end of the 911 Assist call process.

## Radio

This button is available if a Radio source such as AM or FM is the active media source. Pressing the button allows you to access the following features:

# SYNC™ 3

Menu Item	Action and Description
FM HD Radio AM HD Radio (Dependent on current radio source, If Available)	Activation of this feature allows you to listen to HD radio broadcasts.
Radio Text	This feature is available when FM Radio is your active media source. Activate this feature to have the system display radio text.
Autoset Presets (AST)	Refresh
	Selecting this option stores the six strongest stations in your current location to the last preset bank of the currently tuned source.

## Navigation

You can adjust many of the Navigation preferences by selecting the following menus.

### Map Preferences

Menu Item	Action and Description
Map Preferences	
<b>Then select any of the following:</b>	
3D City Model	When this option is active, the system shows 3D renderings of buildings.
Breadcrumbs	When enabled, your vehicle's previously traveled route displays with white dots.
POI Icons	Enable this feature to display up to 3 POI icons on the navigation map.
	Once this feature is activated you can select the icons you want displayed by selecting:
Incident Map Icons	This menu allows you to choose which incident icons you would like to have displayed on the navigation map.



# SYNC™ 3

## Route Preferences

Menu Item	Second Level Messages, Actions and Descriptions		
Route Preferences			
<b>Then select any of the following:</b>			
Preferred Route	Choose to have the system display your chosen route type.		
	<table border="1"> <tr> <td>Shortest</td> <td>Fastest</td> <td>Eco</td> </tr> </table>	Shortest	Fastest
Shortest	Fastest	Eco	
Always Use ___ Route	Bypass route selection in destination programming. The system only calculates one route based on your preferred route setting. When activated, the system uses your selected route type to calculate only one route to the desired destination.		
Use HOV Lanes	The system selects High Occupancy Vehicle or car pool lanes when providing route guidance.		
Automatically Find Parking	The system searches for and displays available parking locations as you approach your destination.		
Eco Time Penalty	Select a level of cost for the calculated Eco Route. The higher the setting, the longer the time allotment is for the route.		
Dynamic Route Guidance	Enable or disable considering traffic information when planning a route. The system can find a faster route based on heavy traffic flow information or detect a Road Closed incident and find a detour route if possible.		
Avoid Freeways	If selected, SYNC 3 avoids freeways when computing a navigation route.		
Avoid Toll Roads	If selected, SYNC 3 avoids Toll Roads when computing a navigation route.		
Avoid Ferries/Car Trains	If selected, SYNC 3 avoids the use of Ferries or Trains when computing a navigation route.		

## Navigation Preferences

Menu Item	Action and Description
Navigation Preferences	
Guidance Prompts	You can adjust how the system provides prompts.
<b>Then select any of the following:</b>	
Voice and Tones	A tone sounds followed by voice instructions.
Voice Only	Only voice instructions are given.
Tones Only	Only a tone sounds to prompt you.

## Mobile Apps

You can enable the control of compatible mobile apps running on your Bluetooth or USB device on SYNC 3. In order to enable mobile apps, SYNC 3 requires user consent to send and receive app authorization information and updates using the data plan associated with the connected device.

The connected devices sends data to Ford in the United States. The encrypted information includes your VIN, SYNC 3 module number, anonymous usage statistics and debugging information. Updates may take place automatically.

**Note:** All Mobile Apps may not be compatible with the system.

**Note:** Standard data rates will apply. Ford is not responsible for any additional charges you may receive from your service provider, when your vehicle sends or receives data through the connected device. This includes any additional charges incurred due to driving in areas when roaming out of a home network.

Menu Item	Action and Description
Mobile Apps	Enable or disable the use of mobile apps on SYNC 3. Disabling mobile apps in the settings menu disables automatic updates and the use of mobile apps on SYNC 3.
	You can view the status of mobile app permissions in the settings menu.
Once Mobile Apps is enabled, you have the following options:	
Update Mobile Apps	This provides information on the current state of available app updates.
	There are three possible statuses:

# SYNC™ 3

Menu Item	Action and Description		
	Update Needed	Up-To-Date	Updating Mobile Apps...
	The system has detected a new app requiring authorization or a general permissions update is required.	No update is required.	The system is trying to receive an update.
	Request Update		Select this button if an update is required and you want to request this update manually. For example, when your mobile device is connected to a Wi-Fi hotspot, select:  Request Update
All Apps	Grant or deny permissions to all apps at once.		
There may also be SYNC 3 enabled apps listed under these options.	Grant or deny an individual app particular permissions. App permissions are organized into groups. By pressing the info book icon, you can see which signals are included in each group.		

**Note:** Ford is not responsible or liable for any damages or loss of privacy relating to usage of an app, or dissemination of any vehicle data that you approve Ford to provide to an app.

## General

Access and adjust the system settings, voice features, as well as phone, navigation and wireless settings.

Menu Item	
Language	Select to have the touchscreen display in English, Spanish or French.
Distance	Select to display units in kilometers or miles.
Temperature	Select to display units in Celsius or Fahrenheit.
Touch Screen Beep	Select to have the system beep to confirm choices made through the touchscreen.

# SYNC™ 3

Menu Item	
Automatic System Updates	When you activate this option, the system automatically updates when you have an available Internet connection through a Wi-Fi network or mobile connection.
About	Information pertaining to the system and its software.
Software Licenses	Documentation of the software license for the system.
Master Reset	Select to restore factory defaults. This erases all personal settings and personal data.

## Wi-Fi

You can adjust the following:

Menu Item	Action and Description
Wi-Fi	Enable this option to connect to Wi-Fi for SYNC 3 vehicle software updates.
View Available Networks	This provides you with a list of available Wi-Fi networks within range.
	Clicking on a network from the list allows you to connect or disconnect from that network. The system may require a security code to connect.
	When you click the information button next to a network, more information about the network displays such as the signal strength, connection status and security type.
Wi-Fi Available Notifications	The system alerts you when your vehicle is parked and a Wi-Fi network is within range if SYNC is not already connected.

## Ambient Lighting (If Equipped)

Tap a color once to active ambient lighting. This sets the color to the highest intensity.

You can drag the colors up and down to increase or decrease the intensity.

To switch ambient lighting off, press the active color once or drag the active color all the way down to zero intensity.

## Vehicle

**Note:** *You vehicle may not have all of these features.*

You can select the following features to update their settings.

# SYNC™ 3

## Charge Port Light Bar

If set to Limited, the charge port light bar illuminates when plugging in, opening doors, and pressing the unlock button on your key fob. If set to ON, it also illuminates when actively charging.

## Charge Cord Lock

Press to unlock. The charge cord only unlocks when the motor is on and the charge cord is connected.

## Camera Settings

**To make adjustments using the touchscreen, select:**

Message	Action and Description
Camera Settings	
<b>Then select from the following:</b>	
Rear Camera Delay	You can enable or disable this option using the slider.

You can find more information on the rear-view camera system in the parking aids chapter of your owner manual.

## Onboard Modem Serial Number (ESN)

Selecting this button on the settings menu shows you the ESN number for your system. You need this number for certain registrations such as Satellite Radio.

## Display

**To make adjustments using the touchscreen, select:**

Menu Item	Action and Description
Brightness	Make the screen display brighter or dimmer.
Mode	You can select:
	Auto The screen automatically switches between day and night modes based on the outside light level.

# SYNC™ 3

Menu Item	Action and Description	
	Day	The screen displays with a light background to enhance daytime viewing.
	Night	The screen displays with a darker background to make nighttime viewing easier.
	Off	The screen goes black and does not display anything. To switch the screen back on, simply tap the screen.
Auto Dim	Enable this option to automatically dim the display brightness based on ambient lighting conditions.	

## Voice Control

You can adjust the voice control settings by selecting the following options.

Menu Item	
Advanced Mode	Enable this option to remove additional voice prompts and confirmations.
Phone Confirmation	Enable this option to have the system confirm a contacts name with you before making a call.
Voice Command List	Enable this option to have the system display a list of available voice commands when the voice button is pressed.

## Valet Mode

Valet mode allows you to lock the system. No information is accessible until the system is unlocked with the correct PIN.

When you select valet mode a pop up appears informing you that a four digit code must be entered to enable and disable valet mode. You can use any PIN you chose but you must use the same PIN to disable valet mode. The system asks you to input the code.

**Note:** *If the system is locked and you cannot remember the PIN, please contact the Customer Relationship Center.*

*United States: 1-800-392-3673*

*Canada: 1-800-565-3673*

To enable valet mode, enter your chosen PIN. The system then asks to confirm your PIN by reentering it. The system then locks.

To unlock the system, enter the same pin number. The system reconnects to your phone and all of your options are available again.

## SYNC™ 3 TROUBLESHOOTING

Your SYNC 3 system is easy to use. However, should questions arise, please refer to the tables below.

# SYNC™ 3

To check your cell phone's compatibility, visit the Ford website.

Website
owner.ford.com

Website
www.syncmyride.ca www.syncmaroute.ca

Cell phone issues		
Issue	Possible cause	Possible solution
There is background noise during a phone call.	The audio control settings on your cell phone may be affecting SYNC 3 performance.	Refer to your device's manual about audio adjustments.
During a call, I can hear the other person but they cannot hear me.	Possible cell phone malfunction.	Try switching your cell phone off, resetting it or removing the battery, then try again.
		Make sure that the microphone for SYNC 3 is not set to off. Look for the microphone icon on the phone screen.
During a call, I cannot hear the other person and they cannot hear me.	The system may need to be restarted.	To restart your system, shut down the engine, open and close the door, and then lock the door and wait for 2-3 minutes. Make sure that your SYNC 3 screen is black and the lighted USB port is off.
SYNC 3 is not able to download my phonebook.	This is a cell phone-dependent feature.	Check your cell phone's compatibility.
	Possible cell phone malfunction.	Make sure you allow SYNC 3 to retrieve contacts from your phone. Refer to your cell manual.
		You must switch on your cell phone and the automatic phonebook download feature on SYNC 3.
		Try switching your cell phone off, resetting it or removing the battery, then try again.

# SYNC™ 3

Cell phone issues		
Issue	Possible cause	Possible solution
The system says "Phone-book down-loaded" but my SYNC 3 phone-book is empty or is missing contacts.	Limitations on your cell phone's capability.	Make sure you allow SYNC 3 to retrieve contacts from your phone. Refer to your cell manual.
		If the missing contacts are stored on your SIM card, move them to your cell phone's memory.
		You must switch on your cell phone and the automatic phonebook download feature on SYNC 3.
I am having trouble connecting my cell phone to SYNC 3.	This is a cell phone-dependent feature.	Check your cell phone's compatibility.
	Possible cell phone malfunction.	Try switching your cell phone off, resetting it or removing the battery, then try again.
		Try deleting your device from SYNC 3 and deleting SYNC from your device, then trying again.
		Always check the security and auto accept prompt settings relative to the SYNC 3 Bluetooth connection on your cell phone.
		Update your cell phone's firmware.
Switch the auto download setting off.		
Text messaging is not working on SYNC 3.	This is a cell phone-dependent feature.	Check your cell phone's compatibility.
	Possible cell phone malfunction.	Try switching your cell phone off, resetting it or removing the battery, then try again.
	iPhone	<ul style="list-style-type: none"> <li>Go to your cell phone's Settings.</li> <li>Go to the Bluetooth Menu.</li> <li>Press the blue circle to the right of the device named with your vehicle make and model to enter the next menu.</li> <li>Turn Show Notifications on.</li> <li>Disconnect then reconnect your iPhone from the SYNC 3 system to activate this settings update.</li> </ul>



# SYNC™ 3

<b>Cell phone issues</b>		
<b>Issue</b>	<b>Possible cause</b>	<b>Possible solution</b>
		Your iPhone is now set up to forward incoming text messages to SYNC 3. Repeat these steps for every other SYNC 3 vehicle that you connect. Your iPhone will only forward incoming text messages to SYNC 3 if the iPhone is not unlocked in the messaging application. Replying to text messages using SYNC 3 is not supported by iPhone. Text messages from WhatsApp and Facebook Messenger are not supported.
Audible text messages do not work on my cell phone.	This is a cell phone-dependent feature.	Your cell phone must support downloading text messages through Bluetooth to receive incoming text messages.
	This is a cell phone limitation.	Because each cell phone is different, refer to your device's manual for the specific cell phone you are pairing. In fact, there can be differences between cell phones due to brand, model, service provider and software version.

<b>USB and Bluetooth Stereo issues</b>		
<b>Issue</b>	<b>Possible cause</b>	<b>Possible solution</b>
I am having trouble connecting my device.	Possible device malfunction.	Disconnect the device from SYNC 3. Try switching your device off, resetting it or removing the battery, then reconnect it to SYNC 3.
		Make sure you are using the manufacturer's cable.
		Make sure to correctly insert the USB cable into the device and your vehicle's USB port.
	Make sure that the device does not have an auto-install program or active security settings.	
	The device has a lock screen enabled.	Make sure your device is unlocked before connecting it to SYNC 3.

# SYNC™ 3

USB and Bluetooth Stereo issues		
Issue	Possible cause	Possible solution
SYNC 3 does not recognize my device when I start my vehicle.	This is a device limitation.	Make sure you are not leaving the device in your vehicle during very hot or cold temperatures.
Bluetooth audio does not stream.	This is a device-dependent feature.	Make sure you connect the device to SYNC 3 and that you have started the media player on your device.
	The device is not connected.	
SYNC 3 does not recognize music that is on my device.	Your music files may not contain the correct artist, song title, album or genre information.	Make sure that all song details are populated.
	The file may be corrupted.	Try replacing the corrupt file with a new version.
	The song may have copyright protection that does not allow it to play.	Some devices require you to change the USB settings from mass storage to media transfer protocol class.
	The file format is not supported by SYNC 3.	Convert the file to a supported format. See <b>Entertainment</b> (page 242).
	The device needs to be re-indexed.	Update media index. See <b>Settings</b> (page 287).
	The device has a lock screen enabled.	Make sure your device is unlocked before connecting it to SYNC 3.
When I connect my device, I sometimes do not hear any sound.	This is a device limitation.	Disconnect the device from SYNC 3. Try switching your device off, resetting it or removing the battery, then connect it back to SYNC 3.
		To listen to Apple devices through USB, select AirPlay from the devices Control Center, then select Dock Connector.
		To listen to Apple devices through Bluetooth Stereo, select AirPlay from the devices Control Center, then select SYNC.

# SYNC™ 3

<b>Wi-Fi Issues</b>		
<b>Issue</b>	<b>Possible cause</b>	<b>Possible solution</b>
Failed connection.	Password error.	Verify password.
	Weak signal.	Check for a poor Wi-Fi signal.
	Multiple Access points within range with the same SSID.	Use a unique name for your SSID, don't use the default name unless it contains a unique identifier, such as part of the MAC address.
Disconnecting after successful connection.	Weak signal probably due to distance from the hotspot, obstruction or high interference.	Position the vehicle close to the hotspot with the front of the vehicle facing the hotspot direction and remove obstacles if possible. Other Wi-Fi, Bluetooth, microwave and cordless phones may cause interference.
Poor signal seen by SYNC 3 despite being near a hotspot.	There may be an obstruction between SYNC 3 and the hotspot.	If the vehicle is equipped with heated windshield, try positioning the vehicle so that the windshield is not facing the hotspot. If you have metallic window tinting but not on the windshield, position the vehicle to face the hotspot. If all windows are tinted, you can open the windows in the direction of the hotspot if that is feasible. Try to remove other obstructions that may impact signal quality such as opening the garage door.
A hotspot is not listed in the list of available networks.	The hotspot was defined as a hidden network.	Please set the network to visible and try again.

# SYNC™ 3

<b>Wi-Fi Issues</b>		
<b>Issue</b>	<b>Possible cause</b>	<b>Possible solution</b>
SYNC 3 is not seen when searching for Wi-Fi networks from your phone or other devices.	SYNC 3 does not currently provide a hotspot.	SYNC 3 currently does not provide a hotspot
Software download takes too long.	Poor signal strength, too far from the hotspot, hotspot is supporting multiple connections, slow Internet connection or other problems.	Check the signal quality (under network details), if SYNC 3 indicates good or excellent, test with another high-speed equipped hotspot where the environment is more predictable.
SYNC 3 seems to connect with a hotspot and the signal strength is excellent but the software is not being updated.	It is possible that there is no new software. The connected hotspot may be a managed one and it requires either a subscription or agreeing to the terms and conditions.	Test the connection with another device, if the hotspot requires a subscription, you may contact the service provider.

<b>AppLink issues</b>		
<b>Issue</b>	<b>Possible cause(s)</b>	<b>Possible solution(s)</b>
AppLink Mobile Applications: When I select "Connect Mobile Apps," SYNC 3 does not find any applications.	You did not connect an AppLink Compatible phone to SYNC 3.	Make sure you have a compatible smartphone; an Android with OS 2.3 or higher or an iPhone 3GS or newer with iOS 5.0 or higher. Additionally, make sure you pair and connect your phone

# SYNC™ 3

<b>AppLink issues</b>		
<b>Issue</b>	<b>Possible cause(s)</b>	<b>Possible solution(s)</b>
		to SYNC 3 in order to find AppLink-capable apps on your device. iPhone users must also connect to a USB port with an Apple USB cable.
My phone is connected, but I still cannot find any apps.	AppLink-enabled apps are not installed and running on your mobile device.	Make sure you have downloaded and installed the latest version of the app from your phone's app store. Make sure the app is running on your phone. Some apps require you to register or login to the app on the phone before using them with AppLink. Also, some may have a "Ford SYNC" setting, so check the app's settings menu on the phone.
My phone is connected, my app(s) are running, but I still cannot find any apps.	Sometimes apps do not properly close and re-open their connection to SYNC 3, over ignition cycles, for example.	Closing and restarting apps may help SYNC 3 find the application if you cannot discover it inside the vehicle. On an Android device, if apps have an 'Exit' or 'Quit' option, then select it and restart the app. If the app does not have that option, select the phone's settings menu and select 'Apps', then find the particular app and choose 'Force stop.' Do not forget to restart the app afterward, then select "Connect Mobile Apps" on SYNC 3.

# SYNC™ 3

<b>Applink issues</b>		
<b>Issue</b>	<b>Possible cause(s)</b>	<b>Possible solution(s)</b>
		On an iPhone with iOS7+, to force close an app, double tap the home button then swipe up on the app to close it. Tap the home button again, then select the app again to restart it. After a few seconds, the app should then appear in SYNC 3's Mobile App's Menu.
My Android phone is connected, my app(s) are running, I restarted them, but I still cannot find any apps.	There is a Bluetooth issue on some older versions of the Android operating system that may cause apps that were found on your previous vehicle drive to not be found again if you did not switch Bluetooth off.	Switch Bluetooth off and then on to reset it on your phone. If you are in your vehicle, SYNC 3 should be able to automatically re-connect to your phone if you press the "Phone" button.

## SYNC™ 3

<b>AppLink issues</b>		
<b>Issue</b>	<b>Possible cause(s)</b>	<b>Possible solution(s)</b>
My iPhone is connected, my app is running, I restarted the app but I still cannot find it on SYNC 3.	You may need to reset the USB connection to SYNC 3.	Unplug the USB cable from the phone, wait a moment, and plug the USB cable back in to the phone. After a few seconds, the app should appear in SYNC 3's Mobile Apps Menu. If not, "Force Close" the application and restart it.
I have an Android phone. I found and started my media app on SYNC 3, but there is no sound or the sound is very low.	The Bluetooth volume on the phone may be low.	Increase the Bluetooth volume of the device by using the device's volume control buttons which are most often found on the side of the device.
I can only see some of the AppLink apps running on my phone listed in the SYNC 3 Mobile Apps Menu.	Some Android devices have a limited number of Bluetooth ports that apps can use to connect. If you have more AppLink apps on your phone than the number of available Bluetooth ports, you will not see all of your apps listed in the SYNC 3 mobile apps menu.	Force close or uninstall the apps you do not want SYNC 3 to find. If the app has a "Ford SYNC" setting, disable that setting in the app's settings menu on the phone.

<b>Voice command issues</b>		
<b>Issue</b>	<b>Possible cause</b>	<b>Possible solution</b>
SYNC 3 does not understand what I am saying.	You may be using the wrong voice commands.	Review the cell phone voice commands and the media voice commands at the beginning of their respective sections.
	You may be speaking too soon or at the wrong time.	Refer to the audio display during an active voice session to find a list of voice commands there.  Wait for the system to prompt you before you state your command.

# SYNC™ 3

Voice command issues		
Issue	Possible cause	Possible solution
SYNC 3 does not understand the name of a song or artist.	You may be using the wrong voice commands.	Review the media voice commands at the beginning of the media section.
	You may not be saying the name exactly as it appears on your device.	Say the song or artist name exactly as it is displayed on your device. For example, say "Play Artist Prince" or "Play song Purple Rain".
		Make sure you are saying the complete title such as "California remix featuring Jennifer Nettles".
	If there are any abbreviations in the name, like ESPN or CNN, you have to spell those: "E-S-P-N" or "C-N-N".	
The song or artist name may have some special characters that are not being recognized by SYNC 3.	Make sure that song titles, artists, album, and playlists names do not have any special characters like *, - or +.	
SYNC 3 does not understand or is calling the wrong contact when I want to make a call.	You may not be saying the name exactly as it appears on your phone-book.	Make sure that you are saying the name exactly as it appears on your phone. For example, if your contact is "Joe Wilson", say "Call Joe Wilson". If your contact name is "Mom", say "Call Mom".
	The contact name may contain special characters.	Make sure that your contact names do not have any special characters like *, - or +.
The SYNC 3 voice control system is having trouble recognizing foreign names stored on my cell phone.	You may not be saying the name exactly as it appears on your phone-book.	SYNC 3 applies the phonetic pronunciation rules of the selected language to the contact names stored on your cell phone.
		<b>Helpful Hint:</b> You can select your contact manually. Press <b>PHONE</b> . Select the option for phonebook and then contact name. Press the soft-key option to hear it. SYNC 3 will read the contact name to you, giving you some idea of the pronunciation it is expecting.



# SYNC™ 3

Voice command issues		
Issue	Possible cause	Possible solution
The SYNC 3 voice control system is having trouble recognizing foreign tracks, artists, albums, genres and playlist names from my media player or USB flash drive.	You may be saying the foreign names using the currently selected language for SYNC 3.	SYNC 3 applies the phonetic pronunciation rules of the selected language to the names stored on your media player or USB flash drive. It is able to make some exceptions for very popular artist names (for example, U2) such that you can always use the English pronunciation for these artists.
The system generates voice prompts and the pronunciation of some words may not be accurate for my language.	SYNC 3 uses text-to-speech voice prompt technology.	SYNC 3 uses a synthetically generated voice rather than pre-recorded human voice.
		SYNC 3 offers several new voice control features for a wide range of languages. Dialing a contact name directly from the phonebook without pre-recording (for example, "call John Smith") or selecting a track, artist, album, genre or playlist directly from your media player (for example, "play artist Madonna").

# SYNC™ 3

General		
Issue	Possible cause	Possible solution
The language selected for the instrument cluster and information and entertainment display does not match the SYNC 3 language (phone, USB, Bluetooth audio, voice control and voice prompts).	SYNC 3 does not support the currently selected language for the instrument cluster and information and entertainment display.	SYNC 3 only supports four languages in a single module for text display, voice control and voice prompts. The country where you bought your vehicle dictates the four languages based on the most popular languages spoken. If the selected language is not available, SYNC 3 remains in the current active language.
		SYNC 3 offers several new voice control features for a wide range of languages. Dialing a contact name directly from the phonebook without pre-recording (for example, "call John Smith") or selecting a track, artist, album, genre or playlist directly from your media player (for example, "play artist Madonna").

SYNC 3 System Reset
The system has a System Reset feature that can be performed if the function of a SYNC 3 feature is lost. This reset is intended to restore functionality and will not erase any information previously stored in the system (such as paired devices, phonebook, call history, text messages, or user settings). To perform a System Reset, press and hold the Seek Up (>> ) button while pressing and holding the Radio Power button. After approximately 5 seconds the screen will go black. Allow 1-2 minutes for the system reset to complete. You may then resume using the SYNC 3 system.

For additional assistance with SYNC 3 troubleshooting please call or visit the Ford Website.

Ford Support	
Customer Relationship Center	United States: 1-800-392-3673
	Canada: 1-800-565-3673
Website	owner.ford.com www.syncmyride.ca www.syncmaroute.ca

# Accessories

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For a complete listing of the accessories that are available for your vehicle, please contact your authorized dealer or visit the online store web site:

<b>Web Address (United States)</b>
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<a href="http://www.Accessories.Ford.com">www.Accessories.Ford.com</a>
--

<b>Web Address (Canada)</b>
-----------------------------

<a href="http://www.Accessories.Ford.ca">www.Accessories.Ford.ca</a>
--

Ford Accessories are available for your vehicle through an authorized Ford dealer. Ford Motor Company will repair or replace any properly authorized dealer-installed Ford Original Accessory found to be defective in factory-supplied materials or workmanship during the warranty period, as well as any component damaged by the defective accessories.

Ford Motor Company warrants your accessory through the warranty that provides the greatest benefit:

- 24 months, unlimited mileage.
- The remainder of your new vehicle limited warranty.

Contact an authorized dealer for details and a copy of the warranty.

## Exterior style

- Graphics.
- Hood deflector.\*
- Side window deflectors.
- Splash guards.
- Spoilers.

## Interior style

- All-weather floor mats.
- Cargo area protectors.
- Cargo organizers.

- Door sill plates.
- Premium carpeted floor mats.
- Shift knobs.

## Lifestyle

- Ash cup or coin holder.
- Roof racks and carriers.\*
- Tablet cradle.\*

## Peace of mind

- Charge cord storage bag.\*
- Full vehicle covers.
- Vehicle security systems.
- Wheel locks.
- Roadside assistance kits.\*

# Accessories

Footnote
<p>*Ford Licensed Accessory. The accessory manufacturer designs, develops and therefore warrants Ford Licensed Accessories, and does not design or test these accessories to Ford Motor Company engineering requirements. Contact an authorized Ford dealer for the manufacturer's limited warranty details, and request a copy of the Ford Licensed Accessories product limited warranty from the accessory manufacturer.</p>

For maximum vehicle performance, keep the following information in mind when adding accessories, equipment, passengers and luggage to your vehicle:

- Do not exceed the total weight capacity of the vehicle or of the front or rear axle (GVWR or GAWR as indicated on the Safety Compliance Certification label). Consult an authorized dealer for specific weight information.
- The Federal Communications Commission (FCC) and Canadian Radio Telecommunications Commission (CRTC) regulate the use of radio transmitter-equipped mobile communications systems, for example, two-way radios, telephones and theft alarms. Any such equipment should comply with the Federal Communications Commission (FCC) and Canadian Radio Telecommunications Commission (CRTC) regulations, and an authorized dealer should install this equipment.

- An authorized dealer should install mobile communications systems. Improper installation may harm the operation of your vehicle, particularly if the manufacturer did not design the mobile communication system specifically for automotive use.
- If you or an authorized dealer add any non-Ford electrical or electronic accessories or components to your vehicle, you may adversely affect battery performance and durability. In addition, you may also adversely affect the performance of other electrical systems in the vehicle.

# Ford Protect

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PROTECT YOURSELF FROM THE RISING COST OF VEHICLE REPAIRS WITH A FORD PROTECT EXTENDED SERVICE PLAN.

## **Ford Protect Extended Service Plans (U.S. Only)**

Ford Protect Extended Service Plan means peace of mind. It's the extended service plan backed by Ford Motor Company, and provides more protection beyond the New Vehicle Limited Warranty coverage. When you visit your Ford Dealer, Insist on Ford Protect Extended Service Plans!

## **Ford Protect Can Quickly Pay for Itself**

One trip to the Service Center could easily exceed the price of your Ford Protect Extended Service Plan. With Ford Protect you minimize your risk for unexpected repair bills and rising repair costs.

## **Up to 1,000+ Covered Vehicle Components**

There are four mechanical Ford Protect Extended Service Plans with different levels of coverage. Ask your authorized dealer for details.

1. PremiumCARE - Our most comprehensive coverage. With over 1,000 covered components, this plan is so complete it's probably easier to list what's not covered.
2. ExtraCARE - Covers 113 components, and includes many high-tech items.
3. BaseCARE - Covers 84 components.
4. PowertrainCARE - Covers 29 critical components.

Ford Protect Extended Service Plans are honored by all authorized Ford dealers in the U.S., Canada and Mexico.

That means you get:

- Reliable, quality service at any Ford or Lincoln dealership.
- Repairs performed by factory trained technicians, using genuine parts.

## **Rental Car Reimbursement**

### ***1st day Rental Benefit***

If you bring your car into your dealer for service, we'll give you a loaner to use for the day.

### ***Extended Rental Benefits***

If your vehicle is kept overnight for covered repairs, you are eligible for rental car coverage, including warranty repairs, and Field Service Actions.

## **Roadside Assistance**

Exclusive 24/7 roadside assistance, including:

- Towing, flat-tire change and battery jump starts.
- Out of fuel and lock-out assistance.
- Travel expense reimbursement for lodging, meals and rental car.
- Assistance for taxi, shuttle, rental car coverage or other transportation.

## **Transferable Coverage**

If you sell your vehicle before your Ford Protect Extended Service plan coverage expires, you can transfer any remaining coverage to the new owner. Which should give you and your potential buyer a little more peace of mind.

# Ford Protect

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## Less Cost to Properly Maintain Your Vehicle

Ford Protect Extended Service Plan also offers a Premium Maintenance Plan that covers all scheduled maintenance, and selected wear items. The coverage is prepaid, so you never have to worry about the cost of your vehicle's maintenance.

Covered maintenance includes:

- Windshield wiper blades.
- Spark plugs.
- The clutch disc.
- Brake pads and linings.
- Shock absorbers.
- Struts.
- Engine Belts.
- Engine coolant hoses, clamps and o-rings.
- Diesel exhaust fluid replenishment.
- Cabin air filter replacement every 20,000 mi (32,000 km) (electric vehicles only).

## Interest Free Finance Options

Just a 10% down payment will provide you with an affordable, no interest, no fee payment program allowing you all the security and benefits Ford Protect Extended Service Plan has to offer while paying over time. You are pre-approved with no credit check or hassles. To learn more, call our Ford Protect Extended Service Plan specialists at 800-367-3377.

Ford Protect Extended Service Plan  
P.O. Box 321067  
Detroit, MI 48232

## Ford Protect Extended Service Plan (CANADA ONLY)

You can get more protection for your vehicle by purchasing a Ford Protect Extended Service Plan. Ford Protect Extended Service Plan is the only service contract backed by Ford Motor Company of Canada, Limited. Depending on the plan you purchase, Ford Protect Extended Service Plan provides benefits such as:

- Rental reimbursement.
- Coverage for certain maintenance and wear items.
- Protection against repair costs after your New Vehicle Limited Warranty Coverage expires.
- Roadside Assistance benefits.

There are several Ford Protect Extended Service Plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental. When you purchase Ford Protect Extended Service Plan, you receive added peace-of-mind protection throughout Canada, the United States and Mexico, provided by a network of participating authorized Ford Motor Company dealers.

**Note:** *Repairs performed outside of Canada, the United States and Mexico are not eligible for Ford Protect Extended Service Plan coverage.*

This information is subject to change. For more information; visit your local Ford of Canada dealer or [www.ford.ca](http://www.ford.ca) to find the Ford Protect Extended Service Plan that is right for you.

# Scheduled Maintenance

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## GENERAL MAINTENANCE INFORMATION

### Why Maintain Your Vehicle?

Carefully following the maintenance schedule helps protect against major repair expenses resulting from neglect or inadequate maintenance and may help to increase the value of your vehicle when you sell or trade it. Keep all receipts for completed maintenance with your vehicle.

We have established regular maintenance intervals for your vehicle based upon rigorous testing. It is important that you have your vehicle serviced at the proper times. These intervals serve two purposes; one is to maintain the reliability of your vehicle and the second is to keep the cost of owning your vehicle down.

It is your responsibility to have all scheduled maintenance performed and to make sure that the materials used meet the specifications identified in this owner's manual. See **Capacities and Specifications** (page 215).

Failure to perform scheduled maintenance invalidates warranty coverage on parts affected by the lack of maintenance.

### Why Maintain Your Vehicle at Your Dealership?

#### Factory-trained Technicians

Service technicians participate in extensive factory-sponsored certification training to help them become experts on the operation of your vehicle. Ask your dealership about the training and certification their technicians have received.

### Genuine Ford and Motorcraft Replacement Parts

Dealerships stock Ford, Motorcraft and Ford-authorized branded re-manufactured replacement parts. These parts meet or exceed our specifications. Parts installed at your dealership carry a nationwide 24-month or unlimited mile (kilometer) parts and labor limited warranty.

If you do not use Ford authorized parts they may not meet our specifications and depending on the part, it could affect emissions compliance.

### Convenience

Many dealerships have extended evening and Saturday hours to make your service visit more convenient and they offer one stop shopping. They can perform any services that are required on your vehicle, from general maintenance to collision repairs.

**Note:** *Not all dealers have extended hours or body shops. Please contact your dealer for details.*

### Protecting Your Investment

Maintenance is an investment that pays dividends in the form of improved reliability, durability and resale value. To maintain the proper performance of your vehicle and its emission control systems, make sure you have scheduled maintenance performed at the designated intervals.

Your vehicle is very sophisticated and built with multiple, complex, performance systems. Every manufacturer develops these systems using different specifications and performance features. That is why it is important to rely upon your dealership to properly diagnose and repair your vehicle.

# Scheduled Maintenance

Ford Motor Company has recommended maintenance intervals for various parts and component systems based upon engineering testing. Ford Motor Company relies upon this testing to determine the most appropriate mileage for replacement of oils and fluids to protect your vehicle at the lowest overall cost to you and recommends against maintenance schedules that deviate from the scheduled maintenance information.

We strongly recommend the use of only genuine Ford, Motorcraft or Ford-authorized re-manufactured replacement parts engineered for your vehicle.

## Additives and Chemicals

This owner's manual and the Ford Workshop Manual list the recommended additives and chemicals for your vehicle. We do not recommend using chemicals or additives not approved by us as part of your vehicle's normal maintenance. Please consult your warranty information.

## Oils, Fluids and Flushing

In many cases, fluid discoloration is a normal operating characteristic and, by itself, does not necessarily indicate a concern or that the fluid needs to be changed. However, a qualified expert, such as the factory-trained technicians at your dealership, should inspect discolored fluids that also show signs of overheating or foreign material contamination immediately.

Make sure to change your vehicle's oils and fluids at the specified intervals or in conjunction with a repair. Flushing is a viable way to change fluid for many vehicle sub-systems during scheduled maintenance. It is critical that systems are flushed only with new fluid that is the same as that required to fill and operate the system or using a Ford-approved flushing chemical.

## Owner Checks and Services

Make sure you perform the following basic maintenance checks and inspections every month or at six-month intervals.

<b>Check every month</b>
Function of all interior and exterior lights.
Tires (including spare) for wear and proper pressure.
Windshield washer fluid level.

<b>Check every six months</b>
Battery connections. Clean if necessary.
Body and door drain holes for obstructions. Clean if necessary.
Cooling system fluid level and coolant strength.
Door weatherstrips for wear. Lubricate if necessary.
Hinges, latches and outside locks for proper operation. Lubricate if necessary.



## Scheduled Maintenance

<b>Check every six months</b>
Parking brake for proper operation.
Safety belts and seat latches for wear and function.
Safety warning lamps (brake, ABS, airbag and safety belt) for operation.
Washer spray and wiper operation. Clean or replace blades as necessary.

### Multi-point Inspection

In order to keep your vehicle running right, it is important to have the systems on your vehicle checked regularly. This can help identify potential issues and prevent major problems. We recommend having the following multi-point inspection performed at every scheduled maintenance interval to help make sure your vehicle keeps running great.

<b>Multi-point inspection</b>	
Battery performance	Radiator, cooler, heater and air conditioning hoses
Exterior lamps and hazard warning system operation	Suspension components for leaks or damage
Fluid levels*; fill if necessary	Steering and linkage
For oil and fluid leaks	Tires for wear and proper pressure**
Half-shaft dust boots	Windshield for cracks, chips or pits
Horn operation	Washer spray and wiper operation

\* Brake, coolant recovery reservoir and window washer.

\*\*Your vehicle is equipped with a temporary mobility kit; check the tire sealant expiration Use By date on the canister. Replace as needed.

# Scheduled Maintenance

Be sure to ask your dealership service advisor or technician about the multi-point vehicle inspection. It is a comprehensive way to perform a thorough inspection of

your vehicle. Your checklist gives you immediate feedback on the overall condition of your vehicle.

## NORMAL SCHEDULED MAINTENANCE

<b>Normal scheduled maintenance*</b>	
Every 12 months or 10,000 mi (16,000 km).	Rotate tires, inspect tire wear and measure tread depth.
	Perform multi-point inspection (recommended).
	Inspect brake pads, shoes, rotors, drums, brake linings, hoses and parking brake.
	Inspect cooling system level, strength and hoses.
	Inspect half-shaft boots.
	Inspect steering linkage, ball joints, suspension and tie-rod ends.
	Inspect wheels and related components for abnormal noise, wear, looseness or drag.

\*Do not exceed one year or 10,000 mi (16,000 km) between service intervals.

<b>Other maintenance items</b>	
Every 20,000 mi (32,000 km) *	Replace cabin air filter.
At 10 years or 150,000 mi (240,000 km) **	Change coolant and coolant filter.

\* Cabin air filter life is dependent on exposure to dusty and dirty conditions. Vehicles operated in these conditions require frequent inspection and replacement of the cabin air filter.

# Scheduled Maintenance

\*\* Initial replacement at 10 years or 150,000 mi (240,000 km), then every five years or 50,000 mi (80,000 km). The coolant must be exchanged as indicated in the Ford Motor Company Workshop

Manual. If not performed properly, damage could occur to the cooling system components. Only use pre-mixed coolant that meets Ford Motor Company specifications. See **Capacities and Specifications** (page 215).

## SCHEDULED MAINTENANCE RECORD

<input type="radio"/> Repair Order #:	<p>Dealer stamp</p>
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<input type="radio"/> Engine hours (optional):	
<input type="radio"/> Multi-point inspection (recommended): <input type="checkbox"/>	
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# Appendices

## END USER LICENSE AGREEMENT

### VEHICLE SOFTWARE END USER LICENSE AGREEMENT (EULA)

- You ("You" or "Your" as applicable) have acquired a vehicle having several devices, including SYNC ® and various control modules, ("DEVICES") that include software licensed or owned by Ford Motor Company and its affiliates ("FORD MOTOR COMPANY"). Those software products of FORD MOTOR COMPANY origin, as well as associated media, printed materials, and "online" or electronic documentation ("SOFTWARE") are protected by international intellectual property laws and treaties. The SOFTWARE is licensed, not sold. All rights reserved.
- The SOFTWARE may interface with and/or communicate with, or may be later upgraded to interface with and/or communicate with additional software and/or systems provided by FORD MOTOR COMPANY.

**IF YOU DO NOT AGREE TO THIS END USER LICENSE AGREEMENT ("EULA") DO NOT USE THE DEVICES OR COPY THE SOFTWARE. ANY USE OF THE SOFTWARE, INCLUDING BUT NOT LIMITED TO USE ON THE DEVICES, WILL CONSTITUTE YOUR AGREEMENT TO THIS EULA (OR RATIFICATION OF ANY PREVIOUS CONSENT).**

**GRANT OF SOFTWARE LICENSE:** This EULA grants you the following license:

- You may use the SOFTWARE as installed on the DEVICES and as otherwise interfacing with systems and/or services provide by or through FORD MOTOR COMPANY or its third party software and service providers.

## Description of Other Rights and Limitations

- **Speech Recognition:** If the SOFTWARE includes speech recognition component(s), you should understand that speech recognition is an inherently statistical process and that recognition errors are inherent in the process. Neither FORD MOTOR COMPANY nor its suppliers shall be liable for any damages arising out of errors in the speech recognition process. It is your responsibility to monitor any speech recognition functions included in the system.
- **Limitations on Reverse Engineering, Decompilation and Disassembly:** You may not reverse engineer, decompile, translate, disassemble or attempt to discover any source code or underlying ideas or algorithms of the SOFTWARE nor permit others to reverse engineer, decompile or disassemble the SOFTWARE, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation or to the extent as may be permitted by the licensing terms governing use of any open source components included with the SOFTWARE.
- **Limitations on Distributing, Copying, Modifying and Creating Derivative Works:** You may not distribute, copy, make modifications to or create derivative works based on the SOFTWARE, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation or to the extent as may be permitted by the licensing terms governing use of any open source components included with the SOFTWARE.

# Appendices

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- **Single EULA:** The end user documentation for the DEVICES and related systems and services may contain multiple EULAs, such as multiple translations and/or multiple media versions (e.g., in the user documentation and in the software). Even if you receive multiple EULAs, you are licensed to use only one (1) copy of the SOFTWARE.
- **SOFTWARE Transfer:** You may permanently transfer your rights under this EULA only as part of a sale or transfer of the DEVICES, provided you retain no copies, you transfer all of the SOFTWARE (including all component parts, the media and printed materials, any upgrades, and, if applicable, the Certificate(s) of Authenticity), and the recipient agrees to the terms of this EULA. If the SOFTWARE is an upgrade, any transfer must include all prior versions of the SOFTWARE.
- **Termination:** Without prejudice to any other rights, FORD MOTOR COMPANY may terminate this EULA if you fail to comply with the terms and conditions of this EULA.
- **Internet-Based Services Components:** The SOFTWARE may contain components that enable and facilitate the use of certain Internet-based services. You acknowledge and agree that FORD MOTOR COMPANY, third party software and service suppliers, its affiliates and/or its designated agent may automatically check the version of the SOFTWARE and/or its components that you are utilizing and may provide upgrades or supplements to the SOFTWARE that may be automatically downloaded to your DEVICES.
- **Additional Software/Services:** The SOFTWARE may permit FORD MOTOR COMPANY, third party software and service suppliers, its affiliates and/or its designated agent to provide or make available to you SOFTWARE updates, supplements, add-on components, or Internet-based services components of the SOFTWARE after the date you obtain your initial copy of the SOFTWARE ("Supplemental Components".) SOFTWARE updates may cause you to incur additional charges from your wireless service provider. If FORD MOTOR COMPANY or third party software and services suppliers provide or make available to you Supplemental Components and no other EULA terms are provided along with the Supplemental Components, then the terms of this EULA shall apply. FORD MOTOR COMPANY, its affiliates and/or its designated agent reserve the right to discontinue without liability any Internet-based services provided to you or made available to you through the use of the SOFTWARE.

# Appendices

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- **Links to Third Party Sites:** The SOFTWARE may provide you with the ability to link to third party sites. The third party sites are not under the control of FORD MOTOR COMPANY, its affiliates and/or its designated agent. Neither FORD MOTOR COMPANY nor its affiliates nor its designated agent are responsible for (i) the contents of any third party sites, any links contained in third party sites, or any changes or updates to third party sites, or (ii) webcasting or any other form of transmission received from any third party sites. If the SOFTWARE provides links to third party sites, those links are provided to you only as a convenience, and the inclusion of any link does not imply an endorsement of the third party site by FORD MOTOR COMPANY, its affiliates and/or its designated agent.
- **Obligation to Drive Responsibly:** You recognize your obligation to drive responsibly and keep attention on the road. You will read and abide with the DEVICES operating instructions particularly as they pertain to safety and you agree to assume any risk associated with the use of the DEVICES.

## **UPGRADES AND RECOVERY MEDIA:**

If the SOFTWARE is provided by FORD MOTOR COMPANY separate from the DEVICES on media such as a ROM chip, CD ROM disk(s) or via web download or other means, and is labeled "For Upgrade Purposes Only" or "For Recovery Purposes Only" you may install one (1) copy of such SOFTWARE onto the DEVICES as a replacement copy for the existing SOFTWARE, and use it in accordance with this EULA, including any additional EULA terms accompanying the upgrade SOFTWARE.

## **INTELLECTUAL PROPERTY RIGHTS:**

All title and intellectual property rights in and to the SOFTWARE (including but not limited to any images, photographs, animations, video, audio, music, text and "applets" incorporated into the SOFTWARE), the accompanying printed materials, and any copies of the SOFTWARE, are owned by FORD MOTOR COMPANY, or its affiliates or suppliers. The SOFTWARE is licensed, not sold. You may not copy the printed materials accompanying the SOFTWARE. All title and intellectual property rights in and to the content which may be accessed through use of the SOFTWARE is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content outside its intended use. All rights not specifically granted under this EULA are reserved by FORD MOTOR COMPANY, its affiliates, and third party software and service providers and suppliers. Use of any on-line services which may be accessed through the SOFTWARE may be governed by the respective terms of use relating to such services. If this SOFTWARE contains documentation that is provided only in electronic form, you may print one copy of such electronic documentation.

**EXPORT RESTRICTIONS:** You acknowledge that the SOFTWARE is subject to U.S. and European Union export jurisdiction. You agree to comply with all applicable international and national laws that apply to the SOFTWARE, including the U.S. Export Administration Regulations, as well as end-user, end-use and destination restrictions issued by U.S. and other governments.

# Appendices

**TRADEMARKS:** This EULA does not grant you any rights in connection with any trademarks or service marks of FORD MOTOR COMPANY, its affiliates, and third party software and service providers.

**PRODUCT SUPPORT:** Please refer to FORD MOTOR COMPANY instructions provided in the documentation for the DEVICES product support, such as the vehicle owner guide.

Should you have any questions concerning this EULA, or if you desire to contact FORD MOTOR COMPANY for any other reason, please refer to the address provided in the documentation for the DEVICES.

**No Liability for Certain Damages:** EXCEPT AS PROHIBITED BY LAW, FORD MOTOR COMPANY, ANY THIRD PARTY SOFTWARE OR SERVICES SUPPLIERS, AND THEIR AFFILIATES SHALL HAVE NO LIABILITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE SOFTWARE. THIS LIMITATION SHALL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. THERE ARE NO WARRANTIES OTHER THAN THOSE THAT MAY BE EXPRESSLY PROVIDED FOR YOUR NEW VEHICLE.

## **SYNC® Automotive Important Safety Information Read and follow instructions:**

- Before using your SYNC® system, read and follow all instructions and safety information provided in this end user manual ("Owner Guide".) Not following precautions found in the Owner Guide can lead to an accident or other serious injuries.

## General Operation

- **Voice Command Control:** Certain functions within the SYNC® system may be accomplished using voice commands. Using voice commands while driving helps you to operate the system without removing your hands from the wheel or eyes from the road.
- **Prolonged Views of Screen:** Do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention.
- **Volume Setting:** Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.
- **Navigation Features:** Any navigation features included in the system are intended to provide turn by turn instructions to get you to a desired destination. Please make certain all persons using this system carefully read and follow instructions and safety information fully.
- **Distraction Hazard:** Any navigation features may require manual (non-verbal) setup. Attempting to perform such set-up or insert data while driving can distract your attention and could cause an accident or other serious injury. Stop the vehicle in a safe and legal manner before attempting these operations.
- **Let Your Judgment Prevail:** Any navigation features are provided only as an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Any such feature is not a



## Appendices

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substitute for your personal judgment. Any route suggestions made by this system should never replace any local traffic regulations or your personal judgment or knowledge of safe driving practices.

- **Route Safety:** Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. The driver is ultimately responsible for the safe operation of the vehicle and therefore, must evaluate whether it is safe to follow the suggested directions.
- **Potential Map Inaccuracy:** Maps used by this system may be inaccurate because of changes in roads, traffic controls or driving conditions. Always use good judgment and common sense when following the suggested routes.
- **Emergency Services:** Do not rely on any navigation features included in the system to route you to emergency services. Ask local authorities or an emergency services operator for these locations. Not all emergency services such as police, fire stations, hospitals and clinics are likely to be contained in the map database for such navigation features.

Your Responsibilities and Assumptions of Risk

- You agree to each of the following: (a) Any use of the SOFTWARE while driving an automobile or other vehicle in violation of applicable law or otherwise driving in an unsafe manner presents a significant risk of distracted driving and should not be attempted under any circumstances; (b) Use of the SOFTWARE at excessive volume poses a significant risk of hearing damage and should not be attempted under any circumstances; (c) The SOFTWARE may not be compatible with new or different versions of an operating system, third party software, or third party services, and the SOFTWARE may potentially cause a critical failure of an operating system, third party software, or third party service. (d) Any third party service accessed by or third party software used with the SOFTWARE (i) may charge an additional fee for access, (ii) may not work correctly, on an uninterrupted basis, or error free, (iii) may change streaming formats or discontinue operation, (iv) may contain adult, profane or offensive content; and (v) may contain inaccurate, false or misleading traffic, weather, financial or safety information or other content; and (e) Use of the SOFTWARE may cause you to incur additional charges from your wireless service provider (WSP) and any data or minute calculators that may be included in the software program are for reference only, are not warranted in any way and should not be relied upon in anyway.
- When using the SOFTWARE, you agree to be responsible for and assume the entire risk to the items set forth in Section (a) – (e) above.

# Appendices

## Disclaimer of Warranty

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF THE DEVICES AND SOFTWARE IS AT YOUR SOLE RISK AND THAT THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, COMPATIBILITY, ACCURACY AND EFFORT IS WITH YOU. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SOFTWARE AND ANY THIRD PARTY SOFTWARE OR THIRD-PARTY SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE", WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND, AND FORD MOTOR COMPANY HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE SOFTWARE, THIRD PARTY SOFTWARE, AND THIRD-PARTY SERVICES, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR AN PARTICULAR PURPOSE, OF ACCURACY, OF QUIET ENJOYMENT, AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. FORD MOTOR COMPANY DOES NOT WARRANT (a) AGAINST INTERFERENCE WITH YOUR ENJOYMENT OF THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES, (b) THAT THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL MEET YOUR REQUIREMENTS, (c) THAT THE OPERATION OF THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, (d) OR THAT DEFECTS IN THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL BE CORRECTED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY FORD MOTOR COMPANY OR ITS AUTHORIZED REPRESENTATIVE SHALL

CREATE A WARRANTY. SHOULD THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION. SOME JURISDICTIONS DO NOT ALLOW THE DISCLAIMER OF IMPLIED WARRANTIES OR LIMITATIONS ON APPLICABLE STATUTORY RIGHTS OF A CONSUMER, SO THE ABOVE DISCLAIMER MAY NOT FULLY APPLY TO YOU. THE SOLE WARRANTY PROVIDED BY FORD MOTOR COMPANY SHALL BE FOUND IN THE WARRANTY INFORMATION INCLUDING WITH YOUR OWNER GUIDE. TO THE EXTENT THAT THERE IS ANY CONFLICT BETWEEN THE TERMS OF THIS SECTION AND THE WARRANTY BOOKLET, THE WARRANTY BOOKLET SHALL CONTROL.

## Applicable Law, Venue, Jurisdiction

- The laws of the State of Michigan govern this EULA and Your use of the SOFTWARE. Your use of the SOFTWARE may also be subject to other local, state, national, or international laws. Any litigation arising out of or related to this EULA shall be brought and maintained exclusively in a court of the State of Michigan located in Wayne County or in the United States District Court for the Eastern District of Michigan. You hereby consent to submit to the personal jurisdiction of a court in the State of Michigan located in Wayne County and the United States District Court for the Eastern District of Michigan for any dispute arising out of or relating to this EULA.

## Appendices

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### **Binding Arbitration and Class Action Waiver**

**(a) Application.** This Section applies to any dispute EXCEPT IT DOES NOT INCLUDE A DISPUTE RELATING TO COPYRIGHT INFRINGEMENT, OR TO THE ENFORCEMENT OR VALIDITY OF YOUR, FORD MOTOR COMPANY, OR ANY OF FORD MOTOR COMPANY'S LICENSORS' INTELLECTUAL PROPERTY RIGHTS.

Dispute means any dispute, action, or other controversy between You and FORD MOTOR COMPANY, other than the exceptions listed above, concerning the SOFTWARE (including its price) or this EULA, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

**(b) Notice of Dispute.** In the event of a Dispute, You or FORD MOTOR COMPANY must give the other a "Notice of Dispute", which is a written statement of the name, address, and contact information of the party giving it, the facts giving rise to the dispute, and the relief requested. You and FORD MOTOR COMPANY will attempt to resolve any dispute through informal negotiation within 60 days from the date the Notice of Dispute is sent. After 60 days, You or FORD MOTOR COMPANY may commence arbitration.

**(c) Small claims court.** You may also litigate any dispute in small claims court in your county of residence or FORD MOTOR COMPANY'S principal place of business, if the dispute meets all requirements to be heard in the small claims court. You may litigate in small claims court whether or not You negotiated informally first.

**(d) Binding arbitration.** If You and FORD MOTOR COMPANY, do not resolve any dispute by informal negotiation or in small claims court, any other effort to resolve the dispute will be conducted exclusively by binding arbitration. You are giving up

the right to litigate (or participate in as a party or class member) all disputes in court before a judge or jury. Instead, all disputes will be resolved before a neutral arbitrator, whose decision will be final except for a limited right of appeal under the Federal Arbitration Act. Any court with jurisdiction over the parties may enforce the arbitrator's award.

**(e) Class action waiver.** Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor FORD MOTOR COMPANY, will seek to have any dispute heard as a class action, as a private attorney general action, or in any other proceeding in which any party acts or proposes to act in a representative capacity. No arbitration or proceeding will be combined with another without the prior written consent of all parties to all affected arbitrations or proceedings.

**(f) Arbitration procedure.** Any arbitration will be conducted by the American Arbitration Association (the "AAA"), under its Commercial Arbitration Rules. If You are an individual and use the SOFTWARE for personal or vehicle use, or if the value of the dispute is \$75,000 or less whether or not You are an individual or how You use the SOFTWARE, the AAA Supplementary Procedures for Consumer-Related Disputes will also apply. To commence arbitration, submit a Commercial Arbitration Rules Demand for Arbitration form to the AAA. You may request a telephonic or in-person hearing by following the AAA rules. In a dispute involving \$10,000 or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. For more information, see [adr.org](http://adr.org) or call 1-800-778-7879. You agree to commence arbitration only in your county of residence or FORD MOTOR COMPANY'S principal place of business. The arbitrator

# Appendices

may award the same damages to You individually as a court could. The arbitrator may award declaratory or injunctive relief only to You individually, and only to the extent required to satisfy Your individual claim.

## **(g) Arbitration fees and incentives.**

- I. Disputes involving \$75,000 or less. FORD MOTOR COMPANY will promptly reimburse your filing fees and pay the AAA's and arbitrator's fees and expenses. If you reject FORD MOTOR COMPANY'S last written settlement offer made before the arbitrator was appointed ("last written offer"), your dispute goes all the way to an arbitrator's decision (called an "award"), and the arbitrator awards you more than the last written offer, FORD MOTOR COMPANY will give you three incentives: (1) pay the greater of the award or \$1,000; (2) pay twice your reasonable attorney's fees, if any; and (3) reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts.
- ii. Disputes involving more than \$75,000. The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.
- iii. Disputes involving any amount. In any arbitration you commence, FORD MOTOR COMPANY will seek its AAA or arbitrator's fees and expenses, or Your filing fees it reimbursed, only if the arbitrator finds the arbitration frivolous or brought for an improper purpose. In any arbitration FORD MOTOR COMPANY commences, it will pay all

filing, AAA, and arbitrator's fees and expenses. It will not seek its attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.

**(h) Claims or disputes must be filed within one year.** To the extent permitted by law, any claim or dispute under this EULA to which this Section applies must be filed within one year in small claims court (Section c) or in arbitration (Section d). The one-year period begins when the claim or dispute first could be filed. If such a claim or dispute is not filed within one year, it is permanently barred.

**(i) Severability.** If the class action waiver (Section e) is found to be illegal or unenforceable as to all or some parts of a dispute, then that portion of Section e will not apply to those parts. Instead, those parts will be severed and proceed in a court of law, with the remaining parts proceeding in arbitration. If any other provision of that portion Section e is found to be illegal or unenforceable, that provision will be severed with the remainder of Section e remaining in full force and effect.

## **Telenav Software End User License Agreement**

Please read these terms and conditions carefully before you use the TeleNav Software. Your use of the TeleNav Software indicates that you accept these terms and conditions. If you do not accept these terms and conditions, do not break the seal of the package, launch, or otherwise use the TeleNav Software. TeleNav may revise this Agreement and the privacy policy at any time, with or without notice to you. You agree to visit <http://www.telenav.com> from time to time to review the then current version of this Agreement and of the privacy policy.

# Appendices

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## 1. Safe and Lawful Use

You acknowledge that devoting attention to the TeleNav Software may pose a risk of injury or death to you and others in situations that otherwise require your undivided attention, and you therefore agree to comply with the following when using the TeleNav Software:

- (a) observe all traffic laws and otherwise drive safely;
- (b) use your own personal judgment while driving. If you feel that a route suggested by the TeleNav Software instructs you to perform an unsafe or illegal maneuver, places you in an unsafe situation, or directs you into an area that you consider to be unsafe, do not follow such instructions;
- (c) do not input destinations, or otherwise manipulate the TeleNav Software, unless your vehicle is stationary and parked;
- (d) do not use the TeleNav Software for any illegal, unauthorized, unintended, unsafe, hazardous, or unlawful purposes, or in any manner inconsistent with this Agreement;
- (e) arrange all GPS and wireless devices and cables necessary for use of the TeleNav Software in a secure manner in your vehicle so that they will not interfere with your driving and will not prevent the operation of any safety device (such as an airbag).

You agree to indemnify and hold TeleNav harmless against all claims resulting from any dangerous or otherwise inappropriate use of the TeleNav Software in any moving vehicle, including as a result of your failure to comply with the directions above.

## 2. Account Information

You agree: (a) when registering the TeleNav Software, to provide TeleNav with true, accurate, current, and complete information about yourself, and (b) to inform TeleNav promptly of any changes to such information, and to keep it true, accurate, current and complete.

## 3. Software License

- Subject to your compliance with the terms of this Agreement, TeleNav hereby grants to you a personal, non-exclusive, non-transferable license (except as expressly permitted below in connection with your permanent transfer of the TeleNav Software license), without the right to sublicense, to use the TeleNav Software (in object code form only) in order to access and use the TeleNav Software. This license shall terminate upon any termination or expiration of this Agreement. You agree that you will use the TeleNav Software only for your personal business or leisure purposes, and not to provide commercial navigation services to other parties.

### 3.1 License Limitations

- **(a)** reverse engineer, decompile, disassemble, translate, modify, alter or otherwise change the TeleNav Software or any part thereof; **(b)** attempt to derive the source code, audio library or structure of the TeleNav Software without the prior express written consent of TeleNav; **(c)** remove from the TeleNav Software, or alter, any of TeleNav's or its suppliers' trademarks, trade names, logos, patent or copyright notices, or other notices or markings; **(d)**

# Appendices

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distribute, sublicense or otherwise transfer the TeleNav Software to others, except as part of your permanent transfer of the TeleNav Software; or **(e)** use the TeleNav Software in any manner that

- i. infringes the intellectual property or proprietary rights, rights of publicity or privacy or other rights of any party,
- ii. violates any law, statute, ordinance or regulation, including but not limited to laws and regulations related to spamming, privacy, consumer and child protection, obscenity or defamation, or
- iii. is harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, libelous, or otherwise objectionable; and (f) lease, rent out, or otherwise permit unauthorized access by third parties to the TeleNav Software without advanced written permission of TeleNav.

## 4. Disclaimers

- To the fullest extent permissible pursuant to applicable law, in no event will TeleNav, its licensors and suppliers, or agents or employees of any of the foregoing, be liable for any decision made or action taken by you or anyone else in reliance on the information provided by the TeleNav Software. TeleNav also does not warrant the accuracy of the map or other data used for the TeleNav Software. Such data may not always reflect reality due to, among other things, road closures, construction, weather, new roads and other changing conditions. You are responsible for the entire risk arising out of your use of the TeleNav Software. For example but without limitation, you agree not to rely on the TeleNav Software for critical navigation in areas where the well-being or survival of you or others

is dependent on the accuracy of navigation, as the maps or functionality of the TeleNav Software are not intended to support such high risk applications, especially in more remote geographical areas.

- TELENAV EXPRESSLY DISCLAIMS AND EXCLUDES ALL WARRANTIES IN CONNECTION WITH THE TELENAV SOFTWARE, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES WHICH MAY ARISE FROM COURSE OF DEALING, CUSTOM OR TRADE AND INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS WITH RESPECT TO THE TELENAV SOFTWARE.
- Certain jurisdictions do not permit the disclaimer of certain warranties, so this limitation may not apply to you.

## 5. Limitation of Liability

- TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL TELENAV OR ITS LICENSORS AND SUPPLIERS BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING IN EACH CASE, BUT NOT LIMITED TO, DAMAGES FOR THE INABILITY TO USE THE EQUIPMENT OR ACCESS DATA, LOSS OF DATA, LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION OR THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE THE TELENAV SOFTWARE, EVEN IF TELENAV HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY

# Appendices

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REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF TELENAV AND OF ALL OF TELENAV'S SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE TELENAV SOFTWARE. SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

## **6. Arbitration and Governing Law**

- You agree that any dispute, claim or controversy arising out of or relating to this Agreement or the TeleNav Software shall be settled by independent arbitration involving a neutral arbitrator and administered by the American Arbitration Association in the County of Santa Clara, California. The arbitrator shall apply the Commercial Arbitration Rules of the American Arbitration Association, and the judgment upon the award rendered by the arbitrator may be entered by any court having jurisdiction. Note that there is no judge or jury in an arbitration proceeding and the decision of the arbitrator shall be binding upon both parties. You expressly agree to waive your right to a jury trial. This Agreement and performance hereunder will be governed by and construed in accordance with the laws of the State of California, without giving effect to its conflict of law provisions. To the extent judicial action is necessary in connection with the binding arbitration, both TeleNav and you agree to submit

to the exclusive jurisdiction of the courts of the County of Santa Clara, California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply.

## **7. Assignment**

- You may not resell, assign, or transfer this Agreement or any of your rights or obligations, except in totality, in connection with your permanent transfer of the TeleNav Software, and expressly conditioned upon the new user of the TeleNav Software agreeing to be bound by the terms and conditions of this Agreement. Any such sale, assignment or transfer that is not expressly permitted under this paragraph will result in immediate termination of this Agreement, without liability to TeleNav, in which case you and all other parties shall immediately cease all use of the TeleNav Software. Notwithstanding the foregoing, TeleNav may assign this Agreement to any other party at any time without notice, provided the assignee remains bound by this Agreement.

## **8. Miscellaneous**

### **8.1**

This Agreement constitutes the entire agreement between TeleNav and you with respect to the subject matter hereof.

### **8.2**

Except for the limited licenses expressly granted in this Agreement, TeleNav retains all right, title and interest in and to the TeleNav Software, including without limitation all related intellectual property rights. No licenses or other rights which are not expressly granted in this Agreement are intended to, or shall be, granted or

# Appendices

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conferred by implication, statute, inducement, estoppel or otherwise, and TeleNav and its suppliers and licensors hereby reserve all of their respective rights other than the licenses explicitly granted in this Agreement.

## 8.3

By using the TeleNav Software, you consent to receive from TeleNav all communications, including notices, agreements, legally required disclosures or other information in connection with the TeleNav Software (collectively, "Notices") electronically. TeleNav may provide such Notices by posting them on TeleNav's Website or by downloading such Notices to your wireless device. If you desire to withdraw your consent to receive Notices electronically, you must discontinue your use of the TeleNav Software.

## 8.4

TeleNav's or your failure to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

## 8.5

If any provision herein is held unenforceable, then such provision will be modified to reflect the intention of the parties, and the remaining provisions of this Agreement will remain in full force and effect.

## 8.6

The headings in this Agreement are for convenience of reference only, will not be deemed to be a part of this Agreement, and will not be referred to in connection with the construction or interpretation of this Agreement. As used in this Agreement, the words "include" and "including" and variations thereof, will not be deemed to be terms of limitation, but rather will be deemed to be followed by the words "without limitation".

## 9. Other Vendors Terms and Conditions

- The Telenav Software utilizes map and other data licensed to Telenav by third party vendors for the benefit of you and other end users. This Agreement includes end-user terms applicable to these companies (included at the end of this Agreement), and thus your use of the Telenav Software is also subject to such terms. You agree to comply with the following additional terms and conditions, which are applicable to Telenav's third party vendor licensors::

## 9.1 End User Terms Required by HERE North America, LLC

The data ("Data") is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and Telenav ("Telenav") and its licensors (including their licensors and suppliers) on the other hand.

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The Data for areas of Canada includes information taken with permission from Canadian authorities, including: © Her Majesty the Queen in Right of Canada, © Queen's Printer for Ontario, © Canada Post Corporation, GeoBase®, © Department of Natural Resources Canada.



# Appendices

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The Data for Mexico includes certain data from Instituto Nacional de Estadística y Geografía.

## **9.2 End User Terms Required by NAV2 (Shanghai) Co., Ltd**

The data (“Data”) is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and NAV2 (Shanghai) Co., Ltd (“NAV2”) and its licensors (including their licensors and suppliers) on the other hand. 20xx. All rights reserved

### **Terms and Conditions**

**Permitted Use.** You agree to use this Data together with the Telenav Software solely for the internal business and personal purposes for which you were licensed, and not for service bureau, time-sharing or other similar purposes. Accordingly, but subject to the restrictions set forth in the following paragraphs, you agree not to otherwise reproduce, copy, modify, decompile, disassemble, create any derivative works of, or reverse engineer any portion of this Data, and may not transfer or distribute it in any form, for any purpose, except to the extent permitted by mandatory laws.

**Restrictions.** Except where you have been specifically licensed to do so by Telenav, and without limiting the preceding paragraph, you may not use this Data (a) with any products, systems, or applications installed or otherwise connected to or in communication with vehicles, capable of vehicle navigation, positioning, dispatch, real time route guidance, fleet management or similar applications; or (b) with or in communication with any positioning devices or any mobile or wireless-connected electronic or computer devices, including without limitation cellular phones, palmtop and handheld computers, pagers, and personal digital assistants or PDAs.

**Warning.** The Data may contain inaccurate or incomplete information due to the passage of time, changing circumstances, sources used and the nature of collecting comprehensive geographic data, any of which may lead to incorrect results.

**No Warranty.** This Data is provided to you “as is,” and you agree to use it at your own risk. Telenav and its licensors (and their licensors and suppliers) make no guarantees, representations or warranties of any kind, express or implied, arising by law or otherwise, including but not limited to, content, quality, accuracy, completeness, effectiveness, reliability, fitness for a particular purpose, usefulness, use or results to be obtained from this Data, or that the Data or server will be uninterrupted or error-free.

**Disclaimer of Warranty:** TELENAV AND ITS LICENSORS (INCLUDING THEIR LICENSORS AND SUPPLIERS) DISCLAIM ANY WARRANTIES, EXPRESS OR IMPLIED, OF QUALITY, PERFORMANCE, MERCHANTABILITY, FITNESS FOR A

# Appendices

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PARTICULAR PURPOSE OR NON-INFRINGEMENT. Some States, Territories and Countries do not allow certain warranty exclusions, so to that extent the above exclusion may not apply to you.

**Disclaimer of Liability:** TELENV AND ITS LICENSORS (INCLUDING THEIR LICENSORS AND SUPPLIERS) SHALL NOT BE LIABLE TO YOU: IN RESPECT OF ANY CLAIM, DEMAND OR ACTION, IRRESPECTIVE OF THE NATURE OF THE CAUSE OF THE CLAIM, DEMAND OR ACTION ALLEGING ANY LOSS, INJURY OR DAMAGES, DIRECT OR INDIRECT, WHICH MAY RESULT FROM THE USE OR POSSESSION OF THE INFORMATION; OR FOR ANY LOSS OF PROFIT, REVENUE, CONTRACTS OR SAVINGS, OR ANY OTHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF YOUR USE OF OR INABILITY TO USE THIS INFORMATION, ANY DEFECT IN THE INFORMATION, OR THE BREACH OF THESE TERMS OR CONDITIONS, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, EVEN IF TELENV OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some States, Territories and Countries do not allow certain liability exclusions or damages limitations, so to that extent the above may not apply to you.

**Export Control.** You shall not export from anywhere any part of the Data or any direct product thereof except in compliance with, and with all licenses and approvals required under, applicable export laws, rules and regulations, including but not limited to the laws, rules and regulations administered by the Office of Foreign Assets Control of the U.S. Department of Commerce and the Bureau of Industry and Security of the U.S. Department of Commerce. To the extent that any such

export laws, rules or regulations prohibit HERE from complying with any of its obligations hereunder to deliver or distribute Data, such failure shall be excused and shall not constitute a breach of this Agreement.

**Entire Agreement.** These terms and conditions constitute the entire agreement between Telenav (and its licensors, including their licensors and suppliers) and you pertaining to the subject matter hereof, and supersedes in their entirety any and all written or oral agreements previously existing between us with respect to such subject matter.

**Governing Law.** The above terms and conditions shall be governed by the laws of the State of Illinois [insert "Netherlands" where European HERE Data is used], without giving effect to (i) its conflict of laws provisions, or (ii) the United Nations Convention for Contracts for the International Sale of Goods, which is explicitly excluded. You agree to submit to the jurisdiction of the State of Illinois [insert "The Netherlands" where European HERE Data is used] for any and all disputes, claims and actions arising from or in connection with the Data provided to you hereunder.

**Government End Users.** If the Data is being acquired by or on behalf of the United States government or any other entity seeking or applying rights similar to those customarily claimed by the United States government, this Data is a "commercial item" as that term is defined at 48 C.F.R. ("FAR") 2.101, is licensed in accordance with these End-User Terms, and each copy of Data delivered or otherwise furnished shall be marked and embedded as appropriate with the following "Notice of Use," and shall be treated in accordance with such Notice:

# Appendices

## NOTICE OF USE

CONTRACTOR (MANUFACTURER/  
SUPPLIER) NAME: HERE

CONTRACTOR (MANUFACTURER/  
SUPPLIER) ADDRESS: c/o Nokia, 425  
West Randolph Street, Chicago, Illinois  
60606

This Data is a commercial item as  
defined in FAR 2.101 and is subject to  
these End-User Terms under which this  
Data was provided.

© 1987 – 2014 HERE – All rights reserved.

If the Contracting Officer, federal government agency, or any federal official refuses to use the legend provided herein, the Contracting Officer, federal government agency, or any federal official must notify HERE prior to seeking additional or alternative rights in the Data.

### I. US/Canada Territory

A. United States Data. The End-User Terms for any Application containing Data for the United States shall contain the following notices:

“HERE holds a non-exclusive license from the United States Postal Service® to publish and sell ZIP+4® information.”

“©United States Postal Service® 20XX. Prices are not established, controlled or approved by the United States Postal Service®. The following trademarks and registrations are owned by the USPS: United States Postal Service, USPS, and ZIP+4.”

B. Canada Data. The following provisions apply to the Data for Canada, which may include or reflect data from third party licensors (“Third Party Data”), including Her Majesty the Queen in Right of Canada (“Her Majesty”), Canada Post Corporation (“Canada Post”) and the Department of Natural Resources of Canada (“NRCan”):

1. Disclaimer and Limitation: Client agrees that its use of the Third Party Data is subject to the following provisions:

a. Disclaimer: The Third Party Data is licensed on an “as is” basis. The licensors of such data, including Her Majesty, Canada Post and NRCan, make no guarantees, representations or warranties respecting such data, either express or implied, arising by law or otherwise, including but not limited to, effectiveness, completeness, accuracy or fitness for a particular purpose.

b. Limitation on Liability: The Third Party Data licensors, including Her Majesty, Canada Post and NRCan, shall not be liable: (i) in respect of any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action alleging any loss, injury or damages, direct or indirect, which may result from the use or possession of such Data; or (ii) in any way for loss of revenues or contracts, or any other consequential loss of any kind resulting from any defect in the Data.

# Appendices

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2. Copyright Notice: In connection with each copy of all or any portion of the Data for the Territory of Canada, Client shall affix in a conspicuous manner the following copyright notice on at least one of: (i) the label for the storage media of the copy; (ii) the packaging for the copy; or (iii) other materials packaged with the copy, such as user manuals or end user license agreements: "This data includes information taken with permission from Canadian authorities, including © Her Majesty the Queen in Right of Canada, © Queen's Printer for Ontario, © Canada Post Corporation, GeoBase®, © The Department of Natural Resources Canada. All rights reserved!"

3. End-User Terms: Except as otherwise agreed by the parties, in connection with the provision of any portion of the Data for the Territory of Canada to End-Users as may be authorized under the Agreement, Client shall provide such End-Users, in a reasonably conspicuous manner, with terms (set forth with other end user terms required to be provided under the Agreement, or as otherwise may be provided, by Client) which shall include the following provisions on behalf of the Third Party Data licensors, including Her Majesty, Canada Post and NRCan:

The Data may include or reflect data of licensors, including Her Majesty the Queen in the Right of Canada ("Her Majesty"), Canada Post Corporation ("Canada Post") and the Department of Natural Resources Canada ("NRCan"). Such data is licensed on an "as is" basis. The licensors, including Her Majesty, Canada Post and NRCan, make no guarantees, representations or warranties respecting such data,

either express or implied, arising by law or otherwise, including but not limited to, effectiveness, completeness, accuracy or fitness for a particular purpose. The licensors, including Her Majesty, Canada Post and NRCan, shall not be liable in respect of any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action alleging any loss, injury or damages, direct or indirect, which may result from the use or possession of the data or the Data. The licensors, including Her Majesty, Canada Post and NRCan, shall not be liable in any way for loss of revenues or contracts, or any other consequential loss of any kind resulting from any defect in the data or the Data.

End User shall indemnify and save harmless the licensors, including Her Majesty, Canada Post and NRCan, and their officers, employees and agents from and against any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action, alleging loss, costs, expenses, damages or injuries (including injuries resulting in death) arising out of the use or possession of the data or the Data.

4. Additional Provisions: The terms contained in this Section are in addition to all of the rights and obligations of the parties under the Agreement. To the extent that any of the provisions of this Section are inconsistent with, or conflict with, any other provisions of the Agreement, the provisions of this Section shall prevail.

# Appendices

II. Mexico. The following provision applies to the Data for Mexico, which includes certain data from the Instituto Nacional de Estadística y Geografía (“INEGI”):

A. Any and all copies of the Data and/or packaging containing Data for Mexico shall contain the following notice: “Fuente: INEGI (Instituto Nacional de Estadística y Geografía)”

## III. Latin America Territory

A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

Territory Notice

Ecuador “INSTITUTO GEOGRAFICO MILITAR DEL ECUADOR AUTORIZACION N° IGM-2011-01- PCO-01 DEL 25 DE ENERO DE 2011”  
“source: © IGN 2009 - BD TOPO ®”

Guadeloupe, French Guiana and Martinique Mexico “Fuente: INEGI (Instituto Nacional de Estadística y Geografía)”

## IV. Middle East Territory

A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

Country Notice

Jordan “© Royal Jordanian Geographic Centre”. The foregoing notice requirement for Jordan Data is a material term of the Agreement. If Client or any of its permitted sublicensees (if any) fail to meet such requirement, HERE shall have the right to terminate Client’s license with respect to the Jordan Data.

B. Jordan Data. Client and its permitted sublicensees (if any) are restricted from licensing and/or otherwise distributing HERE’s database for the country of Jordan (“Jordan Data”) for use in Enterprise Applications to (i) non-Jordanian entities for use of the Jordan Data solely in Jordan or (ii) Jordan-based customers. In addition, Client, its permitted sublicensees (if any) and End-Users are restricted from using the Jordan Data in Enterprise Applications if such party is (i) a non-Jordanian entity using the Jordan Data solely in Jordan or (ii) a Jordan-based customer. For purposes of the foregoing, “Enterprise Applications” shall mean Geomarketing applications, GIS applications, mobile business asset management applications, call center applications, telematics applications, public organization Internet applications or for providing geocoding services.

# Appendices

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## V. Europe Territory

### A. Use of Certain Traffic Codes in Europe

1. General Restrictions Applicable to Traffic Codes. Client acknowledges and agrees that in certain countries of the Europe Territory, Client will need to obtain rights directly from third party RDS-TMC code providers to receive and use the Traffic Codes in the Data and to deliver to End-Users Transactions in any way derived from or based on such Traffic Codes. For such countries, HERE shall deliver the Data incorporating Traffic Codes to Client only after receiving certification from Client of its having obtained such rights.

2. Display of Third Party Rights Legends for Belgium. Client shall, for each Transaction that uses Traffic Codes for Belgium, provide the following notice to the End-User: "Traffic Codes for Belgium are provided by the Ministerie van de Vlaamse Gemeenschap and the Ministère de l'Équipement et des Transports."

B. Paper Maps. With respect to any license granted to Client relating to making, selling or distributing paper maps (i.e., a map fixed on a paper or paper-like medium): (a) such license with respect to Data for the Territory of Great Britain is conditioned on Client's entering into and complying with a separate written agreement with the Ordnance Survey ("OS") to create and sell paper maps, Client's paying to the OS any and all applicable paper map royalties, and Client's complying with the OS copyright notice requirements; (b) such license for selling or otherwise distributing for charge with respect to Data for the Territory of Czech Republic

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FCC ID: ACJ-SYNCG3-L

IC: 216B-SYNCG3-L

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

**(1)** This device may not cause harmful interference, and

**(2)** this device must accept any interference received, including interference that may cause undesired operation.

**Note:** *Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The term "IC" before the radio certification number only signifies that Industry Canada technical specifications were met.*

The antenna used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## **Taiwan Territory**

Note: In accordance with the management approach of low-power radio wave radiation motors:

Article 12: For approved and certified low-power radiation motor models, companies, firms or users must not alter the frequency, increase the power or change the characteristics and functions of the original design without authorization.

Article 14: The usage of low-power radio-frequency motors must not affect aviation safety and interfere with legal telecommunications. Should interference be detected, immediately stop using the device and only resume usage after ensuring that there is no longer any interference. For the legal telecommunication and wireless telecommunication of the telco, the low-power radio frequency motor must be able to tolerate legal limits of interference from telecommunication, industrial, scientific and radio wave equipment.

# Appendices

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# Appendices

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## 7. Please Note

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### WARNING



Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

## TYPE APPROVALS

Homologación: H-13832

E207834

Homologación: H-13972

E207823

Canada

CMIIT ID: 2014DJ5037

E207827

China



E206304

# Appendices

European Union

[KR586013500] Certificate No: 37054/  
SDPPI/2014

E207828

Indonesia

Type Approval No.: TRC/LPD/2014/165  
Equipment Type: Low Power Device  
(LPD)

E207829

Jordan

RLV-COA2140373

E207833

Mexico

AGREE PAR L'ANRT MAROC  
MR 9522 ANRT 2014  
08/08/2014

E207831

Morocco



MSIP-RRM-TAL-86013500

E206301

South Korea

Complies with  
IDA Standards  
[KR586013500] Registration Number:  
N3499-14  
Ford Dealer License Number: DA 00461

E207832

Singapore



TA-2014/1357

Approved

E206300

South Africa

## Appendices

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FCC-ID:KR586013500

E207830

United States

E206303



E206302

Taiwan



023

E206305

Ukraine

# Index

## A

A/C	
See: Climate Control.....	94
About This Manual.....	5
ABS	
See: Brakes.....	118
ABS driving hints	
See: Hints on Driving With Anti-Lock Brakes.....	119
Accessories.....	312
Exterior style.....	312
Interior style.....	312
Lifestyle.....	312
Peace of mind.....	312
Accessories	
See: Replacement Parts Recommendation.....	10
Adjusting the Headlamps.....	174
Horizontal Aim Adjustment.....	175
Vertical Aim Adjustment.....	174
Adjusting the Steering Wheel.....	61
Airbag Disposal.....	43
Air Conditioning	
See: Climate Control.....	94
Alarm	
See: Anti-Theft Alarm.....	59
Ambient Lighting.....	70
Anti-Theft Alarm.....	59
Arming the Alarm.....	59
Disarming the Alarm.....	60
Appendices.....	330
Apps.....	285
.....	285
SiriusXM Traffic and Travel Link.....	286
At a Glance.....	13
Audible Warnings and Indicators.....	79
Headlamps On Warning Chime.....	79
Keyless Warning Alert.....	79
Parking Brake On Warning Chime.....	79
Audio Control.....	61
Seek, Next or Previous.....	62
Audio System.....	220
General Information.....	220
Audio Unit - Vehicles With: Sony Audio System.....	221

Autolamps.....	67
Windshield Wiper Activated Headlamps.....	67
Automatic Climate Control.....	94
Dual Zone Temperature Control.....	95
Single Zone Temperature Control.....	95
Temperature Control.....	95
Automatic Transmission.....	116
Brake-Shift Interlock.....	116
If Your Vehicle Gets Stuck In Mud or Snow.....	117
Understanding the Positions of Your Automatic Transmission.....	116
Auxiliary Power Points.....	104
12 Volt DC Power Point.....	104
Location.....	104

## B

Battery	
See: Changing the 12V Battery.....	171
Bonnet Lock	
See: Opening and Closing the Hood.....	167
Booster Seats.....	22
Types of Booster Seats.....	23
Brake Fluid Check.....	170
Brakes.....	118
General Information.....	118
Breaking-In.....	140
Bulb Specification Chart.....	178

## C

Cabin Air Filter.....	97
California Proposition 65.....	9
Capacities and Specifications.....	218
Capacities.....	218
Specifications.....	218
Car Wash	
See: Cleaning the Exterior.....	181
Center Console.....	105
Changing a Bulb.....	176
Headlamp.....	176
Licence Plate and High Mounted Brake Lamp.....	178
Rear Lamp.....	177
Changing a Fuse.....	164
Fuses.....	164



# Index

Changing a Road Wheel.....	213
Important Information for Lifting or Jacking.....	213
Changing the 12V Battery.....	171
Changing the Front Wiper Blades.....	173
Changing the Windshield Wiper Blades.....	173
Service Position.....	173
Changing the Rear Wiper Blades.....	174
Charging the High Voltage Battery.....	109
AC Charging.....	109
DC Charging.....	113
Checking MyKey System Status.....	51
MyKey Distance.....	51
Number of Admin Keys.....	51
Number of MyKeys.....	51
Checking the Wiper Blades.....	172
Child Restraint and Seatbelt Maintenance.....	33
Child Restraint Positioning.....	24
Child Safety.....	15
General Information.....	15
Child Safety Locks.....	25
Left-Hand Side.....	26
Right-Hand Side.....	26
Cleaning Leather Seats.....	184
Cleaning Products.....	180
Cleaning the Engine.....	182
Cleaning the Exterior.....	181
Exterior Chrome Parts.....	181
Exterior Plastic Parts.....	181
Stripes or Graphics.....	181
Underbody.....	182
Under Hood.....	182
Cleaning the Instrument Panel and Instrument Cluster Lens.....	184
Cleaning the Interior.....	183
Cleaning the Wheels.....	185
Cleaning the Windows and Wiper Blades.....	183
Clearing All MyKeys.....	50
Climate Control.....	94
Cold Weather Precautions.....	140
Collision, Damage or Fire Event.....	145
Guidance for Ford Motor Company Electric and Hybrid-Electric Vehicles Equipped With High Voltage Batteries.....	145
Coolant Check.....	168
Adding Coolant.....	169
Recycled Coolant.....	170
Severe Climates.....	170
Crash Sensors and Airbag Indicator.....	42
Creating a MyKey.....	49
Programming/Changing Configurable Settings.....	49
Cruise Control.....	62
Principle of Operation.....	129
Cruise control See: Using Cruise Control.....	129
Customer Assistance.....	147
<b>D</b>	
Data Recording.....	7
Event Data Recording.....	8
Service Data Recording.....	7
Daytime Running Lamps.....	68
Type 1 - Conventional (Non-Configurable).....	68
Type 2 - Configurable.....	68
Direction Indicators.....	69
Doors and Locks.....	53
Driver and Passenger Airbags.....	36
Children and Airbags.....	36
Proper Driver and Front Passenger Seating Adjustment.....	36
Driver Knee Airbag.....	40
Driving Aids.....	131
Driving Hints.....	140
Driving Through Water.....	140
DRL See: Daytime Running Lamps.....	68
<b>E</b>	
Electric Vehicle Information.....	266
Charge Settings.....	268
Power Flow.....	282
End User License Agreement.....	330
VEHICLE SOFTWARE END USER LICENSE AGREEMENT (EULA) .....	330
Engine Immobilizer See: Passive Anti-Theft System.....	58
Entertainment.....	242
AM/FM Radio.....	243

# Index

Apps.....	251
Bluetooth Stereo or USB.....	250
CD.....	249
HD Radio™ Information (If Available).....	246
SIRIUS® Satellite Radio (If Activated).....	244
Sources.....	243
Supported Media Players, Formats and Metadata Information.....	251
USB Ports.....	251
Environment.....	12
Event Data Recording See: Data Recording.....	7
Exterior Mirrors.....	72
Fold-Away Exterior Mirrors.....	73
Heated Exterior Mirrors.....	73
Integrated Blind Spot Mirrors.....	73
Power Exterior Mirrors.....	72
<b>F</b>	
Fastening the Seatbelts.....	28
Seatbelt Locking Modes.....	29
Using Seatbelts During Pregnancy.....	28
Flat Tire Inflation See: Tire Sealant and Inflator Kit.....	188
Floor Mats.....	140
Ford Credit.....	9
US Only.....	9
Ford Protect.....	314
Ford Protect Extended Service Plan (CANADA ONLY).....	315
Ford Protect Extended Service Plans (U.S. Only).....	314
Front Passenger Sensing System.....	37
Front Wiper Blades See: Changing the Front Wiper Blades.....	173
Fuses.....	154
Fuse Specification Chart.....	154
Electric Motor Compartment Fuse Box.....	154
Luggage Compartment Fuse Box.....	161
Passenger Compartment Fuse Box.....	159
Pre-fuse Box.....	154

## G

Gauges.....	75
Common Displays.....	75
General Information on Radio Frequencies.....	44
General Maintenance Information.....	316
Multi-point Inspection.....	318
Owner Checks and Services.....	317
Protecting Your Investment.....	316
Why Maintain Your Vehicle?.....	316
Why Maintain Your Vehicle at Your Dealership?.....	316
Getting Assistance Outside the U.S. and Canada.....	150
Getting the Services You Need Away From Home.....	147

## H

Handbrake See: Parking Brake.....	119
Hazard Flashers.....	143
Headlamp Adjusting See: Adjusting the Headlamps.....	174
Headlamp Exit Delay.....	68
Headlamp Removal See: Removing a Headlamp.....	175
Head Restraints.....	98
Adjusting the Head Restraint.....	99
Tilting Head Restraints.....	100
Heated Seats.....	103
Heated Windows and Mirrors.....	96
Heated Exterior Mirrors.....	97
Heated Rear Window.....	96
Heating See: Climate Control.....	94
High Voltage Battery Cut-Off Switch.....	115
High Voltage Battery.....	109
General Information.....	109
Hill Start Assist.....	119
Switching the System On and Off.....	120
Using Hill Start Assist.....	120
Hints on Controlling the Interior Climate.....	95
General Hints.....	95
Improving Vehicle Drive Range.....	96

# Index

Recommended Settings for Cooling.....	96
Side Window Defogging in Cold Weather.....	96
Hints on Driving With Anti-Lock Brakes.....	119
Home Screen.....	235
Hood Lock See: Opening and Closing the Hood.....	167
<b>I</b>	
In California (U.S. Only).....	148
Information Display Control.....	63
Multimedia Controls.....	63
Information Displays.....	80
General Information.....	80
Information Messages.....	87
AdvanceTrac®.....	87
Alarm.....	88
Battery and Charging System (High Voltage).....	88
Doors.....	89
Hill Start Assist.....	90
Keys and Intelligent Access.....	90
Lighting.....	90
Maintenance.....	91
MyKey.....	91
Park Aid.....	92
Park Brake.....	92
Power Steering.....	92
Remote Start.....	92
Tire Pressure Monitoring System.....	93
Transmission.....	93
Installing Child Restraints.....	16
Child Seats.....	16
Using Lap and Shoulder Belts.....	17
Using Lower Anchors and Tethers for Children (LATCH).....	19
Using Tether Straps.....	21
Instrument Cluster.....	75
Instrument Lighting Dimmer.....	68
Instrument Panel Overview.....	13
Interior Lamps.....	69
Front Interior Lamps (If Equipped).....	69
Interior Mirror.....	73
Introduction.....	5

## J

Jump Starting the Vehicle.....	143
To Connect the Booster Cables.....	144
To Start Your Vehicle.....	144

## K

Keys and Remote Controls.....	44
-------------------------------	----

## L

Lighting Control.....	66
Headlamp Flasher.....	67
High Beams.....	66
Parking Lamps.....	66
Lighting.....	66
General Information.....	66
Load Carrying.....	132
Load Limit.....	132
Special Loading Instructions for Owners of Pick-up Trucks and Utility-type Vehicles.....	137
Vehicle Loading - with and without a Trailer.....	132
Locking and Unlocking.....	53
Activating Intelligent Access.....	54
Autolock.....	55
Autounlock.....	55
Battery Saver.....	56
Disabled Intelligent Access Keys.....	55
Illuminated Entry.....	56
Illuminated Exit.....	56
Opening the Liftgate.....	56
Power Door Locks.....	53
Remote Control.....	53
Smart Unlocks for Intelligent Access Keys.....	55
Lug Nuts See: Changing a Road Wheel.....	213
Lug Nuts.....	214
<b>M</b>	
Maintenance.....	166
General Information.....	166
Manual Liftgate.....	56
Closing the Liftgate.....	57

# Index

Opening the Liftgate.....	57	Personal Safety System™.....	34
Manual Seats.....	100	How Does the Personal Safety System Work?.....	34
Media Hub.....	223	Phone.....	252
Message Center		During a Phone Call.....	255
See: Information Displays.....	80	Making Calls.....	254
Mirrors		Pairing Your Cell Phone for the First Time.....	252
See: Heated Windows and Mirrors.....	96	Phone Menu.....	253
See: Windows and Mirrors.....	71	Receiving Calls.....	255
Mobile Communications Equipment.....	11	Smartphone Connectivity.....	256
Motorcraft Parts.....	215	Text Messaging.....	256
MyKey Troubleshooting.....	52	Post-Crash Alert System.....	146
MyKey™.....	48	Power Door Locks	
Principle of Operation.....	48	See: Locking and Unlocking.....	53
<b>N</b>		Power Seats.....	100
Navigation.....	257	Power Lumbar.....	101
cityseeker.....	265	Power Windows.....	71
Destination Mode.....	260	Accessory Delay.....	72
Map Mode.....	257	Bounce-Back.....	71
Navigation Map Updates.....	266	One-Touch Down.....	71
Navigation Menu.....	263	One-Touch Up.....	71
SiriusXM Traffic and Travel Link.....	266	Window Lock.....	71
Waypoints.....	264	Protecting the Environment.....	12
Normal Scheduled Maintenance.....	319	<b>R</b>	
<b>O</b>		Rear Parking Aid.....	124
Opening and Closing the Hood.....	167	Obstacle Distance Indicator.....	125
Closing the Hood.....	167	Rear Seats.....	101
Opening the Hood.....	167	Folding the Seatback.....	101
Ordering Additional Owner's Literature.....	151	Rear Under Floor Storage.....	132
Obtaining a French Owner's Manual.....	152	Cargo Management System.....	132
Overhead Console.....	105	Rear View Camera.....	125
<b>P</b>		Enhanced Park Aids.....	128
Parking Aids.....	124	Using the Rear View Camera System.....	126
Principle of Operation.....	124	Rear View Camera	
Parking Brake.....	119	See: Rear View Camera.....	125
Passive Anti-Theft System.....	58	Rear Window Wiper and Washers.....	65
SecuriLock.....	58	Rear Window Washer.....	65
PATS		Rear Window Wiper.....	65
See: Passive Anti-Theft System.....	58	Rear Wiper Blades	
Perchlorate.....	9	See: Changing the Rear Wiper Blades.....	174
		Remote Control.....	44
		Changing the Remote Control Battery.....	45
		Intelligent Access Key.....	44
		Locating Your Vehicle.....	45
		Programming a New Remote Control.....	45

# Index

Remote Start.....	46	Settings.....	287
Sounding the Panic Alarm.....	46	911 Assist.....	292
Remote Start.....	97	Ambient Lighting.....	297
Removing a Headlamp.....	175	Bluetooth.....	289
Repairing Minor Paint Damage.....	185	Clock.....	289
Replacement Parts		Display.....	298
Recommendation.....	10	General.....	296
Collision Repairs.....	10	Media Player.....	288
Scheduled Maintenance and Mechanical		Mobile Apps.....	295
Repairs.....	10	Navigation.....	293
Warranty on Replacement Parts.....	10	Phone.....	289
Replacing a Lost Key or Remote		Radio.....	292
Control.....	47	Sound.....	287
Reporting Safety Defects (Canada		Valet Mode.....	299
Only).....	152	Vehicle.....	297
Reporting Safety Defects (U.S.		Voice Control.....	299
Only).....	152	Wi-Fi.....	297
Roadside Assistance.....	142	Side Airbags.....	39
Vehicles Sold in Canada: Getting Roadside		Sitting in the Correct Position.....	98
Assistance.....	142	Snow Chains	
Vehicles Sold in Canada: Roadside		See: Using Snow Chains.....	209
Assistance Program Coverage.....	143	Special Notices.....	10
Vehicles Sold in Canada: Using Roadside		New Vehicle Limited Warranty.....	10
Assistance.....	143	On Board Diagnostics Data Link	
Vehicles Sold in the United States: Getting		Connector.....	11
Roadside Assistance.....	142	Special Instructions.....	10
Vehicles Sold in the United States: Using		Speed Control	
Roadside Assistance.....	142	See: Cruise Control.....	129
Roadside Emergencies.....	142	Stability Control.....	122
Running-In		Principle of Operation.....	122
See: Breaking-In.....	140	Starting and Stopping the Electric	
		Motor.....	106
<b>S</b>		Starting the Electric Motor.....	106
Safety Canopy™.....	41	Keyless Starting.....	106
Scheduled Maintenance Record.....	320	Starting Your Vehicle.....	106
Scheduled Maintenance.....	316	Steering.....	131
Seatbelt Extension.....	33	Electric Power Steering.....	131
Seatbelt Height Adjustment.....	30	Steering Wheel.....	61
Seatbelt Reminder.....	31	Storage Compartments.....	105
Belt-Minder™.....	31	Sun Visors.....	74
Seatbelts.....	27	Illuminated Vanity Mirror.....	74
Principle of Operation.....	27	Supplementary Restraints System.....	35
Seatbelt Warning Lamp and Indicator		Principle of Operation.....	35
Chime.....	30	Switching Off the Electric Motor.....	107
Conditions of operation.....	31	Symbols Glossary.....	5
Seats.....	98	SYNC™ 3.....	224
Security.....	58	General Information.....	224
		SYNC™ 3 Troubleshooting.....	299

# Index

## T

Tailgate	
See: Manual Liftgate.....	56
Technical Specifications	
See: Capacities and Specifications.....	215
The Better Business Bureau (BBB) Auto Line Program (U.S. Only).....	149
Tire Care.....	194
Glossary of Tire Terminology.....	196
Information About Uniform Tire Quality Grading.....	194
Information Contained on the Tire	
Sidewall.....	197
Temperature A B C.....	195
Traction AA A B C.....	195
Treadwear.....	195
Tire Inflation When Punctured	
See: Tire Sealant and Inflator Kit.....	188
Tire Pressure Monitoring System.....	209
Changing Tires With a Tire Pressure Monitoring System.....	210
Understanding Your Tire Pressure Monitoring System .....	210
Tire Repair Kit	
See: Tire Sealant and Inflator Kit.....	188
Tire Sealant and Inflator Kit.....	188
First Stage: Inflating the Tire with Sealing Compound and Air.....	190
General Information.....	189
Second Stage: Checking Tire Pressure.....	192
Tips for Use of the Kit.....	189
What to Do After the Tire has Been Sealed.....	192
What to Do When a Tire Is Punctured.....	190
Tires	
See: Wheels and Tires.....	188
Towing a Trailer.....	138
Towing the Vehicle on Four Wheels.....	138
Emergency Towing.....	138
Recreational Towing.....	139
Towing.....	138
Traction Control.....	121
Principle of Operation.....	121
Transmission Code Designation.....	217

Transmission.....	116
Transmission	
See: Transmission.....	116
Transporting the Vehicle.....	138
Type Approvals.....	354

## U

Under Hood Overview.....	168
Using Cruise Control.....	129
Switching Cruise Control Off.....	129
Switching Cruise Control On.....	129
Using MyKey With Remote Start Systems.....	51
Vehicles With Ford-Approved Aftermarket Remote Start Systems.....	51
Using Snow Chains.....	209
Using Stability Control.....	123
Using Traction Control.....	121
Switching the System Off.....	121
System Indicator Lights and Messages.....	121
Using a Switch.....	121
Using the Information Display Controls.....	121
Using Voice Recognition.....	236
Audio Voice Commands.....	237
Mobile App Voice Commands.....	240
Navigation Voice Commands.....	239
Phone Voice Commands.....	238
SiriusXM Traffic and Travel Link Voice Commands.....	241
Voice Settings Commands.....	241
Utilizing the Mediation/Arbitration Program (Canada Only).....	150

## V

Vehicle Care.....	180
General Information.....	180
Vehicle Certification Label.....	217
Vehicle Identification Number.....	216
Vehicle Storage.....	185
12V Battery.....	186
Body.....	186
Brakes.....	186
Cooling System.....	186
Electric Motor.....	186

# Index

General.....	186	Windows and Mirrors.....	71
High Voltage Battery.....	186	Windshield Washers.....	64
Miscellaneous.....	187	Windshield Wipers.....	64
Removing Vehicle From Storage.....	187	Intermittent Wipe.....	64
Tires.....	186	Speed Dependent Wipers.....	64
Ventilation		Wiper Blades	
See: Climate Control.....	94	See: Checking the Wiper Blades.....	172
VIN		Wipers and Washers.....	64
See: Vehicle Identification Number.....	216	Wrecker Towing	
Voice Control.....	62	See: Transporting the Vehicle.....	138
<b>W</b>			
Warning Lamps and Indicators.....	77		
Airbag Warning Lamp.....	77		
Anti-Lock Brake System Warning Lamp.....	77		
Brake System Warning Lamp.....	77		
Cruise Control Indicator.....	77		
Direction Indicator.....	77		
Door Ajar Warning Lamp.....	77		
Electric Motor Coolant Temperature Warning Lamp.....	78		
Electric Motor Warning Lamp.....	78		
Fasten Seatbelt Warning Lamp.....	78		
Headlamp High Beam Indicator.....	78		
High Voltage Battery Charging Indicator.....	78		
Ignition Warning Lamp.....	78		
Lamps on Indicator.....	78		
Liftgate Ajar Warning Lamp.....	78		
Limited Performance Warning Lamp.....	78		
Low Battery Charge Warning Lamp.....	78		
Low Tire Pressure Warning Lamp.....	78		
Low Washer Fluid Level Warning Lamp.....	78		
Ready to Drive Indicator.....	79		
Stability Control Indicator.....	79		
Stability Control Off Warning Lamp.....	79		
Stop Safely Warning Lamp.....	79		
Washer Fluid Check.....	171		
Washers			
See: Cleaning the Exterior.....	181		
See: Wipers and Washers.....	64		
Waxing.....	182		
Wheel Nuts			
See: Changing a Road Wheel.....	213		
Wheels and Tires.....	188		