

FORD **TOURNEO CUSTOM** / **TRANSIT CUSTOM** Quick Reference Guide



About This Quick Reference Guide

We have created this guide to help you get to know certain features of your vehicle. It only contains basic instructions to get you started and is not a substitute for the Owner's Manual.

You must read the full instructions in the Owner's Manual along with all the warnings. The more that you know about your vehicle, the greater the safety and pleasure you will get from driving it.

Thank you for choosing Ford.

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 guide 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 guide may show features as used in different models, so may appear different to you on your vehicle. However, the essential information in the illustrations is always correct.*

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

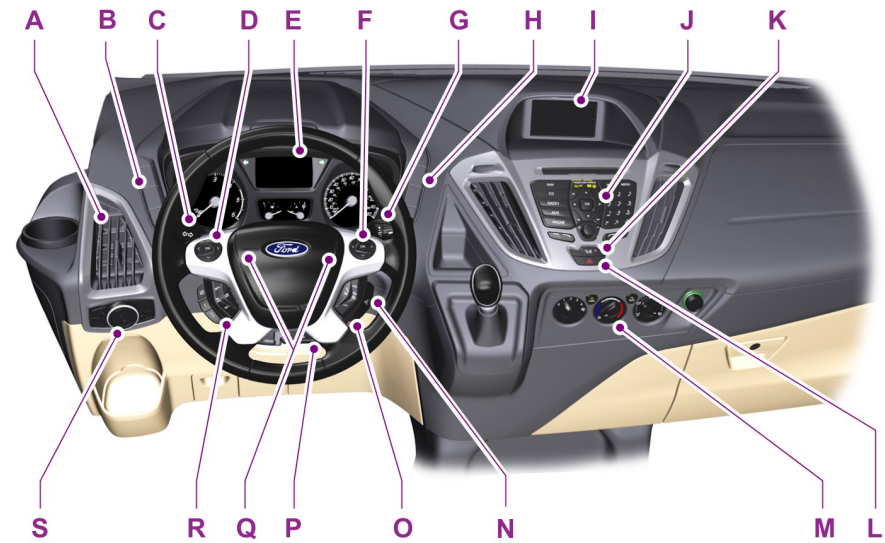
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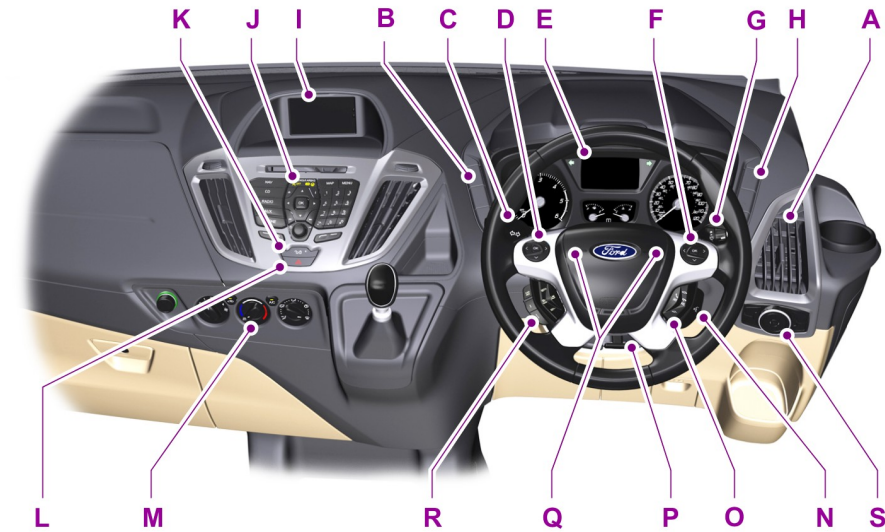
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AT A GLANCE



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E146673

- A Air vents.
- B Parking aid switch. Start-stop switch.
- C Direction indicators. High beam.
- D Left-hand drive vehicles - Instrument cluster display control.
- D Right-hand drive vehicles - Information and entertainment display control.
- E Instrument cluster.
- F Left-hand drive vehicles - Information and entertainment display control.
- F Right-hand drive vehicles - Instrument cluster display control.
- G Wiper lever.
- H Heated rear window switch. Heated windshield switch.
- I Information and entertainment display.
- J Audio unit.
- K Door lock indicator.
- L Hazard warning flasher switch.
- M Climate controls.
- N Ignition switch.
- O Audio control. Voice control.
- P Steering wheel adjustment.
- Q Horn.
- R Cruise control switches.
- S Lighting control. Front fog lamps. Rear fog lamps. Headlamp leveling control.
Instrument lighting dimmer.

FASTENING THE SAFETY BELTS



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E68585



E68586

Pull the safety belt out steadily. It may lock if you pull it sharply or if your vehicle is on a slope.

Press the red button on the buckle to release the safety belt. Hold the tongue and let it retract completely and smoothly to its stowed position.

LOCKING AND UNLOCKING

Locking With the Key

Turn the top of the key toward the front of your vehicle.

Locking With the Remote Control



Press the button.

Note: You can lock the driver door with the key. Use the key when the remote control is not functioning.

Double Locking With the Key (If

Equipped)

Turn the key to the lock position twice within three seconds.

Double Locking With the Remote Control (If Equipped)



Press the button twice within three seconds.

Unlocking

Unlocking With the Key

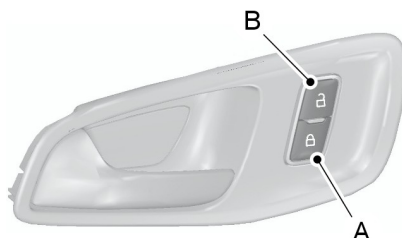
Turn the top of the key toward the rear of your vehicle.

Unlocking With the Remote Control



Press the button.

Locking and Unlocking the Doors From Inside

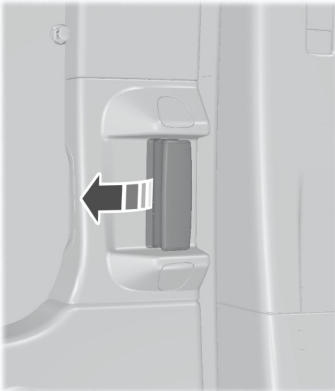


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- A Lock
- B Unlock

Opening and Closing the Sliding Door

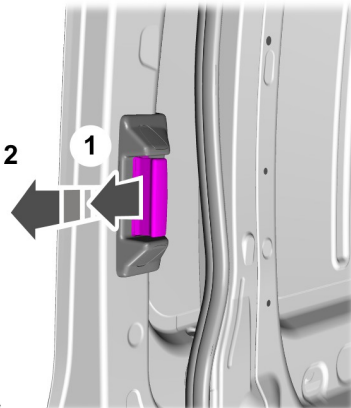
Opening the Sliding Door



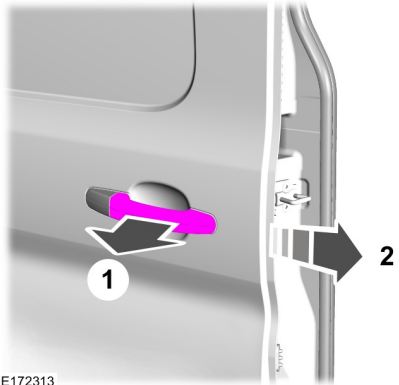
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Pull the interior door handle to open the door.

Closing the Sliding Door



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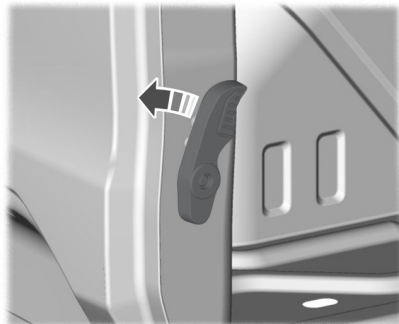
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1. Pull the door handle to release the door check feature.
2. Slide the door to close.

Opening the Double Rear Doors

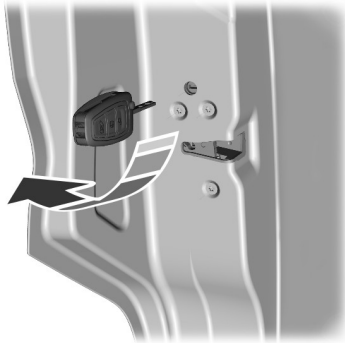


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Slam Locking



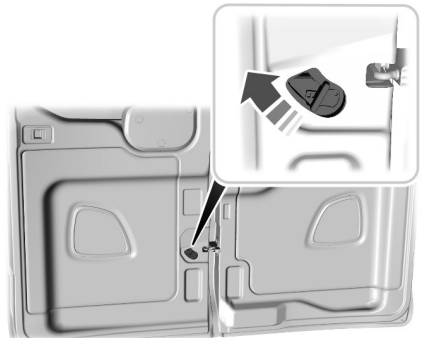
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When there is no power to your vehicle, slam locking allows you to lock a door automatically when you close it. You can manually lock the front passenger door, sliding doors and rear cargo door using the key.

Automatic Locking

Your vehicle has the capability for the doors to lock automatically when you exceed 5 mph (8 km/h). You can switch this function on using the information display. If you have switched this function on, either use the interior door unlock button or switch the ignition off and use the key or remote control to unlock the rear or sliding door.

Rear Emergency Exit (If Equipped)



E171968

Pull the interior handle up to open the door in an emergency.

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 or the remote control.

The park and 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 the ignition. Lock your vehicle to arm the alarm.

Disarming the Alarm

Disarm the alarm by:

- Unlocking the doors or luggage compartment with the remote control.
- Switching the ignition on or starting the engine.
- Using a key in the driver's door to unlock your vehicle, then switching the ignition on within 12 seconds.

AUDIO CONTROL

Select the required source on the audio unit.
You can operate the following functions with the control:

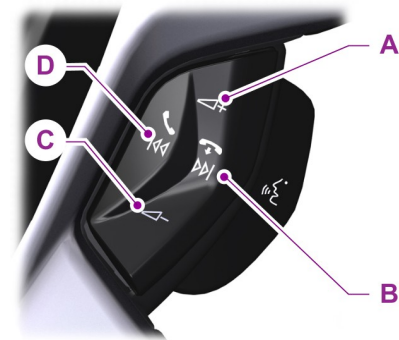
Type 1



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Use the arrows on the steering wheel to navigate through the menus. Press **OK** to make a selection.

Type 2



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



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Pull the control to select or deselect voice control.

CRUISE CONTROL



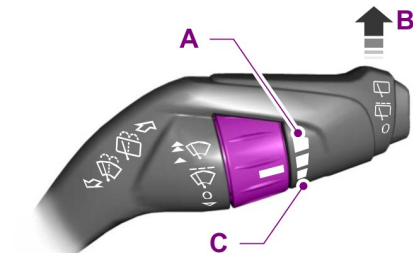
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INFORMATION DISPLAY CONTROL



E130248

AUTOWIPERS



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- A High sensitivity
- B On
- C Low sensitivity

Use the rotary control to adjust the sensitivity of the autowipers. When you select low sensitivity, the wipers will operate when the sensor detects a large amount of water on the windshield. When you select high sensitivity, the wipers will operate when the sensor detects a small amount of water on the windshield.

AUTOLAMPS



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The headlamps will switch on and off automatically in low light situations or during inclement weather.

Note: You may have to manually switch the headlamps on in severe weather conditions.

HEADLAMP EXIT DELAY

After you switch the ignition off, you can switch the headlamps on by pulling the direction indicator lever toward you. You will hear a short tone. The headlamps will 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 switching the ignition on.

POWER WINDOWS

To reduce wind noise or pulsing noise when just one window is open, open the opposite window slightly.

Bounce-Back

The driver side window automatically stops and reverses some distance if it detects an obstacle while closing.

Overriding Bounce-Back

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. Bounce-back is now disabled and you can close the window manually. The window goes 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 Bounce-Back

1. Lift and hold the switch until the window is fully closed.
2. Release the switch.
3. Lift the switch again for one second.
4. Release the switch.
5. Lift the switch again for one second.
6. Open the window and then try to close using the one-touch feature.
7. Repeat the procedure if the window does not close using the one-touch feature.

Note: *If you disconnect the battery, you must reset the bounce-back memory.*

TRIP COMPUTER

Resetting the Trip Computer

Press and hold **OK** on the current screen to reset the respective trip, distance, time and average fuel information.

Trip Odometer

Registers the distance traveled of individual journeys.

Distance to Empty

Indicates the approximate distance your vehicle will travel on the fuel remaining in the tank. Changes in driving pattern may cause the value to vary.

Instantaneous Fuel Consumption

Indicates the current fuel consumption.

Average Fuel Consumption

Indicates the average fuel consumption since the function was last reset.

Average Speed

Indicates the average speed calculated since the function was last reset.

Outside Air Temperature

Shows the outside air temperature.

All Values

Indicates all the respective trip, distance, time and average fuel information.

PERSONALIZED SETTINGS

Measure Units

To swap between imperial and metric units, scroll to this display and press the **OK** button.

Swapping between imperial and metric units will affect the following displays:

- Distance to empty.
- Average fuel consumption.
- Instantaneous fuel consumption.
- Average speed.

Switching Chimes Off

The following chimes can be switched off:

- Warning messages.
- Information messages.

HINTS ON CONTROLLING THE INTERIOR CLIMATE

General Hints

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

Note: To reduce fogging of the windshield during humid weather, adjust the air distribution control to the windshield air vents position. Increase the temperature and fan speed and press the A/C button to improve clearing, if required.

Heating the Interior Quickly

- Adjust the fan speed to the highest speed setting.
- Adjust the temperature control to the highest setting.
- Adjust the air distribution control to the footwell air vents position.

Recommended Settings for Heating

- Adjust the fan speed to the second speed setting.
- Adjust the temperature control to the midway point of the hot settings.
- Adjust the air distribution control to the footwell and windshield air vents position.

Cooling the Interior Quickly


- Adjust the fan speed to the highest speed setting.
- Adjust the temperature control to the **MAX A/C** position.
- Adjust the air distribution control to the instrument panel air vents position.

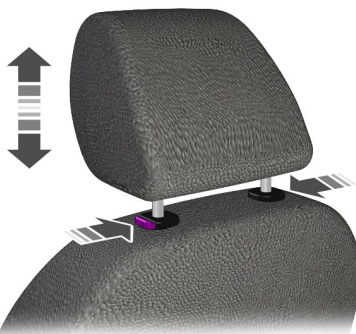
Recommended Settings for Cooling

- Adjust the fan speed to the second speed setting.
- Adjust the temperature control to the midway point of the cold settings.
- Adjust the air distribution control to the instrument panel air vents position.

HEAD RESTRAINTS

WARNING


 Fully adjust the head restraint before you sit in or operate your vehicle. This will help minimize the risk of neck injury in the event of a collision. Do not adjust the head restraint when your vehicle is moving.



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Adjusting the Head Restraint

WARNING

 Raise the rear head restraint when the rear seat is occupied by a passenger or a child restraint.

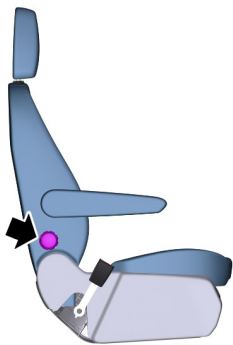
Adjust the head restraint so that the top of it is level with the top of your head.

Removing the Head Restraint

Press the locking buttons and remove the head restraint.

MANUAL SEATS

Adjusting the Lumbar Support



E146386

DIESEL PARTICULATE FILTER

During regeneration at low speed or engine idle, you may smell a hot metallic odor and could notice a clicking metallic sound. This is due to the high temperatures reached during regeneration and is normal.

Changes in the engine or exhaust sound may be heard during the regeneration process.

AUTO-START-STOP

Using Start-Stop

To Stop the Engine

1. Stop your vehicle.
2. Move the transmission selector lever to neutral.
3. Release the clutch pedal.
4. Release the accelerator pedal.

To Restart the Engine

Press the clutch pedal.

Note: The transmission must be in neutral.

Limitations of use:

The system may not shut down the engine under certain conditions, for example:

- Engine is warming up.
- Low battery charge.
- The outside temperature is too low or too high.
- The driver door has been opened.
- The driver seatbelt is undone.
- The heated windshield is switched on.
- During regeneration of the Diesel Particulate Filter.

The system may also request an engine restart under certain conditions, for example:

- Low battery charge.
- The heated windshield is switched on.
- Your vehicle has started rolling downhill.

Switching the System Off and On



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The system automatically turns on every time you switch the ignition on. To switch the system off, press the switch in the instrument panel (the word OFF will illuminate). The system will only be turned off for the current ignition cycle. To turn it on, press the switch again. For vehicles equipped with ECO Mode the switch also turns off the speed limiter.

RUNNING OUT OF FUEL

Adding Fuel From a Portable Fuel Container

When refueling the vehicle fuel tank from a fuel container, use the plastic funnel included with your vehicle.



E156223

1. The plastic funnel is located in the glove box.
2. Open the fuel filler door fully until it engages and remove the fuel filler cap.

Note: *Capless fuel systems do not have a fuel filler cap.*

3. Insert the plastic funnel into the filler neck.
4. Add fuel to your vehicle from the fuel container.
5. Remove the plastic funnel from the filler neck.
6. Replace the fuel filler cap and close the fuel filler door.
7. Clean the plastic funnel and place it back in your vehicle or correctly dispose of it. Extra plastic funnels can be purchased from an authorized dealer if you choose to dispose of it.

HILL START ASSIST

The system makes it easier to pull away when your vehicle is on a slope without the need to use the parking brake.

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 drive to prevent your vehicle from rolling down the slope.

PARKING BRAKE

Note: *If you park your vehicle on a hill and facing uphill turn the steering wheel away from the curb.*

Note: *If you park your vehicle on a hill and facing downhill turn the steering wheel toward the curb.*

Note: *Do not press the release button while pulling the lever up.*

To apply the parking brake:

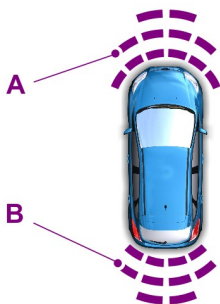
1. Press the foot brake pedal firmly.
2. Pull the parking brake lever up to its fullest extent.

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.

PARKING AID

The system warns you of objects that are within the detection zone of the bumper areas. When you switch the ignition on, the system automatically turns on. The system becomes active when you shift into reverse (R) and the speed of your vehicle is 10 mph (16 km/h) or less.



E174857

- A Front detection zone: Up to 31 in (80 cm) directly in front of the front bumper, and approximately 6-14 in (15-35 cm) to the side of the front bumper.
- B Rear detection zone: Up to 72 in (183 cm) from the rear bumper.

The system detects objects when you shift into reverse (R) and:

- Your vehicle is moving toward a stationary object at a speed of 3 mph (5 km/h) or less.
- Your vehicle is stationary but an object is approaching your vehicle at a speed of 3 mph (5 km/h) or less.
- Your vehicle is moving at a speed of 3 mph (5 km/h) or less, and an object is approaching your vehicle at a speed of 3 mph (5 km/h) or less.

Press the button to switch the system off. The system remains off until you switch the ignition off.

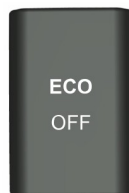
SPEED LIMITER

Vehicle Speed Limiter - Fixed

Vehicles with Start-Stop

When start-stop is switched on your vehicle speed is limited to 70 mph (110 km/h).

Note: If your vehicle has a fixed speed limit lower than 70 mph (110 km/h), this will override the switchable speed limiter associated with start-stop.



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The system automatically turns on every time you switch the ignition on. To turn this speed limit off, press the **ECO** switch. The system will only turn off for the current ignition cycle. To turn it on, press the switch again.

LANE KEEPING SYSTEM

Lane Keeping Alert

The system will automatically detect and track the lane markings on the road. If your vehicle unintentionally drifts toward the road lane markings, you will see a warning in the information display. There is also a warning given in the form of a vibration felt through the steering wheel.

Note: The vibration intensity from the steering wheel may decrease depending on the quality of the road surface.

The system has three intensity levels which you can set using the information display.

You can adjust how quickly the system warns you of a dangerous situation. The system has two sensitivity levels which you can set using the information display.



ECONOMICAL DRIVING

The following will help to improve fuel consumption.

Tire Pressures

Check your tire pressures regularly to optimize fuel economy. For best results use the economy pressures.

Gear Shifting

Use the highest drivable gear appropriate for the road conditions.

Anticipation

Adjust your vehicle speed and the distance to other vehicles without the need for heavy braking or acceleration.

Efficient Speed

Higher speeds use more fuel. Reduce your cruising speed on open roads.

Accessories

Try not to add unnecessary accessories to the exterior of your vehicle. If you use a roof rack, remember to fold it down or remove it when not in use.

Electrical Systems

Switch off all electrical systems when not in use, for example air conditioning. Make sure you unplug any accessories from the auxiliary power points when not in use.

CLEANING THE EXTERIOR

Note: *If you use a car wash with a waxing cycle, make sure that you remove the wax from the windshield and the wiper blades.*

Note: *Prior to using a car wash facility check the suitability of it for your vehicle.*

Note: *Some car washes use water at high pressure. Due to this, water droplets may enter inside your vehicle and could also damage certain parts of your vehicle.*

Note: *Remove the aerial before using an automatic car wash.*

Note: *Switch the heater blower off to prevent contamination of the fresh air filter.*

We recommend that you wash your vehicle with a sponge and lukewarm water containing a car shampoo.

Cleaning the Headlamps

Note: *Do not scrape the headlamp lenses or use abrasives, alcoholic solvents or chemical solvents to clean them.*

Note: *Do not wipe the headlamps when they are dry.*

Cleaning the Rear Window

Note: *Do not scrape the inside of the rear window or use abrasives or chemical solvents to clean it.*

Use a clean, lint free cloth or a damp chamois leather to clean the inside of the rear window.

Cleaning the Chrome Trim

Note: *Do not use abrasives or chemical solvents. Use soapy water.*

Note: *Do not apply cleaning product to hot surfaces and do not leave cleaning product on chrome surfaces for a period of time exceeding that which is recommended.*

Note: *Industrial-strength (heavy-duty) cleaners, or cleaning chemicals, may cause damage over a period of time.*

Body Paintwork Preservation

WARNINGS



Do not polish your vehicle in strong sunshine.



Do not allow polish to touch plastic surfaces. It could be difficult to remove.



Do not apply polish to the windshield or rear window. This could cause the wipers to become noisy and they may not clear the window properly.

We recommend that you wax the paintwork once or twice a year.

CLEANING THE ALLOY WHEELS

Alloy wheels and wheel covers are coated with a clear coat paint finish. To maintain their condition we recommend that you:

- Clean them weekly with the recommended wheel and tire cleaner.
- Use a sponge to remove heavy deposits of dirt and brake dust accumulation.
- Rinse them thoroughly with a pressurized stream of water when you have completed the cleaning process.

We recommend that you use Ford service wheel cleaner. Make sure that you read and follow the manufacturer's instructions.

Using other non-recommended cleaning products can result in severe and permanent cosmetic damage.

AUDIO UNIT

Sound Button

This will allow you to adjust the sound settings (for example bass, middle and treble).

1. Press the sound button.
2. Use the up and down arrow buttons to select the required setting.
3. Use the left and right arrow buttons to make the necessary adjustment. The display indicates the level selected.
4. Press the **OK** button to confirm the new settings.

Traffic Information Control

Turning Traffic Announcements On and Off

Before you can receive traffic announcements, you must press either the **TA** or **TRAFFIC** button.

Traffic Announcement Volume

To adjust the preset volume:

- Use the volume control to make the necessary adjustment during an incoming traffic announcement broadcast. The display will show the level selected.

NAVIGATION

Loading Map Data

Note: Do not switch the ignition on or attempt to start the engine while the software is updating.

Note: The navigation SD card must be in the SD card slot to operate the navigation system. If you need a replacement SD card, see an authorized dealer.

Note: The SD card slot is spring-loaded. To remove the SD card, push the card in and release it. Do not attempt to remove the card without first pushing it in. This could cause damage.



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1. Load the navigation SD card into the slot.
2. Press the **NAV** button. The road safety warning confirms the map data import was successful.
3. The system is now ready to use.

For map updates and system upgrades, see an authorized dealer.

Note: You can only use Ford licensed data.

