

## U.S. ROADSIDE ASSISTANCE

FOR COMPLIMENTARY HELP CALL 1-800-241-3673

Quick access to the information below will get help to you faster. Know your vehicle's mileage and specific location.

NAME

VIN

Roadside Assistance services are available from the warranty start date and last for 5 years or 60,000 miles, whichever comes first.

## CANADA ROADSIDE ASSISTANCE

NAME

VIN

See Warranty Guide for complete details.

Download the Sykes4Ford Roadside Assistance App for access to your roadside assistance services.

Ford Motor Company reserves the right to modify or discontinue Roadside Assistance at any time. Certain restrictions apply to Roadside Assistance benefits.

For further details, call  
**1-800-241-3673** (United States)  
**1-800-665-2006** (Canada)

## ROADSIDE ASSISTANCE

### FLAT TIRES

It does seem that today nobody gets a flat tire, but what if you did? Roadside Assistance will change your tire for you. Tire change service requires the customer to have a usable spare tire.

### DEAD BATTERIES

Sure, even a good battery can go dead for one reason or another. Roadside Assistance will give your vehicle the jump-start it needs.

### LOCK OUTS

It's embarrassing, but it happens. We'll get you back in, fast... and it's free. Key replacement cost is the customer's responsibility.

### TOWING

Your car's not working... and you don't know why. Just make the call and we'll be there. Warranty Towing, Non-warranty Towing and Collision Towing are available.

### FUEL DELIVERY

You ran out of gas with no fuel station in sight. We'll bring the gas to you FREE. Limited to two, no-charge occurrences within a 12-month period. For the amount provided, please see your Owner's Manual.

### TRAILERS

If your vehicle requires towing while hauling a trailer, Roadside Assistance provides coverage for towing up to a maximum per event. Please see your Owner's Manual for details.

### WINCH OUT

If you should get stuck we'll pull you out (limited to events occurring within 100 feet (30 m) of a paved/county-maintained surface). Does not include winch out from standing water (recoveries).

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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.



### United States

Ford Customer Relationship Center  
**1-800-392-3673** (FORD)  
(TDD for the hearing impaired:  
**1-800-232-5952**)

[owner.ford.com](http://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](http://ford.ca) @FordServiceCA

### Warranty Information

Your vehicle comes with a New Vehicle Limited Warranty. The express warranties of the New Vehicle Limited Warranty are in substitution for and exclude all other liabilities of any kind whether arising under statute, in tort, by implication of law or otherwise including, to the full extent as may be allowed by law, liability for any other representations respecting the vehicle, statutory warranties or implied warranties or conditions as to its merchantability or fitness.

Download a FREE electronic copy or order one FREE printed copy of the most up-to-date Warranty Guide by visiting the Owner Manuals section of [owner.ford.com](http://owner.ford.com). (United States)

For Canada, visit [ford.ca/warranty](http://ford.ca/warranty).

For Limo/Livery/Hearse vehicles: View and download your Warranty Guide by visiting the Warranty Information section of the Fleet website, [fleet.ford.com/limo](http://fleet.ford.com/limo). (United States only)



# FUSION PLUG-IN HYBRID Quick Reference Guide

TWO THOUSAND TWENTY

# COMMONLY USED VOICE COMMANDS

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

## General

- » Cancel
- » Help
- » Main Menu
- » List of Commands

## Audio

- » Radio
- » AM <frequency number>
- » FM <frequency number>
- » *Bluetooth* Stereo
- » USB

## Navigation<sup>1</sup>

- » Find an Address
- » Find a Place
- » Drive Home
- » Drive to Work
- » Show Previous Destinations
- » Cancel Route
- » Show Route
- » Repeat Instruction
- » Show Map

## Phone

- » Pair Phone
- » Call <contact name>
- » Call <contact name><location>
- » Dial <number>

## Climate

- » Set Temperature \_\_\_

## SiriusXM<sup>®</sup> Traffic and Travel Link<sup>1,2</sup>

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

## Apps

- » Mobile Applications
- » List Mobile Applications
- » Find Mobile Applications
- » <Applications Name> Help

<sup>1</sup> if equipped

<sup>2</sup> SiriusXM may not be available in all markets. Activation and a subscription are required.

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

For U.S. customers: visit [owner.ford.com](http://owner.ford.com) or call 1-800-392-3673.

For Canadian customers: visit [syncmyride.ca](http://syncmyride.ca) or call 1-800-565-3673.

## 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](http://owner.ford.com)  
(U.S.)



[ford.ca](http://ford.ca)  
(Canada)



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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.

## Left Vehicle Information Display

Using the left steering wheel-mounted controls, press the up and down arrow buttons to scroll through and highlight the options; use the right arrow button to enter a sub-menu.

» The Display/Trip Mode provides hybrid-specific information through the following screens: • Engage • Empower • MyView  
- MyView lets you choose what information you wish to display. Select **Change MyView** in the **Options** menu to scroll through the choices.

» The **Brake Coach** appears after the vehicle has come to a stop. It coaches you to brake in a manner that maximizes the amount of energy returned through the regenerative braking system. The displayed percentage indicates your regenerative braking efficiency, with 100% representing the maximum amount of energy recovery. You can switch this feature on and off in the information display.

## Service Engine Soon Light

 Lights briefly when you switch the ignition on. If it remains on or blinks after you start your vehicle, 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.

## Steering Wheel Controls

**VOL +** or **-** Press to increase or to decrease volume levels.  
 Press to access the previous or next media selection.  
 Press to silence the current media.  
 Press to access voice recognition.  
 Press to exit phone mode or end a call.  
 Press to answer a call.

## Right Vehicle Information Display

Use the right steering wheel-mounted controls to access a variety of features:

» **Fuel Economy** provides ways you can monitor your energy use:  
• Efficiency Leaves • Fuel History • Coach

» **Entertainment, Phone and Navigation\*** information is also available. Refer to the SYNC 3 chapter in your *Owner's Manual* for more information.



# INSTRUMENT PANEL

## Electric Parking Brake

The electric parking brake switch replaces the conventional hand brake. The switch is on the center console or on the lower part of the instrument panel, to the left-hand side of the steering wheel. To apply the electric parking brake, pull the switch up. The brake system warning lamp flashes then illuminates to confirm that you applied the parking brake. To release the electric parking brake manually, switch the ignition on, press the brake pedal and then press the switch down. The brake system warning lamp turns off. Your vehicle automatically releases the parking brake when the driver door is closed, the vehicle is put in gear, the accelerator pedal is pressed and no faults are detected in the parking brake system.

**NOTE:** If the electric parking brake warning lamp stays on, then the electric parking brake did not automatically release. You must release the electric parking brake using the switch.

## Rear View Camera

The Rear View Camera system provides a video image of the area behind the vehicle. The image appears when your vehicle 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.

## Automatic Transmission

To place your vehicle in gear from park (P):

1. Fully press down and hold the brake pedal through shifts out of park (P).
2. Rotate the outer ring of the transmission selector clockwise from park (P) until the desired gear illuminates on the transmission selector.
3. Release the brake pedal and the transmission remains in the selected gear.

**NOTE:** Always put your vehicle in Stay in Neutral mode when entering an automatic car wash. Failure to do this could result in vehicle damage not covered by warranty. To enter Stay in Neutral mode, switch your vehicle on but do not start the engine. Place your foot on the brake pedal and rotate the transmission selector to neutral (N). Finally, press either the low (L) or sport (S) button in the middle of the transmission selector to enter Stay in Neutral mode.

When you switch the vehicle off or open the driver door with the driver seatbelt unbuckled, the vehicle automatically shifts in to park.

## EV Modes

Choose to drive in electric-only mode for city driving, save your plug-in power for later or let the system adjust your power mode to suit the current driving conditions.

# QUICK TIPS

## Fusion Plug-In Hybrid Cluster

Use your information display controls on your steering wheel to scroll through your menu choices. Select the following screens from the **Display/Trip** and **Fuel Economy** menus to help improve your fuel efficiency.

**Engage:** Provides separate gauges for engine power and high-voltage battery power, and an instantaneous fuel economy gauge.

**Empower:** Provides a power demand gauge with an engine on and off threshold, and an instantaneous fuel economy gauge.

**MyView:** Lets you choose your preferred information to create your own custom display.

**Efficiency Leaves:** Shows your short-term fuel economy. The more leaves you have, the more efficiently you are driving!

**Fuel History:** From left to right, this view includes an instantaneous fuel economy gauge, historical fuel economy data and average fuel economy.

**Coach:** Provides a comparison of your recent acceleration efficiency, braking and cruising behavior. The more blue you see, the better you are driving!

## Charging the High-Voltage Battery

The charge port is between the front left-side door and front left wheel well.

To charge the high-voltage battery:

1. Put the vehicle in park (P) and power down the vehicle.
2. With your thumb, press in and release the indentation located on the charge port door and the door will rotate open.
3. Plug the charging coupler into the charge port receptacle on your vehicle. Make sure the button clicks, confirming that you have completely engaged the coupler.
4. Verify that the cord acknowledgment feature activates. This indicates the beginning of a normal charge cycle.
5. If using a 240-volt charging station, follow the instructions on the charge station to begin the charging process.



# ENERGY SAVING TIPS

## HELP MAXIMIZE YOUR FUEL ECONOMY BY UTILIZING THESE FEW TIPS

### 1. Use smooth acceleration and braking.

According to the United States Department of Energy, aggressive driving can lower your gas mileage by up to 33 percent at highway speeds and 5 percent in the city.

### 2. Carry the bare essentials.

The Department of Energy estimates that an extra 100 pounds (45 kilograms) in your vehicle could reduce your fuel economy by up to 2 percent.

### 3. Seasonal fuel makes a difference.

Winter fuel contains slightly less energy than summer fuel, so the fuel blend you fill up with can impact your efficiency.

### 4. Idling burns fuel, too.

You can burn up to half a gallon (1.9 liters) of fuel per hour when idling. Minimize your morning warm-up and parking lot waits to get the most out of filling your tank.

### 5. Avoid extreme temperatures.

Find a shady or sheltered spot to help keep your lithium-ion battery operating efficiently, and minimize the amount of energy required to heat or cool your cabin.

### 6. Use accessories wisely.

Heated seats, the rear defroster, the air conditioner and other power features draw electrical energy. When you operate your accessories, you may notice that the gasoline engine needs to start. Choose **Accessory Power** when configuring your **MyView** screen to see how much electricity you are using to power your vehicle's accessories.

### 7. Check your tires.

Proper tire inflation can help you improve your fuel economy by up to 3.3 percent, according to the Department of Energy, while under-inflation could lower your fuel economy by 0.3 percent for every 1 psi drop in pressure of all four tires. Check your vehicle's door sticker for recommended cold tire inflation pressure.

## ENERGY SAVING TIPS CONTINUED

### ECO Cruise

This feature saves vehicle energy by relaxing acceleration compared to standard cruise control. For example, your vehicle may temporarily lose speed when going uphill. You can switch it on or off in the information display, through the **Driver Assist** section of the **Settings** menu.

### Choose Your Energy Mode

Your vehicle contains driver-selectable EV modes controlled through the EV button on the center console. Choose to drive in electric-only mode for city driving, save your plug-in power for later or let the system adjust your power mode to suit the current driving conditions.

- » **Auto EV:** Automatically selects between gas and electric motor use, staying in electric mode when possible and running the engine when needed. This mode is the only one available when the vehicle depletes the plug-in power.
- » **EV Now:** Puts your vehicle into an all-electric driving experience.
- » **EV Later:** Puts the vehicle into hybrid mode, reserving the plug-in power for later.

### Charging Equipment

- » Fusion Plug-In Hybrid has a 120-volt convenience cord that is located under the luggage compartment floor covering. This cord allows you to charge the battery using a standard, 120-volt, grounded, three-pronged household outlet. See your *Owner's Manual* for details.

**NOTE:** Do not use the 120-volt convenience cord with an extension cord or adapter.

- » For faster charge times, the available 240-volt charging station provides a full charge in approximately 2.5 hours. See your dealer for more information.

### Charge Settings

- » Your system has Plug-In Hybrid-specific screens that display your vehicle power settings.
- » Press the **Charge Settings** button on the **Settings** menu to see this screen. It displays the charge settings options for your vehicle.

### Cabin Conditioning

Get the most miles out of every charge by conditioning your vehicle while it is plugged in. Set your cabin temperature when you set your planned departure time (GO Time) to use energy from your home (or charging station) instead of your vehicle's battery. The system limits cabin conditioning to 15 minutes before your GO Time.

**NOTE:** Cabin conditioning effectiveness may be reduced by extreme outside temperatures or when using 120-volt charging.

### Value Charge

With the Value Charge feature, you can 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.

# SYNC® 3\*



SYNC 3 allows you to interact with a variety of features using the touchscreen and voice commands. The system provides easy use of the system elements like audio, phone, mobile apps and settings.

## Using the Touchscreen

Use the touchscreen to navigate the SYNC 3 features. The status bar on the top of the screen contains the home button, clock, outside temperature and status bar icons that inform you about the system. The feature bar allows you to select system features like audio and settings. For your safety, some features are speed-dependent. Their use is limited to when your vehicle speed is less than 3 mph (5 km/h).

## Updating Your System

System updates are available through the local Ford website using a USB or by connecting your vehicle to a Wi-Fi network connection. With a network connection, you can have your SYNC 3 system update automatically as well. Please see the SYNC 3 section of your *Owner's Manual* for more information on updating your system.

## 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.

- » Press the  button during any system voice prompt to interrupt the prompt and begin your voice command.
- » To adjust the volume of the system voice prompts, turn the volume control when a voice prompt is playing.
- » To use Siri on your iOS device, press and hold the voice control button on the steering wheel.

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

Switch on **Bluetooth** on your device to begin pairing. Check the compatibility of your device on the local Ford website.

To add a phone:

1. Select the phone  option on the feature bar.
2. Select **Add Phone**.
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. Download the phonebook from your phone when you are prompted.

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

## Using Your Connected Phone

To make calls, select from your contacts, recent calls or dial the number on the phone keypad. From the phone menu, you can also adjust phone settings, change devices or mute your phone. The do not disturb mode rejects all incoming calls and switches off ring tones and alerts.

## Apple CarPlay and Android Auto

To use Apple CarPlay and Android Auto, connect your device to a USB port and follow the instructions on the touchscreen.

Certain SYNC 3 features are not available when you are using Apple CarPlay or Android Auto.

Android Auto may need to be enabled from the settings menu. You can switch Apple CarPlay or Android Auto off through the settings menu. See the SYNC 3 chapter of your *Owner's Manual* for more information.

## Connected Vehicle

The modem enables access to a range of features built into your vehicle. More information is available through the FordPass App.

The modem has a SIM. The modem was enabled when your vehicle was built and periodically sends messages to stay connected to the cell phone network, receive automatic software updates and send vehicle-related information to us, for example diagnostic information. These messages could include information that identifies your vehicle, the SIM and the electronic serial number of the modem. Cell phone network service providers could have access to additional information, for example cell phone network tower identification. For additional information about our privacy policy, visit [www.FordConnected.com](http://www.FordConnected.com) or refer to your local Ford website.

## 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. To access additional presets, swipe left.

## Navigation

You can set your destination using the text entry or map screen. Using text entry, you can search by entering all or part of the destination, such as the address, intersection or city. Using the map screen, you can select a location on the map, then select **Start** to begin the route guidance.



You can adjust the map to display in two dimensional or three dimensional mode. You can also zoom in or out of the map by using a pinching gesture. During route guidance you will see a turn indicator, points of interest on the map, your current road and an option to mute  the guidance prompts. You can press the button in the top right-hand corner of the main map to display estimated time of arrival, remaining travel time or distance to your destination.

## Settings

Under the Settings menu, you can access and adjust the settings for many of the system features. Once you select a tile, press the  to view an explanation of the feature or setting.

## Climate

You can adjust climate control features, including the temperature, airflow direction, fan speed and other climate features. You can also use voice commands to make climate adjustments.

## Silent Key Start

When starting your vehicle, your gas engine may not start because your hybrid-electric vehicle is equipped with silent key start. This fuel-saving feature allows your vehicle to be ready to drive without requiring your gas engine to be running. Look for the **Ready to Drive** indicator light  in your information display. When the light displays, your vehicle has started and is ready to drive.



## Unique Driving Characteristics

When you charge your vehicle, you add electrical energy that is then used to propel the vehicle in plug-in power mode. Estimated electric range is shown in blue next to gasoline range at the bottom of the right information display.

The system maximizes the use of electric-only operation in plug-in power mode. System conditions may require engine operation; however, the system uses plug-in power whenever possible.

When your vehicle depletes its plug-in power, the system automatically switches to hybrid mode, using both the gasoline engine and electric motor, to power your vehicle and maximize fuel economy.

**NOTE:** It is normal for your electric range estimate to vary from charge to charge, due to changes in average energy usage. Driving style, drive route, extreme temperatures and use of the climate controls can affect your energy usage.

## High-voltage Lithium-ion Battery System

The battery pack does not require regular service maintenance. It is in the rear cargo area. Make sure you keep the vented battery compartment, located on the rear package shelf and between the rear speakers, free of any potential obstructions.

The battery pack should be serviced only by an authorized technician. Improper handling can result in personal injury or death. Refer to your *Owner's Manual* for more details.

# COMFORT

## Intelligent Access Transmitter\*



You can unlock and lock the vehicle without taking the key out of your pocket or bag when your intelligent access key is within 3 feet (1 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.

## Memory Function

The memory function allows a one-touch recall of personalized memory features, including the driver seat and power mirrors. Use the memory controls on the driver door to program and then recall memory positions. Move the seats and steering column to the desired positions. Press and hold the **SET** button until you hear a single tone. Then press the desired preset button until

you hear a single tone. Repeat this process to set subsequent memory positions. You can now use these controls to recall the set positions.

You can also program your memory seat to your transmitter. That way, when you unlock your door with the transmitter, your memory features automatically move into your saved positions. See the *Seats* chapter in your *Owner's Manual* for more details.

## Remote Start

Remote start allows you to start the engine from outside your vehicle using your key.

To start, press  and then press  twice within three seconds. Before driving your vehicle, you must press the push button ignition switch on the instrument panel while applying the brake pedal. You can also turn your vehicle off from outside after a remote start by pressing  once. If your vehicle is equipped with remote feedback, an LED on the key provides status feedback of remote start or stop commands. A solid green light means the remote start or extension was successful while a blinking red light means the remote start or stop has failed. A solid red light means that the remote stop was successful and the engine is off. When the system is waiting for a status update from the vehicle, you will see a blinking green light.

## Driver Seat with Easy Entry and Exit

With the easy entry and exit feature on in the information display, your driver seat automatically moves rearward up to 2 inches (5 centimeters) when you switch the ignition off. The driver seat returns to the previous position when you switch the ignition on. See the *Information Displays* chapter in your *Owner's Manual* for more details.

## Adaptive Cruise Control

Adaptive Cruise Control adjusts your speed to maintain a set distance between your vehicle and the vehicle in front of you in the same lane. You can select from one of four gap settings by pressing the gap controls on the steering wheel. To set a cruise speed, switch cruise control on, accelerate to the desired speed and press the **SET-** button. An indicator light, the current gap setting and your set speed appear in the information display. Press **CNCL** to cancel cruise control, press the **RES+** button to return to the set speed and gap setting and press the **OFF** button or switch off the ignition to turn cruise control off. The system can also bring your vehicle to a complete stop and may resume going forward in stop-and-go traffic.

**NOTE:** Driving aids do not replace the need to watch where the vehicle is moving and brake when necessary. Refer to the *Using Adaptive Cruise Control* chapter of your *Owner's Manual* for safety information, more details and limitations.

## Keyless Starting

You can start your vehicle by pressing the **START STOP** button while fully pressing down on the brake pedal. Press the button again, without applying the brake, to switch the engine off. If you leave your vehicle idling for an extended period of time, the engine shuts down automatically. Before this happens, a message

appears in the information display, allowing you time to override the shutdown feature. If you try to leave the vehicle when it is still on, the horn will sound twice.

**NOTE:** A valid key must be inside the vehicle for the ignition to start.

## Tilting Head Restraints

Your vehicle's front head restraints have a tilting feature for extra comfort.

### To Tilt the Head Restraint

Adjust the seatback to an upright driving or riding position. Pivot the head restraint forward toward your head to the position you desire. When you tilt it to the forward-most position, tilt it forward once more to release it to the upright position.



## Ambient Lighting\*

To access and adjust:

1. Press the **Settings** icon then select **Ambient Lighting**.
2. Touch the desired color.
3. Drag the selected color up or 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.

# FUNCTION

## Configurable Daytime Running Lamps\*

When you switch the feature on in the information display, daytime running lamps turn on when you are driving, the lighting control is in the autolamps position  and the headlamps are off. You can switch the Configurable Daytime Running Lamps feature on or off using the information display controls. See the *Lighting* chapter in your *Owner's Manual* for complete information.

## Driver Alert\*

Automatically monitors your driving behavior using various inputs. If the system detects that your driving alertness level reduces below a certain threshold, then the system alerts you with a tone and a message in the cluster display. Press **OK** on the steering wheel to clear the warning.

## Parking Aids\*

With the front and rear parking aids and side sensing systems, a warning tone sounds if there is an obstacle near either bumper or near the sides of your vehicle. The warning tone increases in frequency as the object gets closer. The front sensors are active when the gearshift is in any position other than park (P). The rear sensors activate when the vehicle is in reverse (R) and is traveling less than 3 mph (5 km/h). The side sensors activate when the transmission is in any position other than park (P).

**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 system limitations.

# TECHNOLOGY

## Pre-Collision Assist\*

The Pre-Collision Assist system uses a radar sensor and a camera sensor to scan the road ahead to detect stationary vehicles, vehicles moving in the same direction as yours and upright pedestrians in your driving path. The system provides an audible and visual alert, brake support and active braking in order to help the driver reduce impact damage or avoid a crash completely. The system provides support at speeds above approximately 3 mph (5 km/h) and support for pedestrians at speeds up to 50 mph (80 km/h).

For specific details on using the system, adjusting the system alert sensitivity and familiarizing yourself with the system limitations and warnings, please refer to the *Pre-Collision Assist* chapter in your *Owner's Manual*.

**NOTE:** You are responsible for controlling your vehicle at all times. The system does not relieve you of your responsibility to drive with due care and attention. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

## BLIS® (Blind Spot Information System) 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 *Driving Aids* chapter in your *Owner's Manual* for more information.

## Lane Keeping System\*



When you switch the system on and the system detects an unintentional drift out of your lane is likely to occur, the system notifies or assists you to stay in your lane through the steering system and information display. Depending on the feature operation mode you select, the system provides a warning by vibrating the steering wheel (Alert Mode) or a steering assistance (Aid Mode) by gently counter steering your vehicle back into the lane. The system can also provide both warning (vibrating the steering wheel) and steering assistance (gently counter steering your vehicle back into the lane) while Aid+Alert mode is selected.

You can switch the system on or off by pressing the button on the Direction Indicator.

Refer to the *Driving Aids* chapter of your *Owner's Manual* for system operation and limitations.

## Automatic High Beam Control\*

The system turns on high beams if it is dark enough and no other traffic is present. If it detects an approaching vehicle's headlamps or tail lamps, or street lighting ahead, the system turns off high beams before they can distract other road users. Low beams remain on.





# ESSENTIAL INFORMATION

## Towing Your Vehicle

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*.

## Fuel Tank Capacity and Fuel Info

Your vehicle has a 14.0 gallon (53 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. Place your vehicle in park (P) and make sure the ignition is switched off.
2. Press the  button to open the fuel filler door.
3. Insert the fuel pump 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*.

## Fuel Freshness Mode

If you mainly operate your vehicle in plug-in power mode using electricity from plugging in without refueling, the gasoline in the fuel tank becomes stale due to aging. Stale gasoline can damage the engine and fuel system. Your vehicle automatically operates in fuel freshness mode if you do not refill your vehicle with fresh fuel within an 18-month period.

Refer to the *Fuel and Refueling* chapter in your *Owner's Manual* for more information.

## Transmission Operation

Your hybrid's transmission is designed to do its work seamlessly, so you may not feel shift changes as you normally would in a gasoline-powered vehicle.

You may feel the transition when the system changes from Electric Vehicle (EV) mode to gas mode. This is normal. Since your engine speed is controlled by the transmission, it may seem elevated at times. This is also normal hybrid operation as it helps deliver fuel efficiency and performance.

## 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.

## Tire Sealant and Inflator Kit

Your vehicle comes with a temporary mobility kit located under the load floor of the luggage compartment.

It includes an air compressor to reinflate the tire and a sealing compound in a canister that seals most punctures caused by nails or similar objects. Refer to the *Wheels and Tires* chapter in your *Owner's Manual* for more details.

## Automatic Engine Shutdown

With intelligent access\*, this feature automatically shuts down your vehicle if it has been idling for an extended period of time. The ignition also turns off in order to save battery power. Before your vehicle shuts down, a message appears in the information display allowing you to temporarily override the shutdown feature.

**NOTE:** You cannot permanently switch off the automatic shutdown feature. When you switch it off temporarily, it turns on at the next ignition cycle. See the *Starting and Stopping the Engine* chapter of your *Owner's Manual* for more details.

\*if equipped



## 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**.

Ford Motor Company gives you peace of mind with the complimentary Roadside Assistance Program. Services are available from the warranty start date and last for 5 years or 60,000 miles (100,000 km), whichever occurs first.

Roadside Assistance is honored throughout the 50 states, Puerto Rico and Canada.

Towing services are available to any qualified Ford or Lincoln dealer within the distance limits stated in your Owner's Manual.

If you're out of warranty coverage but need Roadside Assistance, you can still access the service you need by paying a one-time fee.

For additional information please visit:

**US:**

<https://owner.ford.com/service/roadside-assistance.html>

**Canada:**

<https://www.ford.ca/owners/packages/roadside-assistance>



The Sykes4Ford Roadside App (Canada only) is available via the Apple App Store® or Google Play™

## U.S. ROADSIDE ASSISTANCE

**1-800-241-3673**

**24 hours a day, 7 days a week**

- Towing
- Battery Jump-Start
- Fuel Delivery
- Lock-out Assistance
- Flat Tire Change
- Winch Out
- Other Roadside Services



## CANADA ROADSIDE ASSISTANCE

**1-800-665-2006 or download**

**the Sykes4Ford app**

- Towing
- Battery Boosting
- Fuel Delivery
- Lock-out Assistance
- Flat Tire Change
- Winch Out
- Other Roadside Services



For future quick reference, enter your vehicle information on the back of your Roadside Assistance Card and place it in your wallet.