

This Quick Reference Guide is not intended to replace your vehicle Owner's Manual, which contains more detailed information concerning the features of your vehicle, as well as important safety warnings designed to help reduce the risk of injury to you and your passengers. Please read your entire Owner's Manual carefully as you begin learning about your new vehicle and refer to the appropriate chapters when questions arise. All information contained in this Quick Reference Guide was accurate at the time of duplication. We reserve the right to change features, operation and/or functionality of any vehicle specification at any time. Your Ford dealer is the best source for the most current information. For detailed operating and safety information, please consult your Owner's Manual.

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.

LEARN MORE ABOUT YOUR NEW VEHICLE

Scan the country-appropriate QR code with your smartphone (make sure you have a scanner app installed) and you can access even more information about your vehicle.



owner.ford.com (U.S.)



ford.ca (Canada)

UNITED STATES

Ford Customer Relationship Center

1-800-392-3673 (FORD)

(TDD for the hearing impaired:

1-800-232-5952)

owner.ford.com  @FordService

CANADA

Ford Customer Relationship Centre

1-800-565-3673 (FORD)

(TDD for the hearing impaired:

1-888-658-6805)

ford.ca  @FordServiceCA



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QUICK REFERENCE GUIDE



COMMONLY USED VOICE COMMANDS

Press the voice button  on the steering wheel and then say:

Global

- Cancel
- Help
- Main Menu
- List of Commands

Audio

- Sirius Channel <channel number>¹
- AM <frequency number>
- FM <frequency number>
- Bluetooth Audio
- USB

Navigation^{2,3}

- Find an Address
- Find a ____
- Find a POI
- Find an Intersection
- Find the Nearest ____
- Show Previous Destinations
- Drive Home
- Show Route
- Where Am I?

Phone

- Pair Phone
- Call <contact name>
- Call <contact name> at <location>²
- Dial <number>
- Delete²
- Clear²

SIRIUSXM TRAFFIC AND TRAVELLINK^{1,2,3}

- Show Traffic
- Show Weather Map
- Show Fuel Prices
- Show 5-Day Forecast

APPS

- Mobile Apps
- List Mobile Apps
- Find Mobile Apps
- <App Name>

¹ SiriusXM may not be available in all markets. Activation and a subscription are required.

² only available with SYNC 3

³ if equipped

Some services may not be available in your area. Refer to the SYNC 3 chapter in your *Owner's Manual*, visit the website or call the toll-free number for more information.

For U.S. customers: Visit owner.ford.com or call 1-800-392-3673 (select Option 1 or 2 for language, then Option 3).

For Canadian customers: Visit syncmyride.ca or call 1-800-565-3673 (select Option 1 or 2 for language, then Option 3).

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1 CRUISE CONTROL

To Set Your Cruise Control Speed

- Press and release ON.
- Drive to your preferred speed.
- Press and release **SET +** or **SET -**, then take your foot off the accelerator.

To cancel the set speed, press and release **CAN** or tap the brake pedal. To switch off, press **OFF** or switch the ignition off.

2 SERVICE ENGINE SOON LIGHT

Lights briefly when you switch on the ignition. If it remains on or is flashing after you start the engine, the On-Board Diagnostics (OBD-II) system has detected a problem. Drive in a moderate fashion and contact your authorized dealer as soon as possible.

3 INFORMATION DISPLAY

Provides information about various systems on your vehicle. Use the left steering wheel controls located on the steering wheel to choose and confirm settings and messages. Refer to the *Information Displays* chapter in your *Owner's Manual* for more information.

4 ADJUSTABLE STEERING COLUMN

Unlock the steering wheel by pulling the lever down. Adjust the wheel to the desired position (in, out, up and down). Push the lever back up to lock the steering wheel in place.



INSTRUMENT PANEL

5 STEERING WHEEL CONTROLS

VOL + or **VOL -** Press to increase or to decrease volume levels.

⏮ **⏭** Press to access the previous or next media selection.

⏏ Press to exit a menu.

🗣 Press to access voice recognition.

📞 Press to access phone mode or to answer a phone call.

📞 Press to end a phone call.

6 WIPER CONTROLS

Use the lever to adjust the wipe intervals. Pull the lever toward you to wash the windshield.

7 PUSH BUTTON IGNITION*

Allows you to start your vehicle by pressing the **START STOP** button when fully pressing down on the brake. Press the button again to switch off the engine.

Note: Your intelligent access transmitter must be inside the vehicle to start the ignition.*

8 AUTO-START-STOP

For more information about Auto-Start-Stop, please see page 18.



SYNC®

SYNC is an in-vehicle communications system that works with your *Bluetooth* wireless technology-enabled phone and portable media player.

SUPPORT

The SYNC support team is available to help you with any questions.

In the United States, call **1-800-392-3673**.

In Canada, call **1-800-565-3673**.

DRIVING RESTRICTIONS

For your safety, certain features are speed-dependent and restricted when your vehicle is traveling over 3 mph (5 km/h).



TO PAIR YOUR PHONE FOR THE FIRST TIME

1. Make sure to switch on your phone's *Bluetooth* feature before starting the search. See your device's manual, if necessary.
2. Press the Settings button.
3. Select *Bluetooth* from the menu.
4. Press the OK button.
5. Select the option to add. This starts the pairing process.
6. When a message to begin pairing appears in the audio display, search for SYNC on your device.
7. When prompted on your phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your phone. Your phone is now paired and the display indicates that the pairing was successful. If you are prompted to enter a PIN on your device, enter the PIN displayed on the screen. The display indicates when the pairing is successful.

Depending on your phone's capability and your market, the system may prompt you with questions, such as setting the current phone as the primary phone and downloading your phone book.

PHONE CONTROLS

You can use the phone buttons on your steering wheel to answer, reject or end a call.

HELPFUL HINTS

- When using voice commands, make sure the interior of your vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken commands.
- Before giving a voice command, wait for the system announcement to finish, followed by a single tone. Any command spoken before this does not register with the system.
- Speak naturally, without long pauses between words.
- You can interrupt the system at any time while it is speaking by pressing the voice button. You can cancel a voice session by pressing and holding the voice button.

PHONE MENU

Through your phone menu, you can access your call history, phone book, text messages, phone settings and system settings.

Press the phone button to enter the phone menu. Then you can scroll through the menu and select the feature you want to view.



APPS

AppLink enables voice and steering wheel control of certain smartphone apps. Once an app is running through AppLink, you can control the main features of the app through voice commands and steering wheel controls.

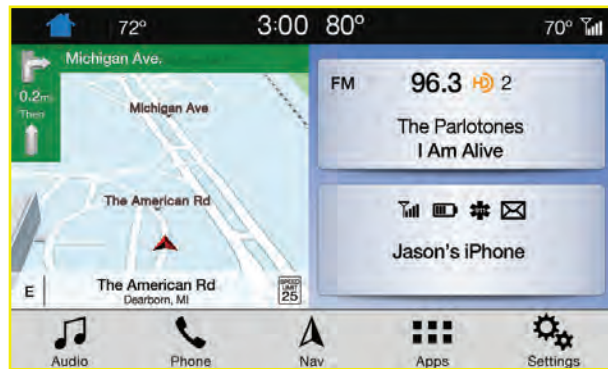
Note: You must pair and connect your smartphone to SYNC to access AppLink.

USING SYNC TO ACCESS DIGITAL MEDIA

Using the system, you can access media from your iPod, *Bluetooth* device and most USB drives. SYNC also supports audio formats, such as MP3, WMA, WAV and ACC.

MEDIA SOURCES

Press the **AUX** button to view your sources. Use the directional arrows and **OK** button to select your source. You can also use the steering wheel audio controls.



The SYNC 3 system allows you to interact with a variety of features using the touchscreen and voice commands. By integrating with your *Bluetooth* wireless technology-enabled phone, the touchscreen provides easy integration with many of your vehicle's features.

USING THE TOUCHSCREEN

To operate the touchscreen, you can simply touch the item or option that you want to select. The button changes color when you select it.

The touchscreen allows you quick access to all of your comfort, navigation, communication and audio options. Using the status and feature bar, you can quickly select the feature you want to use.

SYNC OWNER ACCOUNT AND UPDATING YOUR SYSTEM

A SYNC owner account is essential for keeping up with the latest software downloads available for SYNC, provides you access to customer support for questions you may have and allows you to maintain your account permissions.


To create a SYNC owner account, visit the website:

owner.ford.com (United States)


syncmyride.ca or syncmaroute.ca (Canada)

Once you have your SYNC owner account, you can log in to visit the SYNC software update page to update SYNC using a USB. You can also update your SYNC system over Wi-Fi. For information on how to update your system, please see the *SYNC 3* chapter in your *Owner's Manual*.

HOME SCREEN

You can reach the Home screen by pressing the  button on the main screens. The Home screen displays features such as audio, phone and settings.

USING VOICE RECOGNITION

Using voice commands allows you to keep your hands on the wheel and focus on what is in front of you. To activate the SYNC 3 voice commands, press the voice button  on the steering wheel and wait for the prompt. You can find the available voice commands in the *SYNC 3* chapter of your *Owner's Manual* or in the *Commonly Used Voice Commands* in this guide.

PAIRING YOUR PHONE FOR THE FIRST TIME

Pair your *Bluetooth* wireless technology-enabled phone with SYNC 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:

1. Select **Add a Bluetooth Device**.
2. Follow the on-screen instructions.
3. A prompt alerts you to search for the system on your phone.

4. Select your vehicle on your phone.
5. Confirm that the six-digit number appearing on your phone matches the six-digit number on the touchscreen.
6. The touchscreen indicates when the pairing is successful.
7. 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.

To pair subsequent phones, please see the *SYNC 3* chapter in your *Owner's Manual*.

USING YOUR CONNECTED PHONE

You can use voice commands to make, receive, accept and reject phone calls. Text messages can also be sent and received through the system.

Please refer to the *SYNC 3* chapter in your *Owner's Manual* for more information about using your connected phone with the system, including voice commands and screen selections.

SMARTPHONE CONNECTIVITY

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:

- » Use your phone's voice assistant.
- » Send and receive messages.
- » Listen to music.
- » Make calls.

Apple CarPlay and Android Auto disable some SYNC 3 features. Most Apple CarPlay and Android Auto features use mobile data

SYNC CONNECT*

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 is ready to hit the road as soon as you are. SYNC Connect is an optional feature on select vehicles. FordPass® is available through a free download via the Apple App Store® or Google Play™.

AUDIO

You can select from a variety of entertainment options including AM/FM radio, USB, *Bluetooth* Stereo and Apps.



PRESETS

To set a new preset, tune to the station and then press and hold one of the preset buttons. The audio mutes briefly while the system saves the station and then returns. There are two preset banks available for AM, three banks for FM and three banks for SiriusXM*. To access additional presets, tap the preset button.

APPS

AppLink enables voice, steering wheel and touchscreen control of certain smartphone apps. Once an app is running through AppLink, you can control the main features of the app through voice commands and steering wheel controls.

SETTINGS

Under the **Settings** menu, you can access and adjust the settings for many of the system features. To access additional settings, swipe the screen left or right.

NAVIGATION



Your navigation system is comprised of two modes. Map mode shows advanced viewing of 2D city maps, 3D landmarks and 3D city models (when available). 2D city maps show detailed outlines of buildings, visible land use and landscape features. Destination allows you to set a destination through search, previous destinations or preset home, work and favorite destinations.

Select **Destination** on the screen, then select **Search**. You can search for a destination using a street address, partial address, city, point of interest, intersection or latitude and longitude. Once you have chosen your destination, press **Start**. The system uses a variety of screens and prompts to guide you to your destination.

CONVENIENCE

INTELLIGENT ACCESS*






You can unlock and lock the vehicle without taking the key out of your pocket or purse when your intelligent access key is within 5 feet (1.5 meter) of your vehicle.

To unlock, touch the unlock sensor on the back of the door handle for a brief period and then pull on the door handle, being careful to not touch the lock sensor at the same time or pull the door handle too quickly.

To lock, touch the door handle lock sensor on the door for approximately one second, being careful to not touch the unlock sensor on the back of the door handle at the same time.



REMOTE ENTRY ICONS

- Press  once to lock all of the doors. Press it again within a few seconds to confirm all doors are locked.
- Press  once to unlock all of the doors.
- Press  to switch on the panic alarm. To switch the panic alarm off, press  again or switch on the ignition.
- Car finder: Press  twice within a few seconds to locate your vehicle. The horn sounds and the direction indicators flash.

AMBIENT LIGHTING*

To access and adjust:

1. Press the **Settings** icon then **Ambient Lighting**.
2. Touch the desired color.
3. Use the scroll bar 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.

OPENING THE TAILGATE*

The vehicle must be unlocked or an intelligent access key must be within 3 feet (1 meter) to open the tailgate. Press the release button located on the swing gate right-hand tail lamp.

CONVENIENCE (CONTINUED)

MOONROOF AND SUNSCREEN*



The moonroof controls are on the overhead console and have a one-touch open and close feature. To stop its movement during one-touch operation, press the control a second time.

Press and release the rear of the control to open the moonroof.

Press and release the front of the control to close the moonroof.

With the moonroof closed, press and release the front of the switch to vent the moonroof.

The sunscreen can be manually opened or closed when the glass panel is closed.

TILTING FRONT-ROW HEAD RESTRAINTS*



Tilt the head restraint forward for additional comfort by gently pulling the top of the head restraint. Once it is in the forward-most position, tilting it forward again releases it to the upright position.

SELECTSHIFT AUTOMATIC TRANSMISSION

With Select Shift automatic transmission, you can use the gear shift to change gears without a clutch.

Push the (+) button on the gearshift lever to activate SelectShift.

To change gears:

- Push the toggle switch (+) to upshift.
- Push the toggle switch (–) to downshift.

For more information and system operation, please see the *Transmission* chapter of your *Owner's Manual*.

FUNCTION

REAR PARKING AID*

This system sounds audible warning tones if there is an obstacle near the vehicle's rear bumper. The rear parking aid sensors automatically turn on when you shift into reverse (R). As the vehicle moves closer to the obstacle, the rate of the warning tone increases in frequency.

The coverage area is up to 6 feet (1.8 meters) from the rear bumper. There is decreased coverage at the outer corners of the bumper.

Note: Visibility aids do not replace the need to watch where the vehicle is moving. Refer to your Owner's Manual for safety information, more details and limitations.

REAR VIEW CAMERA*

The Rear View Camera system provides a video image of the area behind the vehicle. The image appears when the transmission is in reverse (R) and uses a variety of guidelines to alert you of your proximity to objects. For more information about the Rear View Camera, please see the *Parking Aids* chapter of your *Owner's Manual*.

Note: If mud, water or debris obstructs the camera's view, clean the lens with a soft, lint-free cloth and non-abrasive cleaner.

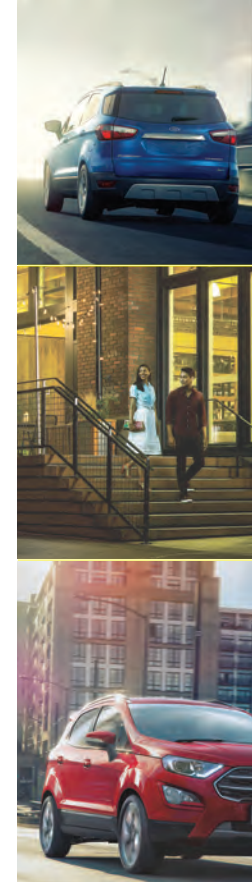


BLIND SPOT INFORMATION SYSTEM (BLIS®) AND CROSS TRAFFIC ALERT*

BLIS uses radar sensors to help you determine if a vehicle may be in your blind spot zone. Cross traffic alert warns you of vehicles approaching from the sides when the transmission is in reverse (R). Both systems turn on an indicator light in the exterior mirror on the side of the vehicle from which the approaching vehicle is coming. Cross traffic alert also sounds tones and displays messages to warn you from which direction vehicles are approaching.

Note: Visibility aids do not replace the need to watch where the vehicle is moving.

Refer to the *Owner's Manual* for safety information, more details and system limitations.



FUNCTION (CONTINUED)

WIPER OPERATION

Adjust the wiper lever and its controls to operate the front and rear wipers.

- **Single wipe:** Pull the lever down.
- **Intermittent wipe:** Raise the lever upward to position 1 and then rotate the control:
 - Upward for short wipe intervals.
 - Downward for long wipe intervals.
- **Normal wipe:** Raise the lever upward to position 2.
- **High-speed wipe:** Raise the lever to position 3, its highest position.

Speed Dependent Wipers

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

WASHING THE WINDSHIELD

To operate the windshield washer, pull the wiper lever toward you.

AUTOWIPERS*

The wipers operate when the system detects moisture on the windshield and adjusts the wiper speed automatically. Use the rotary control to adjust the sensitivity of the rain sensor.

- **Low sensitivity:** The wipers automatically operate when the sensor detects a large amount of moisture on the windshield.
- **High sensitivity:** The wipers automatically operate when the sensor detects a small amount of moisture on the windshield.

Note: Keep the outside of the windshield clean. Dirt, bugs and excessive road debris can prevent it from detecting rain.

To Reduce Smearing, We Recommend the Following:

- Lower the sensitivity of the autowipers.
- Switch to normal or high-speed wipe.
- Switch the autowipers off.

Note: Make sure you switch off the windshield wipers before entering a car wash.

REAR WINDOW WIPER AND WASHER

To operate the wiper, press the rocker switch on the end of the lever to change between off, intermittent and low speed.

When you switch on the front wipers and move the gearshift lever to reverse (R), the rear intermittent wiper automatically turns on.

To use the rear washer, push the wiper lever away from you. When you release the lever, the rear wiper operates for a short time.



HEATED STEERING WHEEL*

Press the heated steering wheel button under the climate controls to switch the heated steering wheel on and off.

WINDSHIELD WIPER DE-ICER*

When you switch the heated rear window on, the windshield wiper de-icer automatically turns on.

HEATED SEATS*

Press the heated seat symbol to cycle through the various heat settings and off. Warmer settings are indicated by more indicator lights.

FUNCTION (CONTINUED)

110 VOLT POWER OUTLET*

The power outlet is on the rear of the center console. You can use it to power electrical devices that require up to 150 watts.

CARGO DOWN HOOKS

There are 4 luggage anchor points in the load floor of the rear of your vehicle.

ROOF LUGGAGE CROSSBARS*

You can use the crossbars on the top of your vehicle to carry additional cargo and you can adjust them to fit your needs. See the *Load Carrying* chapter of your *Owner's Manual* for details.

Note: Always make sure your load is securely fastened. Check the tightness of the load before driving and at each fuel stop.

MYKEY®

MyKey allows you to program certain driving restrictions in order to promote good driving habits. For complete information, refer to the *MyKey* chapter in your *Owner's Manual*.

EMERGENCY BRAKE ASSIST


Emergency 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.



POWER POINT

Run the engine for full capacity use of the 12 volt power point. To prevent the battery from being discharged, do not use the power point for longer than necessary when the engine is not running. It is strongly recommended that you always disconnect the accessories from the power point when leaving your vehicle. Power points are in the center console and next to the rear seat on the right-hand side.

FRONT FOG LAMPS*

You can switch on the front fog lamps by pressing the  button on the lighting control.

Note: Only use fog lamps during reduced visibility, for example heavy fog, snow or heavy rain.

GLASSES HOLDER*

To prevent your glasses from falling out, place them in the glasses holder (in the headliner console) with the lenses facing downward. If they are not placed this way, they may fall out when the glasses holder is opened.

ESSENTIAL INFORMATION

FUEL TANK CAPACITY AND FUEL INFO

Your vehicle has a 13.6 gallon (51.6 liter) fuel tank capacity. We recommend regular unleaded gasoline with a pump (R+M)/2 octane rating of 87. To provide improved performance, we recommend premium fuel for severe duty usage such as trailer towing. Use only UNLEADED fuel or UNLEADED fuel blended with a maximum of 15% ethanol and a minimum octane rating of 87. Do not use any other fuel because it could damage or impair the emission control system.

REFUELING

When refueling your vehicle:

1. Make sure the ignition is switched off.
2. Fully open the fuel door.
3. Insert the fuel filler nozzle into the fuel system up to the first notch, and leave the nozzle inserted and resting against the cover of the fuel tank until you are done pumping.
4. Make sure you keep the fuel pump nozzle in a level position when refueling or it may impact the flow of the fuel. Improper positioning can also cause the fuel pump to shut off before the fuel tank is full.
5. When you finish refueling, slowly raise and remove the fuel pump nozzle. Fully close the fuel door.

If you are refilling your tank from a fuel container, make sure you use the fuel filler funnel included with your vehicle. Using an aftermarket funnel may not work with the capless system and could cause damage to your vehicle. For more information and for your fuel filler funnel location, please see the *Fuel and Refueling* chapter of your *Owner's Manual*.

AUTO-START-STOP



The system helps reduce fuel consumption by automatically stopping and restarting the engine when your vehicle has stopped. The engine restarts automatically when you release the brake pedal.


You can switch the system off by pressing the Auto-Start-Stop button located on the center console. The button illuminates. This only deactivates the system for the current ignition cycle. Press the button again to restore Auto-Start-Stop function. The system automatically enables every time you start your vehicle if all of the necessary conditions are met.

Please see the *Unique Driving Characteristics* chapter of your *Owner's Manual* for more information.

TIRE SEALANT AND INFLATOR KIT

Your vehicle may not have a spare wheel and tire. In these cases, it will be supplied with a temporary mobility kit which will only repair one damaged tire. The kit is located beneath the carpeted load floor in the rear of your vehicle. For complete information on using the tire sealant and inflator kit, refer to the *Wheels and Tires* chapter of your *Owner's Manual*.

TIRE PRESSURE MONITORING SYSTEM

The tire pressure monitoring system allows you to view the tire pressure readings through the information display. When one or more of your tires are under-inflated, your vehicle turns on the low tire pressure warning light  in the instrument cluster. If this happens, stop and check your tires as soon as possible. Inflate them to the proper pressure. Refer to the *Wheels and Tires* chapter of your *Owner's Manual* for more information.

REAR WINDOW BUFFETING

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

TOWING YOUR ECOSPORT

Towing your vehicle behind an RV or any other vehicle may be limited. Refer to the *Towing the Vehicle on Four Wheels* section in the *Towing* chapter of your *Owner's Manual*.

UNITED STATES WARRANTY CUSTOMERS:

Download a FREE electronic copy of the most up-to-date Warranty Guide by visiting owner.ford.com.

Select **Owner / SYNC & Vehicle Features / Owner Manuals**.

Limo/Livery/Hearse vehicles: To view and download your Warranty Guide, visit the Fleet website fleet.ford.com/limo.

Select **Limo/Livery/Hearse Warranty Information**.

ROADSIDE ASSISTANCE

Your new Ford vehicle comes with the assurance and support of 24-hour emergency roadside assistance. To receive roadside assistance in the United States, call **1-800-241-3673**. In Canada, call **1-800-665-2006**.

