

U.S. ROADSIDE ASSISTANCE

FOR COMPLIMENTARY HELP, CALL 1-800-241-3673

Quick access to the information below gets 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 the Warranty Guide for complete details.

Download the Sykes4Ford Roadside Assistance app to access 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 changes 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 gives 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, 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. 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).

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. (United States)

For Canada, visit 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. (United States only)



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:

7-1-1 (where offered by your telephone service provider)

owner.ford.com

@FordService

Canada

Ford Customer Relationship Centre

1-800-565-3673 (FORD)

TDD for the hearing impaired:

7-1-1 (where offered by your telephone service provider)

ford.ca

@FordServiceCA

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Quick Reference Guide



Voice Interaction

Voice interaction allows you to control vehicle features using conversational requests.

To begin a voice interaction, you can either:

- Press the voice interaction  button on the steering wheel.
- Say the selected wake word.

Once you have started a voice interaction, you can speak to the system in a conversational manner.

Examples include:

General

- Start Over.
- Cancel.
- Help.

Entertainment

- Play The Beatles.
- Show music by The Beatles.
- Tune to 101.9 FM.

Climate

- Set the temperature to low.
- Set the temperature to 65 degrees.

Phone

- Call Henry.
- Dial (phone number).
- Send a text message to Henry.
- Read my message from Henry.

App

- Mobile Apps.
- List Mobile Apps.
- Find Mobile Apps.

Navigation

- 125 Main Street, New York.
- Show me directions to Oakwood Boulevard and Pelham Road.
- Cancel route.



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Some services may not be available in your area. Refer to your *Owner's Manual* on the touchscreen, 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.

For Canadian customers: Visit syncmyride.ca or syncmaroute.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 (U.S.)



ford.ca (Canada)

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.

Instrument Panel



1 Exterior Lighting Control

2 Front Fog Lamps*

3 Adaptive Cruise Control*

4 Malfunction Indicator Lamp

5 Autowipers

1 Exterior Lighting Control

Use the dial to make a selection. An indicator illuminates next to the active selection.

- Lamps off
- Parking lamps on
- Autolamps on
- Headlamps on

2 Front Fog Lamps*

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.

3 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, the current gap setting and your set speed appear in the instrument cluster display. Press to cancel cruise control and press the **RES** button to return to the set speed and gap setting. Press the cruise control 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.

Adaptive cruise control with lane centering* is designed to help keep your vehicle in the center of the lane by applying continuous assistance steering torque input toward the lane center on highways. To switch it on, press the button.

Refer to the *Adaptive Cruise Control* chapter in your *Owner's Manual* for safety information, more details and limitations.

Note: Driving aids do not replace the need to watch where the vehicle is moving and brake when necessary.

4 Malfunction Indicator Lamp

Briefly illuminates when you switch on the ignition. If it remains on or is flashing after you start the engine, the On-Board Diagnostics system has detected a problem. Drive in a moderate fashion and contact an authorized dealer as soon as possible.

5 Autowipers

The autowiper system turns the wipers on only when water is present on the windshield. You can switch them on using the touchscreen. To turn the autowipers on or off, first press **Settings** on the touchscreen. Then press **Vehicle Settings** and select **Wipers**. Switch **Rain Sensing** on or off. Use the rotary control to adjust the sensitivity of the autowipers. A low sensitivity means the wipers turn on when the system detects a large amount of water on the windshield. A high sensitivity means the wipers turn on when the rain sensor detects a small amount of water on the windshield.

Instrument Panel



6 Steering Wheel Controls

7 Push Button Ignition*

8 Hazard Warning Flasher

9 Heated Seats*

10

11

Preproduction computer-generated image shown with optional equipment.

*if equipped

6 Steering Wheel Controls

◀ or ▶ Press to access the previous or next media selection.

🔇 Press to silence the current media.

🗣️ Press to access voice interaction.

↶ Press to go back or to exit.

☰ Press to enter the submenu.

Use the ☰ control and the OK button to select and confirm options.

7 Push Button Ignition*

You can start your vehicle by pressing the **START STOP** button while applying the brake. 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.

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

8 Hazard Warning Flasher

9 Heated Seats*

For heated front seats, press 🖱️ repeatedly to cycle through heat settings and off. The more indicators, the warmer the seats.

10 Electric Parking Brake

Refer to page 15 for additional information.

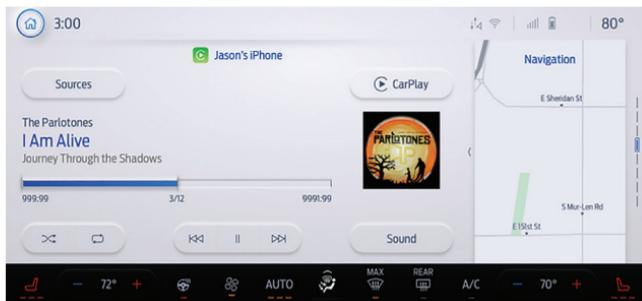
11 Auto Hold

Refer to page 12 for additional information.



*if equipped

Center Display Overview



The feature and status bars on your touchscreen allow you to interact with a variety of vehicle features. You can also utilize voice commands to access these features.

Speed-restricted Features

For your safety, some functions of the system are speed dependent.

Some features of this system may be too difficult to use when your vehicle is moving so they are restricted from use unless your vehicle is stationary. Other features are limited to when your vehicle is traveling at speeds under 5 mph (8 km/h).

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 **Add Phone** on the touchscreen.
2. A prompt alerts you to search for the system on your phone.
3. Select your vehicle on your phone.
4. Confirm that the number on your phone matches the number on the touchscreen.
5. The touchscreen indicates when the pairing is successful.
6. Download the phonebook from your phone when you are prompted.

Phone Menu

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 place your device in Do Not Disturb mode. The Do Not Disturb mode rejects all incoming calls and switches off ringtones and alerts.

Press the button and say a command to use the Google or Siri voice assistant available on your connected phone to access supported features.

Receiving Calls

To accept the call, select Accept on the touchscreen or press the phone button on the steering wheel.

To reject the call, select Reject on the touchscreen.

During a Phone Call

When you take a phone call, the screen displays the contact's name and number, the call duration and the phone signal strength and battery. You can also select End Call, Keypad, Mute or Privacy during the call. Selecting privacy transfers the call to your cell phone.

Text Messages

The system can receive and notify you of text messages. You can use the touchscreen to select to hear or see the text messages, call the sender or reply to the text message with a standard message. You can switch text message notifications on and off in the Settings menu. For more information, see the *Phone* chapter of your *Owner's Manual*.

Apple CarPlay® and Android Auto™

To use Apple CarPlay and Android Auto, pair your device and follow the instructions on the touchscreen. Certain system 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 *Apps* chapter of your *Owner's Manual* for more information.

Information on Demand Screen*

The information on demand screen displays cards on the side of the display and allows you to see information from different features.

Swipe up and down to switch between the cards.

Navigation

You can set your destination using the text entry or map screen. Using text entry, you can enter your destination using the keyboard. Press **Search** and select the destination from the list on the screen. Press **Go!** to begin navigation.

Using the map screen, you can press and hold a location on the map to place a pin. Press **Go!** to begin the route guidance.

Through the menu button, you can change the format of the map, switch live traffic on and off, update the map and navigate to a recent or saved destination. During route guidance, you can adjust the guidance prompt volume by turning the volume control when a guidance prompt plays. To repeat an instruction, press the turn indicator. To cancel route guidance, press the **X** button.

Comfort

Connected Vehicle

A connected vehicle has technology that allows your vehicle to connect to a mobile network and to access a range of features. When used in conjunction with the FordPass app, it could allow you to monitor and control your vehicle further, for example checking the tire pressures, the fuel level and the vehicle location.

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 or refer to your local Ford website.

Stability Control and Traction Control with Roll Stability Control™

Automatically turns on when you start your engine and helps you keep control of your vehicle when on a slippery surface. The electronic stability control portion of the system helps avoid skids and lateral slides, and roll stability control helps avoid a vehicle rollover. The traction control system helps avoid drive wheel spin and loss of traction. See the *Stability Control* chapter in your *Owner's Manual* for details.

Adjustable Steering Wheel

Unlock the steering wheel by pulling the lever down. The lever is located on the underside of the steering column. Adjust the wheel to the desired position (in, out, up and down). Push the lever back up to lock the steering wheel in place.



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. To program a position, switch the ignition on. Adjust the memory features to your desired positions. Press and hold the desired preset button until you hear a single tone. You can now use these controls to recall the set memory positions. You can also program your memory seat to your remote control. That way, when you unlock your door with the remote control, your memory features automatically move into your saved positions.

See the *Memory Function* chapter in your *Owner's Manual* for more details.

Ambient Lighting

To access and adjust the single color ambient lighting:

1. Press **Settings** on the touchscreen.
2. Press **Vehicle Settings**.
3. Press **Ambient Light**.
4. Switch **Ambient Light** on or off.

Drag the slider right or left to increase or decrease the intensity.

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, tail lamps or street lighting ahead, the system turns off high beams before they can distract other road users. Low beams remain on.

Remote Start*

Remote start can be enabled through the touchscreen.

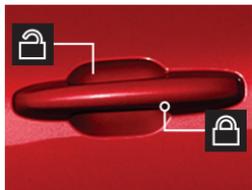
1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Remote Start Setup**.
4. Switch **Activate remote start** On.

To remote start and stop the vehicle, use the Ford Pass app.

Comfort

Keyless Entry*

You can unlock and lock the vehicle without taking the key out of your pocket or bag when your remote control is within 3 ft (1 m) of your vehicle.



To unlock, place your hand between the back of the front door handle and the vehicle 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.

Dual Automatic Temperature Control*

You and your front passenger can press independent controls to adjust the air temperature on each side of the vehicle. To return to one temperature, press the **DUAL** button. The passenger setting then switches to the driver set temperature.

Moving the Rear Seats Backward and Forward

You can slide the seat backward and forward by pulling up on the handle on the front of the rear seat.

Rear Seat Adjustments

With the seat occupied, pull the lever up to recline the rear seat backrest to the desired position.

With the seat unoccupied, pull the lever up to fold the rear seat backrest forward.



Convenience

Moonroof*

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 switch to activate the one-touch open feature. To stop movement, press the switch a second time

▽ Press and release the switch to activate the one-touch close feature from either the open or vent positions. To stop movement, press the switch a second time.

▽ With the moonroof in the closed position, press and release the switch to vent the moonroof.

Trailer Tow*

Before you tow, refer to your *Owner's Manual* for complete information on weight, details and limitations, as well as safety information and the proper equipment to use while towing.

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 up to the first detent.
- Normal wipe: Raise the lever up to the second detent.
- High-speed wipe: Raise the lever to position 3, its highest detent.

Rear Window Wiper and Washer

To operate the wiper, move the rocker switch on the end of the lever to change between off, intermittent and continuous wipe.

Reverse wipe turns on the rear window wiper when you shift into reverse (R) and the windshield wipers are on.

To use the rear washer, push the wiper lever away from you.



Convenience

Power Liftgate*

To open remotely, press **20** twice on your remote control within three seconds. You can also operate the liftgate by pressing the  button on the instrument panel. To close the liftgate, use the controls on the remote control, instrument panel or press and release the liftgate button on the liftgate.

Hands-free Liftgate Operation*

1. Make sure you have your passive key within 3 ft (1 m) of the liftgate.
2. Move your foot under and back from the rear bumper, similar to a kicking (front-to-back) motion.

Do not move your foot sideways or the sensors may not detect the motion. If your vehicle has a trailer hitch, the detection area is on the left-hand side and right-hand side of the hitch, between the exhaust and the hitch.

Auto Hold

Auto hold can assist you while stopping at traffic lights or while in traffic by holding the brakes when you stop the vehicle. You can switch the system on or off by accessing the menu in the touchscreen display.

1. Press **Features** on the touchscreen.
2. Press **Driver Assistance**.

When the system is on and actively holding the vehicle,  displays in the instrument cluster display. When you press the accelerator pedal, auto hold automatically releases the brakes. In certain situations, auto hold may apply the electric parking brake and illuminate the brake warning lamp in the instrument cluster display.

Switch auto hold off before using an automatic car wash.

Auto-Start-Stop*

The system automatically turns off the engine when you stop your vehicle to help reduce fuel consumption. The engine restarts automatically when you release the brake pedal.

The system turns on automatically each time you start your vehicle. Press the **(A)** button to switch the system off. Deactivating the feature lasts only one key cycle. Press the button again to restore auto-start-stop function.

Pre-Collision Assist*

If your vehicle is rapidly approaching a stationary vehicle, a vehicle traveling in the same direction as yours or a pedestrian or cyclist within your driving path, the system is designed to provide three levels of functionality:

Alert: When active, a warning flashes and an audible warning tone sounds.

Brake support: Assists the driver in reducing collision speed by preparing the brake system for rapid braking. Brake support does not automatically apply the brakes, but if the brake pedal is pressed even lightly by the driver, brake support could add additional braking up to full force.

Automatic emergency braking: Applies the brakes if the system determines that a collision is imminent. The system may help the driver reduce impact.

Front and Rear Parking Aids*

These systems warn you of obstacles within a certain range of your vehicle. As you move closer to the detected obstacle, the rate of the warning tone increases in frequency. The system turns on automatically whenever you switch the ignition on. The front sensors are active when the transmission is in any position other than park (P). The rear sensors are active when the vehicle is in reverse (R) and your vehicle is traveling at a low speed. 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. See the *Parking Aids* chapter in your *Owner's Manual* for complete information on your vehicle's sensing systems.

Blind Spot Information System and Cross Traffic Alert

Blind spot information system 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 illuminate an indicator 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 your *Owner's Manual* for safety information, more details and system 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 guide lines to alert you of your proximity to objects. If your vehicle is equipped with the obstacle distance indicator, the system provides an image of your vehicle and the red, yellow and green sensor zones. For more information about the rear view camera, see the *Rear View Camera* chapter of your *Owner's Manual*.

Active Park Assist*

Assists you with parking in and out of parking spaces.

To use active park assist, press the **IP** button, then touch the active park assist icon on the touchscreen to bring up full screen notifications. Press the parking button to switch between parallel park in, perpendicular park in or parallel park out parking modes.

Use the direction indicator to select from which direction you want to begin searching, either to the left- or right-hand side of your vehicle. Drive your vehicle approximately 3 ft (1 m) away from and parallel to the other parked vehicles when searching for a parking space. A tone sounds and a message appears in the instrument cluster when active park assist finds a suitable parking space. To park, press and hold the brake pedal, then

release the steering wheel and shift into neutral (N). Press and hold the active park assist button. Release the brake pedal to allow the vehicle to park.

You can slow down your vehicle at any time by pressing the brake pedal. The vehicle shifts into park (P) when parking is complete.

To use active park assist to exit a parking space, press the active park assist button and then press the active park assist icon on the touchscreen. Next, select parallel park exit. Use the turn signal to choose the direction to exit the parking space. Press and hold the brake pedal, release the steering wheel and shift into neutral (N). Release the parking brake. Then press and hold the active park assist button. Next, release the brake pedal to allow your vehicle to move.

Note: After the system drives your vehicle to a position where you can exit the parking space in a forward movement, a message appears instructing you to take full control of your vehicle. Active park assist only assists in leaving parallel parking spaces.

For complete information, refer to the *Active Park Assist* chapter of your *Owner's Manual*.

Electric Parking Brake

The electric parking brake switch replaces the conventional hand brake. The switch is on the center console. To apply the electric parking brake, pull the switch up. The brake system warning lamp flashes then illuminates to confirm parking brake has been applied. To manually release the electric parking brake, switch the ignition on, press the brake pedal and then press the switch. The brake system warning lamp turns off. Your vehicle automatically releases the parking brake when the driver door is closed, the vehicle is shifted into gear, and the accelerator pedal is pressed.



Post Crash Alert System

The system turns the hazard flashers on, turns the courtesy lamps on, intermittently sounds the horn and unlocks all doors in the event of a serious impact that deploys an airbag or the seatbelt pretensioners.

The horn and lamps turn off when:

- You press the flasher switch.
- You press the unlock or panic button on the remote control.
- You cycle the ignition to switch the system off.
- Your vehicle runs out of power.

Daytime Running Lamps*

The system turns the lamps on in daylight conditions. For non-configurable daytime running lamps, switch the lighting control switch to any position except headlamps. For configurable daytime running lamps, turn the feature on or off using the menus in your touchscreen. Refer to your *Owner's Manual* for specific details.

Function

Wireless Accessory Charger*

This feature supports Qi wireless charging for compatible devices. You can only charge one device at a time on the charging area. You can charge a device if the vehicle is on, in accessory mode or if SYNC is on. To begin charging your device, place the device in the center of the charging surface with the charging side down. The charging stops after your device reaches a full charge. For more information, see the *Wireless Accessory Charger* chapter of your *Owner's Manual*.

USB Port

The USB port allows you to plug in media playing devices, memory sticks and charge devices, if supported.

Driver Alert

The system automatically monitors your driving behavior using various inputs, including the front camera sensor. If the system detects that driver alertness is below a certain threshold, the system alerts you using a tone and a message in the instrument cluster display. The warning system is in two stages. At first, the system issues a temporary warning that you need to take a rest. This message only appears for a short time. If the system detects further reduced driver alertness, the system issues another warning that remains in the instrument cluster display for a longer time. Press **OK** on the steering wheel to clear the warning. You may switch the system on or off through the instrument cluster display.

Lane Keeping System

When the system is on and detects that an unintentional drift out of your lane is likely to occur, the system notifies or assists you to stay in your lane. Depending on the feature operation mode you select through the menus in your instrument cluster display, the system provides a warning by vibrating the steering wheel (Alert Mode), a steering assistance by gently counter-steering your vehicle back into the lane (Aid Mode) or both (Aid+Alert Mode). You can switch the system on or off by pressing the rocker at the end of the turn signal stalk. Refer to the *Driving Aids* chapter of your *Owner's Manual* for system operation and limitations.

Tire Pressure Monitoring System

The tire pressure monitoring system allows you to view the tire pressure readings through the instrument cluster display or touchscreen. When one or more of your tires are underinflated, your vehicle illuminates the low tire pressure warning indicator 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.

Keyless Entry Keypad*

The keypad is near the driver window and illuminates when touched. The keypad allows you to lock or unlock the doors without a key. You can operate the keypad with the factory-set, five-digit entry code found on the owner's wallet card in the glove compartment or by using your personal code. You must press each number within five seconds of each other.

To Unlock the Driver Door

Enter the factory-set, five-digit code or your personal code. The interior lamps turn on.

To Unlock All Doors

Enter the factory-set code or your personal code, then press **3-4** within five seconds.

To Lock All Doors

Press and hold **7-8** and **9-0** at the same time (with the driver door closed). You do not need to enter the keypad code first.

See the *Doors and Locks* chapter in your *Owner's Manual* for more information on how to use SecuriCode.

360 Degree Camera*

The 360 degree camera system consists of front, side and rear cameras. The system allows you to see what is directly in front of or behind your vehicle, provides cross traffic view in front of and behind your vehicle and provides a top-down view of the area outside your vehicle, including the blind spots. It also provides visibility around your vehicle in parking maneuvers, such as centering in a parking space, avoiding obstacles near your vehicle and parallel parking. The 360 degree camera system button is on the instrument panel.

When the camera is active you can use the camera views button on the touchscreen to toggle through different camera views including Normal, Split and Normal + 360 view. When in park (P), neutral (N) or drive (D), only the front images display when you press the button. Rear view camera images display automatically when you are in reverse (R).

Note: The 360 degree camera system turns off when your vehicle is in motion at a low speed, except when in reverse (R).



Hybrid Electric Vehicle Features*

This hybrid vehicle combines electric and gasoline propulsion to provide optimal performance and improved efficiency. Familiarizing yourself with these unique characteristics provides an optimal driving experience from your new vehicle.

HYBRID ELECTRIC VEHICLE DRIVING CHARACTERISTICS

The gas engine automatically starts and stops to provide power when needed and to save fuel when not needed. When coasting at low speeds, coming to a stop or standing, the gas engine normally shuts down and the vehicle operates in electric-only mode. The following conditions may cause the gas engine to start up or remain running:

- Low charge level of the high voltage battery.
- High or low outside temperatures.
- Towing a trailer.
- Certain selectable drive modes.
- Considerable vehicle acceleration.
- Driving uphill.
- When the engine is not warm enough to provide a requested cabin temperature.

Your hybrid has standard hydraulic braking and regenerative braking. Regenerative braking is performed by your transmission. It captures brake energy and stores it in your high voltage battery.

You could also notice that your engine continues to run instead of shutting off during extended downhill driving. The engine stays on during this engine braking but is not using any fuel.

Silent Key Start

When starting your vehicle, you may not hear your engine 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 green ready indicator in your instrument cluster display. When the indicator illuminates, your vehicle has started and is ready to drive.

Pedestrian Alert System

Due to the quiet operation of hybrid vehicles at low speeds, the system creates a subtle sound to alert pedestrians. The system is on when your vehicle is running and not in park. Some sound may be audible inside the passenger compartment.

High Voltage Battery

The high voltage battery is a highly sophisticated lithium ion battery system, used to store electrified energy to power the vehicle.

You may also notice during extended downhill driving that your engine continues to run instead of shutting off. During this engine braking, the engine stays on but it is not using any fuel. You may also hear a slight whine or whistle when operating your vehicle. This is the normal operation of the electric motor in the hybrid system.



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 lb (45 kg) 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 0.5 gal (1.9 L) 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. 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.

6. Check your tires.

Properly inflated tires can help improve your fuel economy by up to 3.3 percent, according to the Department of Energy, while underinflated tires 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.



Plug-in Hybrid Electric Vehicle Features*

Charging the High Voltage Battery

- Your vehicle comes standard with a 120 volt convenience cord.
- The convenience cord needs to be plugged into a dedicated outlet.
- Make sure that the convenience cord is completely unwrapped before charging. Always plug the cord into the AC outlet before connecting the charging coupler into the charge port on your vehicle.

To charge the high voltage battery:

1. Put the vehicle in park (P).
2. Press and release the center right edge of the charge port door to 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. The charge status indicator illuminates each zone alternately from bottom to top and from bottom to top again.
5. If using a charging station, follow the instructions on the charge station to begin the charging process.



Plug-in Hybrid Electric Vehicle Features*

Charge Port Light Ring

The charge status indicator displays how far along the charge is:

- When the bottom zone is pulsing, the charge is between 0-20 percent.
- When the bottom zone illuminates, and the next is pulsing, the charge is between 20-40 percent.
- When two zones illuminate, and the next is pulsing, the charge is between 40-60 percent.
- When three zones illuminate, and the next is pulsing, the charge is between 60-80 percent.
- When four zones illuminate, and the top zone is pulsing, the charge is between 80-100 percent.
- When all zones illuminate, the charge is 100 percent.

When charging stops, the charge status indicator illuminates all completed zones for 30 seconds before turning off.

How Does a Plug-in Hybrid Electric Vehicle Work

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



Charge Settings

You can schedule charging to take advantage of lower cost electricity rates during off-peak hours if you have signed up for a time of use pricing plan with your utility provider. You can also set a max charge limit for your battery and a departure time and cabin temperature so your vehicle is ready to go when you are.

Scheduled charging can be set up on the touchscreen or in the FordPass app.

To view your charge settings:

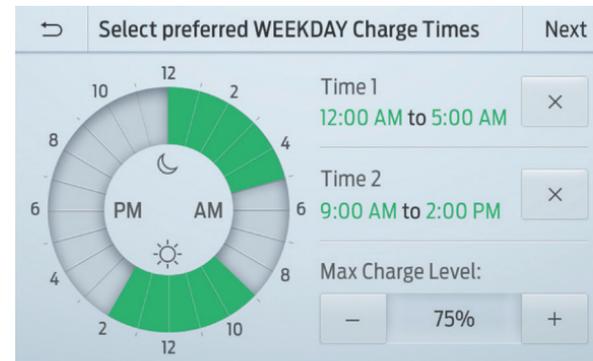
1. Press **Features** on the touchscreen.
2. Press **Charge Settings** on the touchscreen.

You can set two preferred charging time windows for weekdays and two for weekends. Setting Departure Times allows you to control charging schedules and have the vehicle cabin heated or cooled while plugged in, so your vehicle is ready to drive when you are.

By setting a departure time, your vehicle can use your charge time settings to minimize your electricity costs but still prioritize finishing charging before your scheduled departure. Follow these steps to set departure times and cabin comfort level.

1. Press the edit button for departure and comfort on the charge settings screen.
2. Select a time for each day of the week you want your settings to apply. Select the hour and minutes as well as your desired comfort level. Your selected days/times now display your departure and comfort settings. Press Save to apply your settings. The next departure display on the charge settings screen updates appropriately.

You can also set up and use these features using the FordPass app.



Plug-in Hybrid Electric Vehicle Features*

EV Modes

Your vehicle contains selectable EV modes. Press the button on the center console to change the mode. EV Now and EV Later modes are only available when you have electric-only driving range available.

Auto EV: This mode provides an automatic use of high voltage battery power during the drive, staying in electric mode when possible and running the engine when needed.

EV Now: This mode provides an electric-only driving experience.

EV Later: In EV Later, your vehicle runs on the engine as needed and saves most of the available electric range for later use in Auto EV or EV Now mode.

EV Charge: This mode uses your vehicle's engine to charge the high voltage battery instead of plugging the vehicle into a utility grid.

For more information on these modes, please see the *Drive Mode Control* chapter of your *Owner's Manual*.

Low Engine Use

The low engine use mode is necessary to maintain proper engine lubrication at a sufficient temperature. This mode activates automatically when you drive your vehicle with limited engine operation. When your vehicle is in low engine use mode, the engine automatically runs as necessary.

Note: If your vehicle is in low engine use mode when you start your vehicle, a message appears in the instrument cluster display. If low engine use mode does not complete before you switch your vehicle off, it continues the next time you start your vehicle and the message reappears.

Essential Features

Fuel Tank Capacity and Fuel Info

Your fuel tank size varies based on drivetrain and engine configuration. Refer to the *Capacities and Specifications* chapter in your *Owner's Manual* for more details.

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 fueling your vehicle:

1. Make sure the ignition is switched off.
2. If your vehicle is a hybrid electric or plug-in electric, press the  button to open the fuel filler door. The fuel filler door can take up to 15 seconds to open before you can insert a fuel filler nozzle. For gas-only vehicles, press the lower rear corner of the fuel door to open.
3. Insert the fuel pump nozzle into the fuel system up to the first notch, and leave the nozzle inserted and resting on the cover of the fuel tank filler pipe opening.
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, see the *Fuel and Refueling* chapter of your *Owner's Manual*.

Towing Your Vehicle

Towing your vehicle may be limited. Refer to the *Transporting the Vehicle* section in the *Crash and Breakdown Information* chapter of your *Owner's Manual*.

Location of Spare Tire and Tools

Your spare tire and tools are under the cargo area floor. A dissimilar spare tire is designed for emergency use only and should be replaced as soon as possible. For complete details on changing your tire, refer to the *Changing a Road Wheel* chapter of your *Owner's Manual*.

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.

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 Service
- 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.