

# FORD **KUGA VIGNALE** Owner's Manual





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Part Number: CG3854en-202206-20220620100900



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# Introduction

## ABOUT THIS PUBLICATION



**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.

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

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

**Note:** Pass on all printed owner's information when selling this vehicle.

## Features and Options

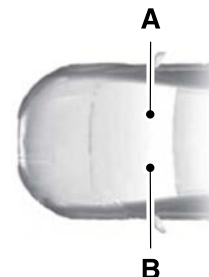
**Note:** This publication describes product features and options available throughout the range of available models, sometimes even before they are generally available. It could describe options that are not available on the vehicle you have purchased.

## Illustrations

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

## Location of Components

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



A Right-hand side.

B Left-hand side.

## USING THIS PUBLICATION

To quickly locate information about your vehicle, use the word search within the Owner's Manual application.

# Introduction

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## **WARNINGS AND NOTES USED IN THIS PUBLICATION**

### **Warnings Used in This Publication**

We include warnings in this publication to make you aware of possible danger. You can keep yourself and others safe if you follow the instructions highlighted by the warning symbol.

### **Notes Used in This Publication**

We include notes to give you more information to those instructions that require further explanation.



# Symbols Glossary

## SYMBOLS USED ON YOUR VEHICLE

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



Airbag



Air conditioning system



Air conditioning system lubricant type



Anti-lock braking system



Avoid smoking, flames or sparks



Battery



Battery acid



Blower motor



Brake fluid - non petroleum based



Brake system



Brake system



Cabin air filter



Check fuel cap



Child safety door lock or unlock



Child seat lower anchor



Child seat tether anchor



Cruise control



Do not open when hot



Electric Parking brake



Engine air filter



Engine coolant



Engine coolant temperature



Engine oil



Explosive gas



Fan warning



Fasten seatbelt

































Flammable



Front fog lamps

## Symbols Glossary

|  |                                      |   |                                  |   |                                |
|--|--------------------------------------|---|----------------------------------|---|--------------------------------|
|  | Fuel pump reset                      |  | Keep out of reach of children    |  | Passenger airbag activated     |
|  | Fuse compartment                     |  | Lighting control                 |  | Passenger airbag deactivated   |
|  | Hazard flashers                      |  | Low fuel level                   |  | Power steering fluid           |
|  | Headlamp high beams                  |  | Low tire pressure warning        |  | Power windows front/rear       |
|  | Headlamps on                         |  | Maintain correct fluid level     |  | Power window lockout           |
|  | Heated rear window                   |  | Malfunction Indicator Lamp (MIL) |  | Requires registered technician |
|  | Hill descent control                 |  | Note operating instructions      |  | Safety alert                   |
|  | Horn control                         |  | Panic alarm                      |  | See Owner's Manual             |
|  | Interior luggage compartment release |  | Parking aid                      |  | See Service Manual             |
|  | Jack                                 |  | Parking lamps                    |  | Side airbag                    |

## Symbols Glossary

---



Shield the eyes



Stability control



Stability control off



Trail control



Turn Signal



Windshield defrosting system



Windshield wiping system



Windshield wash and wipe

# Data Privacy



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

We respect your privacy and are committed to protecting it. The information contained in this publication was correct at the time of release, but as technology rapidly changes, we recommend that you visit the local Ford website for the latest information.

Your vehicle has electronic control units that have data recording functionality and the ability to permanently or temporarily store data. This data could include information on the condition and status of your vehicle, vehicle maintenance requirements, events and malfunctions. The types of data that can be recorded are described in this section. Some of the data recorded is stored in event logs or error logs.

**Note:** Error logs are reset following a service or repair.

**Note:** We may provide information in response to requests from law enforcement, other government authorities and third parties acting with lawful authority or through a legal process. Such information could be used by them in legal proceedings.

Data recorded includes, for example:

- Operating states of system components, for example fuel level, tire pressure and battery charge level.
- Vehicle and component status, for example wheel speed, deceleration, lateral acceleration and seatbelt status.
- Events or errors in essential systems, for example headlamps and brakes.
- System responses to driving situations, for example airbag deployment and stability control.
- Environmental conditions, for example temperature.

Some of this data, when used in combination with other information, for example an accident report, damage to a vehicle or eyewitness statements, could be associated with a specific person.

## Services That We Provide

If you use our services, we collect and use data, for example account information, vehicle location and driving characteristics, that could identify you. We transmit this data through a dedicated, protected connection. We only collect and use data to enable your use of our services to which you have subscribed, with your consent or where permitted by law. For additional information, see the terms and conditions of the services to which you have subscribed.

For additional information about our privacy policy, refer to the local Ford website.

## Services That Third Parties Provide

We recommend that you review the terms and conditions and data privacy information for any services equipped with your vehicle or to which you subscribe. We take no responsibility for services that third parties provide.

# Data Privacy

## SERVICE DATA

Our dealers collect service data through the data link connector in your vehicle. They use service data, for example error logs, to help them if you take your vehicle for repair. They share this data with our technical team, if required, to help with diagnosis. In addition to using the information for diagnosis and repair, we use and share service data with our service providers, for example parts suppliers, where required and where permitted by law, for continuous improvement or with other information that we have about you, for example your contact information, to offer you products and services that may be of interest to you according to your preferences and where allowed by law. Our service providers are equally required by law to protect your data and retain it in accordance with data retention policies.

**Note:** *Third party repair facilities can also collect service data through the data link connector.*

## EVENT DATA

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

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

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

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

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

To read data recorded by an event data recorder, special equipment is required, and access to the vehicle or the event data recorder is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have such special equipment, can read the information if they have access to the vehicle or the event data recorder.

# Data Privacy

## SETTINGS DATA

Your vehicle has electronic control units that have the ability to store data based on your personalized settings. The data is stored locally in the vehicle or on devices that you connect to it, for example, a USB drive or digital music player. You can delete some of this data and also choose whether to share it through the services to which you subscribe. See **Settings** (page 522).

## Comfort and Convenience Data

Data recorded includes, for example:

- Seat and steering wheel position.
- Climate control settings.
- Radio presets.

## Entertainment Data

Data recorded includes, for example:

- Music, videos or album art.
- Contacts and corresponding address book entries.
- Navigation destinations.

## CONNECTED VEHICLE DATA - VEHICLES WITH: MODEM



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.

**Note:** *The modem continues to send this information unless you disable the modem or stop the modem from sharing vehicle data by changing the modem settings. See **Connected Vehicle** (page 486).*

**Note:** *The service can be unavailable or interrupted for a number of reasons, for example environmental or topographical conditions and data plan coverage.*

**Note:** To find out if your vehicle has a modem, visit [www.FordConnected.com](http://www.FordConnected.com).

## MOBILE DEVICE DATA - VEHICLES WITH: SYNC 3

If you connect a mobile device to your vehicle, you can display data from your device on the touchscreen for example, music and album art. You can share your vehicle data with mobile apps on your device through the system. See **Apps** (page 521).

The mobile apps function operates by your connected device sending data to us in the United States. The data is encrypted and includes, for example, the vehicle identification number of your vehicle, the SYNC module serial number, odometer, enabled apps, usage statistics and debugging information. We retain it only as long as necessary to provide the service, to troubleshoot, for continuous improvement and to offer you products and services that may be of interest to you according to your preferences and where allowed by law.

# Data Privacy

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If you connect a cell phone to the system, the system creates a profile that links to that cell phone. The cell phone profile enables more mobile features and efficient operation. The profile contains, for example data from your phonebook, read and unread text messages and call history, including history of calls when your cell phone was not connected to the system.

If you connect a media device, the system creates and retains a media device index of supported media content. The system also records a short diagnostic log of approximately 10 minutes of all recent system activity.

The cell phone profile, media device index and diagnostic log remain in your vehicle unless you delete them and are generally accessible only in your vehicle when you connect your cell phone or media device. If you no longer plan to use the system or your vehicle, we recommend you use the master reset function to erase the stored information. See **Settings** (page 522).

System data cannot be accessed without special equipment and access to your vehicle's module.

For additional information about our privacy policy, refer to the local Ford website.

**Note:** To find out if your vehicle has connectivity technology, visit [www.FordConnected.com](http://www.FordConnected.com).

## EMERGENCY CALL SYSTEM DATA - VEHICLES WITH: ECALL

When the emergency call system is active, it may disclose to emergency services that your vehicle has been in a crash involving the deployment of an airbag or activation of the fuel pump shut-off. Certain versions or updates to the emergency call system may also be capable of electronically or verbally disclosing to emergency services operators your vehicle location or other details about your vehicle or crash to assist emergency services operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not activate the emergency call system.

Examples of data that the system could transmit are:

- Vehicle identification number.
- Vehicle fuel type.
- Current time.
- Vehicle location and direction.
- Whether the call was automatically or manually initiated.

- Vehicle category.
- Number of occupants in the vehicle.

**Note:** You cannot deactivate emergency call systems that are required by law.

# Environment

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## **PROTECTING THE ENVIRONMENT**

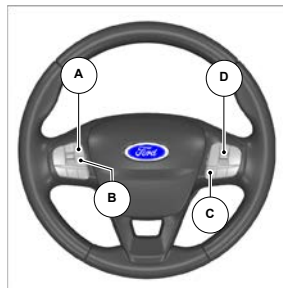
You can take significant steps toward protecting the environment with correct vehicle usage and the authorized disposal of waste, cleaning and lubrication materials.

For additional information about our sustainability progress and initiatives, visit [www.sustainability.ford.com](http://www.sustainability.ford.com).



## Visual Search

### STEERING WHEEL

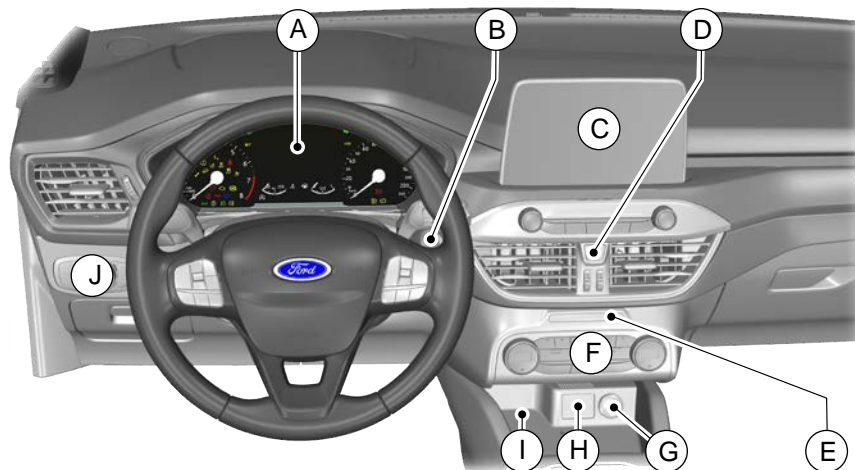


- A See **Switching Cruise Control On and Off** (page 294).
- B See **Switching the Intelligent Speed Limiter On and Off** (page 325). See **Switching the Intelligent Speed Limiter On and Off** (page 325).

- C See **Using Voice Recognition** (page 496).
- D See **Using the Instrument Cluster Display Controls** (page 130). See **Using the Instrument Cluster Display Controls** (page 130).

## Visual Search

### INSTRUMENT PANEL - LHD



- A Instrument cluster. See **Instrument Cluster Overview** (page 119).
- B Push button ignition switch. See **Push Button Ignition Switch** (page 176).

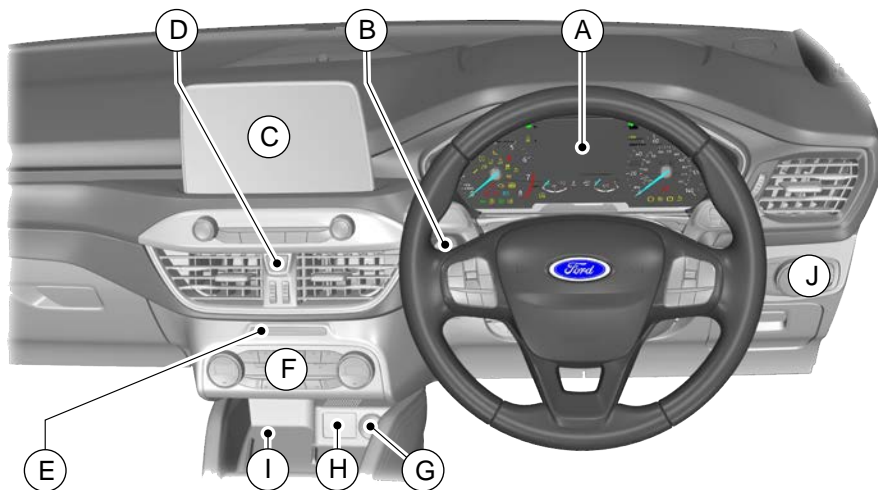
## Visual Search

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- C Audio unit. See **Switching the Audio Unit On and Off** (page 489).
- D Hazard flasher switch. See **Switching the Hazard Flashers On and Off** (page 389).
- E Passenger airbag deactivation indicator. See **Switching the Passenger Airbag On and Off** (page 50). See **Switching the Passenger Airbag On and Off** (page 51).
- F Climate controls. See **Switching Climate Control On and Off** (page 146).
- G Auxiliary power point. See **What Is the Power Outlet** (page 172).
- H USB port. See **Locating the USB Ports** (page 170).
- I Wireless accessory charger. See **Charging a Device** (page 170).
- J Lighting control. See **Exterior Lighting Control** (page 95).

## Visual Search

### INSTRUMENT PANEL - RHD



- A Instrument cluster. See **Instrument Cluster Overview** (page 119).
- B Push button ignition switch. See **Push Button Ignition Switch** (page 176).

# Visual Search

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- C Audio unit. See **Switching the Audio Unit On and Off** (page 489).
- D Hazard flasher switch. See **Switching the Hazard Flashers On and Off** (page 389).
- E Passenger airbag deactivation indicator. See **Switching the Passenger Airbag On and Off** (page 50). See **Switching the Passenger Airbag On and Off** (page 51).
- F Climate controls. See **Switching Climate Control On and Off** (page 150).
- G Auxiliary power point. See **Locating the Power Outlets** (page 172).
- H USB port. See **Locating the USB Ports** (page 170).
- I Wireless accessory charger. See **Charging a Device** (page 170).
- J Lighting control. See **Exterior Lighting Control** (page 95).

# Child Safety

## CHILD SAFETY PRECAUTIONS



Only child restraints certified to ECE-R129 or ECE-R44.03 (or later) have been tested and approved for use in your vehicle.

**Note:** *Mandatory use of child restraints varies from country to country.*

**WARNING:** Extreme Hazard! Never use a rearward facing child restraint on a seat protected by an active airbag in front of it. Death or serious injury to the child can occur.

**WARNING:** You must switch the passenger airbag off when using a rearward facing child restraint on the front seat.

**WARNING:** You must switch the passenger airbag on following the removal of the child restraint.

**WARNING:** Do not modify child restraints in any way.

**WARNING:** Do not hold a child on your lap when your vehicle is moving.

**WARNING:** Do not leave children or pets unattended in your vehicle. Failure to follow this instruction could result in personal injury or death.

**WARNING:** If your vehicle has been involved in a crash, have the child restraints checked.

**WARNING:** Do not put the shoulder section of the seatbelt or allow the child to put the shoulder section of the seatbelt under their arm or behind their back. Failure to follow this instruction could reduce the effectiveness of the seatbelt and increase the risk of injury or death in a crash.

**WARNING:** Do not use pillows, books or towels to boost your child's height. Failure to follow this instruction could result in personal injury or death.

**WARNING:** You must reinstall the head restraint following the removal of the child restraint.

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

## Child Safety

**⚠ WARNING:** If you use a child restraint and a seatbelt, make sure that the seatbelt is not slack or twisted.

**⚠ WARNING:** Do not install a booster seat or a booster cushion with only the lap strap of the seatbelt.

**⚠ WARNING:** Do not install a booster seat or a booster cushion with a seatbelt that is slack or twisted.

**⚠ WARNING:** Make sure that your children sit in an upright position.

### CHILD RESTRAINT ANCHOR POINTS

#### WHAT ARE THE CHILD RESTRAINT ANCHOR POINTS

Anchor points are designed to allow you to quickly and safely install a child restraint.

#### LOCATING THE CHILD RESTRAINT LOWER ANCHOR POINTS



Lower anchor points are on the rear outermost seats.

#### LOCATING THE CHILD RESTRAINT TOP TETHER ANCHOR POINTS



Top tether anchor points are on the back of the rear seat.

# Child Safety

## CHILD RESTRAINTS

### CHILD RESTRAINT POSITION INFORMATION

| Seating Positions                            | Mass Group Categories |                   |                    |                     |                     |
|--|-----------------------|-------------------|--------------------|---------------------|---------------------|
|  | 0                     | 0+                | 1                  | 2                   | 3                   |
|  | 0–10 kg (0–22 lb)     | 0–13 kg (0–29 lb) | 9–18 kg (20–40 lb) | 15–25 kg (33–55 lb) | 22–36 kg (49–79 lb) |
| Front passenger seat with airbag <b>ON.</b>  | X                     | X                 | UF <sup>1</sup>    | UF <sup>1</sup>     | UF <sup>1</sup>     |
| Front passenger seat with airbag <b>OFF.</b> | U <sup>1</sup>        | U <sup>1</sup>    | U <sup>1</sup>     | U <sup>1</sup>      | U <sup>1</sup>      |
| Rear seats. <sup>2</sup>                     | U                     | U                 | U                  | U                   | U                   |

<sup>1</sup> We recommend that you secure children in a government approved child restraint, on the rear seat.

<sup>2</sup> Do not use a child restraint with a support leg on the rear center seat unless stated as suitable in the child restraint manufacturer's product information.

**X** Not suitable for children in this mass group.

**U** Suitable for universal category child restraints approved for use in this mass group.

**UF** Suitable for universal category forward facing child restraints approved for use in this mass group.



## Child Safety

### ISOFIX Child Restraints

| Seating Positions           |             | Mass Group Categories |                      |                              |                          |                          |
|-----------------------------|-------------|-----------------------|----------------------|------------------------------|--------------------------|--------------------------|
|                             |             | 0                     | 0                    | 0+                           | 1                        | 1                        |
|                             |             | Lateral Facing        | Rearward Facing      | Rearward Facing              | Forward Facing           | Rearward Facing          |
|                             |             | 0–10 kg<br>(0–22 lb)  | 0–10 kg<br>(0–22 lb) | 0–13 kg<br>(0–29 lb)         | 9–18 kg<br>(20–40 lb)    | 9–18 kg<br>(20–40 lb)    |
| Front passenger seat.       | Size class. | No ISOFIX             |                      |                              |                          |                          |
|                             | Size type.  |                       |                      |                              |                          |                          |
| Rear outermost seat ISOFIX. | Size class. | F, G <sup>1</sup>     | E <sup>1</sup>       | C, D, E <sup>1</sup>         | A, B, B1 <sup>1</sup>    | C, D <sup>1</sup>        |
|                             | Fixture.    | L1, L2 <sup>1</sup>   | R1 <sup>1</sup>      | R1, R2X, R2, R3 <sup>1</sup> | F2, F2X, F3 <sup>1</sup> | R2X, R2, R3 <sup>1</sup> |
|                             | Size type.  | IL                    | IL                   | IL                           | IL, IUF                  | IL                       |
| Rear center seat.           | Size class. | No ISOFIX             |                      |                              |                          |                          |
|                             | Size type.  |                       |                      |                              |                          |                          |

<sup>1</sup> The size class and fixture are defined for both universal and semi-universal child restraint systems. You can see the identification letters on ISOFIX child restraints.

**IL** Suitable for use with particular ISOFIX child restraint systems in the semi-universal category. Refer to the child restraint system manufacturer vehicle recommendation list for additional information.

**IUF** Suitable for use with forward facing ISOFIX child restraint systems in the universal category.

## Child Safety

### i-Size Child Restraints

|   | Front Passenger Seat | Rear Outermost Seats | Rear Center Seat    |
|---|----------------------|----------------------|---------------------|
| Rearward facing child restraint systems on front passenger seat with airbag <b>ON</b> . | X                    | -                    | -                   |
| i-Size child restraint systems.   | X                    | i-U                  | X                   |
| Suitable booster fixture.   | B2, B3 <sup>1</sup>  | B2, B3 <sup>1</sup>  | B2, B3 <sup>1</sup> |

<sup>1</sup> The fixture is defined for booster child restraint systems. You can see the identification letters on i-Size boosters.

**i-U** Suitable for use with forward and rearward facing i-Size child restraint systems.

**X** Not suitable for use with i-Size child restraint systems.

## Child Safety

### CHILD RESTRAINTS RECOMMENDATION

| Mass Group Categories    | Manufacturer  | Model   | Attachment                                      |
|--------------------------|---------------|---|---|
| 0+<br>0–13 kg (0–29 lb)  | Britax Römer. | Baby Safe Plus with ISOFIX base. <sup>1</sup> | ISOFIX base or seatbelt only.                   |
| 1<br>9–18 kg (20–40 lb)  | Britax Römer. | Duo Plus. <sup>1</sup>                        | ISOFIX and top tether anchors or seatbelt only. |
| 2<br>15–25 kg (33–55 lb) | Britax Römer. | KidFix. <sup>1,2</sup>                        | ISOFIX and seatbelt or seatbelt only.           |
| 3<br>22–36 kg (49–79 lb) | Britax Römer. | KidFix. <sup>1,2</sup>                        | ISOFIX and seatbelt or seatbelt only.           |

<sup>1</sup>We recommend that you secure children using an ISOFIX child restraint on the rear outermost seats.

<sup>2</sup>We recommend that you use a booster seat that combines a cushion with a backrest instead of a booster cushion only.

See an authorized dealer for the latest details relating to our recommended child restraints.

# Child Safety

## INSTALLING CHILD RESTRAINTS



**WARNING:** Read and follow the manufacturer's instructions when you are installing a child restraint.

**Note:** Always follow the manufacturer's instructions for installing a child restraint with a top tether.



**WARNING:** Do not attach the top tether strap to anything other than the correct top tether strap anchor point.



**WARNING:** Make sure that the top tether strap is not slack or twisted and is properly located on the anchor point.



**WARNING:** If you use a child restraint that has a support leg, make sure the support leg rests securely on the floor.



**WARNING:** Make sure the child restraint rests tightly against the vehicle seat. You may need to adjust the seats to properly secure the child restraint. Make sure that the seat backrest is in an upright position. It may also be necessary to lift or remove the head restraint.

When using a child restraint on a front seat, follow these seat positioning guidelines:

- The child restraint must not be in contact with the instrument panel.
- Position the passenger seat as far rearward as possible and route the seatbelt forward and downward from the B-pillar ring to the child restraint.
- If it proves difficult to tighten the lap section of the seatbelt without slack remaining, adjust the seat backrest to the fully upright position and raise the height of the seat.

**Note:** When using a child restraint on a rear seat, adjust the front seat to a position to prevent contact with the child's feet or legs.

## BOOSTER SEATS

### Booster Seat



Secure children that weigh greater than 15 kg (33 lb) but are less than 150 cm (60 in) tall in a booster seat or on a booster cushion.

We recommend that you use a booster seat that combines a cushion with a backrest instead of a booster cushion only. The raised seating position will allow you to position the shoulder strap of the adult seatbelt over the center of your child's shoulder and the lap strap tightly across their hips.

## Child Safety

### Booster Cushion

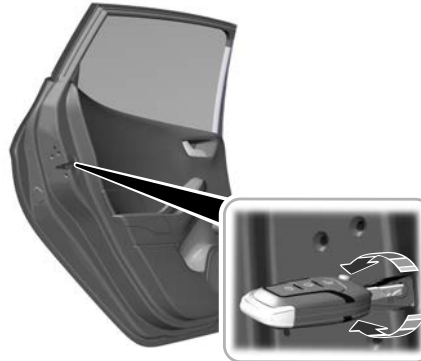
**WARNING:** When using a booster cushion, make sure you adjust the vehicle head restraint on that seating position.



Secure children that weigh greater than 22 kg (49 lb) but are less than 150 cm (60 in) tall on a booster cushion.

### CHILD SAFETY LOCKS - VEHICLES WITH: MECHANICAL CHILD PROOF LOCKS

**WARNING:** You cannot open the rear doors from inside if you have put the child safety locks on.



A child safety lock is on the rear edge of each rear door. You must switch the child safety lock separately on each door.

### Left-Hand Side

Turn the key clockwise to switch the child lock on and counterclockwise to switch it off.

### Right-Hand Side

Turn the key counterclockwise to switch the child lock on and clockwise to switch it off.

### CHILD SAFETY LOCKS - VEHICLES WITH: REMOTE CHILD PROOF LOCKS

**WARNING:** You cannot open the rear doors from inside if you have put the child safety locks on.

The child safety lock control is on the driver door.



Press the control to switch the child safety locks on. Press the control again to switch them off.

**Note:** You cannot use the rear power window controls if you switch the child safety locks on.

# Child Safety

## CHILD SAFETY LOCK INDICATOR



A LED (light emitting diode) on the child safety lock control illuminates when you switch them on. If the LED flashes, try to switch the child safety locks on again. If the LED continues to flash, have your vehicle checked as soon as possible.

## CHILD SAFETY LOCKS – TROUBLESHOOTING

### CHILD SAFETY LOCKS – INFORMATION MESSAGES

| Message                           | Action  |
|-----------------------------------|---|
| Child lock malfunction See manual | Try to switch the child safety locks on again. If the message continues to appear, have your vehicle checked as soon as possible. |

# Seatbelts

## SEATBELT PRECAUTIONS

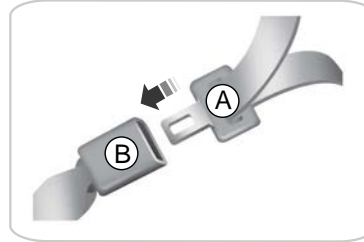


**WARNING:** Make sure that the seatbelts are securely stowed away when not in use and not outside your vehicle when closing the doors.

## FASTENING AND UNFASTENING THE SEATBELTS

### Fastening the Seatbelts

All seatbelts in your vehicle are a three-point combination lap and shoulder seatbelt.



- A Seatbelt tongue.
- B Seatbelt buckle.

1. Pull the seatbelt out steadily.

**Note:** It may lock if you pull it sharply or if the vehicle is on a slope.

2. Insert the tongue into the buckle.
3. Pull the seatbelt tight to remove any slack.

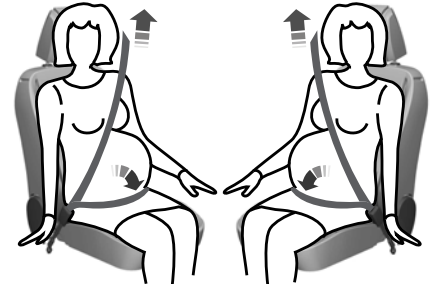
## Unfastening the Seatbelts

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

## ADJUSTING THE SEATBELTS DURING PREGNANCY



**WARNING:** Position the seatbelt correctly for your safety and that of your unborn child. Do not use only the lap strap or the shoulder strap.



# Seatbelts

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

## ADJUSTING THE SEATBELT HEIGHT



**WARNING:** Position the seatbelt height adjuster so that the seatbelt rests across the middle of your shoulder. Failure to adjust the seatbelt correctly could reduce its effectiveness and increase the risk of injury in a crash.

E183582



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

## SEATBELT REMINDER

### SEATBELT REMINDER INDICATORS

A warning lamp illuminates if the ignition is on and any of the following occur:

- A front seat is occupied and the seatbelt has not been fastened.
- A rear seatbelt has been recently unfastened.



The warning lamp illuminates until you fasten your seatbelt.

### SEATBELT REMINDER AUDIBLE WARNINGS

A warning tone sounds and the warning lamp illuminates if you are not wearing your seatbelt when your vehicle exceeds a relatively low speed.

The warning tone sounds for a short period of time or until you fasten your seatbelt.

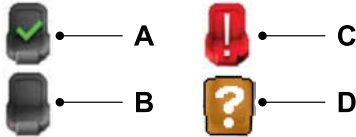
### SWITCHING THE SEATBELT REMINDER ON AND OFF

We recommend that you contact an authorized dealer.



# Seatbelts

## CHECKING SEATBELT STATUS - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



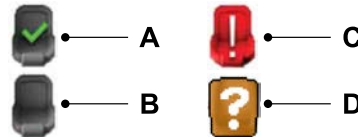
- A Seatbelt fastened.
- B Seatbelt not fastened.
- C Rear seatbelt recently unfastened.
- D Fault.

### Checking Seatbelt Status

1. Press the menu button on the steering wheel to enter the information display main menu.

2. Select **Settings**.
3. Select **Information**.
4. Select **Seatbelts**.

## CHECKING SEATBELT STATUS - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



- A Seatbelt fastened.
- B Seatbelt not fastened.
- C Rear seatbelt recently unfastened.
- D Fault.

### Checking Seatbelt Status

1. Press the menu button on the steering wheel to enter the information display main menu.
2. Select **Select screens**.
3. Select **Seatbelts**.

# Seatbelts

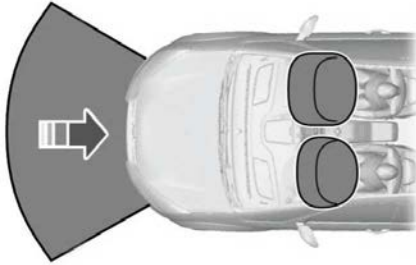
## SEATBELTS – TROUBLESHOOTING

### SEATBELTS – INFORMATION MESSAGES

| Message  | Description   |
|--|---|
| Rear belt monitor malfunction Service required | The system has detected a fault that requires service. Have your vehicle checked as soon as possible. |

# Airbags

## HOW DO THE FRONT AIRBAGS WORK



The front airbags are designed to deploy during a significant frontal or near-frontal crash. The airbags inflate within a few thousandths of a second cushioning forward body movement and deflate on contact with the occupant. The front airbags are not designed to deploy during a minor frontal crash, rear crash, side crash or a vehicle rollover.

## HOW DO THE SIDE AIRBAGS WORK

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

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

**WARNING:** Accessory seat covers not released by Ford Motor Company could prevent the deployment of the airbags and increase the risk of injuries in a crash.

**WARNING:** Do not attempt to service, repair, or modify the supplementary restraint system or associated components. Failure to follow this instruction could result in personal injury or death.

**WARNING:** If a supplementary restraint system component has deployed, it will not function again. Have the system and associated components inspected as soon as possible. Failure to follow this instruction could result in personal injury or death.



The side airbags are on the outermost side of each front seat backrest. There is a label attached to the side of each backrest to indicate this.

# Airbags



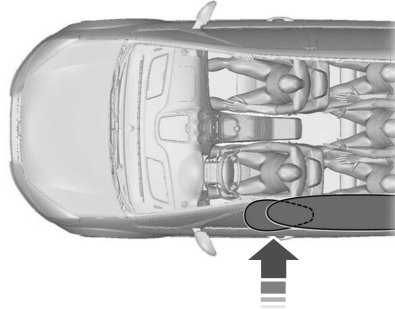
## HOW DO THE SIDE CURTAIN AIRBAGS WORK



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

The side airbags are designed to inflate between the door panel and the occupant to enhance the protection in certain crashes.

The side airbags are designed to deploy during a significant lateral crash. They could also deploy during a significant frontal crash. The side airbags are not designed to deploy during a minor lateral or frontal crash, rear crash or a vehicle rollover.



The airbags are designed to deploy during a significant lateral or frontal angled crash. The airbags are not designed to deploy during a minor lateral and frontal crash, rear crash or a vehicle rollover.

## AIRBAG PRECAUTIONS



**WARNING:** Extreme Hazard! Never use a rearward facing child restraint on a seat protected by an active airbag in front of it. Death or serious injury to the child can occur.



**WARNING:** Do not modify the front of your vehicle in any way. This could adversely affect deployment of the airbags. Failure to adhere to this warning could result in serious personal injury or death.



**WARNING:** Wear a seatbelt and keep sufficient distance between yourself and the steering wheel. Only when you use the seatbelt correctly, can it hold you in a position that allows the airbag to achieve its optimum effect. Failure to adhere to this warning could result in serious personal injury or death.

# Airbags

**⚠ WARNING:** Repairs to the steering wheel, steering column, seats, airbags and seatbelts must be carried out by an authorized dealer. Failure to adhere to this warning could result in serious personal injury or death.

**⚠ WARNING:** Keep the areas in front of the airbags free from obstruction. Do not affix anything to or over the airbag covers. Objects could become projectiles during airbag deployment. Failure to follow this instruction could result in personal injury or death.

**⚠ WARNING:** Do not poke sharp objects into areas where airbags are fitted. This could damage and adversely affect deployment of the airbags. Failure to follow this instruction could result in personal injury or death.

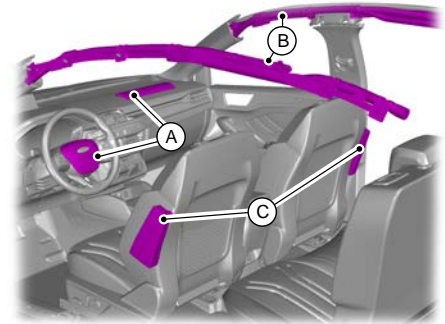
**⚠ WARNING:** Accessory seat covers not released by Ford Motor Company could prevent the deployment of the airbags and increase the risk of injuries in a crash.

**⚠ WARNING:** Do not attempt to service, repair, or modify the supplementary restraint system or associated components. Failure to follow this instruction could result in personal injury or death.

**⚠ WARNING:** If a supplementary restraint system component has deployed, it will not function again. Have the system and associated components inspected as soon as possible. Failure to follow this instruction could result in personal injury or death.

**Note:** A loud bang sounds and there is a cloud of harmless powdery residue if an airbag deploys. This is normal.

## AIRBAG LOCATIONS



- A Front Airbags.
- B Side Curtain Airbags.
- C Side Airbags.

**Note:** The location of airbags are indicated by the word Airbag.

# Airbags


## PASSENGER AIRBAG INDICATORS



The passenger airbag on and off indicators are close to the climate control unit.


## SWITCHING THE PASSENGER AIRBAG ON AND OFF - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

### Switching the Passenger Airbag Off

 **WARNING:** You must switch the passenger airbag off when using a rearward facing child restraint on the front seat.

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Passenger airbag**.
4. Select **Off**.
5. Press and hold the **OK** button until a confirmation message appears in the information display.


### Switching the Passenger Airbag On

 **WARNING:** You must switch the passenger airbag on following the removal of the child restraint.

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Passenger airbag**.
4. Select **On**.
5. Press and hold the **OK** button until a confirmation message appears in the information display.

## SWITCHING THE PASSENGER AIRBAG ON AND OFF - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

### Switching the Passenger Airbag Off

 **WARNING:** You must switch the passenger airbag off when using a rearward facing child restraint on the front seat.

1. Press the menu button on the steering wheel to enter the information display main menu.
2. Select **Settings**.
3. Select **Vehicle**.
4. Select **Passenger airbag**.

# Airbags

5. Select **Passenger airbag off**.
6. Press and hold the **OK** button for a few seconds.

## Switching the Passenger Airbag On



**WARNING:** You must switch the passenger airbag on following the removal of the child restraint.

1. Press the menu button on the steering wheel to enter the information display main menu.
2. Select **Settings**.
3. Select **Vehicle**.
4. Select **Passenger airbag**.
5. Select **Passenger airbag on**.
6. Press and hold the **OK** button for a few seconds.

## SWITCHING THE PASSENGER AIRBAG ON AND OFF- VEHICLES WITH: SYNC 3



**WARNING:** You must switch the passenger airbag on following the removal of the child restraint.



**WARNING:** You must switch the passenger airbag off when using a rearward facing child restraint on the front seat.

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Passenger airbag**.
4. Switch **Passenger airbag** on or off.

## AIRBAGS – TROUBLESHOOTING

### AIRBAGS – WARNING LAMPS



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

## AIRBAGS – AUDIBLE WARNINGS

Sounds when the airbag warning lamp is not working.

# Pedestrian Alert System

---

## **WHAT IS THE PEDESTRIAN ALERT SYSTEM**

Due to the quiet operation of hybrid and electric 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 (P). Some sound may be audible in the passenger compartment.



## WHAT IS ECALL

eCall is an emergency call system that complies with European Union Regulation (EU) 2015/758.

The system uses the public cell phone network to initiate a call to the public emergency services when activated automatically in a severe accident or manually by the vehicle occupants.

eCall is designed for emergency calls in case of severe accidents or other emergencies that require the emergency services. It does not support other voice calls.

## HOW DOES ECALL WORK

If an accident results in an attempt to deploy an airbag, excluding knee airbags and rear inflatable seatbelts, or to shut off the fuel pump, the system initiates a call to the emergency services. This call cannot be canceled.

In the case of an emergency, the system, as a means of communication aid, can help you contact specific rescue departments of public emergency services. The system does not deploy the rescue operations. The local public emergency service deploys specific rescue operations according to the actual situation.

During an emergency call, the system transmits vehicle data to the emergency service. See **Emergency Call System Data** (page 27).

**Note:** *If the transmission is unsuccessful, this could result in the emergency operator not receiving your vehicle data.*

**Note:** *If the system is unable to initiate a call to the emergency services, a voice prompt plays and the emergency call indicator illuminates.*

## EMERGENCY CALL REQUIREMENTS

The system only operates in areas with a compatible cell phone network and emergency services infrastructure.

## EMERGENCY CALL LIMITATIONS

Not all accidents activate the system. If an accident does trigger the system, it initiates a call to the emergency services. Do not wait for the system to initiate a call if you are able to do so. Call emergency services immediately to avoid a delayed response time. If you do not hear the system within five seconds of the accident, the system could be non-functional.

Using a non-Ford audio system could result in the system not properly operating.

## MANUALLY MAKING AN EMERGENCY CALL



**WARNING:** Use caution when making a manual emergency call when driving.

1. Switch the ignition on.
2. Press the SOS symbol on the overhead console to open the emergency call button cover.

# eCall

3. Press the emergency call button to initiate a call to the emergency services.

**Note:** Press the button again before the call is connected to cancel it.

4. Speak to the operator.

**Note:** After completing an emergency call, the emergency operator can call your vehicle. The system automatically answers incoming calls for approximately an hour.

## EMERGENCY CALL INDICATORS



**WARNING:** If the system malfunctions, have your vehicle checked as soon as possible.



The indicator is integrated into the emergency call button cover on the overhead console.

It illuminates brightly for a short time when you switch the ignition on.

| Emergency Call Indicator Status | Description   |
|---------------------------------|---|
| Indicator off.                  | The system has malfunctioned. Have your vehicle checked as soon as possible.        |
| Dimmed red.                     | Normal operation.   |
| Rapidly flashing.               | The system is initiating an emergency call.   |
| Moderately flashing.            | The system is transmitting vehicle data to the emergency services.                  |
| Slowly flashing.                | The system is connected to the emergency services and communication is established. |
| Bright red.                     | The system has malfunctioned. Have your vehicle checked as soon as possible.        |

## CHANGING THE BACKUP BATTERY

The system has a backup battery and indicates when it needs to be changed. We recommend that you have the battery changed by an authorized dealer.

## ECALL – TROUBLESHOOTING

### ECALL – INFORMATION MESSAGES

| Message                           | Description  |
|-----------------------------------|--|
| Emergency Call System malfunction | The system has malfunctioned. Have your vehicle checked as soon as possible. |

# Keys and Remote Controls

## REMOTE CONTROL LIMITATIONS

The typical operating range for your remote control is approximately 10 m (33 ft).

A decrease in operating range could be caused by:

- Weather conditions.
- Nearby radio towers.
- Structures around your vehicle.
- Other vehicles parked next to your vehicle.

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

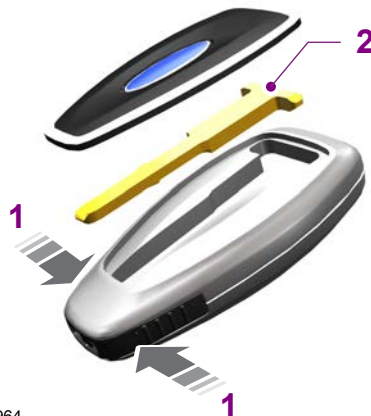
**Note:** Make sure you have locked your vehicle before leaving it unattended.

**Note:** If you are within range of your vehicle, the remote control will operate if you unintentionally press any button.

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

## REMOVING THE KEY BLADE

The passive key contains a removable key blade that you can use to unlock your vehicle.



E87964

1. Press and hold the buttons on the edges of the transmitter to release the cover. Carefully remove the cover.

2. Remove the key blade from the transmitter.

## LOCATING YOUR VEHICLE



Press the lock button twice within three seconds. The turn signal lamps flash.

**Note:** We recommend you use this method to locate your vehicle.

## CHANGING THE REMOTE CONTROL BATTERY



**WARNING:** Keep batteries away from children to prevent ingestion. Failure to follow this instruction could result in personal injury or death. If ingested, immediately seek medical attention.



**WARNING:** If the battery compartment does not securely close, stop using the remote control and replace it as soon as possible. In the meantime, keep the remote control away from children. Failure to follow this instruction could result in personal injury or death.

## Keys and Remote Controls

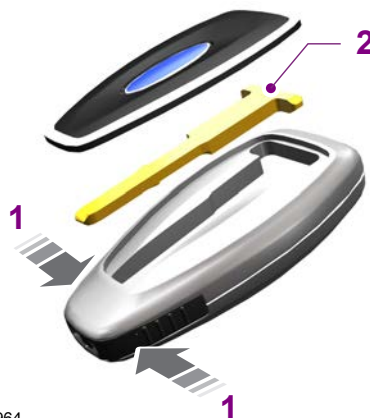


**CAUTION:** The battery can cause severe or fatal injuries in two hours or less if swallowed or placed inside any part of the body. Seek medical attention immediately.



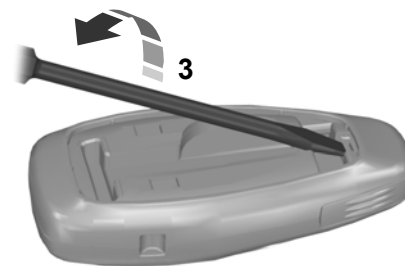
Make sure that you dispose of old batteries in an environmentally friendly way. Seek advice from your local authority about recycling old batteries.

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



E87964

1. Press and hold the buttons on the edges of the transmitter to release the cover. Carefully remove the cover.
2. Remove the key blade from the transmitter.



E105362

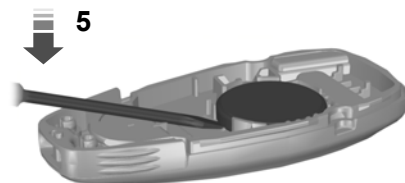
3. Use a suitable tool, for example a screwdriver, to carefully separate the two halves of the remote control.

## Keys and Remote Controls



E119190

4. Twist the screwdriver in the position shown to separate the two halves of the remote control.



E125860

5. Carefully remove the battery with the screwdriver.

**Note:** Do not touch the battery contacts or the printed circuit board with the screwdriver.

6. Insert a new battery with the + facing downward.

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

7. Assemble the two halves of the remote control.
8. Reinstall the key blade.

### REPLACING A LOST KEY OR REMOTE CONTROL

You can purchase replacement keys or remote controls from an authorized dealer. If possible, provide them with the key number from the tag provided with the original key. You can also obtain extra keys.

### PROGRAMMING THE REMOTE CONTROL

Contact an authorized dealer to program remote controls for your vehicle.

# Keys and Remote Controls

---

## KEYS AND REMOTE CONTROLS – TROUBLESHOOTING

### KEYS AND REMOTE CONTROLS – INFORMATION MESSAGES

| Message                      | Action                          |
|------------------------------|---------------------------------|
| Key battery low Replace soon | Replace remote control battery. |

## WHAT IS MYKEY

MyKey allows you to program keys with restricted settings to promote good driving habits.

## MYKEY SETTINGS

### NON-CONFIGURABLE MYKEY SETTINGS

#### Seatbelt Reminder

The audio system mutes when the seatbelt reminder turns on. The seatbelt reminder cannot be switched off with a MyKey.

#### Early Low Fuel

The low fuel level warning lamp turns on earlier.

#### Driving and Parking Aids

Parking aids, blind spot information system and cross traffic alert turn on when you start the engine and cannot be switched off with a MyKey.

Pre-collision assist and lane keeping alert turn on when you start the engine, but can be switched off with a MyKey.

## CONFIGURABLE MYKEY SETTINGS

You can configure the following settings after creating a MyKey. See **Creating a MyKey** (page 61).

### Speed Limit



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

You can set a speed limit for your vehicle. Warning messages appear in the information display and a tone sounds if your vehicle reaches the set speed. You cannot override the set speed when using a MyKey.

### Speed Reminder

You can set a speed reminder for your vehicle. Warning messages appear in the information display and a tone sounds if your vehicle exceeds the set speed.

## Audio System Volume Limit

The audio system maximum volume is reduced. A message appears in the information display if you attempt to exceed the volume limit. Automatic volume control turns off.

## Emergency Assistance

If you set emergency assistance to be always on, it cannot be switched off with a MyKey.

## Do Not Disturb

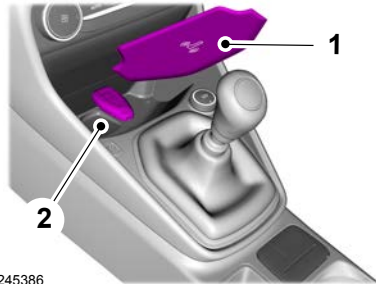
If you set do not disturb to be always on, it cannot be switched off with a MyKey.

## Traction and Stability Control

If you set traction control or stability control to be always on, you cannot switch it off with a MyKey.



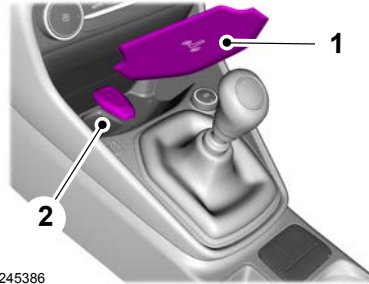
## CREATING A MYKEY - VEHICLES WITH: SYNC 2.5



1. Remove the rubber mat.
2. Place the admin key in the position shown, with the buttons facing upward.
3. Switch the ignition on.
4. Using the information display controls on the steering wheel, select **Settings**.
5. Select **MyKey**.
6. Select **Create MyKey**.
7. Press and hold the **OK** button until a confirmation message appears in the information display.
8. Switch the ignition off.

**Note:** We recommend that you label this key.

## CREATING A MYKEY - VEHICLES WITH: SYNC 3



1. Remove the rubber mat.
2. Place the admin key in the position shown, with the buttons facing upward.
3. Switch the ignition on.
4. Press **Settings** on the touchscreen.
5. Press **Vehicle**.
6. Press **MyKey**.
7. Press **Create MyKey**.
8. Switch the ignition off.

**Note:** We recommend that you label this key.

## PROGRAMMING A MYKEY - VEHICLES WITH: SYNC 2.5

You can only program MyKeys to the same settings.

1. Switch the ignition on using an admin key.
2. Using the information display controls on the steering wheel, select **Settings**.
3. Select **MyKey**.
4. Select a setting and press the **OK** button.
5. Configure the setting.
6. Switch the ignition off.

## PROGRAMMING A MYKEY - VEHICLES WITH: SYNC 3

You can only program MyKeys to the same settings.

1. Switch the ignition on using an admin key.
2. Press **Settings** on the touchscreen.
3. Press **Vehicle**.
4. Press **MyKey**.
5. Select a setting and press the **OK** button.

6. Configure the setting.
7. Switch the ignition off.

## CLEARING ALL MYKEYS - VEHICLES WITH: SYNC 2.5

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

1. Switch the ignition on using an admin key.
2. Using the information display controls on the steering wheel, select **Settings**.
3. Select **MyKey**.
4. Select **Clear MyKeys**.
5. Press and hold the **OK** button until a confirmation message appears in the information display.

## CLEARING ALL MYKEYS - VEHICLES WITH: SYNC 3

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

1. Switch the ignition on using an admin key.
2. Press **Settings** on the touchscreen.
3. Press **Vehicle**.
4. Press **MyKey**.
5. Press **Clear all MyKeys**.

## CHECKING MYKEY SYSTEM STATUS - VEHICLES WITH: SYNC 2.5

You can find information about the distance traveled using a MyKey and also the number of admin keys and MyKeys created for your vehicle.

1. Switch the ignition on.
2. Using the information display controls on the steering wheel, select **Settings**.

3. Select **MyKey**.
4. Select **MyKey info**.

## CHECKING MYKEY SYSTEM STATUS - VEHICLES WITH: SYNC 3

You can find information about the distance traveled using a MyKey and also the number of admin keys and MyKeys created for your vehicle.

1. Switch the ignition on.
2. Press **Settings** on the touchscreen.
3. Press **Vehicle**.
4. Press **MyKey**.
5. Press **MyKey Information**.

## USING MYKEY WITH REMOTE START SYSTEMS

The system is not compatible with non-Ford remote start systems.

## MYKEY – TROUBLESHOOTING

### MYKEY – INFORMATION MESSAGES

| Message                                      | Description  |
|--|--|
| Place key in backup location                 | Displays when trying to create a MyKey and the admin key is not placed in the backup position. See <b>Creating a MyKey</b> (page 61). See <b>Creating a MyKey</b> (page 61). |
| Key is already a MyKey                       | Displays when trying to create a MyKey with a key already designated as a MyKey.   |
| Key restricted at next start. Label this key | Displays to confirm that the key is restricted after you switch the ignition off.  |

## MYKEY – FREQUENTLY ASKED QUESTIONS

### What is an admin key?

- An admin key is a key that has not been created as a MyKey. See **Creating a MyKey** (page 61).

### Why can I not create a MyKey?

- The admin key is not placed in the backup position. See **Creating a MyKey** (page 61).
- The key used to switch the ignition on is not an admin key.
- The key used to switch the ignition on is the only admin key. There always has to be at least one admin key.
- The last MyKey was created without switching the ignition off.

### Why can I not program a MyKey?

- The admin key is not inside your vehicle.
- The key used to switch the ignition on is not an admin key.
- No MyKeys are created. See **Creating a MyKey** (page 61).

### Why can I not clear the MyKeys?

- The admin key is not inside your vehicle.
- The key used to switch the ignition on is not an admin key.
- No MyKeys are created. See **Creating a MyKey** (page 61).

### Why does the MyKey distance not accumulate?

- The key used to start the engine is an admin key.
- An admin key and a MyKey are inside your vehicle.
- No MyKeys are created. See **Creating a MyKey** (page 61).
- The MyKeys have been cleared.

### Why can I not start the engine with a MyKey?

- An admin key and a MyKey are inside your vehicle.

## Doors and Locks

### OPERATING THE DOORS FROM OUTSIDE YOUR VEHICLE

#### UNLOCKING AND LOCKING THE DOORS USING THE REMOTE CONTROL

You can only use the remote control when your vehicle is stationary.

#### Unlocking the Doors



Press the button to unlock all doors.

#### Locking the Doors

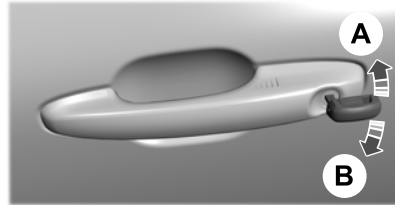


Press the button to lock all doors. One short flash of the turn signal lamps confirms that your vehicle has locked.

**Note:** For more information on operating the doors from outside your vehicle See **Keyless Entry** (page 70).

#### UNLOCKING AND LOCKING THE DOORS USING THE KEY BLADE

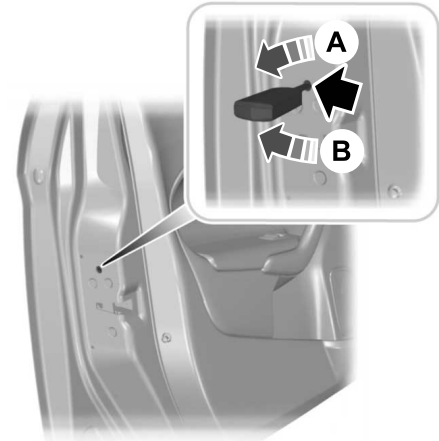
If there is a power door lock fault, use the key blade to lock and unlock the driver door.



- A Lock.
- B Unlock.

#### INDIVIDUALLY UNLOCKING AND LOCKING THE DOORS USING THE KEY BLADE

If there is a power door lock fault you can use the key blade to lock and unlock the doors.



- A Lock.
- B Unlock.

## Doors and Locks

### OPERATING THE DOORS FROM INSIDE YOUR VEHICLE

#### UNLOCKING AND LOCKING THE DOORS USING THE CENTRAL LOCKING

The power door lock control is on the driver door.



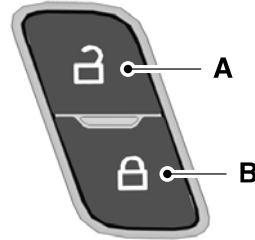
Press the button to unlock all doors.



Press the button to lock all doors.

#### INDIVIDUALLY UNLOCKING AND LOCKING THE DOORS USING THE LOCKING BUTTON

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



A    Unlock.

B    Lock.

#### OPENING THE DOORS FROM INSIDE YOUR VEHICLE

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

### AUTOUNLOCK

#### WHAT IS AUTOUNLOCK

Autounlock is an unlocking feature that unlocks the vehicle doors when your vehicle comes to a stop.

#### AUTOUNLOCK REQUIREMENTS

Autounlock unlocks all the doors after all of the following occur.

1. All the doors are closed and your vehicle is moving at a speed greater than 12 mph (20 km/h).
2. Your vehicle comes to a stop.
3. You open the driver door within 10 minutes of switching the ignition off or to the accessory position.

**Note:** If you open the driver door after 10 minutes, Autounlock does not unlock all other doors.

#### SWITCHING AUTOUNLOCK ON AND OFF

1. Press **Settings** on the touchscreen.
2. Press **Vehicle settings**.

# Doors and Locks

3. Switch **Auto Unlock** on or off.

## AUTOLOCK

### WHAT IS AUTOLOCK

Autolock is a locking feature that locks your vehicle doors when you start driving.

### AUTOLOCK REQUIREMENTS

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

- All doors are closed.
- The ignition is on.
- Your vehicle reaches a speed greater than 20 km/h (12 mph).

### SWITCHING AUTOLOCK ON AND OFF

1. Press **Settings** on the touchscreen.
2. Press **Vehicle settings**.
3. Switch **Auto Lock** on or off.

## MISLOCK

### WHAT IS MISLOCK

Mislock is a locking feature that warns you if your vehicle has not locked.

### MISLOCK LIMITATIONS

When you press the lock button once, the direction indicators do not flash if:

- Any door or the liftgate is open.
- The hood is open.

When you press the lock button twice within three seconds, the horn sounds if:

- Any door or the liftgate is open.
- The hood is open.

If you switch mislock off, the horn does not sound if you press the lock button on the remote control when a door is open.

### SWITCHING MISLOCK ON AND OFF

1. Press **Settings** on the touchscreen.

2. Press **Vehicle settings**.
3. Switch **Mislock Chirp** on or off.

## DOORS AND LOCKS AUDIBLE WARNINGS

### Door Ajar Audible Warning

Sounds when a door is not fully closed and your vehicle is moving.

## DOORS AND LOCKS – TROUBLESHOOTING

## DOORS AND LOCKS – WARNING LAMPS

### Door Ajar Warning Lamp



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

## Doors and Locks

### DOORS AND LOCKS – INFORMATION MESSAGES

| Message              | Action  |
|----------------------|---|
| Driver door open     | Displays if a door is open. Fully close the door. |
| Passenger door open  |   |
| Rear left door open  |   |
| Rear right door open |   |
| Bonnet open          | Displays if a hood is open. Fully close the hood. |



## Doors and Locks

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### **DOORS AND LOCKS – FREQUENTLY ASKED QUESTIONS**

#### **Can accessories such as steps or handles be used with the latch assembly?**

Do not use the door latch assembly to attach any accessory, such as handles or steps, as this can cause damage to your vehicle.

# Keyless Entry

## WHAT IS KEYLESS ENTRY

The system allows you to lock and unlock your vehicle without taking the passive key out of your pocket or purse.

## KEYLESS ENTRY LIMITATIONS

Make sure your remote control is within 1 m (3 ft) from the front door handles and the tailgate.

The system could not function if:

- The remote control remains stationary for about a minute.
- The vehicle battery has no charge.
- The remote control battery has no charge.
- There is interference causing issues with the remote control frequencies.
- The remote control is too close to metal objects or electronic devices, for example keys or a cell phone.

## KEYLESS ENTRY SETTINGS - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

### Switching Keyless Entry On and Off

1. Using the instrument cluster controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Locks**.
4. Switch **KeyFree** on or off.

### Reprogramming the Unlocking Function

You can program the unlocking function so that only the driver door unlocks when you touch the unlock sensor on the exterior door handle.

If you program the unlocking function so that only the driver door unlocks, the following occurs:

- If you open the driver door first, all other doors remain locked. You can unlock all of the other doors from inside your vehicle using the power door lock control on the driver door. You can unlock individual doors by pulling the interior door handles on those doors.
- If you open any other door first, all other doors and the liftgate unlock.

You can change between the unlocking modes in the information display.

1. Using the instrument cluster controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Locks**.
4. Select **Unlocking**.
5. Select **All doors** or **Driver's door**.

# Keyless Entry

## KEYLESS ENTRY SETTINGS - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

### Switching Keyless Entry On and Off

1. Using the instrument cluster controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Locks**.
4. Switch **KeyFree** on or off.

### Reprogramming the Unlocking Function

You can program the unlocking function so that only the driver door unlocks when you touch the unlock sensor on the exterior door handle.

If you program the unlocking function so that only the driver door unlocks, the following occurs:

- If you open the driver door first, all other doors remain locked. You can unlock all of the other doors from inside your vehicle using the power door lock control on the driver door. You can unlock individual doors by pulling the interior door handles on those doors.
- If you open any other door first, all other doors and the liftgate unlock.

You can change between the unlocking modes in the instrument cluster display.

1. Using the instrument cluster controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Locks**.
4. Select **Unlocking**.
5. Select **All doors** or **Driver's door**.

## KEYLESS ENTRY SETTINGS - VEHICLES WITH: SYNC 3

### Switching Keyless Entry On and Off

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.

3. Press **Locks**.
4. Switch **KeyFree** on or off.

### Reprogramming the Unlocking Function

You can program the unlocking function so that only the driver door unlocks when you touch the unlock sensor on the exterior door handle.

If you program the unlocking function so that only the driver door unlocks, the following occurs:

- If you open the driver door first, all other doors remain locked. You can unlock all of the other doors from inside your vehicle using the power door lock control on the driver door. You can unlock individual doors by pulling the interior door handles on those doors.
- If you open any other door first, all other doors and the liftgate unlock.

You can change between the unlocking modes on the touchscreen.

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Locks**.
4. Press **Unlocking**.

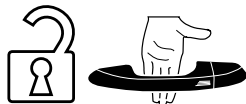
# Keyless Entry

5. Select a setting.

## USING KEYLESS ENTRY

### Unlocking the Doors

Unlock sensors are on the back of the exterior front door handles.



Touch the unlock sensor to unlock your vehicle and disarm the alarm. The direction indicators flash. Do not touch the lock sensor on the outer surface of the door handle.

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

After unlocking the doors with the unlock sensor, there is a brief delay before you can lock your vehicle. When the delay period is over, you can lock the doors again, provided the passive key is within the respective detection range.

### Locking the Doors

Lock sensors are on the top of the exterior front door handles.



Touch a lock sensor once to lock your vehicle and arm the alarm. The direction indicators flash.

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

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

After locking the doors with the lock sensor, there is a brief delay before you can unlock your vehicle. This delay lets you pull the handle to make sure your vehicle is locked. When the delay period is over, you can unlock the doors again, provided the passive key is within the respective detection range.

## KEYLESS ENTRY – TROUBLESHOOTING

### KEYLESS ENTRY – FREQUENTLY ASKED QUESTIONS

#### Why does the keyless entry system not function?

If the system does not function it may be limited. See **Keyless Entry Limitations** (page 70). If the system still does not function use the remote control or the key blade to lock and unlock your vehicle.

#### Why can I not lock my vehicle?

If you electronically lock your vehicle with a rear door open, the system searches for a passive key inside your vehicle after you close the last door. If the system detects a key, all doors unlock indicating that a key is inside. Your vehicle locks if another passive key is within the detection range after you close the last door.

# Keyless Entry

---

## **Why does the passive key not work?**

The system deactivates passive keys left inside your vehicle when you lock it. You cannot switch the ignition on using a deactivated passive key. Press the unlock button on the remote control to reactivate a passive key.

## Liftgate - Vehicles With: Manual Liftgate

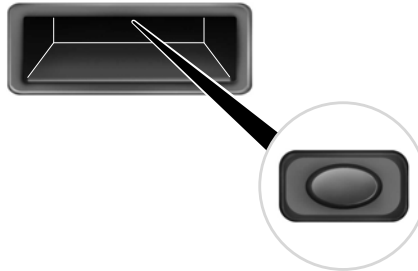
### LIFTGATE PRECAUTIONS



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

### OPENING THE LIFTGATE

#### OPENING THE LIFTGATE FROM OUTSIDE YOUR VEHICLE



Press the control button to unlatch the liftgate and then lift to open.

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

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

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

### OPENING THE LIFTGATE USING THE REMOTE CONTROL



Press the button twice within three seconds. The liftgate unlocks for 45 seconds, during which time you can open the liftgate using the outside control button.

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


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


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

## Liftgate - Vehicles With: Manual Liftgate

### CLOSING THE LIFTGATE

#### CLOSING THE LIFTGATE FROM OUTSIDE YOUR VEHICLE

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

 **WARNING:** Make sure that you fully close the liftgate to prevent exhaust fumes from entering your vehicle. If you are unable to fully close the liftgate, open the air vents or the windows to allow fresh air to enter your vehicle. Failure to follow this instruction could result in personal injury or death.



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

**Note:** Make sure that you fully close the liftgate to prevent cargo from falling out.

## Liftgate - Vehicles With: Power Liftgate

### LIFTGATE PRECAUTIONS

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

**WARNING:** Make sure that you fully close the liftgate to prevent exhaust fumes from entering your vehicle. If you are unable to fully close the liftgate, open the air vents or the windows to allow fresh air to enter your vehicle. Failure to follow this instruction could result in personal injury or death.

**WARNING:** Keep keys out of reach of children. Do not allow children to operate or play near an open or moving power liftgate. You should supervise the operation of the power liftgate at all times.

### OPENING THE LIFTGATE

#### OPENING THE LIFTGATE FROM INSIDE YOUR VEHICLE



With the transmission in park (P), press the button on the instrument panel.

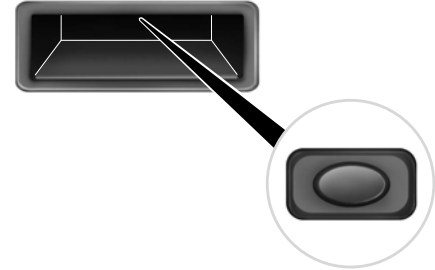
**Note:** Be careful when opening or closing the liftgate in a garage or other enclosed area to avoid damaging the liftgate.

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

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

#### OPENING THE LIFTGATE FROM OUTSIDE YOUR VEHICLE

1. Unlock the liftgate with the remote control or power door unlock control. If a passive key is within 1 m (3 ft) of the liftgate, the liftgate unlocks when you press the liftgate release button.



2. Press and release the liftgate control button.

**Note:** Allow the power system to open the liftgate. Manually pushing or pulling the liftgate may activate the system's obstacle detection feature and stop the power operation or reverse its direction, replicate a strut failure, or damage mechanical components.

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

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



## Liftgate - Vehicles With: Power Liftgate

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

### Switching the Power Liftgate On or Off

You can switch the power liftgate on or off through the vehicle settings on your touchscreen.

1. Press Settings.
2. Press Vehicle Settings.
3. Press Power Liftgate.
4. Select your option.

When switched off, the liftgate only unlatches and will not power open or close.

### OPENING THE LIFTGATE USING THE REMOTE CONTROL



Press the button twice within three seconds.

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

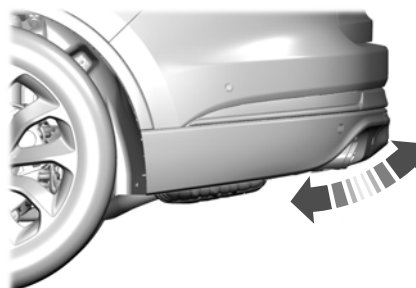
**Note:** Do not hang anything, for example a bike rack, from the glass or liftgate. This could damage the liftgate and its components.

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

### OPENING THE HANDS-FREE LIFTGATE

Make sure you have the passive key within 1 m (3 ft) of the liftgate.

1. Stand behind your vehicle, and face the liftgate.
2. Move your foot, in a single-kick motion, without pausing, under and away from the rear bumper detection area.



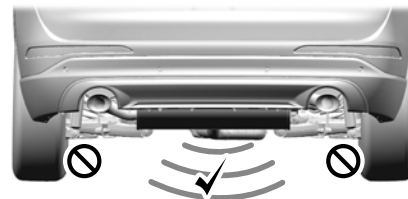
3. The liftgate opens.

Avoid the following actions when using the hands-free opening feature:

- Making physical contact with the bumper.
- Holding your foot under the bumper.
- Sweeping your foot from side to side, or kicking at an odd angle.

### Detection Zones

#### Vehicles Without a Trailer Hitch



The detection area is in the center of the rear bumper.

## Liftgate - Vehicles With: Power Liftgate

### Vehicles With 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.

**Note:** Allow the power system to open the liftgate. Manually pushing or pulling the liftgate may activate the system's obstacle detection feature and stop the power operation or reverse its direction, replicate a strut failure, or damage mechanical components.

**Note:** Any physical actions that mimic a kicking motion such as splashing water, trailer chains or vacuum hoses may cause the hands-free liftgate to activate. Switch the power liftgate off through your vehicle settings or keep the passive key away from the rear bumper detection area.

### SWITCHING THE POWER LIFTGATE ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Power liftgate**.
4. Select a setting and press the **OK** button.

When switched off, the liftgate only unlatches and will not power open or close.

### SWITCHING THE POWER LIFTGATE ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.

3. Press **Power liftgate**.
4. Select a setting.

When switched off, the liftgate only unlatches and will not power open or close.

### SETTING THE LIFTGATE OPENING HEIGHT

1. Open the liftgate.
2. Stop the liftgate movement by pressing the control button on the liftgate when it reaches the desired height.

**Note:** Once the liftgate stops moving, you can manually move it to the desired height.

3. Press and hold the control button on the liftgate until a tone sounds, indicating programming is complete.

**Note:** You can only use the liftgate control button to program the height.

**Note:** You cannot program the height if the liftgate position is too low.

4. The power liftgate now opens at the programmed height. To change the programmed height, repeat the steps.

**Note:** You can fully open the liftgate by manually pushing it upward to the maximum open position if it opens in a lower position.

## Liftgate - Vehicles With: Power Liftgate

**Note:** The system recalls the new programmed height until you reprogram it, even if you disconnect the battery.

### CLOSING THE LIFTGATE

#### CLOSING THE LIFTGATE FROM INSIDE YOUR VEHICLE



**WARNING:** Make sure all persons are clear of the power liftgate area before using the power liftgate control.



With the transmission in park (P), press the button on the instrument panel.

**Note:** Make sure that you close the liftgate before operating or moving your vehicle, especially in an enclosure, like a garage or a parking structure. This could damage the liftgate and its components.

**Note:** Make sure the area behind your vehicle is free from obstruction and that there is enough room for you to operate the liftgate. Objects too close to your vehicle, for example a wall, garage door or another vehicle may come into contact with the moving liftgate. This could damage the liftgate and its components.

**Note:** Make sure that you fully close the liftgate to prevent cargo from falling out.

#### CLOSING THE LIFTGATE FROM OUTSIDE YOUR VEHICLE



**WARNING:** Make sure all persons are clear of the power liftgate area before using the power liftgate control.



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Press and release the liftgate button.

**Note:** Make sure that you close the liftgate before operating or moving your vehicle, especially in an enclosure, like a garage or a parking structure. This could damage the liftgate and its components.

**Note:** Make sure the area behind your vehicle is free from obstruction and that there is enough room for you to operate the liftgate. Objects too close to your vehicle, for example a wall, garage door or another vehicle may come into contact with the moving liftgate. This could damage the liftgate and its components.

**Note:** Make sure you fully close the liftgate to prevent cargo from falling out.

## Liftgate - Vehicles With: Power Liftgate

### CLOSING THE LIFTGATE USING THE REMOTE CONTROL



**WARNING:** Make sure all persons are clear of the power liftgate area before using the power liftgate control.



Press the button twice within three seconds.

**Note:** Make sure that you close the liftgate before operating or moving your vehicle, especially in an enclosure, like a garage or a parking structure. This could damage the liftgate and its components.

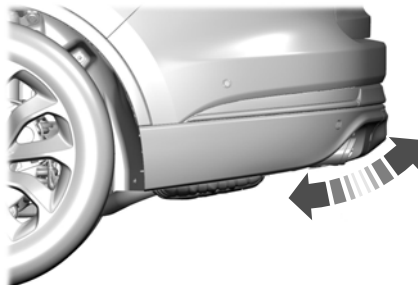
**Note:** Make sure the area behind your vehicle is free from obstruction and that there is enough room for you to operate the liftgate. Objects too close to your vehicle, for example a wall, garage door or another vehicle may come into contact with the moving liftgate. This could damage the liftgate and its components.

**Note:** Make sure that you fully close the liftgate to prevent cargo from falling out.

### CLOSING THE HANDS-FREE LIFTGATE

Make sure you have the remote control within 1 m (3 ft) of the liftgate.

1. Stand behind your vehicle, and face the liftgate.
2. Move your foot, in a single-kick motion, without pausing, under and away from the rear bumper detection area.



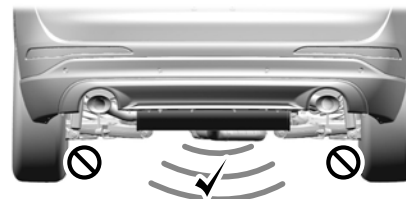
3. The liftgate closes.

Avoid the following actions when using the hands-free opening feature:

- Making physical contact with the bumper.
- Holding your foot under the bumper.
- Sweeping your foot from side to side, or kicking at an odd angle.

### Detection Zones

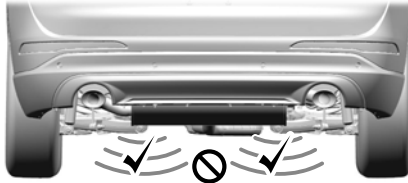
#### Vehicles Without a Trailer Hitch



The detection area is in the center of the rear bumper.

## Liftgate - Vehicles With: Power Liftgate

### Vehicles With 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.

**Note:** Allow the power system to close the liftgate. Manually pushing the liftgate may activate the system's obstacle detection feature and stop the power operation or reverse its direction, replicate a strut failure, or damage mechanical components.

### STOPPING THE LIFTGATE MOVEMENT

**Note:** Do not apply sudden excessive force to the liftgate while it is in motion. This could damage the power liftgate and its components.

**Note:** Selections will vary depending on region or options.

You can stop the liftgate movement by doing any of the following:

- Pressing the liftgate control button on the liftgate.
- Pressing the liftgate control button inside the vehicle.
- Pressing the liftgate button on the remote control twice.
- Pressing the liftgate button on an authorized device.
- Moving your foot under and away from the center rear bumper in a single-kick motion.

### LIFTGATE OBSTACLE DETECTION

#### Closing the Liftgate

The system stops when it detects an obstacle. A tone sounds and the system reverses to open. Once you remove the obstacle, you can power close the liftgate.

**Note:** To prevent accidental obstacle detection, let the power liftgate close completely before you enter your vehicle.

#### Opening the Liftgate

The system stops when it detects an obstacle and a tone sounds. Once you remove the obstacle, you can continue to operate the liftgate.

### LIFTGATE – TROUBLESHOOTING

#### LIFTGATE – WARNING LAMPS



Illuminates when the liftgate is not completely closed.

# Liftgate - Vehicles With: Power Liftgate

## LIFTGATE – INFORMATION MESSAGES

| Message       | Action   |
|---------------|--|
| Liftgate open | The liftgate is not completely closed. Close the liftgate. |

## Liftgate - Vehicles With: Power Liftgate

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### **LIFTGATE – FREQUENTLY ASKED QUESTIONS**

#### **Why won't my power liftgate function?**

It can happen in freezing conditions or when parking on downhill slopes. Make sure the power liftgate is enabled. Make sure the transmission is in park (P), ensure nothing is obstructing the liftgate path and there is not excessive weight on the liftgate. If there are continued issues, the battery voltage may be low or there may be other system issues. See an authorized dealer.

# Security

## PASSIVE ANTI-THEFT SYSTEM

### WHAT IS THE PASSIVE ANTI-THEFT SYSTEM

The passive anti-theft system prevents someone from starting the vehicle with an incorrectly coded key.

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

### HOW DOES THE PASSIVE ANTI-THEFT SYSTEM WORK

The passive anti-theft system arms when you switch the ignition off.

It disarms when the ignition is switched on with a correctly coded key.

**Note:** The system is not compatible with non-Ford aftermarket remote start systems.

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

## ANTI-THEFT ALARM SYSTEM

### WHAT IS THE ANTI-THEFT ALARM SYSTEM

The anti-theft alarm system warns you of an unauthorized entry to your vehicle.

### HOW DOES THE ANTI-THEFT ALARM SYSTEM WORK

When armed, the anti-theft alarm is triggered in any of the following ways:

- If someone opens a door, the liftgate or the hood without a correctly coded key or remote control.
- If you turn the power on without a correctly coded key.
- If the interior sensors detect movement inside your vehicle.
- If the inclination sensors detect an attempt to raise your vehicle.
- If someone disconnects the vehicle battery or the battery backup alarm.

If the anti-theft alarm is triggered, the alarm horn sounds for 30 seconds and the direction indicators flash for 5 minutes.

Any further attempts to carry out one of the above sounds the alarm again.

### WHAT IS THE PERIMETER ALARM

The perimeter alarm is designed to detect unauthorized access to your vehicle.

### WHAT ARE THE INTERIOR SENSORS

The interior sensors are designed to detect any movement inside your vehicle.

The interior sensors are in the overhead console.

**Note:** Do not cover the interior sensors.

### WHAT ARE THE INCLINATION SENSORS

The inclination sensor is designed to detect an attempt to raise your vehicle, for example to remove a wheel or to tow it away.



# Security

## WHAT IS THE BATTERY BACKUP ALARM (If Equipped)

The battery backup alarm is an additional alarm sounder that has its own battery. It can detect if the vehicle battery is disconnected to overcome the alarm system.

## ARMING THE ANTI-THEFT ALARM SYSTEM

The alarm is ready to arm when your vehicle is switched off.

Lock your vehicle with your remote control to arm the alarm.

## DISARMING THE ANTI-THEFT ALARM SYSTEM

Disarm the alarm by performing any of the following actions:

- Unlock the doors or luggage compartment with the remote control.
- Switch your vehicle on or start your vehicle.

## ANTI-THEFT ALARM SYSTEM SETTINGS

### WHAT ARE THE ALARM SECURITY LEVELS

You can select two levels of alarm security, all sensors and perimeter sensing.

#### All Sensors

All sensors is the standard setting.

In all sensors, all equipped sensors are on when you arm the alarm.

**Note:** *Do not arm the alarm with all sensors if passengers, animals or other moving objects are inside your vehicle.*

#### Perimeter Sensing

In perimeter sensing, the interior sensors are off when you arm the alarm.

All the other equipped sensors activate when you arm the alarm in this mode.

## SETTING THE ALARM SECURITY LEVEL - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Alarm system**.
4. Select **Alarm settings**.
5. Select a setting and press the **OK** button.

# Security

## SETTING THE ALARM SECURITY LEVEL - VEHICLES WITH: SYNC 3

To set the alarm security level to full guard or reduced guard, use the information display controls on the steering wheel to select the following:

| Menu Item        | Action  |
|------------------|---|
| Settings         | Press the menu button.  |
| Vehicle settings | Press the <b>OK</b> button.   |
| Alarm system     | Press the <b>OK</b> button.   |
| Alarm settings   | Press the <b>OK</b> button.   |
| Full guard       | Press the toggle button upward or downward to choose your required setting. Press the <b>OK</b> button. |
| Reduced guard    |   |

# Security

## WHAT IS ASK ON EXIT

You can choose which level of security you require after you switch the ignition off.

**Note:** *If you do not choose a setting, the system defaults to all sensors.*

## SWITCHING ASK ON EXIT ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Alarm system**.
4. Select **Ask on exit**.

5. Switch **Ask on exit** on or off.

## SWITCHING ASK ON EXIT ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Alarm System**.
4. Switch **Ask on Exit** on or off.

## SECURITY – TROUBLESHOOTING

### SECURITY – INFORMATION MESSAGES

| Message                                   | Details  |
|---|--|
| No key detected                           | The system has not detected a correctly coded key.                           |
| Starting system malfunction               | The system has malfunctioned. Have your vehicle checked as soon as possible. |
| Vehicle alarm Start vehicle to stop alarm | Displays when the alarm has been triggered due to unauthorized entry.        |
| Alarm announcement                        |  |

## **SECURITY – FREQUENTLY ASKED QUESTIONS**

### **What should I do if there is any potential alarm problem with my vehicle?**

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

### **What should I do if the vehicle is unable to start with a correctly coded key?**

Have your vehicle checked as soon as possible.

# Steering Wheel

## ADJUSTING THE STEERING WHEEL



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

**Note:** Make sure that you are sitting in the correct position. See **Sitting in the Correct Position** (page 155).



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



3. Lock the steering column.

## LOCKING THE STEERING WHEEL

The steering wheel lock locks shortly after you have parked your vehicle and the passive key is outside it.

**Note:** The steering wheel lock does not lock when the ignition is on or when your vehicle is moving.

## Unlocking the Steering Wheel

The steering wheel lock unlocks when the system detects a valid passive key inside your vehicle. If the steering wheel lock relocks, switch the ignition on to unlock it.

**Note:** You may have to slightly rotate the steering wheel to assist unlocking it.

## SWITCHING THE HEATED STEERING WHEEL ON AND OFF



To activate the heated steering wheel, press the button on the climate control unit.

On some vehicles, an indicator on the button illuminates when the heated steering wheel is on.

**Note:** A sensor regulates the temperature of the steering wheel.

# Wipers and Washers

## WIPERS

### WIPER PRECAUTIONS

Do not operate the wipers on a dry windshield. This could scratch the glass or damage the wiper blades. Use the windshield washers before wiping a dry windshield.

Fully defrost the windshield before you switch the windshield wipers on.

Switch the windshield wipers off before entering a car wash.

### SWITCHING WINDSHIELD WIPERS ON AND OFF



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



Push the lever up or down to operate the windshield wipers.

## AUTOWIPERS

### WHAT ARE AUTOWIPERS

Autowipers turns on and controls the speed and frequency of the windshield wipers.

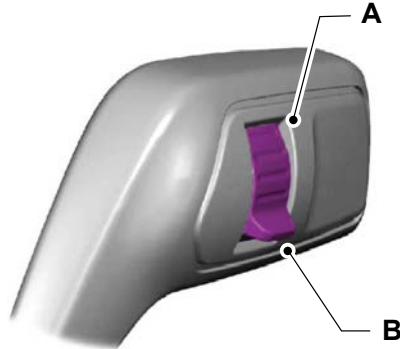
### AUTOWIPERS SETTINGS

1. Press **Settings** on the touchscreen.
2. Press **Vehicle settings**.
3. Press **Wipers**.
4. Switch **Rain Sensing** on or off.

**Note:** When you switch the feature off, the wipers do not operate based on the rain sensor. When you switch on the windshield wipers to the intermittent wipe position with the feature off, the wipers use the wipe speed set by the rotary control.

## Wipers and Washers

### ADJUSTING THE SENSITIVITY OF THE RAIN SENSOR



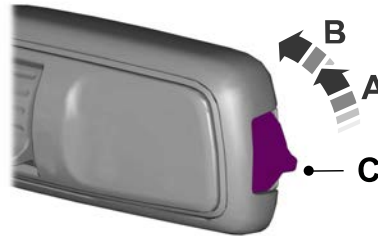
- A High sensitivity.
- B Low sensitivity.

Use the rotary control to set the rain sensor sensitivity.

When you select high sensitivity, the wipers operate when the sensor detects a small amount of water on the windshield.

When you select low sensitivity, the wipers operate when the sensor detects a large amount of water on the windshield.

### SWITCHING THE REAR WINDOW WIPER ON AND OFF



- A Intermittent wipe.
- B Continuous wipe.
- C Rear window wiper off.

### REVERSE WIPE

#### WHAT IS REVERSE WIPE

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

#### REVERSE WIPE SETTINGS

1. Press **Settings** on the touchscreen.
2. Press **Vehicle settings**.
3. Press **Wipers**.
4. Switch **Rear Wiper On (when in Reverse)** on or off.

#### CHECKING THE WIPER BLADES

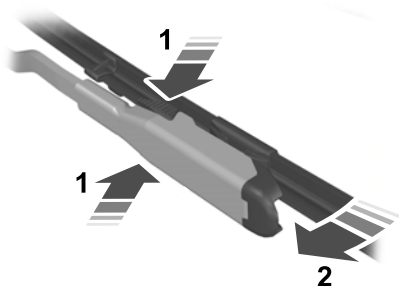


## Wipers and Washers

Run the tip of your fingers over the edge of the blade to check for roughness.

### REPLACING THE FRONT WIPER BLADES

Make sure your vehicle is off before beginning this procedure.



1. Lift the wiper arm and then press the wiper blade locking buttons together.

**Note:** Do not hold the wiper blade to lift the wiper arm.

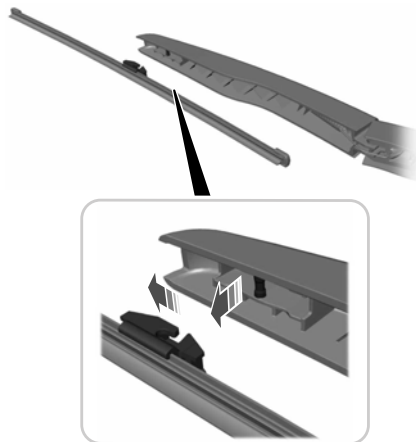
**Note:** Make sure that the wiper arm does not spring back against the glass when the wiper blade is not attached.

2. Slightly rotate the wiper blade.

3. Remove the wiper blade.
4. To install, reverse the removal procedure.

**Note:** Make sure that the wiper blade locks into place.

### REPLACING THE REAR WIPER BLADES



1. Lift the wiper arm.

**Note:** Do not hold the wiper blade to lift the wiper arm.

2. Remove the wiper blade.

**Note:** Make sure that the wiper arm does not spring back against the glass when the wiper blade is not attached.

3. To install, reverse the removal procedure.

**Note:** Make sure that the wiper blade locks into place.

### WASHERS

#### WASHER PRECAUTIONS

**WARNING:** If you operate your vehicle in temperatures below 5°C (41°F), use washer fluid with antifreeze protection. Failure to use washer fluid with antifreeze protection in cold weather could result in impaired windshield vision and increase the risk of injury or accident.

Do not operate the washers when the washer reservoir is empty. This could cause the washer pump to overheat.



## Wipers and Washers

Keep the outside of the windshield clean. The rain sensor is very sensitive and the wipers may operate if dirt, mist or insects hit the windshield.

### USING THE WINDSHIELD WASHER



Pull the lever toward you to operate the windshield washer.

**Note:** A courtesy wipe occurs a short time after the wipers stop to clear any remaining washer fluid when switched on. See **Switching the Courtesy Wipe On and Off** (page 93).

### SWITCHING THE COURTESY WIPE ON AND OFF

1. Press **Settings** on the touchscreen.
2. Press **Vehicle settings**.
3. Press **Wipers**.
4. Switch **Courtesy Wipe** on or off.

**Note:** When you switch the feature on, the wipers make an additional single wipe at the end of the washer request. When you switch it off, the wipers finish the current washer request.

### USING THE REAR WINDOW WASHER

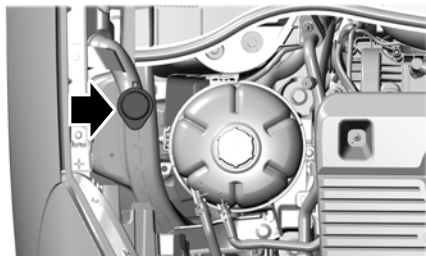


Push the lever away from you to operate the rear window washer.

**Note:** A courtesy wipe occurs a short time after the wipers stop to clear any remaining washer fluid when switched on. See **Switching the Courtesy Wipe On and Off** (page 93).

# Wipers and Washers

## ADDING WASHER FLUID



## WASHER FLUID SPECIFICATION

See **Washer Fluid Specification** (page 481).

## WIPERS AND WASHERS – TROUBLESHOOTING

### WIPERS AND WASHERS – WARNING LAMPS



Illuminates when the windshield washer fluid is low.

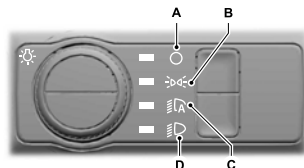
## WIPERS AND WASHERS – FREQUENTLY ASKED QUESTIONS

### Why are there streaks and smears on the windshield?

The wiper blades could be dirty, worn or damaged. Check the wiper blades. See **Checking the Wiper Blades** (page 91). If the wiper blades are dirty, clean them with washer fluid or water applied with a soft sponge or cloth. If the wiper blades are worn or damaged, install new ones. See **Replacing the Front Wiper Blades** (page 92).

# Exterior Lighting

## EXTERIOR LIGHTING CONTROL



- A Lamps off.
- B Parking lamps on.
- C Autolamps on.
- D Headlamps on.

Rotate the control to make a selection.

**Note:** *The lighting control defaults to autolamps every time you switch your vehicle on.*

## HEADLAMPS

### USING THE HIGH BEAM HEADLAMPS



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

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

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

## SWITCHING HEADLAMP EXIT DELAY ON AND OFF

To switch headlamp exit delay on, pull the turn signal lever toward you after switching your vehicle off.

To switch headlamp exit delay off, pull the turn signal lever toward you again or switch your vehicle on.

**Note:** *The headlamps turn off after three minutes with any door open or 30 seconds after the last door closes.*

## ADJUSTING THE LEVEL OF THE HEADLAMPS - VEHICLES WITH: AUTOMATIC HEADLAMP LEVELING

Your vehicle has a dynamic leveling system. The headlamps do not require additional aim adjustment.

## ADJUSTING THE LEVEL OF THE HEADLAMPS - VEHICLES WITH: MANUAL HEADLAMP LEVELING

To adjust the level of the headlamp beams:

# Exterior Lighting



## HEADLAMP INDICATORS

### Lamps On



Illuminates when you switch the low beam headlamps or the parking lamps on.

### Headlamp High Beam



Illuminates when you switch the high beam headlamps on.

## HEADLAMPS – TROUBLESHOOTING

### HEADLAMPS – FREQUENTLY ASKED QUESTIONS

#### Why is there condensation in the headlamps?

- Headlamps have vents to accommodate normal changes in air pressure. Condensation can be a natural by-product of this design. When moist air enters the lamp assembly through the vents, there is a possibility that

condensation can occur when the temperature is cold. When normal condensation occurs, a fine mist can form on the interior of the lens. The fine mist eventually clears and exits through the vents during normal operation.

#### How much condensation is acceptable?

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

#### How long may it take for the acceptable condensation to be cleared?

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

#### How much condensation is unacceptable?

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

1. Rotate the control in accordance with your vehicle load to prevent you from distracting other road users when the headlamps are on.

**Note:** Set the control to zero when your vehicle is unloaded.

**Note:** Set the headlamp beams to give between 35–100 m (115–328 ft) of road surface illumination when your vehicle is partially or fully loaded.

# Exterior Lighting

## What should I do if unacceptable condensation is present?

- Have your vehicle checked as soon as possible.

## Why do my headlamps turn off when I have them switched on when I switch my vehicle off?

- The battery saver turns the headlamps off after a short period of time after you switch your vehicle off.

## AUTOLAMPS

### WHAT ARE AUTOLAMPS



**WARNING:** The system does not relieve you of your responsibility to drive with due care and attention. You may need to override the system if it does not turn the headlamps on in low visibility conditions, for example daytime fog.

Autolamps turn the headlamps on in low light situations or when the windshield wipers operate.

## AUTOLAMP SETTINGS - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Lighting**.
4. Select **Headlamp delay**.
5. Select a setting and press the **OK** button.

## AUTOLAMP SETTINGS - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Lighting**.
4. Press **Headlamp Delay**.
5. Press a setting.

## EXTERIOR LAMPS

### USING THE TURN SIGNAL LAMPS



Push the lever up or down to switch the turn signal lamps on.

Set the lever to the middle position to switch the turn signal lamps off.

**Note:** Tap the lever up or down to make the turn signal lamps flash three times.

### Turn Signal Lamp Indicator



It flashes when you switch the turn signal lamps on.

## Exterior Lighting

**Note:** An increase in the rate of flashing warns of a failed turn signal lamp.

### SWITCHING THE SIDE MARKER LAMPS ON AND OFF

#### Switching the Side Marker Lamps On

##### Both Sides

1. Switch the ignition off.
2. Set the lighting control to the parking lamps position.

**Note:** Parking lamps could turn off to prevent the vehicle battery from running out of charge.

##### One Side

1. Switch the ignition off.



2. Push the lever up or down to switch the side marker lamps on.

#### Switching the Side Marker Lamps Off

Side marker lamps turn off if any of the following occur:

- You switch all the lamps off.
- You switch the ignition on.

### SWITCHING THE DAYTIME RUNNING LAMPS ON AND OFF - MANUAL TRANSMISSION



**WARNING:** The daytime running lamps system does not activate the rear lamps and may not provide adequate lighting during low visibility driving conditions. Make sure you switch the headlamps on, as appropriate, during all low visibility conditions. Failure to do so may result in a crash.

Daytime running lamps are always on unless you switch on the headlamps.

### SWITCHING THE DAYTIME RUNNING LAMPS ON AND OFF - AUTOMATIC TRANSMISSION



**WARNING:** The daytime running lamps system does not activate the rear lamps and may not provide adequate lighting during low visibility driving conditions. Make sure you switch the headlamps on, as appropriate, during all low visibility conditions. Failure to do so may result in a crash.

# Exterior Lighting


Daytime running lamps are always on unless you switch on the headlamps or your vehicle is in park (P).

## USING THE FRONT FOG LAMPS

To switch the lamps on or off:

1. Set the lighting control to the parking lamps, headlamps or autolamps position.

**Note:** When the lighting control is in the autolamps position, you cannot switch the fog lamps on unless the low beam headlamps are on.

2.  Press the button on the lighting control to switch the front fog lamps on or off.

**Note:** Only switch the front fog lamps on during reduced visibility.


**Note:** The brightness of the daytime running lamps may decrease when the front fog lamps are switched on.

## Front Fog Lamps Indicator

 It illuminates when you switch the front fog lamps on.

## USING THE REAR FOG LAMPS

The rear fog lamp button is on the lighting control.

 Press the button to switch the rear fog lamps on or off.

You can switch the rear fog lamps on if any of the following occur:


- You set the lighting control to the headlamps position.
- You set the lighting control to the autolamps position and the headlamps are on.

## Rear Fog Lamp Indicator

 It illuminates when you switch the rear fog lamps on.

## EXTERIOR LAMP INDICATORS


### Front Fog Lamp Indicator

 It illuminates when you switch the front fog lamps on.

## Rear Fog Lamp Indicator

 It illuminates when you switch the rear fog lamps on.

## Turn Signal Lamp Indicator

 It flashes when you switch the turn signal lamps on.

**Note:** An increase in the rate of flashing warns of a failed turn signal lamp.

## EXTERIOR LAMPS ON AUDIBLE WARNING

Sounds when you open the driver door and the exterior lamps are on.

### **AUTOMATIC HIGH BEAM CONTROL**

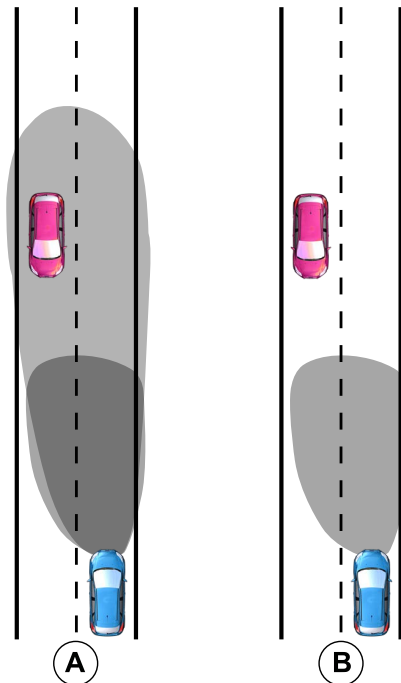
#### **HOW DOES AUTOMATIC HIGH BEAM CONTROL WORK**

Automatic high beam control turns the high beams on 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 the high beams off.

A camera sensor, centrally mounted behind the windshield of your vehicle, continuously monitors conditions to turn the high beams on and off.



## Exterior Lighting



- A Without automatic high beam control.
- B With automatic high beam control.

### AUTOMATIC HIGH BEAM CONTROL PRECAUTIONS

**WARNING:** The system does not relieve you of your responsibility to drive with due care and attention. You may need to override the system if it does not turn the high beams on or off.

**WARNING:** The system may not switch the high beams off if the lights of oncoming vehicles are hidden by obstacles, for example guard rails.

**WARNING:** Do not use the system in poor visibility, for example fog, heavy rain, spray or snow.

**WARNING:** You may need to override the system when approaching other road users.

**WARNING:** You may need to override the system during inclement weather.

### AUTOMATIC HIGH BEAM CONTROL REQUIREMENTS

The system turns the high beams on if all of the following occur:

- You switch the system on.
- You set the lighting control to the autolamps position.
- The ambient light level is low enough that you require high beams.
- There is no traffic in front of your vehicle.
- The vehicle speed is greater than approximately 40 km/h (25 mph).

### AUTOMATIC HIGH BEAM CONTROL LIMITATIONS

The system turns the high beams off if any of the following occur:

- You switch the system off.
- You set the lighting control to any position except autolamps.
- You switch the rear fog lamps on.
- The ambient light level is high enough that you do not require high beams.
- The system detects an approaching vehicle's headlights or a leading vehicle's tail lamps.

## Exterior Lighting

- The system detects severe rain, snow or fog.
- The system detects street lighting.
- The camera has reduced visibility.
- The vehicle speed falls below approximately 30 km/h (19 mph).

### SWITCHING AUTOMATIC HIGH BEAM CONTROL ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Lighting**.

4. Switch **Auto highbeam** on or off.

### SWITCHING AUTOMATIC HIGH BEAM CONTROL ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Lighting**.
4. Switch **Auto Highbeam** on or off.

### AUTOMATIC HIGH BEAM CONTROL INDICATORS



Illuminates to confirm when the system is ready to assist.

### OVERRIDING AUTOMATIC HIGH BEAM CONTROL



Push the lever away from you to switch between high beam and low beam.

## Exterior Lighting

### AUTOMATIC HIGH BEAM CONTROL – TROUBLESHOOTING

#### AUTOMATIC HIGH BEAM CONTROL – INFORMATION MESSAGES

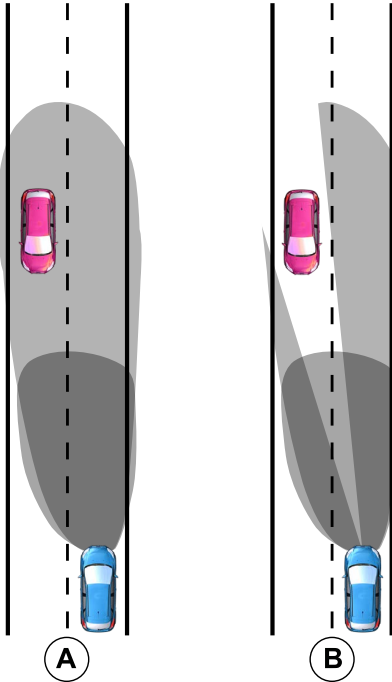
| Message                                   | Description   |
|---|---|
| Front camera Low visibility Clean screen  | The camera has reduced visibility. Clean the windshield. If the message continues to appear, have your vehicle checked as soon as possible.                               |
| Front camera temporarily not available    | The camera has malfunctioned. Wait a short period of time for the camera to cool down. If the message continues to appear, have your vehicle checked as soon as possible. |
| Front camera malfunction Service required | The camera has malfunctioned. Have your vehicle checked as soon as possible.  |

### GLARE FREE HIGH BEAM CONTROL

#### HOW DOES GLARE FREE HIGH BEAM CONTROL WORK

Glare free high beam control enhances visibility and minimizes glare for other road users.

## Exterior Lighting



- A Without glare free high beam control.
- B With glare free high beam control.

### GLARE FREE HIGH BEAM CONTROL PRECAUTIONS

**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

**WARNING:** The system may not adapt the lighting to avoid glare if the lights of oncoming vehicles are hidden by obstacles such as guard rails.

**WARNING:** You may need to override the system when approaching other road users.

**WARNING:** You may need to override the system during inclement weather.

**WARNING:** Do not use the system in poor visibility, for example fog, heavy rain, spray or snow.

### GLARE FREE HIGH BEAM CONTROL REQUIREMENTS

The system turns on if all of the following occur:

- You switch the system on.
- You set the lighting control to the autolamps position.
- The ambient light level is low enough.
- Your vehicle speed is greater than approximately 40 km/h (25 mph).

The system adapts the lighting to avoid glare if all of the following occur:

- You switch the system on.
- You set the lighting control to the autolamps position.
- The system detects an approaching vehicle's headlamps or rear lamps.

## Exterior Lighting

### GLARE FREE HIGH BEAM CONTROL LIMITATIONS

The system turns off if any of the following occur:

- You switch the system off.
- You set the lighting control to any position except autolamps.
- The ambient light level is high enough.
- The system detects severe rain, snow or fog.
- The system detects street lighting.
- The camera has reduced visibility.
- The vehicle speed falls below approximately 30 km/h (19 mph).

**Note:** The deactivation speed is lower on curves.

### SWITCHING GLARE FREE HIGH BEAM CONTROL ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Lighting**.
4. Switch **Glarefree Lighting** on or off.

### SWITCHING GLARE FREE HIGH BEAM CONTROL ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Lighting**.
4. Select **Glarefree lighting**.
5. Switch **Glarefree lighting** on or off.

### GLARE FREE HIGH BEAM CONTROL INDICATORS



Illuminates to confirm when the system is ready to assist.

### OVERRIDING GLARE FREE HIGH BEAM CONTROL



Push the lever away from you to switch between high beam and low beam.

# Exterior Lighting

## GLARE FREE HIGH BEAM CONTROL – TROUBLESHOOTING

### GLARE FREE HIGH BEAM CONTROL – INFORMATION MESSAGES

| Message                                   | Description   |
|---|---|
| Front camera Low visibility Clean screen  | The camera has reduced visibility. Clean the windshield. If the message continues to appear, have your vehicle checked as soon as possible.                               |
| Front camera temporarily not available    | The camera has malfunctioned. Wait a short period of time for the camera to cool down. If the message continues to appear, have your vehicle checked as soon as possible. |
| Front camera malfunction Service required | The camera has malfunctioned. Have your vehicle checked as soon as possible.  |

## ADAPTIVE FRONT LIGHTING

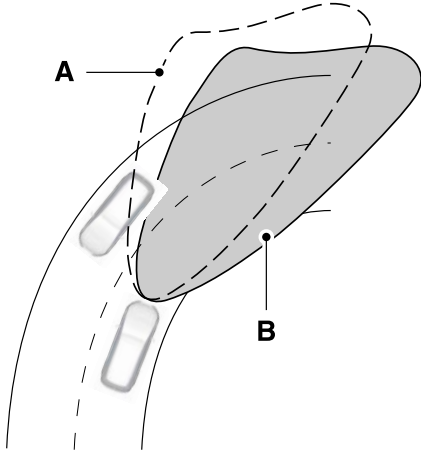
### HOW DOES ADAPTIVE FRONT LIGHTING WORK

Adaptive front lighting adapts when you are steering around a curve, or if the camera detects lane markings indicating a curve or traffic signs indicating an intersection or a roundabout.

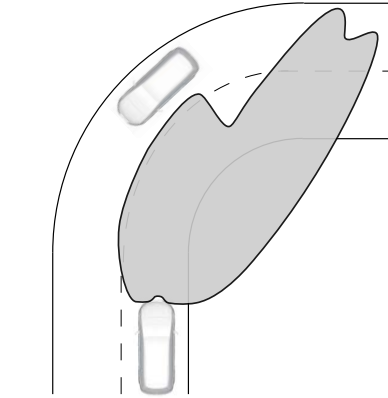
**Note:** Set the lighting control to the autolamps position to use adaptive front lighting.

# Exterior Lighting

## Steering Around a Curve

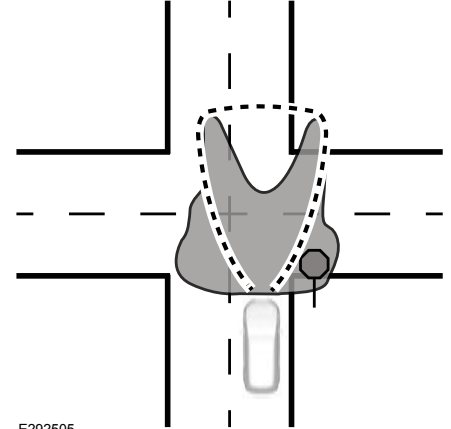


## Camera Detects Lane Markings



E267903

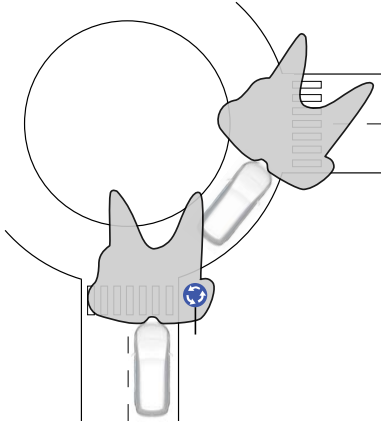
## Camera Detects Traffic Signs



E292505

- A Without adaptive front lighting.
- B With adaptive front lighting.

## Exterior Lighting



E266972

The camera only detects traffic signs if your vehicle speed is below 50 km/h (31 mph).

### SWITCHING THE HEADLAMPS FOR DRIVING ON THE LEFT OR RIGHT-HAND SIDE OF THE ROAD - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Lighting**.
4. Press **Adaptive Headlamps Setup**.
5. Press a setting.

### SWITCHING THE HEADLAMPS FOR DRIVING ON THE LEFT OR RIGHT-HAND SIDE OF THE ROAD - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Lighting**.
4. Select **Adaptive headlamps**.
5. Select **Traffic setup**.
6. Select a setting and press the **OK** button.



## Exterior Lighting

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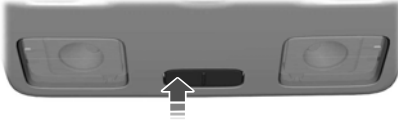
### ADAPTIVE FRONT LIGHTING – TROUBLESHOOTING

#### ADAPTIVE FRONT LIGHTING – INFORMATION MESSAGES

| Message                                  | Description   |
|--|---|
| Front camera Low visibility Clean screen | Displays when the front camera sensor has reduced visibility. Clean the windshield. If the message continues to appear, have your vehicle checked as soon as possible.                        |
| Front camera temporarily not available   | Displays if the front camera sensor malfunctions. Wait a short period of time for the sensor to cool down. If the message continues to appear, have your vehicle checked as soon as possible. |

## Interior Lighting

### SWITCHING ALL OF THE INTERIOR LAMPS ON AND OFF



### SWITCHING THE FRONT INTERIOR LAMPS ON AND OFF



**Note:** Press the edge of the lamp lens to switch the front interior lamp off before switching the ignition off to prevent the vehicle battery from running out of charge.

### SWITCHING THE REAR INTERIOR LAMPS ON AND OFF

Press the edge of the lamp lens.

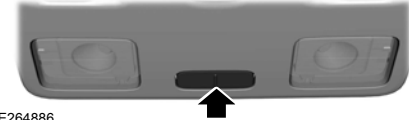
**Note:** If you switch the rear lamps on through the overhead console, you cannot switch them off with the rear lamp switch.

### INTERIOR LAMP FUNCTION

#### WHAT IS THE INTERIOR LAMP FUNCTION

The interior lamp function switches the courtesy and door lamps on or off.

### SWITCHING THE INTERIOR LAMP FUNCTION ON AND OFF



When you set the switch to the middle position, the interior lamps turn on if:

- You open any door.
- You press the unlock button on the remote control.
- You switch the ignition off.

**Note:** If you switch the ignition off, the interior lamps could turn off after a short time to prevent the vehicle battery from running out of charge.

### ADJUSTING THE INSTRUMENT PANEL LIGHTING BRIGHTNESS

The instrument lighting dimmer buttons are on the lighting control.

# Interior Lighting

---



Repeatedly press one of the buttons to adjust the brightness.



## AMBIENT LIGHTING

### SWITCHING AMBIENT LIGHTING ON AND OFF

1. Press **Settings** on the touchscreen.
2. Press **Ambient Light**.

Drag the slider above zero brightness to switch ambient lighting on.

Drag the slider to zero brightness to switch ambient lighting off.

### ADJUSTING AMBIENT LIGHTING

Drag the slider left or right.

# Windows

## OPENING AND CLOSING THE WINDOWS



**WARNING:** Do not leave children unattended in your vehicle and do not let them play with the power windows. Failure to follow this instruction could result in personal injury.



**WARNING:** When closing the power windows, verify they are free of obstruction and make sure that children and pets are not in the proximity of the window openings.



Press the window control switch to open the window. Lift the window control switch to close the window.

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

### One-Touch Down (If Equipped)

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

### One-Touch Up (If Equipped)

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

### Resetting One-Touch Up

Start the engine.

1. Lift and hold the window control switch until you fully close the door window. Continue to hold the window control switch for a few seconds after you close the window.
2. Release the window control switch.
3. Press and hold the window control switch until you fully open the door window.
4. Release the window control switch.
5. Lift and hold the window control switch until you fully close the window.
6. Test for correct window operation by carrying out the one-touch down and one-touch up features.

### Accessory Delay

When you switch the ignition off, the window switches remain operational for several minutes or until you open either front door.

## GLOBAL OPENING AND CLOSING

### WHAT IS GLOBAL OPENING AND CLOSING

You can use the remote control to operate the windows with the ignition off.

### USING GLOBAL OPENING

1. Press and release the unlock button on the remote control.
2. Press and hold the unlock button on the remote control.
3. Release the button when the windows and moonroof start to open.

**Note:** *The moonroof stops in the vent position.*

Press the lock or the unlock button on the remote control to stop global opening.

**Note:** *You can use global opening for a short period of time when you unlock your vehicle using the remote control.*

# Windows

## SWITCHING GLOBAL OPENING ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Windows**.
4. Switch **Global open** on or off.

## SWITCHING GLOBAL OPENING ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Windows**.
4. Switch **Global open** on or off.

## USING GLOBAL CLOSING



**WARNING:** When closing the power windows, verify they are free of obstruction and make sure that children and pets are not in the proximity of the window openings.

1. Press and hold the lock button on the remote control.
2. Release the button when the windows and moonroof start to close.

Press the lock or the unlock button on the remote control to stop global closing.

**Note:** *Bounce-back is on during global closing. See **What Is Window Bounce-Back** (page 113).*

## SWITCHING GLOBAL CLOSING ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Windows**.
4. Switch **Global close** on or off.

## SWITCHING GLOBAL CLOSING ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Windows**.
4. Switch **Global close** on or off.

## WINDOW BOUNCE-BACK

### WHAT IS WINDOW BOUNCE-BACK

The window stops and reverses if it detects an obstruction when closing.

### OVERRIDING WINDOW BOUNCE-BACK



**WARNING:** If you override bounce-back, the window does not reverse if it detects an obstacle. Take care when closing the windows to avoid personal injury or damage to your vehicle.

1. Close the window until it reaches the point of resistance and let it reverse.
2. Lift the control within five seconds to override bounce-back and close the window. Bounce-back is now disabled and you can close the window manually.

**Note:** *The window goes past the point of resistance and you can fully close it.*

**Note:** *If the window does not close, have your vehicle checked as soon as possible.*

# Windows

## RESETTING WINDOW BOUNCE-BACK



**WARNING:** Bounce-back is off until you reset the memory. Take care when closing the windows to avoid personal injury or damage to your vehicle.

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

Carry out all steps within 30 seconds of starting the sequence.

1. Close the window.
2. Press and hold the switch until the window is fully open. Keep the switch pressed for a few seconds.
3. Lift and hold the switch until the window is fully closed. Keep the switch held for a few seconds.
4. Press and hold the switch until the window is fully open. Keep the switch pressed for a few seconds.
5. Lift and hold the switch until the window is fully closed. Keep the switch held for a few seconds.

**Note:** Repeat the procedure if the window does not close when you use one-touch.

## LOCKING THE REAR WINDOW CONTROLS



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

# Interior Mirror

---

## INTERIOR MIRROR PRECAUTIONS



**WARNING:** Do not adjust the mirrors when your vehicle is moving. This could result in the loss of control of your vehicle, serious personal injury or death.

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

## MANUALLY DIMMING THE INTERIOR MIRROR

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

## AUTO-DIMMING INTERIOR MIRROR

### WHAT IS THE AUTO-DIMMING INTERIOR MIRROR

The mirror dims to reduce the effect of bright light from behind. It returns to normal when the bright light from behind is no longer present or when you shift into reverse (R).

### AUTO-DIMMING INTERIOR MIRROR LIMITATIONS

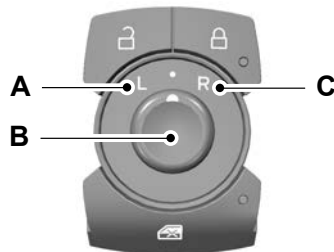
Do not block the sensors on the front and back of the mirror.

**Note:** A rear center passenger or raised rear center head restraint could prevent light from reaching the sensor.

## Exterior Mirrors

### ADJUSTING THE EXTERIOR MIRRORS

**WARNING:** Do not adjust the mirrors when your vehicle is moving. This could result in the loss of control of your vehicle, serious personal injury or death.



- A Left-hand mirror position.
- B Mirror adjustment control.
- C Right-hand mirror position.

### FOLDING THE EXTERIOR MIRRORS - VEHICLES WITH: POWER FOLD EXTERIOR MIRRORS/SYNC 2.5

The exterior mirrors fold when you lock your vehicle and unfold when you unlock your vehicle.



For tight parking conditions, press the control to fold the mirrors.

Press the control again to unfold the mirrors.

If you press the control to fold in the mirrors with auto-fold on, the mirrors do not unfold when you unlock your vehicle.

**Note:** The power folding mirrors operate with the ignition on, and for several minutes after you switch the ignition off.

**Note:** If you fold and unfold the mirrors several times within one minute, the power fold function may turn off to protect the motors from overheating.

### Switching Auto-fold On and Off

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.

3. Select **Mirrors**.
4. Switch **Autofold** on or off.

### FOLDING THE EXTERIOR MIRRORS - VEHICLES WITH: MANUAL FOLD EXTERIOR MIRRORS

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

### FOLDING THE EXTERIOR MIRRORS - VEHICLES WITH: POWER FOLD EXTERIOR MIRRORS/SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Mirrors**.
4. Switch **Autofold** on or off.



# Moonroof

## OPENING AND CLOSING THE SUNSHADE



**WARNING:** Do not leave children unattended in your vehicle and do not let them play with the sun shades. Failure to follow this instruction could result in personal injury.

The controls are on the overhead console.

### Opening the Sun Shade



Press and release the switch to activate the one-touch open feature. To stop movement, press the switch a second time. The sun shade also opens when you open the moonroof.

**Note:** The sun shade stops short of its fully opened position for the comfort of rear passengers. To fully open the sun shade, press the switch again.

### Closing the Sun Shade



Press and release the switch to activate the one-touch close feature. To stop movement, press the switch a second time.

**Note:** If fully open, the sun shade stops after covering the rear glass panel. Press and release again to fully close the sun shade.

## OPENING AND CLOSING THE MOONROOF



**WARNING:** Do not leave children unattended in your vehicle and do not let them play with the moonroof. Failure to follow this instruction could result in personal injury.



**WARNING:** When closing the moonroof, verify that it is free of obstruction and make sure that children and pets are not in the proximity of the roof opening.

The controls are on the overhead console.

### Opening the Moonroof



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

**Note:** The moonroof stops short of the fully opened position to reduce wind noise or rumbling that may happen with the moonroof fully open.

Press and release the switch again to fully open the moonroof.

### Closing the Moonroof



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.

## VENTING THE MOONROOF



**WARNING:** Do not leave children unattended in your vehicle and do not let them play with the moonroof. Failure to follow this instruction could result in personal injury.

The moonroof controls are on the overhead console.

# Moonroof

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With the moonroof in the closed position, press and release the switch to vent the moonroof. To close the moonroof from the vent position, press and release the switch again.

## **MOONROOF BOUNCE-BACK**

### **WHAT IS MOONROOF BOUNCE-BACK**

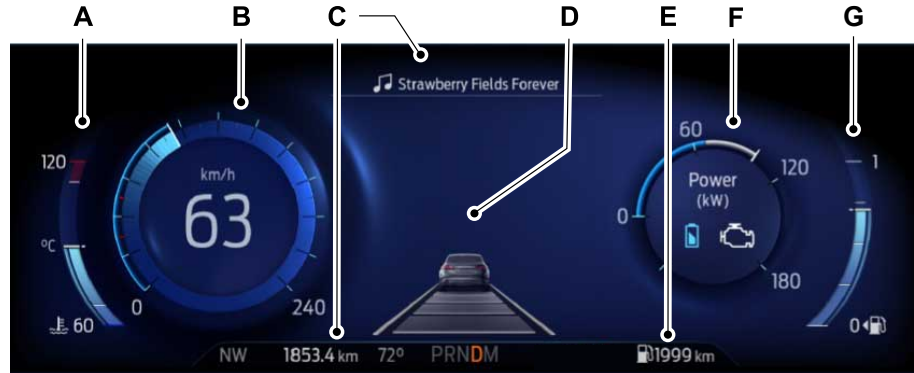
The moonroof stops and reverses some distance if it detects an obstacle when closing.

### **OVERRIDING MOONROOF BOUNCE-BACK**

Press and hold the close switch within two seconds after the moonroof comes to a stop.

## Instrument Cluster

### INSTRUMENT CLUSTER OVERVIEW - FULL HYBRID ELECTRIC VEHICLE (FHEV), VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

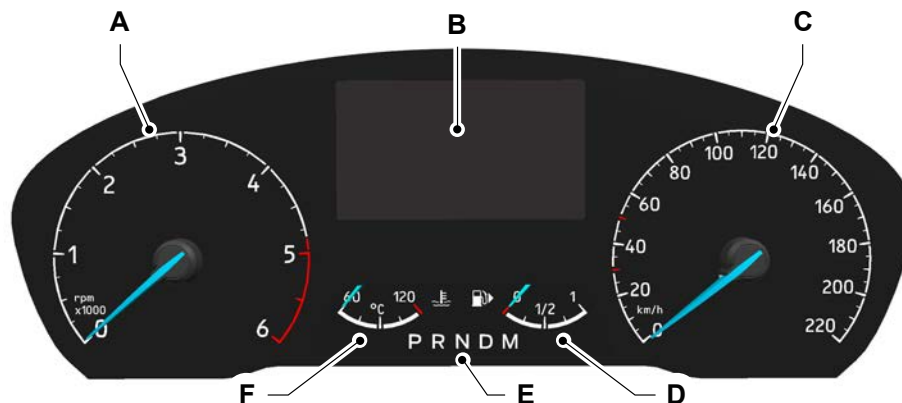


- A Coolant temperature gauge.
- B Speedometer.
- C Information bar.
- D Instrument cluster display.
- E Vehicle driving range.

## Instrument Cluster

- F Power gauge.
- G Fuel gauge.

### **INSTRUMENT CLUSTER OVERVIEW - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN, EXCLUDING: FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)**



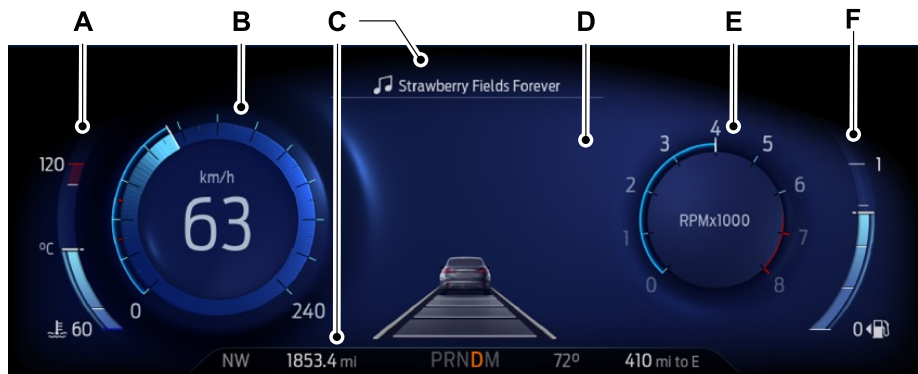
## Instrument Cluster

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- A Tachometer.
- B Information display.
- C Speedometer.
- D Fuel gauge.
- E Automatic transmission position indicators.
- F Engine coolant temperature gauge.

## Instrument Cluster

### INSTRUMENT CLUSTER OVERVIEW - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN, EXCLUDING: FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

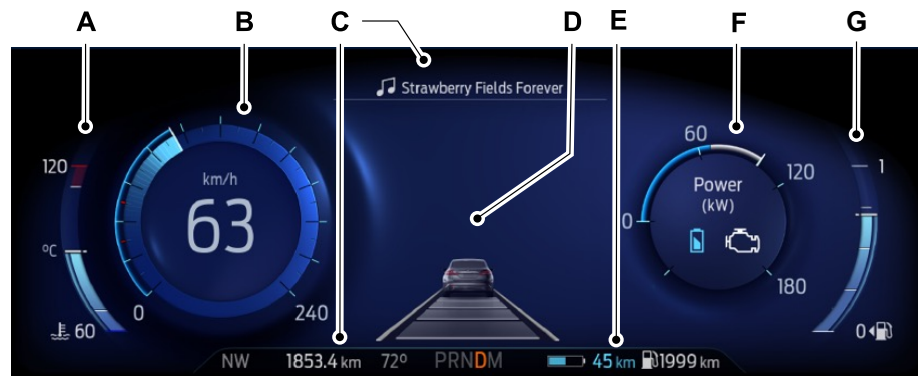


- A Engine coolant temperature gauge.
- B Speedometer.
- C Information bar.
- D Instrument cluster display.

## Instrument Cluster

- E Tachometer.
- F Fuel gauge.

### INSTRUMENT CLUSTER OVERVIEW - PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV), VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



# Instrument Cluster

---

- A Coolant temperature gauge.
- B Speedometer.
- C Information bar.
- D Instrument cluster display.
- E Battery gauge and vehicle driving range.
- F Power gauge.
- G Fuel gauge.

## TACHOMETER

Indicates the engine speed.

## POWER GAUGE

The power gauge displays power to the wheels when accelerating or maintaining speed. The high voltage battery power and engine power contributions are distinguished by color and added together to indicate total power to the wheels. When slowing down by lifting your foot off the accelerator pedal or pressing the brake, the gauge displays the power captured by the regenerative braking system and returned to the high voltage battery.

## SPEEDOMETER

Indicates the vehicle speed.

## FUEL GAUGE

### WHAT IS THE FUEL GAUGE

Indicates approximately how much fuel is in the fuel tank.

### FUEL GAUGE LIMITATIONS

The fuel gauge may not provide an accurate reading when your vehicle is on an incline.

## LOCATING THE FUEL FILLER DOOR

The arrow adjacent to the fuel pump symbol indicates on which side of your vehicle the fuel filler door is located.

## WHAT IS THE LOW FUEL REMINDER

A low fuel level reminder displays and sounds when the distance to empty reaches 120 km (75 mi) to empty for MyKey, and at 80 km (50 mi), 40 km (25 mi), 20 km (12 mi) and 0 km (0 mi) for all vehicle keys.

**Note:** *The low fuel reminder can appear at different fuel gauge positions depending on fuel economy conditions. This variation is normal.*



## Instrument Cluster

### WHAT IS DISTANCE TO EMPTY

Indicates the approximate distance your vehicle can travel on the fuel remaining in the tank. Changes in driving pattern can cause the value to not only decrease but also increase or stay constant for periods of time.

### VEHICLE RANGE DISPLAY

Displays the approximate range your vehicle can travel with the energy currently onboard. Estimates vary based on the energy used when driving.

Changes in driving pattern can cause the values to not only decrease but also increase or stay constant for periods of time.

The amount of energy being used when driving is affected by:

- Mild or aggressive acceleration or braking.
- Your vehicle's speed.
- Use of accessories, such as climate control.
- Ambient temperature and weather conditions.
- Driving in a city or on a highway.
- Driving on hilly road conditions.
- Towing.

**Note:** *It is normal for vehicle range estimates to vary due to changes in average energy usage. This could cause different range estimates each time you fully charge your battery or fill your tank.*

**Note:** *Electric range is lower in cold temperatures due to reduced energy capacity in the high voltage battery. Set a departure time and cabin temperature to maintain battery temperature for best range and performance. See **Electric Vehicle Information** (page 516). See **Setting the Charging Schedule and Preferences** (page 240).*

### Gasoline Distance to Empty

Indicates the approximate distance your vehicle can travel on the fuel remaining in the tank.

### Electric Range

Indicates the approximate distance your vehicle can travel on electric power only with the engine off.

### HIGH VOLTAGE BATTERY GAUGE

The high voltage battery gauge displays the total amount of charge associated with your available electric only driving range. A full fill represents the total amount of energy you can get from an external charge, plugging your vehicle in. When the fill reaches empty the powertrain system switches to hybrid mode. See **Plug-In Hybrid Electric Vehicle Information** (page 186).

### ENGINE COOLANT TEMPERATURE GAUGE

Indicates the engine coolant temperature.

### WHAT IS THE INFORMATION BAR

The information bar displays information related to the ambient air temperature, odometer, compass, indicators and warning lamps.

# Instrument Cluster

## WHAT ARE THE INSTRUMENT CLUSTER WARNING LAMPS

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

## INSTRUMENT CLUSTER WARNING LAMPS

### Anti-Lock Braking System



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

### Battery



It illuminates when you switch the ignition on.

If it illuminates when the engine is running, this indicates your vehicle requires service. Have your vehicle checked as soon as possible.

### Brake System



It illuminates when you apply the parking brake and the ignition is on. If it illuminates when your vehicle is moving, make sure the parking brake is released. If the parking brake is released, this indicates low brake fluid level or the brake system requires service. Have your vehicle checked as soon as possible.

**Note:** Indicators may vary depending on region.

### Door Ajar



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

### Electric Park Brake



It illuminates or flashes when the electric parking brake requires service. Have your vehicle checked as soon as possible.



### Engine or Motor Coolant Temperature



If it illuminates, safely stop your vehicle and switch your vehicle off. Have your vehicle checked as soon as possible.

### Fasten Seatbelt



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

### Fasten Rear Seatbelt



It illuminates and a tone sounds until you fasten the rear seatbelts.

## Instrument Cluster

### High Voltage Electric System Failure



It illuminates if your vehicle has an electrical component fault or failure that causes your vehicle to shutdown or enter a limited operating mode. A message may appear in the instrument cluster display.

### Hood Ajar



It illuminates when the ignition is on and the hood is not completely closed.

### Liftgate Ajar



It illuminates when the ignition is on and the liftgate is not completely closed.

### Low Beam Warning



It illuminates when the low beam headlamp requires service. Have the system checked as soon as possible.

### Low Fuel Level



It illuminates when the fuel level is low.

### Low Tire Pressure Warning



It illuminates when your tire pressure is low. If illuminated, check your tire pressure as soon as possible. If it begins to flash at anytime, have the system checked as soon as possible.

### Low Washer Fluid



It illuminates when the washer fluid is low.

### Malfunction Indicator Lamp



It illuminates when the ignition is on and the engine is off, this is normal operation. If it illuminates when the engine is on this indicates that the emission control system requires service. If it flashes, have your vehicle checked immediately. See **Starting and Stopping the Engine – Warning Lamps** (page 181).

### Oil Pressure



It illuminates when the engine oil pressure is low.

### Powertrain Fault



It illuminates when the powertrain requires service. Have the system checked as soon as possible.

### Vehicle Plugged In (If Equipped)



It illuminates when your vehicle is plugged in.

## WHAT ARE THE INSTRUMENT CLUSTER INDICATORS

Indicators notify you of various features that are active on your vehicle.

# Instrument Cluster

## INSTRUMENT CLUSTER INDICATORS

### Adaptive Cruise Control



See **Adaptive Cruise Control** (page 296).

### Automatic High Beam Control



See **Automatic High Beam Control Indicators** (page 102).

### Auto Hold



See **Auto Hold** (page 269).



### Auto-Start-Stop



See **Auto-Start-Stop** (page 190).

### Blind Spot Monitor



See **Blind Spot Information System** (page 341).

### Cruise Control



See **Cruise Control** (page 294).

### EV Charge



See **Plug-In Hybrid Electric Vehicle Drive Modes** (page 314).

### EV Later



See **Plug-In Hybrid Electric Vehicle Drive Modes** (page 314).

### EV Now



See **Plug-In Hybrid Electric Vehicle Drive Modes** (page 314).

### Front Airbag



See **Airbags – Troubleshooting** (page 51).

### Front Fog Lamps



See **Using the Front Fog Lamps** (page 99).

### High Beam



See **Using the High Beam Headlamps** (page 95).

### Lamps On



See **Exterior Lighting Control** (page 95).

### Ready to Drive



See **Hybrid Electric Vehicle Information** (page 184).

# Instrument Cluster

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## Stability Control



See **Stability Control** (page 273).  
See **Traction Control** (page 271).




## Turn Signal



See **Using the Turn Signal Lamps** (page 97).

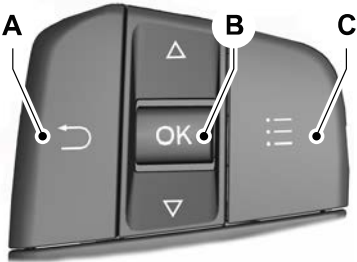
# Instrument Cluster Display

## USING THE INSTRUMENT CLUSTER DISPLAY CONTROLS



**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.

The controls are on the steering wheel.



- A Return button.
- B OK button.
- C Menu button.

### Return Button

Press to go back or exit a menu.

### OK Button

Press to make a selection.

### Toggle Buttons

Press the toggle up or down button to scroll through menu items.

### Status Indicator



Menu items with a check box indicate a feature's status. A check in the box indicates the feature is on, and unchecked indicates the feature is off.

## INSTRUMENT CLUSTER DISPLAY MAIN MENU - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

| Menu Item       |
|-----------------|
| Trip computer 1 |
| MyView          |
| Driver assist.  |
| Navigation      |
| Audio           |
| Phone           |
| Settings        |

# Instrument Cluster Display

## INSTRUMENT CLUSTER DISPLAY MAIN MENU - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

Depending on your vehicle options, some menu items can appear different or not at all.

**Note:** For your safety, some features are speed-dependent and could be unavailable when your vehicle is above a certain speed.

| Menu Item        |
|------------------|
| Select screens   |
| Phone            |
| Navigation       |
| Audio            |
| Settings         |
| Display settings |

## CUSTOMIZING THE INSTRUMENT CLUSTER DISPLAY - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **MyView**.
2. Press the menu button.
3. Select a screen.
4. Press the **OK** button.

## CUSTOMIZING THE INSTRUMENT CLUSTER DISPLAY - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

### Adding Screens Using Select Screens

1. Select **Select screens**.
2. Use the controls on the steering wheel to highlight a screen to add.
3. Press the **OK** button.

**Note:** The amount of screens you can add is limited, if the selected screen does not appear you must deselect screens from the select screens menu.

| Select screens      |
|---------------------|
| Calm screen         |
| Fuel economy        |
| Trip computer 1     |
| Trip computer 2     |
| This trip           |
| Traffic signs       |
| EV coach            |
| Electric efficiency |
| Eco behaviour       |
| Tyre pressure       |
| Intelligent 4WD     |
| Off-road            |
| Trailer light check |

# Instrument Cluster Display

| Select screens |
|----------------|
| Seatbelts      |
| Average speed  |
| Auto StartStop |

**Note:** Some options may appear slightly different or not at all if items are optional.

## Configuring Gauges

1. Select **Display settings**.
2. Select a setting.

## PERSONALIZED SETTINGS

### CHANGING THE INSTRUMENT CLUSTER DISPLAY LANGUAGE - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

You can change the language using the instrument cluster display.

1. Select **Settings** and press the menu button.
2. Select **Display**.
3. Select **Language**.

4. Select a language.

### CHANGING THE INSTRUMENT CLUSTER DISPLAY LANGUAGE - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Display settings**.
3. Select **Language**.
4. Choose your applicable setting.

### CHANGING THE MEASUREMENT UNIT - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

You can change the measurement unit using the instrument cluster display.

1. Select **Settings** and press the menu button.
2. Select **Display**.
3. Select **Measurement unit**.
4. Select a measurement unit.

### CHANGING THE MEASUREMENT UNIT - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Display settings**.
3. Select **Measurement units**.
4. Choose your applicable setting.

### CHANGING THE TEMPERATURE UNIT - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

You can change the temperature unit using the instrument cluster display.

1. Select **Settings** and press the menu button.
2. Select **Display**.
3. Select **Temperature unit**.
4. Select a temperature unit.



# Instrument Cluster Display

## CHANGING THE TEMPERATURE UNIT - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Display settings**.
3. Select **Temperature units**.
4. Choose your applicable setting.

## CHANGING THE TIRE PRESSURE UNIT - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

You can change the tire pressure unit using the instrument cluster display.

1. Select **Settings** and press the menu button.
2. Select **Display**.
3. Select **Tyre pressure**.
4. Select a tire pressure unit.

## CHANGING THE TIRE PRESSURE UNIT - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Display settings**.
3. Select **Tyre pressure**.
4. Choose your applicable setting.

## FUEL ECONOMY DISPLAY - FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

This display comes with an instant fuel economy gauge, along with the average fuel economy. The gauge continuously averages the fuel economy since your last reset.

For plug-in hybrid vehicles, the system includes both the electric only and the hybrid operation in the calculation. More electric only driving results in a greater average fuel economy.

When the gasoline engine is off, changes from the instant fuel economy gauge to an electric driving message.

**Note:** Press and hold the **OK** button on the controls on the steering wheel to reset your average fuel economy.

**Note:** Fuel economy display is a selectable screen. See **Customizing the Instrument Cluster Display** (page 131). See **Customizing the Instrument Cluster Display** (page 131).

## FUEL ECONOMY DISPLAY - EXCLUDING: FULL HYBRID ELECTRIC VEHICLE (FHEV)/ PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

An instant fuel economy gauge is provided along with average fuel economy. Average fuel economy is continuously averaged since the last reset.

**Note:** Press and hold the **OK** button on the controls on the steering wheel to reset your average fuel economy.

# Instrument Cluster Display

## EV COACH

EV coach can help you get the most out of your vehicle's electric driving capabilities.

**Note:** *EV coach is a selectable screen. See **Customizing the Instrument Cluster Display** (page 131).*

When you are accelerating or maintaining speed you see a blue or white solid bar indicating vehicle power. You may also see a blue rectangular box which shows the power level at which the engine turns on.

- When the power level is within the box, the color of the bar is blue. This means you are in electric operation and the engine is off.
- When the power level is outside of the box, the color of the bar is white. This means you are in hybrid operation with a combination of the electric motor and the engine providing vehicle power.

When you are decelerating with either your foot off the accelerator pedal or on the brake pedal, a green or white solid bar displays indicating the power being used to slow down your vehicle. You may also see a green rectangular box which shows the amount of power that can be recaptured by the regenerative braking system and returned to the high voltage battery.

- When the power level is within the box, the color of the bar is green. This means that the regenerative braking system is being used to efficiently slow your vehicle down and return the maximum percentage of energy to the high voltage battery.
- When the power level is outside of the box, the color of the bar is white. This means both the regenerative braking system and conventional braking system are being used.

## ELECTRIC EFFICIENCY

This screen shows your average driving distance per kilowatt-hour of electricity used on your plug-in hybrid vehicle. The value is calculated only when your available electric range is being used and the gasoline engine is off.

Distance per full charge is also shown. This is an estimate of the electric range you would have if you plugged in and fully charged your vehicle right now. The higher your electric efficiency, the higher your distance per full charge.

Your electric efficiency is affected by your driving style and route, climate control use, outside temperature and other factors. Best efficiency is achieved with mild to moderate acceleration and braking, moderate speeds and low climate control usage.

**Note:** *Electric efficiency is a selectable screen. See **Customizing the Instrument Cluster Display** (page 131).*

## BRAKE COACH

The brake coach appears after your 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 percent displayed indicates the regenerative braking efficiency, with 100% representing the maximum amount of energy recovered.

# Instrument Cluster Display

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**Note:** *While regenerative braking works in all drive modes, brake coach display may not be available in all drive modes.*

You can switch brake coach on or off in the settings menu. See **Instrument Cluster Display Main Menu** (page 130).

## TRIP SUMMARY

The trip summary displays upon shutting off your vehicle. The values are cumulative since you last started your vehicle.

The information shown is the same as the This Trip screen. See **Trip Data** (page 136).

## VEHICLE CHARGING STATUS

The vehicle charge status displays when you switch off your vehicle and when you switch on your vehicle when plugged in. Charging status includes the charge start or charge end time as appropriate. You can modify your charge settings through the touchscreen. See **SYNC™ 3** (page 494).

# Trip Computer

## ACCESSING THE TRIP COMPUTER - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Use the instrument cluster display controls to navigate the home screen.
2. Select the trip screen.
3. Press the menu button on the steering wheel.
4. Select **Trip computer 1** or **Trip computer 2**.

## ACCESSING THE TRIP COMPUTER - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

### Using Select Screens

1. Use the instrument cluster display controls to navigate the home menu.
2. Select **Select screens**.
3. Use the control on the steering wheel to navigate the menu. See **Customizing the Instrument Cluster Display** (page 131).

### Using the Home Screen

Once the screens have been added, use the instrument cluster display controls on the steering wheel to view each trip screen.

## RESETTING THE TRIP COMPUTER

1. Use the instrument cluster display controls to navigate the home screen.
2. Select the trip screen you want to reset.
3. Press and hold the **OK** button until the system reset confirmation appears.

## RESETTING THE INDIVIDUAL TRIP VALUES

1. Use the instrument cluster display controls to navigate the home screen.
2. Select the trip screen.
3. Press the menu button on the steering wheel.
4. Select **Reset individual values**.
5. Select a trip value to reset.
6. Press and hold the **OK** button until the system reset confirmation appears.

## CONFIGURING THE TRIP COMPUTER

1. Use the instrument cluster display controls to navigate the home screen.
2. Select the trip screen.
3. Press the menu button on the steering wheel.
4. Select **Configure view**.
5. Select values to display.

## TRIP DATA

### Trip 1 and 2

Provides trip timer, trip average fuel economy and total trip distance traveled. For hybrid vehicles, the trip also shows the distance traveled on electric power only with the engine off.

**Note:** *Trip 1 and 2 are selectable screens. See **Accessing the Trip Computer** (page 136).*

# Trip Computer

---

## This Trip

Provides trip timer, trip average fuel economy, total trip distance traveled, and distance traveled on electric power only with the engine off. If the gasoline engine has not turned on during the trip then trip average fuel economy is not shown. This Trip resets each time you start your vehicle.

**Note:** *This trip is a selectable screen. See **Accessing the Trip Computer** (page 136).*

# Head Up Display

## WHAT IS THE HEAD UP DISPLAY

The system displays information on a display screen in your field of vision, allowing you to keep your eyes on the road. You can select which information the system displays.

## SWITCHING THE HEAD UP DISPLAY ON AND OFF



Press the button on the steering wheel or center console.

**Note:** *The head up display menu appears in the information display.*

| Menu Item             | Action                      |
|-----------------------|-----------------------------|
| Head-up display (HUD) | Press the <b>OK</b> button. |
|                       | Press the <b>OK</b> button. |

**Note:** *The system remembers the last setting when you start the engine.*

# Head Up Display

## HEAD UP DISPLAY SETTINGS

| Menu Item     | Action   |
|---------------|--|
| Adjustment    | Press the <b>OK</b> button.  |
| Position      | <ol style="list-style-type: none"><li>Press the <b>OK</b> button.</li><li>Use the up and down toggle buttons to adjust the vertical position of the blue frame.<ul style="list-style-type: none"><li>Make sure that you can see all of the blue frame.</li><li>Do not physically move the screen. This can cause damage not covered by the vehicle Warranty.</li></ul></li></ol> |
| Brightness    | <ol style="list-style-type: none"><li>Press the <b>OK</b> button.</li><li>Use the up and down toggle buttons to adjust the brightness of the display screen.<ul style="list-style-type: none"><li>The system adjusts the brightness based on how dark it is. If you set the brightness to a high level, the system reduces the brightness at night.</li></ul></li></ol>          |
| Vertical size | <ol style="list-style-type: none"><li>Press the <b>OK</b> button.</li><li>Use the up and down toggle buttons to adjust the vertical size of the display screen.<ul style="list-style-type: none"><li>A small vertical size could be more suitable if you sit in a high position.</li></ul></li></ol>   |

### Selecting Which Information the System Displays

Start the engine and switch the system on.

**Note:** Press the head up display button if you do not see the head up display menu in the instrument cluster display.

**Note:** For your safety, some features are speed-dependent. The system limits their use to when your vehicle is not moving.

Use the instrument cluster display controls on the steering wheel to select which information the system displays.

# Head Up Display

| Menu Item              | Action                      |
|------------------------|-----------------------------|
| Content                | Press the <b>OK</b> button. |
| Distance indication    | Press the <b>OK</b> button. |
| Eco advice             |                             |
| Incoming calls         |                             |
| Lane keeping system    |                             |
| Navigation             |                             |
| Speed assistance       |                             |
| Speed sign recognition |                             |

**Note:** *The head up display indicator could illuminate to supplement an information message.*

## HEAD UP DISPLAY INDICATORS



The indicator displays in the instrument cluster display.



# Head Up Display

## HEAD UP DISPLAY – TROUBLESHOOTING

### HEAD UP DISPLAY – INFORMATION MESSAGES

| Message   | Action  |
|---|---|
| Heads-up display System malfunction See manual          | The system is malfunctioning or something is obstructing the display. Make sure that the head up display is free from obstruction. If the message continues to appear, have your vehicle checked as soon as possible.   |
| Head-up display To position use the information display | Press the button on the steering wheel or center console. The head up display menu appears in the instrument cluster display. Make sure the blue frame is fully visible. Do not manually move the screen. This can cause damage not covered by your vehicle's warranty. |

# Remote Start

## WHAT IS REMOTE START

The system allows you to remotely start your vehicle and therefore to heat or cool the interior to a predetermined temperature.

## REMOTE START LIMITATIONS

Remote start does not work if:

- The alarm horn is sounding.
- The hood is open.
- The transmission is not in park (P).
- Remote start is not enabled.
- The ignition is on.

**Note:** Do not use remote start if your fuel level is low.

## ENABLING REMOTE START - VEHICLES WITH: SYNC 2.5

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Remote start**.
4. Switch **System** on.

**Note:** To use remote start, make sure that the modem is enabled. See **Enabling and Disabling the Modem** (page 486).

## ENABLING REMOTE START - VEHICLES WITH: SYNC 3

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

**Note:** To use remote start, make sure that the modem is enabled. See **Connecting FordPass to the Modem** (page 486).

## REMOTELY STARTING AND STOPPING THE VEHICLE



Use the FordPass App to start the vehicle.

**Note:** The turn signal lamps flash twice.

**Note:** The parking lamps turn on when the vehicle is running.

**Note:** The horn sounds if the system fails to start.

**Note:** All other vehicle systems remain off when you have remotely started the vehicle.

**Note:** You may have to wait a short period of time before remotely starting the vehicle after the vehicle stops running.

**Note:** The vehicle remains secured when you have remotely started it. A valid key must be inside your vehicle to switch the ignition on and drive your vehicle.

**Note:** A maximum of two remote starts are allowed. After that you need to turn the ignition on and off before you can use remote start again.

Use the FordPass App to switch the vehicle off.

# Remote Start

## REMOTE START SETTINGS - VEHICLES WITH: SYNC 2.5, VEHICLES WITHOUT: HEATED STEERING WHEEL

### Climate Control Settings

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Remote start**.
4. Select **Climate control**.
5. Select **Auto** or **Last settings**.

**Note:** If you select **Auto**, the system attempts to heat or cool the interior to 22°C (72°F).

**Note:** If you select **Last settings**, the system remembers the last used settings.

**Note:** You cannot adjust the climate control settings when you have remotely started the vehicle.

**Note:** When you switch the ignition on, the climate control system returns to the last used settings.

### Heated Seat Settings

1. Using the information display controls on the steering wheel, select **Settings**.

2. Select **Vehicle settings**.
3. Select **Remote start**.
4. Select **Seats**.
5. Select **Auto** or **Off**.

**Note:** If you switch the heated seat settings to **Auto**, the heated seats turn on during cold weather.

**Note:** You cannot adjust the heated seat settings when you have remotely started the vehicle.

### Setting the Remote Start Duration

You can set a duration for Remote Start to run.

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Remote start**.
4. Select **Duration**.

## REMOTE START SETTINGS - VEHICLES WITH: SYNC 3, VEHICLES WITHOUT: HEATED STEERING WHEEL

### Climate Control Settings

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Remote Start Setup**.
4. Press **Climate control**.
5. Select **Auto** or **Last settings**.

**Note:** If you select **Auto**, the system attempts to heat or cool the interior to 22°C (72°F).

**Note:** If you select **Last settings**, the system remembers the last used settings.

**Note:** You cannot adjust the climate control settings when you have remotely started the vehicle.

**Note:** When you switch the ignition on, the climate control system returns to the last used settings.

### Heated Seat Settings

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.

# Remote Start

3. Press **Remote Start Setup**.
4. Press **Seats**.
5. Select **Auto** or **Off**.

**Note:** If you switch the heated seat settings to **Auto**, the heated seats turn on during cold weather.

**Note:** You cannot adjust the heated seat settings when you have remotely started the vehicle.

## Setting the Remote Start Duration

You can set a duration for Remote Start to run.

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Remote Start Setup**.
4. Press **Duration**.

## REMOTE START SETTINGS - VEHICLES WITH: HEATED STEERING WHEEL/SYNC 2.5

### Climate Control Settings

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.

3. Select **Remote start**.
4. Select **Climate control**.
5. Select **Auto** or **Last settings**.

**Note:** If you select **Auto**, the system attempts to heat or cool the interior to 22°C (72°F).

**Note:** If you select **Last settings**, the system remembers the last used settings.

**Note:** You cannot adjust the climate control settings when you have remotely started the vehicle.

**Note:** When you switch the ignition on, the climate control system returns to the last used settings.

### Heated Seat and Steering Wheel Settings

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Remote start**.
4. Select **Seats and steering**.
5. Select **Auto** or **Off**.

**Note:** If you switch the heated seat and steering wheel settings to **Auto**, the heated seats and steering wheel turn on during cold weather.

**Note:** You cannot adjust the heated seat and steering wheel settings when you have remotely started the vehicle.

## Setting the Remote Start Duration

You can set a duration for Remote Start to run.

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Select **Remote start**.
4. Select **Duration**.

## REMOTE START SETTINGS - VEHICLES WITH: HEATED STEERING WHEEL/SYNC 3

### Climate Control Settings

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Remote Start Setup**.
4. Press **Climate control**.
5. Select **Auto** or **Last settings**.

**Note:** If you select **Auto**, the system attempts to heat or cool the interior to 22°C (72°F).

# Remote Start

---

**Note:** If you select **Last settings**, the system remembers the last used settings.

**Note:** You cannot adjust the climate control settings when you have remotely started the vehicle.

**Note:** When you switch the ignition on, the climate control system returns to the last used settings.

## Heated Seat and Steering Wheel Settings

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Remote Start Setup**.
4. Press **Seats and Steering Wheel**.
5. Select **Auto** or **Off**.

**Note:** If you switch the heated seat and steering wheel settings to **Auto**, the heated seats and steering wheel turn on during cold weather.

**Note:** You cannot adjust the heated seat and steering wheel settings when you have remotely started the vehicle.

## Setting the Remote Start Duration

You can set a duration for Remote Start to run.

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Press **Remote Start Setup**.
4. Press **Duration**.

## Climate Control - Vehicles With: Automatic Temperature Control

### SWITCHING CLIMATE CONTROL ON AND OFF



Press the button.

### SWITCHING RECIRCULATED AIR ON AND OFF



Press the button to recirculate air currently in the passenger compartment.

**Note:** Recirculated air may turn off automatically, or prevent you from switching on in all air flow modes except MAX A/C to reduce the risk of fogging. Recirculation may also turn on and off automatically in various air distribution control combinations to improve heating or cooling efficiency.

### SWITCHING AIR CONDITIONING ON AND OFF



Press the button.

**Note:** Under certain conditions, the air conditioning compressor could continue to operate after you switch air conditioning off.

**Note:** To keep the system and its components fully functional, switch air conditioning on and let your vehicle idle at least once per month for a minimum of two minutes.

### SWITCHING MAXIMUM DEFROST ON AND OFF - VEHICLES BUILT UP TO: 04/2022



Press the button.

Air flows through the windshield air vents, and the blower motor adjusts to the highest speed.

You can also use this setting to defog and clear the windshield of a thin covering of ice.

**Note:** To prevent window fogging, you cannot select recirculated air when maximum defrost is on.

**Note:** The heated rear window also turns on when you select maximum defrost.

**Note:** When maximum defrost is on, the air conditioning compressor may continue to operate even though you switch off the air conditioning.

### SWITCHING MAXIMUM DEFROST ON AND OFF - VEHICLES BUILT FROM: 04/2022



Press the button.

Air flows through the windshield air vents, and the blower motor adjusts to the highest speed.

You can also use this setting to defog and clear the windshield of a thin covering of ice.

**Note:** To prevent window fogging, you cannot select recirculated air when maximum defrost is on.

**Note:** The heated rear window also turns on when you select maximum defrost.

**Note:** When maximum defrost is on, the air conditioning compressor may continue to operate even though you switch off the air conditioning.

## Climate Control - Vehicles With: Automatic Temperature Control

**Note:** In certain conditions, when you drive in EV Now mode, to enable maximum defrost you have to select either EV Later or EV Auto mode. The engine may run to provide more cabin heat.

### SWITCHING MAXIMUM COOLING ON AND OFF



Press the button.

**Note:** When you switch maximum cooling off, air conditioning remains on.

### SWITCHING THE HEATED REAR WINDOW ON AND OFF



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

**Note:** Do not use harsh chemicals, razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window as this could cause damage to the heated rear window grid lines not covered by the vehicle Warranty.

### SETTING THE BLOWER MOTOR SPEED



**Note:** Lights on the control illuminate to indicate the blower motor speed.

**Note:** When you switch the blower motor off, air conditioning turns off and the windows could fog up.

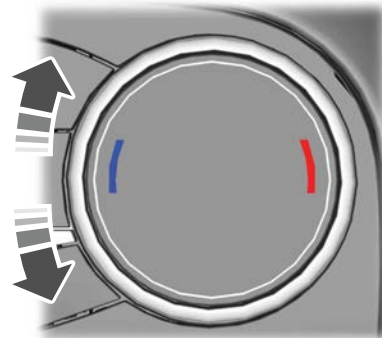
### SWITCHING THE HEATED MIRRORS ON AND OFF

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

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

**Note:** Do not clean the mirror housing or glass with harsh abrasives, fuel or other petroleum-based cleaning products. The vehicle warranty may not cover damage caused to the mirror housing or glass.

### SETTING THE TEMPERATURE



Turn the control on the left-hand side of the climate control to set the left-hand temperature.

**Note:** This control also sets the right-hand side temperature when you switch off dual zone mode.

Turn the control on the right-hand side of the climate control to set the right-hand temperature.

# Climate Control - Vehicles With: Automatic Temperature Control

## DIRECTING THE FLOW OF AIR

### Directing Air to the Windshield Air Vents



Press the button.

### Directing Air to the Instrument Panel Air Vents



Press the button.

### Directing Air to the Footwell Air Vents



Press the button.

## AUTO MODE

### SWITCHING AUTO MODE ON AND OFF



Press the button to switch auto mode on. Repeatedly press the button to adjust auto mode.

**Note:** When you switch auto mode on, lights on the blower motor control do not illuminate to indicate the blower motor speed.

Adjust the blower motor control or air distribution control to switch auto mode off.

## AUTO MODE INDICATORS

The indicators are on the Auto Mode button.

| Auto Mode Indicator Status    | Description  |
|-------------------------------|--|
| One indicator illuminated.    | The blower motor speed is reduced. Use this setting to minimize the amount of noise from the blower motor. This setting increases the time taken to cool the interior. |
| Two indicators illuminated.   | The blower motor speed is moderate.  |
| Three indicators illuminated. | The blower motor speed is increased. Use this setting to reduce the time taken to cool the interior. This setting increases the amount of noise from the blower motor. |



# Climate Control - Vehicles With: Automatic Temperature Control

## SWITCHING DUAL MODE ON AND OFF



Press the button.

## CLIMATE CONTROL – TROUBLESHOOTING

### CLIMATE CONTROL – FREQUENTLY ASKED QUESTIONS

#### Why is the volume of air to the rear passenger compartment limited ?

Objects may obstruct the air direction to the rear passenger compartment. Make sure objects have not been placed under the front seats.

#### Why is the volume of air from the air vents reduced?

The air intake area at the base of the windshield could be obstructed. Make sure the air intake area is free from any snow, ice or leaves.

#### What are the recommended settings for heating the interior?

Auto mode on and instrument panel and side air vents fully open.

#### How can I quickly heat the interior?

Select the highest blower motor speed, highest temperature and direct the air to the footwell air vents.

#### What are the recommended settings for cooling the interior?

Auto mode on.

#### How can I quickly cool the interior?

Switch maximum cooling on, switch recirculated air on and drive with the windows open until you feel cold air through the air vents.

#### How can I reduce the humidity build-up inside my vehicle?

Do not drive with the system off or with recirculated air on.

#### How can I defog the side windows?

Switch maximum defrost on.

#### How can I defog or clear the windshield of thin ice?

Switch maximum defrost on.

#### Why do I feel air from the footwell air vents regardless of the air distribution?

This is normal operation. You may feel a small amount of air from the footwell air vents regardless of the air distribution.

#### What happens if I switch auto mode on when the outside temperature and in-vehicle temperature is high?

The system temporarily selects recirculated air to maximize cooling.

#### What happens if I switch auto mode on when the outside temperature is low and the engine is cold?

Air is directed to the windshield and the outer instrument panel air vents.

## Climate Control - Vehicles With: Manual Temperature Control

### IDENTIFYING THE CLIMATE CONTROL UNIT



**Note:** Depending on your vehicle options, the controls may look different from what you see here.

### SWITCHING CLIMATE CONTROL ON AND OFF



Press the button.

### SWITCHING RECIRCULATED AIR ON AND OFF



Press the button to recirculate air currently in the passenger compartment.

**Note:** Recirculated air may turn off automatically, or prevent you from switching on in all air flow modes except MAX A/C to reduce the risk of fogging. Recirculation may also turn on and off automatically in various air distribution control combinations to improve heating or cooling efficiency.

### SWITCHING AIR CONDITIONING ON AND OFF



Press the button.

**Note:** Under certain conditions, the air conditioning compressor could continue to operate after you switch air conditioning off.

**Note:** To keep the system and its components fully functional, switch air conditioning on and let your vehicle idle at least once per month for a minimum of two minutes.

### SWITCHING MAXIMUM DEFROST ON AND OFF



Turn the temperature control clockwise past the highest setting to maximize defrosting.

**Note:** The temperature control springs back to the highest setting.

Air flows through the windshield air vents, and the blower motor adjusts to the highest speed.

**Note:** To prevent window fogging, you cannot select recirculated air when maximum defrost is on.

**Note:** The heated rear window also turns on when you select maximum defrost.

### SWITCHING MAXIMUM COOLING ON AND OFF



Turn the temperature control counterclockwise past the lowest setting to maximize cooling.

**Note:** The temperature control springs back to the lowest setting.

**Note:** When you switch maximum cooling off, air conditioning remains on.

## Climate Control - Vehicles With: Manual Temperature Control

### SWITCHING THE HEATED REAR WINDOW ON AND OFF



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

**Note:** Do not use harsh chemicals, razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window as this could cause damage to the heated rear window grid lines not covered by the vehicle Warranty.

### SETTING THE BLOWER MOTOR SPEED

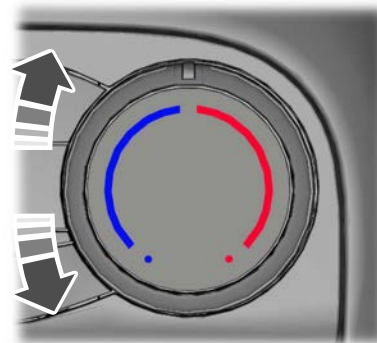


Turn the control.

**Note:** Lights on the control illuminate to indicate the blower motor speed.

**Note:** When you switch the blower motor off, air conditioning turns off and the windows could fog up.

### SETTING THE TEMPERATURE



Turn the temperature control counterclockwise for cooler temperature settings.

Turn the temperature control clockwise for warmer temperature settings.

# Climate Control - Vehicles With: Manual Temperature Control

## DIRECTING THE FLOW OF AIR

### Directing Air to the Windshield Air Vents



Press the button.

### Directing Air to the Instrument Panel Air Vents



Press the button.

### Directing Air to the Footwell Air Vents



Press the button.

## CLIMATE CONTROL – TROUBLESHOOTING

### CLIMATE CONTROL – FREQUENTLY ASKED QUESTIONS

#### Why is the volume of air to the rear passenger compartment limited?

Objects may obstruct the air direction to the rear passenger compartment. Make sure objects have not been placed under the front seats.

#### Why is the volume of air from the air vents reduced?

The air intake area at the base of the windshield could be obstructed. Make sure the air intake area is free from any snow, ice or leaves.

#### What are the recommended settings for heating the interior?

A medium blower motor speed selected and the air directed to the footwell and windshield air vents.

#### How can I quickly heat the interior?

Select the highest blower motor speed, highest temperature and direct the air to the footwell air vents.

#### What are the recommended settings for cooling the interior?

Air conditioning on, a medium blower motor speed selected and air directed to the footwell and windshield air vents.

#### How can I quickly cool the interior?

Switch maximum cooling on, switch recirculated air on and drive with the windows open until you feel cold air through the air vents.

#### How can I reduce the humidity build-up inside my vehicle?

Do not drive with the system off or with recirculated air on.

#### How can I defog the side windows?

Switch maximum defrost on.

#### How can I defog or clear the windshield of thin ice?

Switch maximum defrost on.

#### Why do I feel air from the footwell air vents regardless of the air distribution?

This is normal operation. You may feel a small amount of air from the footwell air vents regardless of the air distribution.

# Interior Air Quality

## WHAT IS THE CABIN AIR FILTER

The cabin air filter improves the quality of air in your vehicle by trapping dust, pollen and other particles.

## LOCATING THE CABIN AIR FILTER

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

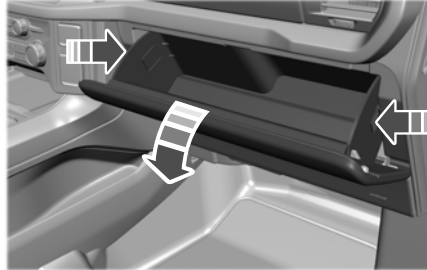
## REPLACING THE CABIN AIR FILTER

Replace the filter at regular intervals.

The cabin air filter is behind the glove compartment.

To remove the lower glove compartment and access the filter:

1. Open the glove compartment.



2. Press the tab on each side.
3. Fully lower the glove compartment.
4. Pull the glove compartment toward you.

## REFRESHING THE INTERIOR AIR

### MANUALLY REFRESHING THE INTERIOR AIR

Open auto air refresh screen.

Select **Cabin Refresh**.

## AUTOMATICALLY REFRESHING THE INTERIOR AIR

If the cabin air recirculates for longer than 35 minutes, the system refreshes the cabin air. It returns to the previous setting after a short period of time.

### Refreshing the Interior Air Upon Start

The system may flow fresh air into the cabin and out through cabin exhaust vents when starting your vehicle under the following conditions:

- Your vehicle has been off for more than 30 minutes.
- The temperature inside your vehicle is higher than 24°C (75.2°F).

# Interior Air Quality

## INTERIOR AIR QUALITY – TROUBLESHOOTING

### INTERIOR AIR QUALITY – INFORMATION MESSAGES

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

| Ignition Start   | Remote Start   |
|--|--|
| The climate control system positions the air inlet door for outside air entry for approximately one minute.<br>You may choose to turn on the climate control front blower at this time to help reduce odors. | The climate control system pulls outside air into the cabin and pushes cabin air out through cabin exhaust vents for approximately one minute. |

| Message             | Action   |
|---------------------|--|
| Environmental limit | Allow time for the cabin PM2.5 sensor to cool down, warm up, or dry out. |

## Front Seats

### FRONT SEAT PRECAUTIONS

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

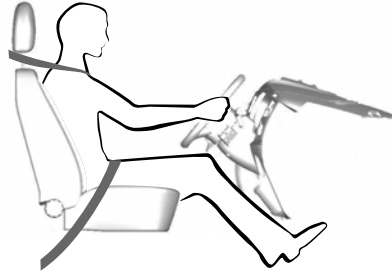
**⚠ WARNING:** Do not recline the seat backrest too far as this can cause the occupant to slide under the seatbelt, resulting in personal injury in the event of a crash.

**⚠ WARNING:** Do not place objects higher than the top of the seat backrest. Failure to follow this instruction could result in personal injury or death in the event of a sudden stop or crash.

**⚠ WARNING:** Do not adjust the driver seat or seat backrest when your vehicle is moving. This may result in sudden seat movement, causing the loss of control of your vehicle.

### SITTING IN THE CORRECT POSITION

**⚠ WARNING:** Always sit upright against your seatback with your feet on the floor.



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

We recommend that you follow these guidelines:

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

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

## Front Seats

### MANUAL SEATS - VEHICLES WITH: 4-WAY MANUAL SEAT

#### ADJUSTING THE HEAD RESTRAINT

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

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

**WARNING:** Adjust the head restraints for all passengers before you drive your vehicle. This will help minimize the risk of neck injury in the event of a crash. Do not adjust the head restraints when your vehicle is moving.

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

#### Raising the Head Restraints

1. Pull the head restraint upward.
2. Make sure that the head restraint locks into place.

#### Lowering the Head Restraints

1. Press and hold the locking button.
2. Push the head restraint downward.
3. Make sure that the head restraint locks into place.

#### REMOVING THE HEAD RESTRAINT

**WARNING:** Do not remove the head restraint from an occupied seat.

1. Recline the seat backrest so that there is enough room for you to remove the head restraint.



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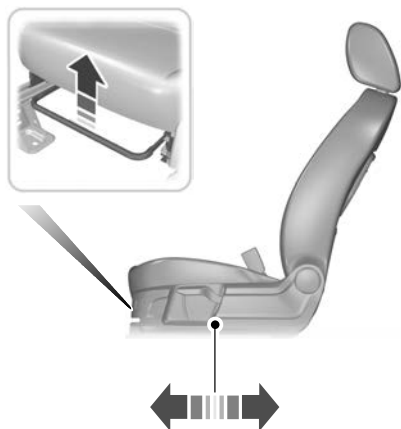
2. Press the locking button and remove the head restraint.

#### MOVING THE SEAT BACKWARD AND FORWARD

**WARNING:** Make sure the seat fully locks into place by rocking it backward and forward. Not securing the seat into the locked position can be dangerous in a crash and could cause serious personal injury or death.



## Front Seats



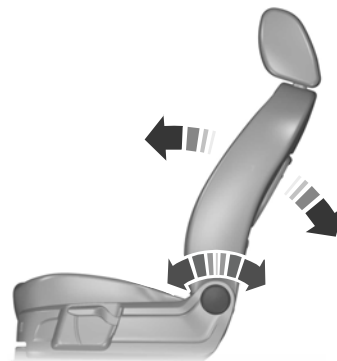
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### ADJUSTING THE SEAT BACKREST

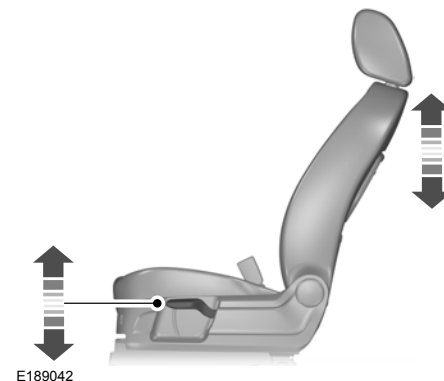


**WARNING:** Do not adjust the driver seat or seat backrest when your vehicle is moving. This may result in sudden seat movement, causing the loss of control of your vehicle.

E265553



### ADJUSTING THE SEAT HEIGHT



E189042

## Front Seats

### MANUAL SEATS - VEHICLES WITH: 8-WAY MANUAL SEAT

#### ADJUSTING THE HEAD RESTRAINT

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

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

**WARNING:** Adjust the head restraints for all passengers before you drive your vehicle. This will help minimize the risk of neck injury in the event of a crash. Do not adjust the head restraints when your vehicle is moving.

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

#### Raising the Head Restraints

1. Pull the head restraint upward.
2. Make sure that the head restraint locks into place.

#### Lowering the Head Restraints

1. Press and hold the locking button.
2. Push the head restraint downward.
3. Make sure that the head restraint locks into place.

#### REMOVING THE HEAD RESTRAINT

**WARNING:** Do not remove the head restraint from an occupied seat.

1. Recline the seat backrest so that there is enough room for you to remove the head restraint.



E265266

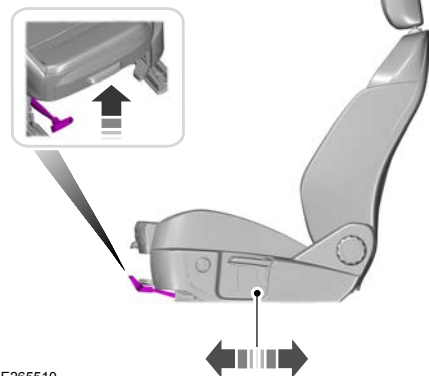
2. Press the locking button and remove the head restraint.

#### MOVING THE SEAT BACKWARD AND FORWARD

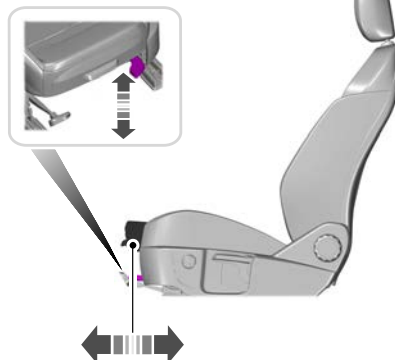
**WARNING:** Do not adjust the driver seat or seat backrest when your vehicle is moving. This may result in sudden seat movement, causing the loss of control of your vehicle.

## Front Seats

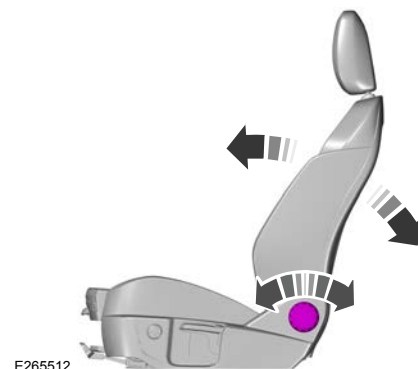
**⚠ WARNING:** Make sure the seat fully locks into place by rocking it backward and forward. Not securing the seat into the locked position can be dangerous in a crash and could cause serious personal injury or death.



### ADJUSTING THE SEAT CUSHION

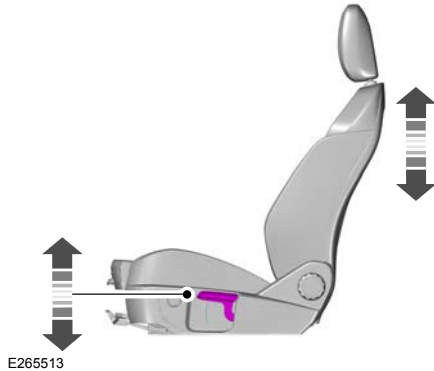


### ADJUSTING THE SEAT BACKREST



## Front Seats

### ADJUSTING THE SEAT HEIGHT



### ADJUSTING THE LUMBAR SUPPORT



### POWER SEATS

#### ADJUSTING THE HEAD RESTRAINT

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

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

**WARNING:** Adjust the head restraints for all passengers before you drive your vehicle. This will help minimize the risk of neck injury in the event of a crash. Do not adjust the head restraints when your vehicle is moving.

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

## Front Seats

### Raising the Head Restraints

1. Pull the head restraint upward.
2. Make sure that the head restraint locks into place.

### Lowering the Head Restraints

1. Press and hold the locking button.
2. Push the head restraint downward.
3. Make sure that the head restraint locks into place.

### REMOVING THE HEAD RESTRAINT



**WARNING:** Do not remove the head restraint from an occupied seat.

1. Do not remove the head restraint from an occupied seat.



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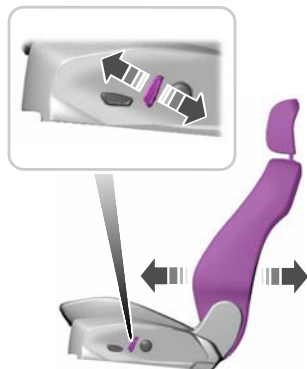
2. Press the locking button and remove the head restraint.

### MOVING THE SEAT BACKWARD AND FORWARD

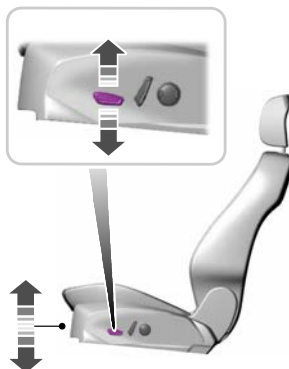


## Front Seats

### ADJUSTING THE SEAT BACKREST



### ADJUSTING THE SEAT HEIGHT



### ADJUSTING THE LUMBAR SUPPORT



# Front Seats

## HEATED SEATS

### HEATED SEAT PRECAUTIONS



**WARNING:** Use caution when using the heated seat if you are unable to feel pain to your skin because of advanced age, chronic illness, diabetes, spinal cord injury, medication, alcohol use, exhaustion or other physical conditions. The heated seat could cause burns even at low temperatures, especially if used for long periods of time. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not poke sharp objects into the seat cushion or seat backrest. This could damage the heated seat element and cause it to overheat. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not place anything on the seat that blocks the heat, for example a seat cover or a cushion. This could cause the seat to overheat. Failure to follow this instruction could result in personal injury.

Do not:

- Place heavy objects on the seat.
- Operate the heated seat if water or any other liquid spills on the seat. Allow the seat to dry.

### SWITCHING THE HEATED SEATS ON AND OFF

The heated seat button is on the climate control assembly.

The vehicle must be on to use this feature.




Repeatedly press the button to adjust the temperature. The more indicators that display, the warmer the temperature of the seat.

**Note:** *The heated seats may turn on when you start your vehicle if they were on when you switched your vehicle off.*


# Rear Seats

## REAR SEAT PRECAUTIONS

 **WARNING:** Raise the rear head restraints when passengers occupy the rear seats.

## MANUAL SEATS

### ADJUSTING THE HEAD RESTRAINT

 **WARNING:** Raise the rear head restraints when passengers occupy the rear seats.


#### Raising the Head Restraints

1. Pull the head restraint upward.
2. Make sure that the head restraint locks into place.

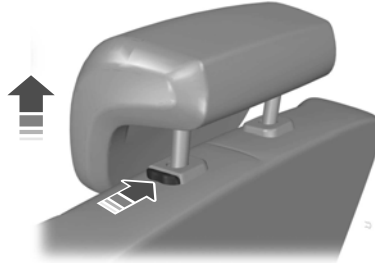
#### Lowering the Head Restraints

1. Press and hold the locking button.
2. Push the head restraint downward.
3. Make sure that the head restraint locks into place.

## REMOVING THE HEAD RESTRAINT

 **WARNING:** Do not remove the head restraint from an occupied seat.


1. Fold the seat backrest so that there is enough room for you to remove the head restraint.





E265267


2. Press the locking button and remove the head restraint.

## FOLDING THE SEAT BACKREST

 **WARNING:** Do not fold a seat if it is occupied. Failure to follow this instruction could result in personal injury.

 **WARNING:** When folding the seat backrest down, take care not to get your fingers caught in the mechanism.

 **WARNING:** Do not use the bench seats as a bed when your vehicle is moving. Failure to follow this warning could result in serious personal injury or death.

 **WARNING:** Do not place any objects on a folded seat. Hard objects may become projectiles in a crash or sudden stop, which may increase the risk of serious personal injury.



## Rear Seats



Lift the seat backrest until it latches in the upright position.

With the seat empty, pull the lever up to fold the seat backrest forward. You may need to lower the center head restraint first.

### UNFOLDING THE SEAT BACKREST



**WARNING:** When unfolding the seat backrests, make sure that the seatbelts are not trapped behind the seat.



**WARNING:** Make sure that the seats and the seat backrests are secure and fully locked in their catches.

# Rear Occupant Alert System

## WHAT IS THE REAR OCCUPANT ALERT SYSTEM

The rear occupant alert system monitors vehicle conditions and notifies you to check for rear seat occupants when you switch the ignition off.

## HOW DOES THE REAR OCCUPANT ALERT SYSTEM WORK

The system monitors when rear doors have been opened and closed to indicate the potential presence of an occupant in the rear seat.

A message displays in the information and entertainment display screen and an audible warning sounds when you switch the ignition off after any of the following conditions have been met:

- A rear door is opened or closed while the ignition is on.
- You switch the ignition on within 15 minutes of a rear door opening and closing.
- You switch the ignition on within 15 minutes of the alert having displayed or sounded.

## REAR OCCUPANT ALERT SYSTEM PRECAUTIONS



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



**WARNING:** Do not leave children or pets unattended in your vehicle. Failure to follow this instruction could result in personal injury or death.

## REAR OCCUPANT ALERT SYSTEM LIMITATIONS

The system does not detect the presence of objects or passengers in the rear seat. It monitors when rear doors are opened and closed.

**Note:** *It is possible to receive an alert when there is no rear seat occupant, but alert conditions are met.*

**Note:** *It is possible to receive no alert when there is an occupant in the rear seat, if alert conditions are not met. For example, if a rear seat occupant does not enter the vehicle through a rear door.*

**Note:** *The audible warning does not sound when the front door is opened before you switch the ignition off.*

# Rear Occupant Alert System

## SWITCHING REAR OCCUPANT ALERT SYSTEM ON AND OFF

- 1. Press **Settings** on the touchscreen.
- 2. Press **Vehicle**.
- 3. Switch **Rear Occupant Alert** on or off.

**Note:** If you do not make a selection, the system defaults to on.

**Note:** Performing a master reset causes the system to switch on again.

## REAR OCCUPANT ALERT SYSTEM INDICATORS



| Message                         |
|---------------------------------|
| Check rear seats for occupants. |

Displays when you switch your vehicle off after the alert conditions are met.

The message displays for a short period of time. Press **Close** to acknowledge and remove the message.

**Note:** Depending on your SYNC version, the graphic may look different from what you see here.

## REAR OCCUPANT ALERT SYSTEM AUDIBLE WARNINGS

Sounds when you switch your vehicle off after the alert conditions are met.

The warning sounds for a short period of time.

# Memory Function

## MEMORY FUNCTION PRECAUTIONS



**WARNING:** Before activating the memory seat, make sure that the area immediately surrounding the seat is clear of obstructions and that all occupants are clear of moving parts.



**WARNING:** Do not use the memory function when your vehicle is moving.

## LOCATING THE MEMORY FUNCTION BUTTONS



The memory function buttons are on the driver door.

## SAVING A PRESET POSITION

1. Switch the ignition on.
2. Adjust the memory features to your preferred position.
3. Press and hold the preferred preset button until you hear a single tone.

A confirmation message appears in the information cluster display.

You can save up to three preset memory positions at any time.

## RECALLING A PRESET POSITION

Press and release the preset button.

**Note:** You can only recall a preset memory position when the ignition is off, or when you place the transmission in park (P) or neutral (N) if the ignition is on and the vehicle is not moving.

You can also recall a preset memory position by:

- Pressing the unlock button on your remote control if you linked it to a preset position.
- Unlocking the intelligent driver door handle if a linked remote control is present.

Using a linked remote control to recall your memory position when the ignition is off moves the seat to the easy entry position.

**Note:** Pressing any active memory feature adjustment control, or any preset buttons during a memory recall cancels the operation.

## Linking a Preset Position to your Remote Control or Passive Key

Your vehicle can save the preset memory positions for up to three remote controls or passive keys.

1. With the ignition on, move the memory features to the position you prefer.
2. Press and hold a preset button for five seconds. A tone sounds after two seconds. Continue holding until you hear a second tone.

## Memory Function

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3. Within three seconds, press the lock button on the remote control you are linking.

To unlink a remote control, follow the same procedure – except in Step 3, press the unlock button on the remote control.

**Note:** *If more than one linked remote control or intelligent access key is in range, the memory function moves to the settings of the first key to initiate a memory recall.*

# USB Ports

## LOCATING THE USB PORTS

### Data Transfer USB Ports



The USB ports could be in the following locations:

- On the lower instrument panel.
- Inside the center console.

**Note:** These USB ports can also charge devices.

**Note:** Not all USB ports in your vehicle have data transfer capabilities.

**Note:** We recommend using only USB-IF certified cables and adapters. Non-certified cables and adapters may not work.

### Charge Only USB Ports



The USB ports could be in the following locations:

- On the lower instrument panel.
- On the upper instrument panel.
- Inside the media bin.

- Inside the center console.
- On the rear of the center console.
- In the cargo area.
- In the frunk.

## PLAYING MEDIA USING THE USB PORT



**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.

Connect your device to a data transfer USB port.



Press the audio button on the feature bar.

Select **Sources**.



Select the USB option.



Press to play a track. Press again to pause the track.



Press to skip to the next track.

Press and hold to fast forward through the track.



Press once to return to the beginning of a track. Repeatedly press to return to previous tracks.

Press and hold to fast rewind.

## CHARGING A DEVICE

Connect your device to the USB port.

### Data Transfer USB Ports



You can charge your device through the data transfer USB port when SYNC is on.

# USB Ports

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## Charge Only USB Ports



You can charge your device through the charge only USB port when the vehicle is in accessory mode or when the vehicle is running.

# Power Outlet

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## WHAT IS THE POWER OUTLET

The power outlet can power devices using a 12 V outlet adapter.

## POWER OUTLET PRECAUTIONS

When you switch the vehicle on, you can use the socket to power 12 V appliances with a maximum current rating of 15 A. Do not use the power point over the vehicle capacity of 12 V DC 180 W or a fuse could blow. Do not plug in any device that supplies power to the vehicle through the power points. This could result in damage to vehicle systems. Do not hang any accessory from the accessory plug. Always keep the power point caps closed when not in use. Do not insert objects other than an accessory plug into the power point.

To prevent the battery from running out of charge:

- Do not use the power point longer than necessary when the vehicle is off.
- Do not leave devices plugged in overnight or when you park your vehicle for extended periods.
- Using devices for extended periods may require starting and running the engine to recharge the battery.

## LOCATING THE POWER OUTLETS

Power outlets may be in the following locations:

- On the lower instrument panel.
- Inside the center console.
- On the front of the center console.
- On the rear of the center console.
- In the cargo area.
- On the passenger side floor panel.
- 3rd row on the quarter trim panels.



## Wireless Accessory Charger

### LOCATING THE WIRELESS ACCESSORY CHARGER



The charging area is on the center console.



E265426

### CHARGING A WIRELESS DEVICE



**WARNING:** Wireless charging devices can affect the operation of implanted medical devices, including cardiac pacemakers. If you have any implanted medical devices, we recommend that you consult with your physician.

Place the device within the area shown and with the charging side down to begin charging. The charging stops after your device reaches a full charge.

Make sure the charging area is clean and free from obstruction before charging a device to allow the device to lay flat on the charging area.

The system supports one wireless charging compatible device on the charging area.

You can use the charger when the vehicle is in accessory mode, when the vehicle is running, or when SYNC is on.

**Note:** *Placing the device outside the area shown could affect the charging process.*

**Note:** *Charging time and temperature are dependent on the device used. The system stops charging the device if it reaches a high temperature.*

**Note:** *Devices without built-in Qi standards for wireless charging require an additional Qi receiver or sleeve.*

**Note:** *For compatible devices with built-in Qi wireless charging capability, the charging performance may be affected if your device is in a case. It may be necessary to remove the case to wirelessly charge your device.*

**Note:** *Software and firmware updates to your device could affect the charging operation.*

Do not place items with a magnetic strip, for example passports, parking tickets or credit cards near the charging area when charging a device. This could damage the magnetic strip.

Do not place metal objects, for example remote controls, coins or keys on or near the charging area when charging a device. Metal objects may heat up and degrade the charging performance.

### WIRELESS ACCESSORY CHARGER INDICATORS



Displays on the SYNC status bar when a device is charging.

# Wireless Accessory Charger

## WIRELESS ACCESSORY CHARGER – TROUBLESHOOTING

### WIRELESS ACCESSORY CHARGER – INFORMATION MESSAGES

| Message   | Action   |
|---|--|
| Wireless charger active   | Displays when wireless charging has started.   |
| Charging terminated<br>Phone misaligned or object between phone and charger detected. Correct the condition to resume charging. | Displays when wireless charging has stopped. Remove objects from the charging surface and place phone on center of charging surface. |

## Storage

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### CUP HOLDERS

The glasses holder is in the overhead console.  
Press near the rear edge of the door to open.

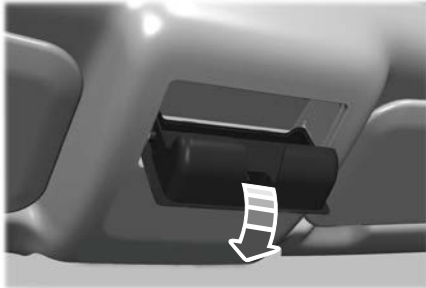
### CUP HOLDER PRECAUTIONS



**WARNING:** Use caution when stowing items or hot drinks in the cup holders. Items could become loose or spill during hard braking, acceleration or crashes. Failure to follow this instruction could result in personal injury.


### GLASSES HOLDER


### LOCATING THE GLASSES HOLDER





# Starting and Stopping the Engine

## STARTING AND STOPPING THE ENGINE – PRECAUTIONS

 **WARNING:** Do not use starting fluid, for example ether, in the air intake system. Such fluid could cause immediate explosive damage to the engine and possible personal injury.

 **WARNING:** Exhaust leaks may result in entry of harmful and potentially lethal fumes into the passenger compartment. If you smell exhaust fumes inside your vehicle, have your vehicle inspected immediately. Do not drive if you smell exhaust fumes.

 **WARNING:** Extended idling at high engine speeds can produce very high temperatures in the engine and exhaust system, creating the risk of fire or other damage.

 **WARNING:** Do not park, idle or drive your vehicle on dry grass or other dry ground cover. The emission system heats up the engine compartment and exhaust system, creating the risk of fire.



**WARNING:** Do not start the engine in a closed garage or in other enclosed areas. Exhaust fumes are toxic. Always open the garage door before you start the engine. Failure to follow this instruction could result in personal injury or death.

If you stop your vehicle and then leave the engine idling for long periods, we recommend that you do one of the following:

- Open the windows at least 3 cm (1 in).
- Set your climate control to outside air.

## PUSH BUTTON IGNITION SWITCH



### Switching the Ignition Off

When the ignition is on or in accessory mode, press the push button ignition switch once without your foot on the brake or clutch pedal.

### Switching the Ignition to Accessory Mode

When the ignition is off, press the push button ignition switch once without your foot on the brake or clutch pedal.

All electrical circuits and accessories are operational and the warning lamps and indicators illuminate.

**Note:** *Your vehicle has a battery saver feature that shuts your vehicle off when it detects a certain amount of battery drain or inactivity in accessory mode.*

### Starting the Engine

Press the brake or clutch pedal and press the push button ignition switch. An indicator light on the button illuminates when then ignition is on and when the engine starts.

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

**Note:** *A valid key must be inside your vehicle to switch the ignition on and start the engine.*

# Starting and Stopping the Engine

## STARTING THE ENGINE

### STARTING A GASOLINE ENGINE - MANUAL TRANSMISSION

Before starting your vehicle, check the following:

- Make sure that the headlamps and electrical accessories are off.
- Make sure that the parking brake is on.
- Make sure that the transmission is in neutral.

1. Fully press the clutch pedal.

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



2. Press the push button ignition switch.

**Note:** The engine may continue cranking for up to 15 seconds or until it starts.

**Note:** The engine takes longer to start at lower temperatures. It may crank for several seconds when very cold.

### STARTING A GASOLINE ENGINE - AUTOMATIC TRANSMISSION

Before starting your vehicle, check the following:

- Make sure that the headlamps and electrical accessories are off.
- Make sure that the parking brake is on.
- Make sure that the transmission is in park (P).

1. Fully press the brake pedal.

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



2. Press the push button ignition switch.

**Note:** The engine may continue cranking for up to 15 seconds or until it starts.

**Note:** The engine takes longer to start at lower temperatures. It may crank for several seconds when very cold.

### STARTING A DIESEL ENGINE - MANUAL TRANSMISSION

Before starting your vehicle, check the following:

- Make sure that the headlamps and electrical accessories are off.
- Make sure that the parking brake is on.
- Make sure that the transmission is in neutral.

1. Fully press the clutch pedal.

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



2. Press the push button ignition switch.

**Note:** The engine may continue cranking for up to 15 seconds or until it starts.

**Note:** The engine takes longer to start at lower temperatures. It may crank for several seconds when very cold.

# Starting and Stopping the Engine

## Glow Plug Indicator



The engine does not start until the glow plug indicator turns off. This may take several seconds in extremely cold conditions.

## STARTING A DIESEL ENGINE - AUTOMATIC TRANSMISSION

Before starting your vehicle, check the following:

- Make sure that the headlamps and electrical accessories are off.
  - Make sure that the parking brake is on.
  - Make sure that the transmission is in park (P).
1. Fully press the brake pedal.

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



2. Press the push button ignition switch.

**Note:** The engine may continue cranking for up to 15 seconds or until it starts.

**Note:** The engine takes longer to start at lower temperatures. It may crank for several seconds when very cold.

## Glow Plug Indicator



The engine does not start until the glow plug indicator turns off. This may take several seconds in extremely cold conditions.

## STARTING A HYBRID ELECTRIC VEHICLE SYSTEM

Before starting your vehicle, check the following:

- Make sure the headlamps and electrical accessories are off.
- Make sure the parking brake is on.
- Make sure the transmission is in park (P).

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

1. Fully press the brake pedal.



2. Press the push button ignition switch.

**READY**

When you start your vehicle, a green indicator light appears in the instrument cluster letting you know that your vehicle is ready for driving. Since your vehicle is equipped with a silent key start, the engine may not start when your vehicle starts.

When the engine starts for the first time on your drive, the idle speed increases, this helps to warm up the engine. If the engine idle speed does not slow down, have your vehicle checked by an authorized dealer.

The system does not function if:

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

## RESTARTING THE ENGINE AFTER STOPPING IT

The system allows you to start the engine within 10 seconds of switching it off, even if it does not detect a valid passive key.

Within 10 seconds of switching the engine off, fully press the brake or clutch pedal and press the push button ignition switch. After 10 seconds, you can no longer start the engine if the system does not detect a valid passive key.

# Starting and Stopping the Engine

When you start the engine, it remains running until you press the push button ignition switch, even if your vehicle does not detect a valid passive key. If you open and close a door when the engine is running, the system searches for a valid passive key.

## STOPPING THE ENGINE

### STOPPING THE ENGINE WHEN YOUR VEHICLE IS STATIONARY - MANUAL TRANSMISSION

1. Shift into neutral.
2. Apply the parking brake.
3. Wait until the engine reaches idle speed.



4. Press the push button ignition switch.

### STOPPING THE ENGINE WHEN YOUR VEHICLE IS STATIONARY - AUTOMATIC TRANSMISSION

1. Shift into park (P).

2. Apply the parking brake.
3. Wait until the engine reaches idle speed.



4. Press the push button ignition switch.

### STOPPING THE ENGINE WHEN YOUR VEHICLE IS MOVING - MANUAL TRANSMISSION



**WARNING:** Switching off the engine when your vehicle is still moving results in a significant decrease in braking assistance. Higher effort is required to apply the brakes and to stop your vehicle. A significant decrease in steering assistance could also occur. The steering does not lock, but higher effort could be required to steer your vehicle. When you switch the ignition off, some electrical circuits, for example airbags, also turn off. If you unintentionally switch the ignition off, shift into neutral (N) and restart the engine.



1. Press and hold the push button ignition switch until the engine stops, or press it three times within two seconds.
2. Shift into neutral and use the brakes to bring your vehicle to a safe stop.
3. Apply the parking brake.

### STOPPING THE ENGINE WHEN YOUR VEHICLE IS MOVING - AUTOMATIC TRANSMISSION



**WARNING:** Switching off the engine when your vehicle is still moving results in a significant decrease in braking assistance. Higher effort is required to apply the brakes and to stop your vehicle. A significant decrease in steering assistance could also occur. The steering does not lock, but

# Starting and Stopping the Engine

higher effort could be required to steer your vehicle. When you switch the ignition off, some electrical circuits, for example airbags, also turn off. If you unintentionally switch the ignition off, shift into neutral (N) and restart the engine.



1. Press and hold the push button ignition switch until the engine stops, or press it three times within two seconds.
2. Shift into neutral and use the brakes to bring your vehicle to a safe stop.
3. Shift into park (P).
4. Apply the parking brake.

## AUTOMATIC ENGINE STOP

### WHAT IS AUTOMATIC ENGINE STOP

Automatic engine stop is a feature that switches the engine off if it has been idling for an extended period to help you save fuel.

### HOW DOES AUTOMATIC ENGINE STOP WORK

Automatic engine stop turns the engine off. The ignition also turns off in order to save battery power. Before the engine shuts down, a message appears in the information display showing a timer counting down. If you do not intervene within 30 seconds, the engine shuts down. Another message appears in the information display to inform you that the engine has shut down in order to save fuel. Start your vehicle as you normally do.

### SWITCHING AUTOMATIC ENGINE STOP ON AND OFF - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Vehicle settings**.
3. Switch **30min max idle** on or off.

**Note:** You cannot permanently switch off the automatic shutdown. If you switch it off, it turns on each time you switch the ignition on.

### SWITCHING AUTOMATIC ENGINE STOP ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Switch **30min Max Idle** on or off.

**Note:** You cannot permanently switch off the automatic shutdown. If you switch it off, it turns on each time you switch the ignition on.

### OVERRIDING AUTOMATIC ENGINE STOP

You can stop the engine shutdown, or reset the timer, at any point before the 30-second countdown has expired by doing any of the following:

- Pressing the brake pedal or accelerator pedal.
- Pressing the **OK** or **RESET** button during the countdown.

**Note:** You cannot permanently switch off the automatic engine shutdown feature. When you switch it off temporarily, it turns on at the next ignition cycle.



# Starting and Stopping the Engine

## STARTING AND STOPPING THE ENGINE – TROUBLESHOOTING

### STARTING AND STOPPING THE ENGINE – WARNING LAMPS



Malfunction Indicator Lamp  
Check Engine

If it illuminates when the engine is running this indicates a malfunction. The On Board Diagnostics system has detected a malfunction of the vehicle emission control system.

If it flashes, engine misfire may be occurring. Increased exhaust gas temperatures could damage the catalytic converter or other vehicle components. Avoid heavy acceleration and deceleration and have your vehicle immediately serviced.



Powertrain Warning Lamp

If it illuminates when the engine is running this indicates a malfunction. If it flashes when you are driving, immediately reduce the vehicle speed. Avoid heavy acceleration and deceleration and have your vehicle immediately serviced.

If both lamps illuminate when the engine is running, stop your vehicle as soon as it is safe to do so. Continuing to drive your vehicle may cause reduced power or the engine to stop. Switch the ignition off and attempt to restart the engine. Have your vehicle immediately checked.

## STARTING AND STOPPING THE ENGINE – INFORMATION MESSAGES

| Message                     | Action  |
|-----------------------------|---|
| Cranking time exceeded      | Displays if you exceed the starting time limit. You cannot attempt to start the engine for 15 minutes. If you cannot start the engine after 15 minutes passes, have your vehicle immediately checked. |
| Starting system malfunction | Displays if you are unable to start your vehicle with a correctly coded key. The system has detected a fault that requires service. Have your vehicle checked as soon as possible.                    |
| No key detected             | Displays if the system does not detect a valid passive key.   |

# Starting and Stopping the Engine

## STARTING AND STOPPING THE ENGINE – FREQUENTLY ASKED QUESTIONS - DIESEL

### Why is the engine idle speed high when I am starting the engine?

The speed at which the engine idles immediately after starting is optimized to minimize vehicle emissions and maximize cabin comfort and fuel economy.

### Why does the engine not crank?

You can only attempt to start the engine for a limited amount of time before the starting system temporarily disables. If you exceed the starting time limit, a message may appear and you cannot attempt to start the engine for at least 15 minutes.

### Why do I experience different driving characteristics?

If you disconnect the battery, your vehicle may exhibit some unusual driving characteristics for approximately 8 km (5 mi) after you reconnect it. This is because the engine management system must realign itself with the engine. You can disregard any unusual driving characteristics during this period.

### Why can I not start the engine?

If you cannot start the engine, do the following:

1. Fully press the brake pedal or the clutch pedal.

**Note:** Make sure that the parking brake is applied.

**Note:** Make sure that the transmission is in park (P) or neutral (N).



2. Press the push button ignition switch until the engine starts.

### Why does the system not detect a passive key?

If the system does not detect a passive key and you are unable to start the engine, insert the passive key into the backup position and press the push button ignition switch to start the engine.

## STARTING AND STOPPING THE ENGINE – FREQUENTLY ASKED QUESTIONS - GASOLINE

### Why is the engine idle speed high when I am starting the engine?

The speed at which the engine idles immediately after starting is optimized to minimize vehicle emissions and maximize cabin comfort and fuel economy.

### Why does the engine not crank?

You can only attempt to start the engine for a limited amount of time before the starting system temporarily disables. If you exceed the starting time limit, a message may appear and you cannot attempt to start the engine for at least 15 minutes.

### Why do I experience different driving characteristics?

If you disconnect the battery, your vehicle may exhibit some unusual driving characteristics for approximately 8 km (5 mi) after you reconnect it. This is because the engine management system must realign itself with the engine. You can disregard any unusual driving characteristics during this period.

# Starting and Stopping the Engine

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## Why can I not start the engine?

If you cannot start the engine after 3 attempts, wait 10 seconds and do the following:

1. Fully press the brake pedal or the clutch pedal.

**Note:** Make sure that the parking brake is applied.

**Note:** Make sure that the transmission is in park (P) or neutral (N).

2. Fully press the accelerator pedal and hold it there.
3. Press the push button ignition switch.

**Note:** The engine cranks for a short period of time and then it stops.

4. Release the accelerator pedal.



5. Press the push button ignition switch.

## Why does the system not detect a passive key?

If the system does not detect a passive key and you are unable to start the engine, insert the passive key into the backup position and press the push button ignition switch to start the engine.

### WHAT IS A HYBRID ELECTRIC VEHICLE

A hybrid vehicle has an electric motor and a high voltage battery combined with a gasoline engine.

### HOW DOES A HYBRID ELECTRIC VEHICLE WORK

The hybrid vehicle combines electric and gasoline propulsion to provide optimal performance and improved efficiency.

### HYBRID ELECTRIC VEHICLE DRIVING CHARACTERISTICS

The gasoline engine starts and stops to provide power when required 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 your vehicle operates in electric-only mode.

Conditions that may cause the gasoline engine to start or remain running include:

- Considerable vehicle acceleration.
- Driving uphill.

- The high voltage battery charge level is low.
- Heating or cooling the vehicle interior in high or low outside temperatures.
- The gasoline engine is below normal operating temperature.
- Towing a trailer.
- Certain selectable drive modes could cause the engine to run. See **Selecting a Drive Mode** (page 312).

Your hybrid vehicle also comes with standard hydraulic braking and regenerative braking. Regenerative braking is performed by your transmission and captures brake energy and stores it in the 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.

You could also hear a slight whine or whistle when operating your vehicle. This is the normal operation of the electric motor in the hybrid system.

**Note:** *Having your engine running is not always an indication of inefficiency. In some cases, it is actually more efficient than driving in electric mode.*

### HYBRID ELECTRIC VEHICLE INDICATORS

**READY** When you start your vehicle, a green READY indicator light appears in the instrument cluster letting you know that your vehicle is ready for driving.

The engine may not start because your vehicle has a silent key start feature. This fuel saving feature allows your vehicle to be ready to drive without requiring the gas engine to be running.

The indicator remains on when your vehicle is on, whether the engine is running or not, to indicate your vehicle is capable of movement using the electric motor, gas engine or both.

Typically, the engine does not start unless the vehicle is cold, a climate control change is requested or you press the accelerator pedal.

HYBRID ELECTRIC VEHICLE  
INFORMATION –  
TROUBLESHOOTING

HYBRID ELECTRIC VEHICLE  
INFORMATION – WARNING LAMPS



Illuminates if your vehicle has an electrical component fault or failure that causes your vehicle to shut down or enter a limited operating mode. A message may appear in the instrument cluster display.

HYBRID ELECTRIC VEHICLE  
INFORMATION – INFORMATION  
MESSAGES

| Message         | Action   |
|-----------------|--|
| Stop safely now | Displays when a malfunction occurs in the high voltage electric system. Stop your vehicle as soon as it is safe to do so. Have your vehicle checked as soon as possible. |

HYBRID ELECTRIC VEHICLE  
INFORMATION – FREQUENTLY  
ASKED QUESTIONS

What should I do if the vehicle runs out  
of fuel and the high voltage battery is out  
of charge?

Refuel and start your vehicle normally.  
The engine will recharge the high voltage  
battery.

Why does the engine sometimes start at  
key-on?

The vehicle's computer determines if an engine start is required at key-on. It starts the engine when necessary for cabin heating, windshield defrost, or if the outside temperature is low.

Can I put E15 or E85 in my vehicle, and  
how will it affect my fuel economy?

Your hybrid vehicle can use E15 (15% ethanol, 85% gasoline) fuel, but you may notice slightly reduced fuel economy because ethanol contains less energy per gallon than gasoline. Your hybrid vehicle is not designed to use E85 (85% ethanol).

Why does it take a long time before the  
engine shuts down?

There are several reasons the engine stays on for an extended amount of time when you first start it. One common reason is to make sure that the emissions components are warm enough to minimize tailpipe emission. As the climate gets cooler, the engine-on time is extended.

### Why does my engine stay on when it is extremely cold outside?

In order to make sure that the climate control system can begin heating the cabin or defrosting the windshield as soon as a driver requests it, the engine coolant temperature has to be kept sufficiently hot. Keeping the engine on is required to maintain the correct coolant temperature.

## PLUG-IN HYBRID ELECTRIC VEHICLE INFORMATION

### WHAT IS A PLUG-IN HYBRID ELECTRIC VEHICLE

A plug-in hybrid electric vehicle combines a gasoline engine with an electric motor and rechargeable high voltage battery allowing you to use only electricity to power your vehicle.

### HOW DOES A PLUG-IN HYBRID ELECTRIC VEHICLE WORK

Charging your vehicle adds electrical energy that propels the vehicle. Regularly plug in your vehicle to get optimal electric-only range capability from the high voltage battery. The system maximizes the use of electric-only operation in normal drive mode whenever possible. System conditions could require the engine to operate when necessary.

When the electric-only range reaches zero, the powertrain system switches to hybrid operation. This means that you have depleted the energy you gained from plugging in and charging your vehicle. Both the gasoline engine and electric motor power your vehicle and maximize fuel economy during hybrid operation. You receive some electric-only driving with hybrid operation as the powertrain system maintains the high voltage battery charge within functional limits.

### PLUG-IN HYBRID ELECTRIC VEHICLE DRIVING CHARACTERISTICS

The gasoline engine starts and stops to provide power when required and to save fuel when not needed. Restarting your vehicle is not required. Simply step on the accelerator when you are ready to drive. When coasting at low speeds, coming to a stop or standing, the gas engine normally shuts down and your vehicle operates in electric-only mode.

Conditions that may cause the gasoline engine to start or remain running include:

- Considerable vehicle acceleration.
- Driving uphill.
- The high voltage battery charge level is low.
- Heating or cooling the vehicle interior in high or low outside temperatures.
- The gasoline engine is below normal operating temperature.
- Towing a trailer.
- Certain drive modes could cause the engine to run. See **Drive Mode Control** (page 312).

**Note:** *Having your engine running is not always an indication of inefficiency. In some cases, it is actually more efficient than driving in electric mode.*

Your plug-in hybrid electric vehicle has several EV drive modes to enhance your driving experience. See **Selecting a Drive Mode** (page 313).

Your hybrid vehicle also comes with standard hydraulic braking and regenerative braking. Regenerative braking is performed by your transmission and captures brake energy and stores it in the 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.

You could also hear a slight whine or whistle when operating your vehicle. This is the normal operation of the electric motor in the hybrid system.

### PLUG-IN HYBRID ELECTRIC VEHICLE INDICATORS



When you start your vehicle, a green ready indicator light appears in the instrument cluster letting you know that your vehicle is ready for driving.

The engine may not start because your vehicle has a silent key start feature. This fuel saving feature allows your vehicle to be ready to drive without requiring the gas engine to be running.

The indicator remains on when your vehicle is on, whether the engine is running or not, to indicate your vehicle is capable of movement using the electric motor, gas engine or both.

Typically, the engine does not start unless the vehicle is cold, a climate control change is requested or you press the accelerator pedal.

### WHAT IS LOW ENGINE USE MODE

Low engine use mode maintains proper engine lubrication at sufficient temperature and activates when you drive your vehicle with limited engine operation.

### HOW DOES LOW ENGINE USE MODE WORK

When in low engine use mode, your vehicle runs the engine as necessary. When low engine use mode begins, a message appears in the information 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.


**Note:** *EV Now mode is not available when in low engine use mode.*

**Note:** *Cold temperatures affect the engine warm up time and the low engine use mode may operate more frequently.*

**Note:** *An oil change is not required but gives you the option of not running a low engine use cycle. Resetting the oil life monitoring system suspends the low engine use mode.*

**PLUG-IN HYBRID ELECTRIC  
VEHICLE INFORMATION –  
TROUBLESHOOTING**

**PLUG-IN HYBRID ELECTRIC  
VEHICLE INFORMATION –  
WARNING LAMPS**

 Illuminates if your vehicle's electrical system requires service to identify the cause for your vehicle to shut down or enter a limited operating mode. A message may appear in the instrument cluster display. Have your vehicle checked as soon as possible.

**PLUG-IN HYBRID ELECTRIC  
VEHICLE INFORMATION –  
INFORMATION MESSAGES**

| Message                               | Action  |
|---------------------------------------|---|
| Vehicle plugged in?<br>Yes No         | Your vehicle needs confirmation that you unplugged it before allowing a start. You must make sure your vehicle is unplugged and you respond to the message prompt before starting your vehicle. |
| Unplug prior to starting vehicle      | Your vehicle detects it is still plugged in after you attempt to start it.  |
| Engine enabled due to defrost setting | Your vehicle enables the engine due to the climate control defrost setting. This is normal operation.   |

| Message                               | Action  |
|---------------------------------------|---|
| Press EV button for full defrost      | For full defrost heat, press the EV button to select either EV Later or EV Auto. The engine may run to provide more cabin heat. |
| Engine enabled for system performance | Your vehicle enables the engine for system performance. This is normal operation.   |
| Press OK to enable engine             | You can press OK to enable the engine temporarily for increased performance when in EV Now mode.                                |



## Hybrid Electric Vehicle Information - Full Hybrid Electric Vehicle (FHEV)/Plug-In Hybrid Electric Vehicle (PHEV)

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| Message   | Action   |
|---|--|
| In neutral depletes HV battery. Shift out of neutral for full vehicle function. | Displays when in neutral gear with the vehicle on. Shift out of neutral to maintain full vehicle function.   |
| Fuel freshness<br>Engine may run to maintain fuel freshness                     | EV functionality is disabled and the engine is running to maintain fuel freshness.   |
| Stop safely now   | Displays when a malfunction occurs in the high voltage electric system. Stop your vehicle as soon as it is safe to do so. Have your vehicle checked as soon as possible. |

# Auto-Start-Stop - Manual Transmission

## WHAT IS AUTO-START-STOP

The system is designed to help reduce fuel consumption and CO<sub>2</sub> emissions by stopping the engine when it is idling, for example at traffic lights.

## AUTO-START-STOP PRECAUTIONS



**WARNING:** Apply the parking brake, shift into neutral, switch the ignition off and remove the key before you leave your vehicle. Failure to follow this instruction could result in personal injury or death.



**WARNING:** Apply the parking brake, shift into neutral, switch the ignition off and remove the key before you open the hood or have any service or repair work completed. If you do not switch the ignition off, the engine could restart at any time. Failure to follow this instruction could result in personal injury or death.

## SWITCHING AUTO-START-STOP ON AND OFF

The system turns on when you switch the ignition on.



Press the switch to switch the system off.

**Note:** *OFF* illuminates in the switch.

Press the switch again to switch the system back on.

**Note:** *The system is designed to turn off if it detects a malfunction. If the system malfunctions, have your vehicle checked as soon as possible.*

## STOPPING THE ENGINE

1. Stop your vehicle.
2. Shift into neutral.
3. Release the clutch pedal and the accelerator pedal.

**Note:** *To obtain maximum benefit from the system, shift into neutral and release the clutch pedal whenever you stop your vehicle for more than three seconds.*

**Note:** *Power assist steering turns off when the engine stops.*

## RESTARTING THE ENGINE

Press the clutch pedal.

A message appears in the instrument cluster display if the system requires you to take action.

## Auto-Start-Stop - Manual Transmission

---

| Message                                       | Condition  | Action  |
|---|--|---|
| Auto StartStop Press a pedal to start engine  | The system needs to restart the engine but requires your confirmation.                 | Press the accelerator pedal, brake pedal or clutch pedal to restart the engine. |
| Auto StartStop Select neutral to start engine | The system needs to restart the engine but cannot because the transmission is in gear. | Shift into neutral to restart the engine.                                       |

# Auto-Start-Stop - Manual Transmission

## AUTO-START-STOP INDICATORS



**WARNING:** The system may require the engine to automatically restart when the auto-start-stop indicator illuminates green or flashes amber. Failure to follow this instruction could result in personal injury.



The Auto-Start-Stop indicator illuminates green when the engine stops. It flashes amber and a message appears when you need to take action.



The Auto-Start-Stop indicator illuminates gray with a strikethrough when the system is not available.

**Note:** You can display the reason why the system is not available in the information display.

## AUTO-START-STOP AUDIBLE WARNING

The Auto-Start-Stop audible warning sounds if you open the driver door when the system has stopped the engine.

## AUTO-START-STOP – TROUBLESHOOTING

### AUTO-START-STOP – INFORMATION MESSAGES

| Message                                | Condition                      | Action  |
|--|--------------------------------|---|
| Auto StartStop Manual restart required | The system is not functioning. | Shift into neutral and restart the engine yourself. |

# Auto-Start-Stop - Manual Transmission

---

## **AUTO-START-STOP – FREQUENTLY ASKED QUESTIONS**

### **Why does the engine not always stop when I expect it to?**

The system is designed to work in a way that complements other vehicle systems, allowing them to operate at optimum performance.

The system does not stop the engine if:

- The driver door is open.
- Your vehicle is at high altitude.
- The heated windshield is on.
- The engine is warming up.
- The outside temperature is too low or too high.
- The battery charge is low.
- The battery temperature is outside the optimal operating range.
- The engine is required to run to maintain interior climate and reduce fogging.

### **Why does the engine sometimes restart when I do not expect it to?**

The system is designed to work in a way that complements other vehicle systems, allowing them to operate at optimum performance.

The system restarts the engine if:

- You switch the heated windshield on.
- You switch maximum defrost on.
- Your vehicle starts to roll downhill in neutral.
- The engine is required to run to maintain adequate brake system assistance.
- The engine is required to run to maintain interior climate and reduce fogging.

### **Can I permanently switch the system off?**

No. The system plays an important role in reducing the fuel consumption and the CO<sub>2</sub> emissions.

### **Will the frequent engine starts cause parts to wear out?**

Your vehicle has an enhanced battery and starter motor that are designed for the increased number of engine starts.

## Auto-Start-Stop - Automatic Transmission

### WHAT IS AUTO-START-STOP

The system is designed to help reduce fuel consumption and CO<sub>2</sub> emissions by stopping the engine when it is idling, for example at traffic lights.

### AUTO-START-STOP PRECAUTIONS



**WARNING:** Apply the parking brake, shift into park (P), switch the ignition off and remove the key before you leave your vehicle. Failure to follow this instruction could result in personal injury or death.



**WARNING:** Apply the parking brake, shift into park (P), switch the ignition off and remove the key before you open the hood or have any service or repair work completed. If you do not switch the ignition off, the engine could restart at any time. Failure to follow this instruction could result in personal injury or death.

### SWITCHING AUTO-START-STOP ON AND OFF

The system turns on when you switch the ignition on.



Press the switch to switch the system off.

**Note:** *OFF* illuminates in the switch.

Press the switch again to switch the system back on.

**Note:** *The system is designed to turn off if it detects a malfunction. If the system malfunctions, have your vehicle checked as soon as possible.*

### STOPPING THE ENGINE

Stop your vehicle, keep your foot on the brake pedal and the transmission in drive (D).

**Note:** *The engine stops when you shift into park (P) or neutral (N) whether you have your foot on the brake pedal or not.*

**Note:** *Power assist steering turns off when the engine stops.*

### RESTARTING THE ENGINE

Release the brake pedal or press the accelerator pedal.

A message appears in the information display if the system requires you to take action.

| Message                                      | Condition  | Action  |
|--|--|---|
| Auto StartStop Press brake to start engine   | The system needs to restart the engine but requires your confirmation. | Press the brake pedal to restart the engine.                          |
| Auto StartStop Press a pedal to start engine | The system needs to restart the engine but requires your confirmation. | Press the brake pedal or the accelerator pedal to restart the engine. |

## Auto-Start-Stop - Automatic Transmission

### AUTO-START-STOP INDICATORS



**WARNING:** The system may require the engine to automatically restart when the auto-start-stop indicator illuminates green or flashes amber. Failure to follow

this instruction could result in personal injury.



The Auto-Start-Stop indicator illuminates green when the engine stops. It flashes amber and a message appears when you need to take action.



The Auto-Start-Stop indicator illuminates gray with a strikethrough when the system is not available.

**Note:** You can display the reason why the system is not available in the information display.

### AUTO-START-STOP – TROUBLESHOOTING

#### AUTO-START-STOP – INFORMATION MESSAGES

| Message                                  | Condition                      | Action   |
|--|--------------------------------|--|
| Auto StartStop Shift to P Restart engine | The system is not functioning. | Shift into park (P) and restart the engine yourself. |
| Auto StartStop Manual restart required   | The system is not functioning. | Restart the engine yourself.                         |

## Auto-Start-Stop - Automatic Transmission

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### **AUTO-START-STOP – FREQUENTLY ASKED QUESTIONS**

#### **Why does the engine not always stop when I expect it to?**

The system is designed to work in a way that complements other vehicle systems, allowing them to operate at optimum performance.

The system does not stop the engine if:

- The driver door is open.
- The driver seatbelt is unfastened.
- Your vehicle is at high altitude.
- The heated windshield is on.
- The transmission is in manual (M).
- Your vehicle is on a steep grade.
- The engine is warming up.
- The outside temperature is too low or too high.
- The battery charge is low.
- The battery temperature is outside the optimal operating range.
- The engine is required to run to maintain interior climate and reduce fogging.

#### **Why does the engine sometimes restart when I do not expect it to?**

The system is designed to work in a way that complements other vehicle systems, allowing them to operate at optimum performance.

The system restarts the engine if:

- You switch the heated windshield on.
- You switch maximum defrost on.
- Your vehicle starts to roll downhill in neutral.
- The engine is required to run to maintain adequate brake system assistance.
- The engine is required to run to maintain interior climate and reduce fogging.

#### **Can I permanently switch the system off?**

No. The system plays an important role in reducing the fuel consumption and the CO<sub>2</sub> emissions.

#### **Will the frequent engine starts cause parts to wear out?**

Your vehicle has an enhanced battery and starter motor that are designed for the increased number of engine starts.



# Fuel and Refueling

## FUEL AND REFUELING PRECAUTIONS



**WARNING:** Do not overfill the fuel tank. The pressure in an overfilled tank may cause leakage and lead to fuel spray and fire.



**WARNING:** The fuel system may be under pressure. If you hear a hissing sound near the fuel filler inlet, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.



**WARNING:** Fuels can cause serious injury or death if misused or mishandled.



**WARNING:** Fuel may contain benzene, which is a cancer-causing agent.



**WARNING:** When refueling always shut the engine off and never allow sparks or open flames near the fuel tank filler valve. Never smoke or use a cell phone while refueling. Fuel vapor is extremely hazardous under certain conditions. Avoid inhaling excess fumes.



**WARNING:** Read and follow all the instructions on the pump island.

Follow these guidelines when refueling:

- Extinguish all smoking materials and any open flames before refueling your vehicle.
- Switch the engine off before refueling.
- Automotive fuels can be harmful or fatal if swallowed. Fuel is highly toxic and if swallowed can cause death or permanent injury. If fuel is swallowed immediately call a physician, even if no symptoms are immediately apparent. The toxic effects of fuel may not be apparent for hours.
- Avoid inhaling fuel vapors. Inhaling fuel vapor can lead to eye and respiratory tract irritation. In severe cases, excessive or prolonged breathing of fuel vapor can cause serious illness and permanent injury.
- Avoid getting fuel in your eyes. If you splash fuel in your eyes, immediately remove contact lenses, if worn, flush with water for 15 minutes and seek medical attention. Failure to seek proper medical attention could lead to permanent injury.

- Fuels can be harmful if absorbed through the skin. If you splash fuel on your skin, clothing or both, promptly remove contaminated clothing and thoroughly wash your skin with soap and water. Repeated or prolonged skin contact causes skin irritation.
- Be particularly careful if you are taking Antabuse or other forms of Disulfiram for the treatment of alcoholism. Breathing fuel vapors could cause an adverse reaction, serious personal injury or sickness. Immediately call a physician if you experience any adverse reactions.

## FUEL QUALITY

### SELECTING THE CORRECT FUEL - DIESEL



**WARNING:** Do not mix diesel with gasoline, gasohol or alcohol. This could cause an explosion.

Use diesel that meets the specification defined by EN 590 or the relevant national specification.

## Fuel and Refueling



E268503

Your vehicle is suitable for use with biodiesel blends up to 7% (B7).

**Note:** We recommend that you only use high quality fuel. We do not recommend the use of aftermarket fuel additives or other engine treatments.

**Note:** We do not recommend the use of additional additives to prevent fuel waxing.

### SELECTING THE CORRECT FUEL - GASOLINE



**WARNING:** Do not mix diesel with gasoline, gasohol or alcohol. This could cause an explosion.



**WARNING:** Do not use leaded gasoline or gasoline with additives containing other metallic compounds, for example manganese-based. They could damage the emission system.

Use minimum 95 octane unleaded gasoline that meets the specification defined by EN 228 or the equivalent national specification.



E268502

Your vehicle is suitable for use with ethanol blends up to 10% (E5 and E10).

**Note:** We recommend that you only use high quality fuel. We do not recommend the use of aftermarket fuel additives or other engine treatments.

### SELECTING THE CORRECT FUEL - E85/FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

Do not modify the fuel system configuration or the components in the system. Do not replace the fuel system or the components with parts not specially designed to be used with E85.

Use minimum 95 octane unleaded gasoline that meets the specification defined by EN 228 or the equivalent national specification, or regular unleaded gasoline blended with a maximum of 85% ethanol (E85).



Do not use any fuel other than those recommended because they could lead to engine damage that may not be covered by the vehicle Warranty.

# Fuel and Refueling

**Note:** We recommend that you use only high quality fuel. Use of any fuel other than those recommended can impair the emission control system and cause a loss of vehicle performance.

**Note:** When using E85, your vehicle may have higher fuel consumption.

## SWITCHING BETWEEN E85 AND GASOLINE - E85/FULL HYBRID ELECTRIC VEHICLE (FHEV)

We do not recommend repeatedly alternating between E85 and gasoline. If you switch from using E85 to gasoline, or from gasoline to E85, add as much fuel as possible, at least half a tank.

Drive your vehicle immediately for a minimum of 8 km (5 mi) to allow it to adapt to the change in ethanol concentration. If you do not follow this procedure, you may experience a minor degradation in engine starting performance and slight fluctuations in engine speed at idle.

If you use E85 exclusively, we recommend that you fill the fuel tank with minimum 95 octane unleaded gasoline defined by EN 228 or the equivalent national specification at each scheduled oil change.

## LOCATING THE FUEL FILLER FUNNEL

The fuel filler funnel is under the luggage compartment floor covering.

## RUNNING OUT OF FUEL

### FILLING A PORTABLE FUEL CONTAINER



**WARNING:** Flow of fuel through a fuel pump nozzle can produce static electricity. This can cause a fire if you are filling an ungrounded fuel container.

Use the following guidelines to avoid electrostatic charge build-up, which can produce a spark, when filling an ungrounded fuel container:

- Only use an approved fuel container to transfer fuel to your vehicle. Place the container on the ground when filling it.
- Do not fill a fuel container when it is inside your vehicle (including the cargo area).

- Keep the fuel pump nozzle in contact with the fuel container when filling it.
- Do not use a device that holds the fuel pump nozzle lever in the fill position.

## ADDING FUEL FROM A PORTABLE FUEL CONTAINER



**WARNING:** Do not insert the nozzle of a fuel container or an aftermarket funnel into the fuel filler neck. This may damage the fuel system filler neck or its seal and cause fuel to run onto the ground.



**WARNING:** Do not pry open the fuel tank filler valve. This could damage the fuel system. Failure to follow this instruction could result in fire, personal injury or death.



**WARNING:** Do not dispose of fuel in the household refuse or the public sewage system. Use an authorized waste disposal facility.

When refueling the vehicle fuel tank from a fuel container, use the fuel filler funnel included with your vehicle. See **Locating the Fuel Filler Funnel** (page 199).

## Fuel and Refueling

**Note:** Do not use aftermarket funnels as they may not work with the capless fuel system and can damage it.

When refueling the vehicle fuel tank from a fuel container, do the following:

1. Fully open the fuel filler door.



2. Fully insert the fuel filler funnel into the fuel filler inlet.
3. Add fuel to your vehicle from the fuel container.
4. Remove the fuel filler funnel.
5. Fully close the fuel filler door.

6. Clean the fuel filler funnel and place it back in your vehicle or correctly dispose of it.

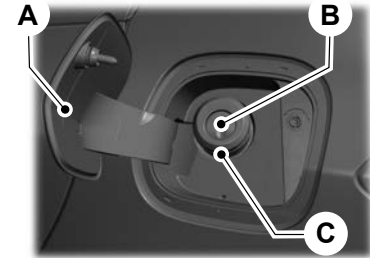
**Note:** If your vehicle runs out of fuel add a minimum of 5 L (1.1 gal) of fuel to restart the engine.

**Note:** You may need to switch the ignition from off to on several times after refueling to allow the fuel system to pump the fuel from the tank to the engine. When restarting, cranking time takes a few seconds longer than normal.

**Note:** Extra funnels can be purchased from an authorized dealer if you choose to dispose of the funnel.

## REFUELING

### REFUELING SYSTEM OVERVIEW



- A Fuel filler door.
- B Fuel filler inlet.
- C Fuel tank filler pipe.

## Fuel and Refueling

### REFUELING YOUR VEHICLE - EXCLUDING: PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

**WARNING:** When refueling always shut the engine off and never allow sparks or open flames near the fuel tank filler valve. Never smoke or use a cell phone while refueling. Fuel vapor is extremely hazardous under certain conditions. Avoid inhaling excess fumes.

**WARNING:** The fuel system may be under pressure. If you hear a hissing sound near the fuel filler inlet, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.

**WARNING:** Do not pry open the fuel tank filler valve. This could damage the fuel system. Failure to follow this instruction could result in fire, personal injury or death.

**WARNING:** Do not remove the fuel pump nozzle from its fully inserted position when refueling.

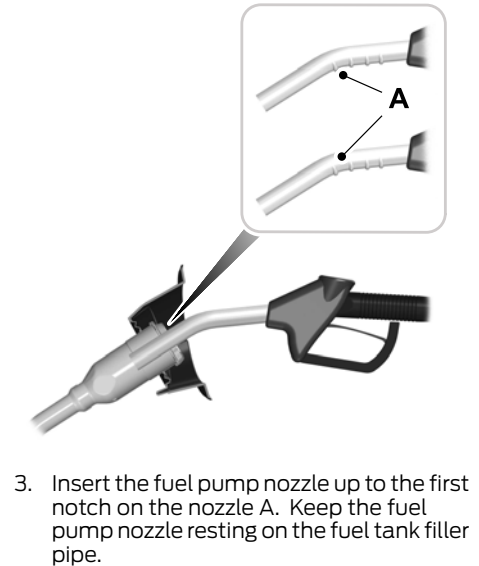
**WARNING:** Stop refueling when the fuel pump nozzle automatically shuts off for the first time. Failure to follow this will fill the expansion space in the fuel tank and could lead to fuel overflowing.

**WARNING:** Do not overfill the fuel tank. The pressure in an overfilled tank may cause leakage and lead to fuel spray and fire.

**WARNING:** Wait at least five seconds before removing the fuel pump nozzle to allow any residual fuel to drain into the fuel tank.

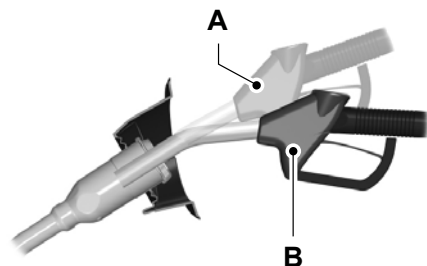
**WARNING:** Read and follow all the instructions on the pump island.

1. Fully open the fuel filler door.
2. Select the correct fuel pump nozzle for your vehicle.



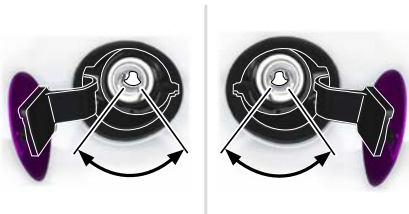
3. Insert the fuel pump nozzle up to the first notch on the nozzle A. Keep the fuel pump nozzle resting on the fuel tank filler pipe.

## Fuel and Refueling

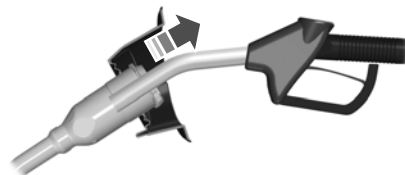


E139203

4. Hold the fuel pump nozzle in position B when refueling. Holding the fuel pump nozzle in position A can affect the flow of fuel and shut off the fuel pump nozzle before the fuel tank is full.



5. Operate the fuel pump nozzle within the area shown.



6. When the nozzle shuts off, wait at least 5 seconds, then slightly raise the fuel pump nozzle and slowly remove it.
7. Fully close the fuel filler door.

Do not attempt to start the engine if you have filled the fuel tank with incorrect fuel. Incorrect fuel use could cause damage not covered by the vehicle Warranty. Have your vehicle immediately checked.

### REFUELING YOUR VEHICLE - PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)



**WARNING:** When refueling always shut the engine off and never allow sparks or open flames near the fuel tank filler valve. Never smoke or use a cell phone while refueling. Fuel vapor is extremely hazardous under certain conditions. Avoid inhaling excess fumes.



**WARNING:** The fuel system may be under pressure. If you hear a hissing sound near the fuel filler inlet, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.



**WARNING:** Do not pry open the fuel tank filler valve. This could damage the fuel system. Failure to follow this instruction could result in fire, personal injury or death.



**WARNING:** Do not remove the fuel pump nozzle from its fully inserted position when refueling.

## Fuel and Refueling

**⚠ WARNING:** Stop refueling when the fuel pump nozzle automatically shuts off for the first time. Failure to follow this will fill the expansion space in the fuel tank and could lead to fuel overflowing.

**⚠ WARNING:** Do not overfill the fuel tank. The pressure in an overfilled tank may cause leakage and lead to fuel spray and fire.

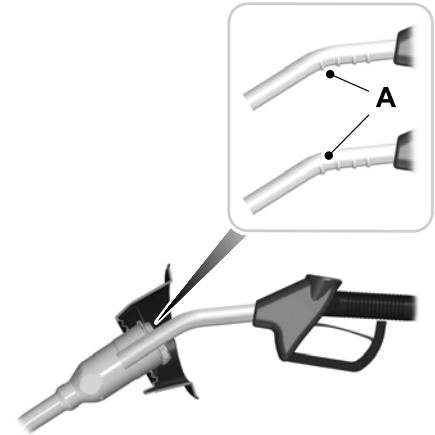
**⚠ WARNING:** Wait at least five seconds before removing the fuel pump nozzle to allow any residual fuel to drain into the fuel tank.

**⚠ WARNING:** Read and follow all the instructions on the pump island.

1. When you stop your vehicle, shift into park (P) and switch the ignition off.

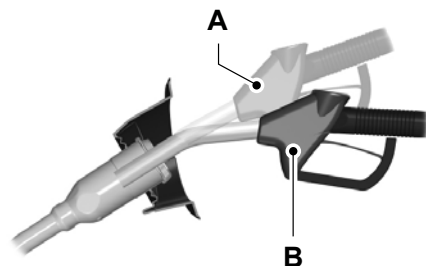


2. Press the button on the left side of the instrument panel next to the headlamp switch to open the fuel filler door. The fuel filler door can take up to 15 seconds to open before you can insert a fuel filler nozzle.



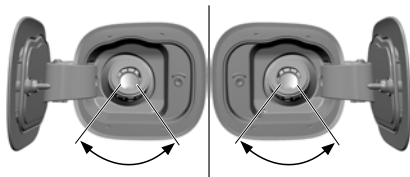
3. Insert the fuel pump nozzle up to the first notch on the nozzle A. Keep it resting on the cover of the fuel tank filler pipe opening.

## Fuel and Refueling

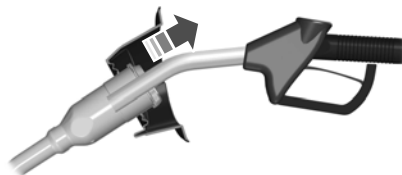


E139203

4. Hold the fuel pump nozzle in position B when refueling. Holding the fuel pump nozzle in position A can affect the flow of fuel and shut off the fuel pump nozzle before the fuel tank is full.



5. Operate the fuel pump nozzle within the area shown.



6. When the nozzle shuts off, wait at least 5 seconds, then slightly raise the fuel pump nozzle and slowly remove it.
7. Fully close the fuel filler door.

Complete the refueling process within 20 minutes. If 20 minutes elapses, press the button on the left side of the instrument panel again. Fuel pump nozzle automatic shut off could occur if you do not press the button on the left side instrument panel.

Do not attempt to start the engine if you have filled the fuel tank with incorrect fuel. Incorrect fuel use could cause damage not covered by the vehicle Warranty. Have your vehicle immediately checked.

### **MANUALLY OPENING THE FUEL FILLER DOOR - EXCLUDING: PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)**

Your vehicle does not have a fuel tank filler cap.



## Fuel and Refueling



- A Left-hand side. To open the fuel filler door, press the center rear edge of the fuel filler door and then release.
- B Right-hand side. To open the fuel filler door, press the center rear edge of the fuel filler door and then release.
- C Left-hand side. Pull the rear of the fuel filler door to open it.
- D Right-hand side. Pull the rear of the fuel filler door to open it.

### MANUALLY OPENING THE FUEL FILLER DOOR - PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

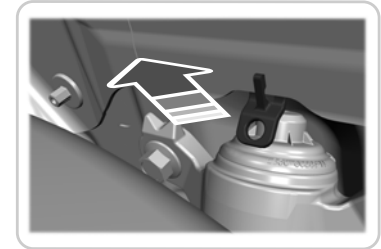


**WARNING:** The fuel system may be under pressure. If you hear a hissing sound near the fuel filler inlet, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.

**Note:** The transmission must be in park (P) or neutral (N).

When using the manual override lever do the following:

1. Switch the ignition on.



**Note:** The manual override lever is in the driver side rear wheel well area.

2. Pull the manual override lever.
3. Switch the ignition off.

# Fuel and Refueling

4. Complete the refueling process within 20 minutes.

**Note:** Only follow this procedure if the fuel filler door fails to open. If the problem remains, have your vehicle checked as soon as possible.

## FUEL TANK CAPACITY - 1.5L ECOBOOST™

### Capacities

| Variant | Quantity        |
|---------|-----------------|
| AWD.    | 54 L (11.9 gal) |
| FWD.    | 51 L (11.2 gal) |

# Fuel and Refueling

## FUEL TANK CAPACITY - 2.0L ECOBLUE

### Capacities

| Variant | Quantity        |
|---------|-----------------|
| AWD.    | 54 L (11.9 gal) |
| FWD.    | 52 L (11.4 gal) |

# Fuel and Refueling

## FUEL TANK CAPACITY - 2.5L

### Capacities

| Variant     | Quantity        |
|-------------|-----------------|
| FHEV - AWD. | 54 L (11.9 gal) |
| FHEV - FWD. | 51 L (11.2 gal) |
| PHEV.       | 42 L (9.2 gal)  |

# Fuel and Refueling

## FUEL CONSUMPTION REGULATIONS

### Energy Consumption (Off-Vehicle Charging) Fuel Economy (Internal Combustion Engine and Not Off-Vehicle Charging) and CO2 Emissions

The declared WLTP fuel/energy consumptions, CO2 emissions and electric

range are determined according to the technical requirements and specifications of the European Regulations (EC) 715/2007 and (EU) 2017/1151 as last amended. The applied standard test procedures enable comparison between different vehicle types and different manufacturers.

### European Directive 1999/94/EC

In addition to the fuel/energy efficiency of a car, driving behaviour as well as other non-technical factors play a role in determining a car's fuel/energy consumption, CO2 emissions and electric range. CO2 is the main greenhouse gas responsible for global warming. A guide on fuel economy and CO2 emissions which contains data for all new passenger car models is available at any point of sale free of charge.

## FUEL CONSUMPTION FIGURES - 1.5L ECOBLUE

### WLTP

| Low            | Medium          | High            | Extra-High      | Combined        | CO <sub>2</sub> Emissions |
|----------------|-----------------|-----------------|-----------------|-----------------|---------------------------|
| L/100 km (mpg) | L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | g/km                      |
| 7–5.2 (40–54)  | 5.8–4.5 (49–63) | 5.1–4.1 (55–69) | 6.1–5.1 (46–55) | 5.9–4.7 (48–60) | 123–154                   |

# Fuel and Refueling

## FUEL CONSUMPTION FIGURES - 1.5L ECOBOOST™

### WLTP

| Low             | Medium         | High            | Extra-High      | Combined        | CO <sub>2</sub> Emissions |
|-----------------|----------------|-----------------|-----------------|-----------------|---------------------------|
| L/100 km (mpg)  | L/100 km (mpg) | L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | g/km                      |
| 8.8–8.3 (32–34) | 7–6.2 (40–46)  | 6.3–5.5 (45–51) | 7.5–6.8 (38–42) | 7.2–6.5 (39–43) | 147–163                   |

# Fuel and Refueling

## FUEL CONSUMPTION FIGURES - 2.0L ECOBLUE

### WLTP

| Low             | Medium          | High            | Extra-High      | Combined        | CO <sub>2</sub> Emissions |
|-----------------|-----------------|-----------------|-----------------|-----------------|---------------------------|
| L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | g/km                      |
| 8.2–5.5 (34–51) | 6.5–4.9 (43–58) | 5.5–4.1 (51–69) | 6.4–5.2 (44–54) | 6.4–4.8 (44–59) | 127–166                   |

# Fuel and Refueling

## FUEL CONSUMPTION FIGURES - 2.5L, FULL HYBRID ELECTRIC VEHICLE (FHEV), HYBRID ELECTRIC VEHICLE (HEV)

### WLTP

| Low             | Medium          | High            | Extra-High      | Combined        | CO <sub>2</sub> Emissions |
|-----------------|-----------------|-----------------|-----------------|-----------------|---------------------------|
| L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | L/100 km (mpg)  | g/km                      |
| 9.1–7.8 (31–36) | 5.6–4.6 (50–61) | 5.6–4.5 (50–63) | 6.5–5.6 (43–50) | 6.4–5.4 (44–52) | 124–146                   |



## Fuel and Refueling

### FUEL CONSUMPTION FIGURES - 2.5L, PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

#### WLTP

| Combined       | CO <sub>2</sub> Emissions |
|----------------|---------------------------|
| L/100 km (mpg) | g/km                      |
| 6–5.2 (47–54)  | 137–119                   |

### FUEL AND REFUELING – TROUBLESHOOTING

#### FUEL AND REFUELING – WARNING LAMPS



If it illuminates when you are driving, refuel as soon as possible.

### FUEL AND REFUELING – INFORMATION MESSAGES - EXCLUDING: FULL HYBRID ELECTRIC VEHICLE (FHEV)/ PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

| Message               | Action  |
|-----------------------|---|
| Fuel level low        | An early reminder of a low fuel condition. Refill your vehicle. |
| Check fuel fill inlet | Check to make sure the fuel fill inlet is fully closed.         |

# Fuel and Refueling

## FUEL AND REFUELING – INFORMATION MESSAGES - FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

| Message                           | Details   |
|-----------------------------------|---|
| Please wait for fuel door to open | Your vehicle is equipped with a sealed fuel system that may be under pressure. This information message appears while the fuel system is depressurizing with the fuel door closed. Please wait for the fuel system to depressurize and for the fuel filler door to unlatch. |
| Fuel door open                    | This information message appears when the fuel system has depressurized and opened the fuel filler door. Please fully open the fuel filler door and fully close the fuel filler door when refueling is complete.  |
| Refuel error See manual           | A warning message appears in the information display when the fuel system fails to depressurize or the fuel filler door fails to open. You may have to use the fuel filler door manual override lever.  |

# Diesel Particulate Filter

## WHAT IS THE DIESEL PARTICULATE FILTER

The diesel particulate filter is part of your vehicle's emissions system and filters harmful diesel particulates from the exhaust gas.

## HOW DOES THE DIESEL PARTICULATE FILTER WORK

The diesel particulate filter reduces emissions by trapping exhaust particles before they reach the tailpipe. The system must periodically clean the exhaust particles that gather inside the filter. This is carried out in three ways, passive regeneration, active regeneration and manual regeneration.

### Passive Regeneration

In passive regeneration, the normal exhaust system temperature cleans the filter by oxidizing the soot. Cleaning occurs during normal vehicle operating conditions due to driving patterns.

### Active Regeneration

Once the diesel particulate filter is full, active regeneration raises the exhaust temperature to eliminate the particles.

When the engine control module detects that the diesel particulate filter is nearly full of particulates, and you are not operating your vehicle in a manner to allow effective regeneration, messages appear in the information display as a reminder for you to drive your vehicle in order to clean the diesel particulate filter. If you drive your vehicle in a manner to allow effective regeneration, the information display shows a cleaning exhaust filter message.

## DIESEL PARTICULATE FILTER PRECAUTIONS



**WARNING:** Do not park or idle your vehicle over dry leaves, dry grass or other combustible materials. The regeneration process creates very high exhaust gas temperatures and the exhaust will radiate a considerable amount of heat during and after regeneration and after you have switched the engine off. This is a potential fire hazard.



**WARNING:** When the *Exhaust filter cleaning* message appears in the information display, do not park near flammable materials, vapors or structures until filter cleaning is complete.



**WARNING:** The normal operating temperature of the exhaust system is very high. Never work around or attempt to repair any part of the exhaust system until it has cooled. Use special care when working around the diesel oxidation catalytic converter or the diesel particulate filter. The diesel oxidation catalytic converter and the diesel particulate filter heat up to very high temperatures after only a short period of engine operation and remain hot after you switch the engine off.

**Note:** Avoid running out of fuel.

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

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

# Diesel Particulate Filter

Failure to perform active or manual regeneration when instructed could result in a clogged diesel particulate filter. If the diesel particulate filter fills beyond the regeneration threshold, your vehicle disables the ability for active and manual regeneration. This could result in irreversible damage your vehicle Warranty may not cover.

## DIESEL PARTICULATE FILTER REQUIREMENTS

The diesel particulate filter on your vehicle requires periodic regeneration to maintain its correct function.

If your journeys meet one of the following conditions:

- You drive only short distances.
- You frequently switch the ignition on and off.
- Your journeys contain a high level of acceleration and deceleration.

You must carry out occasional trips with the following conditions to assist the regeneration process:

- Drive your vehicle in more favorable conditions, which you will find at higher vehicle speeds in normal driving, on a main road or freeway for a minimum of 20 minutes. This drive may include short stops that will not affect the regeneration process.
- Avoid prolonged idling and observe speed limits and road conditions.
- Do not switch the ignition off.
- Select a suitable gear to ideally maintain engine speed between 1500 and 3000 RPM.

## DIESEL PARTICULATE FILTER – TROUBLESHOOTING

### DIESEL PARTICULATE FILTER – WARNING LAMPS



display.



If filter service is required, the engine control system warning lamp illuminates in the information

If there are any issues with the diesel particulate filter system, the engine control system warning lamp and a service engine soon warning lamp illuminate to inform you that your vehicle requires service. Have your vehicle checked as soon as possible.

# Diesel Particulate Filter

## DIESEL PARTICULATE FILTER – INFORMATION MESSAGES

| Message                                    | Action   |
|--|--|
| Exhaust filter cleaning                    | Your vehicle has entered the cleaning mode. Various engine actions will raise the exhaust temperature in the Diesel Particulate Filter system to burn off the particles (exhaust soot). After the vehicle burns the particles off, the exhaust temperature will return to normal levels. This message is NORMAL. |
| Exhaust filter overloaded Drive to clean   | The diesel particulate filter is full of particles (exhaust soot) and you are not operating the vehicle in a manner that allows normal cleaning. Drive the vehicle above 48 km/h (30 mph) when it is safe to do so, until the message turns off.   |
| Exhaust filter overloaded Clean now        |  |
| Exhaust filter at limit Clean now          | The diesel particulate filter is full of particles (exhaust soot) and you are not operating the vehicle in a manner that allows normal cleaning. Drive the vehicle above 48 km/h (30 mph) when it is safe to do so, until the message turns off.   |
| Exhaust filter at limit Drive to clean now |  |
| Exhaust filter drive completed             | Your diesel particulate filter is clean.   |
| Exhaust filter cleaned                     | Your diesel particulate filter is clean (OCR Only).  |
| Exhaust filter cleaning stopped            | The manual regeneration process has stopped (OCR Only).  |
| Exhaust filter over limit Service now      | You must have your vehicle serviced by an authorized dealer. Ignoring this warning message could lead to reduced drivability and customer expense, including damage to the diesel particulate filter. Your new vehicle warranty may not cover this damage.   |

# Selective Catalytic Reduction System

## WHAT IS THE SELECTIVE CATALYTIC REDUCTION SYSTEM

Selective catalytic reduction is an engine emission control system that reduces exhaust emission levels by injecting AdBlue® into the exhaust system.

## SELECTIVE CATALYTIC REDUCTION SYSTEM PRECAUTIONS



**WARNING:** Keep AdBlue® out of reach of children. Avoid contact with skin, eyes or clothing. In case of contact with your eyes, immediately flush with water and get prompt medical attention. In case of contact with your skin, immediately clean with soap and water. If you swallow any AdBlue®, drink plenty of water and immediately seek medical attention.



**WARNING:** Only refill the AdBlue® tank in a well-ventilated area. When you remove the AdBlue® tank filler cap or an AdBlue® container cap, ammonia vapors may escape. Ammonia vapors can be irritating to skin, eyes and mucous membranes. Inhaling ammonia vapors can cause burning to the eyes, throat and nose and cause coughing and watery eyes.



**WARNING:** Tampering with or disabling the selective catalytic reduction system results in severe vehicle performance limitation, eventually your vehicle not starting.



**WARNING:** Immediately refill the AdBlue® fluid when low and replace when contaminated. Drive with caution and be careful where you stop because you cannot restart your vehicle until you refill or replace the fluid.

Do not dilute the AdBlue® with water or any other liquid.

Do not put AdBlue® in the vehicle fuel tank. This can cause engine damage not covered by the vehicle Warranty.

Do not put fuel or any additives in the AdBlue® tank. This can cause damage not covered by the vehicle Warranty.

Do not overfill the AdBlue® tank.

Immediately remove any residue on painted surfaces when filling with AdBlue®.

## SELECTIVE CATALYTIC REDUCTION SYSTEM REQUIREMENTS

Only use AdBlue® certified to ISO-22241.

**Note:** *The use and refilling of AdBlue® is mandatory for the vehicle to comply with the legal emission requirements.*

## SELECTIVE CATALYTIC REDUCTION SYSTEM GUIDELINES

- Do not re-use an empty fluid container.
- Do not store the AdBlue® container in direct sunlight.
- Store the AdBlue® at temperatures between -5°C (23°F) and 20°C (68°F).

# Selective Catalytic Reduction System

- Do not store AdBlue® containers in your vehicle.
- AdBlue® is non-flammable, non-toxic, colorless and water-soluble.



The AdBlue® tank filler pipe is next to the fuel tank filler pipe and has a blue cap. Fill the tank using a fluid pump at an AdBlue® filling station or an AdBlue® container.

## FILLING THE SELECTIVE CATALYTIC REDUCTION SYSTEM TANK

### FILLING THE SELECTIVE CATALYTIC REDUCTION SYSTEM TANK IN COLD WEATHER

AdBlue® may freeze when the temperature is below  $-11^{\circ}\text{C}$  ( $12^{\circ}\text{F}$ ). Your vehicle has a preheating system which allows the fluid to operate below  $-11^{\circ}\text{C}$  ( $12^{\circ}\text{F}$ ). If you overfill the AdBlue® tank and the fluid freezes, it may cause damage not covered by the vehicle Warranty.

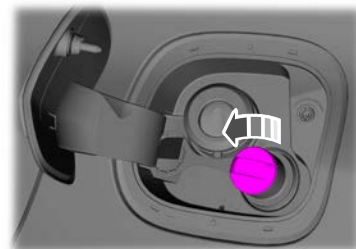
**Note:** *It may not be possible to fully fill the AdBlue® tank when the temperature is below  $-11^{\circ}\text{C}$  ( $12^{\circ}\text{F}$ ).*

**Note:** *If the AdBlue® tank is frozen, it could not correctly display the fluid level or recognize when you fill the tank. The AdBlue® level updates when the tank completely thaws out.*

### FILLING THE SELECTIVE CATALYTIC REDUCTION SYSTEM TANK USING A FUEL STATION PUMP

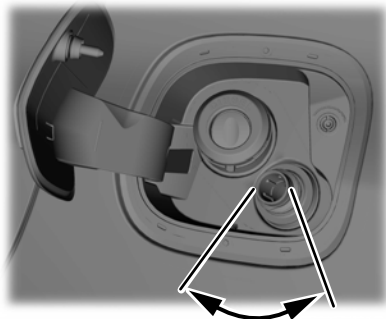
Filling the AdBlue® tank using a fuel station pump is similar to refueling your vehicle.

1. Fully open the fuel filler door.



2. Remove the AdBlue® tank filler cap.
3. Fully insert the AdBlue® pump nozzle.

## Selective Catalytic Reduction System



4. Operate the AdBlue® pump nozzle within the area shown.

**Note:** The pump nozzle shuts off when the tank is full.

5. Slightly raise the AdBlue® pump nozzle and then slowly remove it.
6. Replace the AdBlue® tank filler cap. Turn it clockwise until you feel a strong resistance and it clicks.

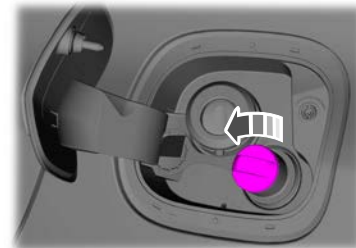
Do not attempt to start the engine if you have filled the AdBlue® tank with incorrect fluid. Incorrect fluid use could cause damage not covered by the vehicle Warranty. Have your vehicle checked as soon as possible.

### FILLING THE SELECTIVE CATALYTIC REDUCTION SYSTEM TANK USING A PORTABLE CONTAINER

Use containers that have a seal on the spout.

Always follow the manufacturer's instructions.

1. Remove the fluid container cap.
2. Place the spout on to the container and tighten it until you feel a strong resistance.



3. Remove the AdBlue® tank filler cap.
4. Insert the spout into the AdBlue® tank filler pipe until the seal on the spout fully seats.
5. Pour the fluid into the tank.

**Note:** The fluid stops flowing when the tank is full.

6. Return the container to the vertical position slightly below the AdBlue® tank filler pipe.
7. Allow any fluid remaining in the spout to drain back into the container.
8. Remove the spout from the AdBlue® tank filler pipe.



# Selective Catalytic Reduction System

- 9. Remove the spout from the AdBlue® container and replace the cap.
- 10. Replace the AdBlue® tank filler cap. Turn it clockwise until you feel a strong resistance and it clicks.

Do not attempt to start the engine if you have filled the AdBlue® tank with incorrect fluid. Incorrect fluid use could cause damage not covered by the vehicle Warranty. Have your vehicle checked as soon as possible.

## CHECKING THE SELECTIVE CATALYTIC REDUCTION FLUID LEVEL - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

- 1. Using the information display controls on the steering wheel, select **Settings**.

## ADBLUE® CAPACITY AND SPECIFICATION

### Capacities

| Variant | Quantity         |
|---------|------------------|
| All.    | 14.2 L (3.1 gal) |

- 2. Select **Information**.
- 3. Select **AdBlue® info**.

## CHECKING THE SELECTIVE CATALYTIC REDUCTION FLUID LEVEL - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

- 1. Press the menu button on the steering wheel to enter the information display main menu.
- 2. Select **Select screens**.
- 3. Select **AdBlue® info**.

## SELECTIVE CATALYTIC REDUCTION FLUID CONSUMPTION

AdBlue® consumption is directly related to fuel consumption and is governed by many factors, for example driving style, high speed driving, stop-start driving, air conditioning usage, add-on accessories, payload and towing. The AdBlue® consumption may vary between 1% and 6% of the fuel consumption but could be more under extreme conditions such as heavy towing.

AdBlue® consumption is specified for a vehicle variant and not for a single car.

# Selective Catalytic Reduction System

## Materials

| Name                       | Specification |
|----------------------------|---------------|
| AdBlue®<br>HAMJ-M99C130-xx | WSS-M99C130-A |

## SELECTIVE CATALYTIC REDUCTION SYSTEM – TROUBLESHOOTING

### SELECTIVE CATALYTIC REDUCTION SYSTEM – WARNING LAMPS



The warning lamp illuminates if the system detects the fluid level is low or if there is a system malfunction.

If the warning lamp illuminates, the information display messages give you an indication whether the concern is fluid related or if there is a selective catalytic reductant system malfunction. If the warning lamp illuminates when your vehicle is moving, and the fluid is at a sufficient level, this indicates a system malfunction. Have your vehicle checked as soon as possible.

# Selective Catalytic Reduction System

## SELECTIVE CATALYTIC REDUCTION SYSTEM – INFORMATION MESSAGES

### AdBlue® Level

| Message   | Action   |
|---|--|
| AdBlue® low Range : XXXX km Refill soon<br>AdBlue® low Range : XXXX mls Refill soon | Indicates the approximate distance remaining before the AdBlue® tank becomes empty. Refill the AdBlue® tank as soon as possible.   |
| AdBlue® low No engine start in XXXX km<br>AdBlue® low No engine start in XXXX mls   | Indicates the approximate distance remaining before the AdBlue® tank becomes empty. The engine would not restart if you switch the ignition off. Refill the AdBlue® tank as soon as possible.                                |
| AdBlue® level empty. Refill to start engine   | The AdBlue® tank is empty. The engine would not restart if you switch the ignition off. Refill the AdBlue® tank. The minimum AdBlue® refill quantity required to restart the engine is available in the information display. |

**Note:** When filling the AdBlue® tank from empty, there may be a short period before the increased AdBlue® level is registered.

**Note:** If the AdBlue® tank freezes at low level, the displayed remaining distance could be reduced.

## Selective Catalytic Reduction System

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### AdBlue® Malfunction

| Message   | Action   |
|---|--|
| AdBlue® system malfunction Service required   | The system has malfunctioned. Have your vehicle checked as soon as possible.   |
| AdBlue® system No engine start in XXXX km<br>AdBlue® system No engine start in XXXX mls | Indicates the approximate distance before a detected system fault would restrict the engine from starting. The engine would not restart if you switch the ignition off. Have your vehicle checked as soon as possible. |
| AdBlue® system Service required to start engine   | The system has malfunctioned. Have your vehicle checked as soon as possible.   |

# Selective Catalytic Reduction System

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## **SELECTIVE CATALYTIC REDUCTION SYSTEM – FREQUENTLY ASKED QUESTIONS**

### **What is that noise after switching off the engine?**

- When you switch off the engine the selective catalytic reduction system pump runs for a short period of time. This is normal.

# Catalytic Converter

## WHAT IS THE CATALYTIC CONVERTER

The catalytic converter is part of your vehicle's emissions system and filters harmful pollutants from the exhaust gas.

## CATALYTIC CONVERTER PRECAUTIONS



**WARNING:** Do not park, idle or drive your vehicle on dry grass or other dry ground cover. The emission system heats up the engine compartment and exhaust system, creating the risk of fire.



**WARNING:** The normal operating temperature of the exhaust system is very high. Never work around or attempt to repair any part of the exhaust system until it has cooled. Use special care when working around the catalytic converter. The catalytic converter heats up to a very high temperature after only a short period of engine operation and stays hot after the engine is switched off.



**WARNING:** Exhaust leaks may result in entry of harmful and potentially lethal fumes into the passenger compartment. If you smell exhaust fumes inside your vehicle, have your vehicle inspected immediately. Do not drive if you smell exhaust fumes.

To avoid damaging the catalytic converter:

- Do not crank the engine for more than 10 seconds at a time.
- Do not run the engine with a spark plug lead disconnected.
- Do not push-start or tow-start your vehicle. Use booster cables. See **Jump Starting the Vehicle** (page 390).
- Use the correct fuel. See **Fuel and Refueling** (page 197).
- Do not switch the ignition off when your vehicle is moving.
- Avoid running out of fuel.
- Have the items listed in scheduled maintenance information performed according to the specified schedule.

**Note:** Do not make any unauthorized changes to your vehicle or engine. By law, vehicle owners and anyone who manufactures, repairs, or services a fleet of vehicles are not permitted to intentionally remove an emission control device or prevent it from working.

## CATALYTIC CONVERTER – TROUBLESHOOTING

### CATALYTIC CONVERTER – WARNING LAMPS

Your vehicle has an on-board diagnostics system that monitors the emission control system. If any of the following warning lamps illuminate, this may indicate that the on-board diagnostics system has detected an emission control system malfunction.

## Catalytic Converter

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Continuing to drive your vehicle may cause reduced power or the engine to stop. Failure to respond to a warning lamp may cause damage that your vehicle Warranty may not cover. Have your vehicle checked as soon as possible.

# Gasoline Particulate Filter

## WHAT IS THE GASOLINE PARTICULATE FILTER

The gasoline particulate filter is part of your vehicle's emissions system and filters harmful particulates from the exhaust emissions.

## HOW DOES THE GASOLINE PARTICULATE FILTER WORK

Particles in the exhaust emissions collect in the gasoline particulate filter causing a gradual restriction over time. This restriction is removed through a regeneration process controlled by the engine control system. The regeneration process converts the particles captured by the filter into harmless gases.

## GASOLINE PARTICULATE FILTER PRECAUTIONS



**WARNING:** Do not park or idle your vehicle over dry leaves, dry grass or other combustible materials. The regeneration process creates very high exhaust gas temperatures and the exhaust will radiate a considerable amount of heat during and after regeneration and after you have switched the engine off. This is a potential fire hazard.

- Do not crank the engine for more than 10 seconds at a time.
- Do not push-start or tow-start your vehicle. Use booster cables.
- Do not switch the ignition off when your vehicle is moving.
- Do not ignore warning lamps, indicators or information messages.

If the filter is saturated or is approaching saturation, a warning lamp could illuminate or a message could appear in the instrument cluster display.

If you do not take action when a warning lamp illuminates or a message appears in the information display, you could cause damage not covered by the vehicle Warranty.

## GASOLINE PARTICULATE FILTER REQUIREMENTS

Regeneration occurs during normal driving, to varying degrees depending on how you drive. Regeneration occurs when you drive at moderate to high speed but if you generally drive short distances at low speed, the engine control system could actively raise the exhaust emissions temperature to remove the particles that have collected in the filter to make sure that it continues to correctly operate.

To assist regeneration, we recommend that you make occasional journeys that allow you to:

- Drive at a varied range of conditions, including highway conditions for a minimum of 20 minutes.
- Avoid prolonged engine idling.
- Select a suitable gear to maintain engine speed between 1500 and 4000 RPM.



# Gasoline Particulate Filter

## GASOLINE PARTICULATE FILTER – TROUBLESHOOTING

## GASOLINE PARTICULATE FILTER – WARNING LAMPS



Malfunction indicator lamp.

## GASOLINE PARTICULATE FILTER – INFORMATION MESSAGES


| Message                                    | Action  |
|--|---|
| Exhaust filter at limit Drive to clean now | <ul style="list-style-type: none"><li>• Drive at a varied range of conditions, including highway conditions for 20 minutes or until the message disappears.</li><li>• Avoid prolonged engine idling.</li><li>• Select a suitable gear to maintain engine speed between 1500 and 4000 RPM.</li></ul> |
| Exhaust filter over limit Service now      | <ul style="list-style-type: none"><li>• Drive at a moderate speed.</li><li>• Avoid heavy acceleration and deceleration.</li><li>• Have your vehicle checked as soon as possible.</li></ul>  |


## High Voltage Battery - Full Hybrid Electric Vehicle (FHEV)/Plug-In Hybrid Electric Vehicle (PHEV)


### WHAT IS THE HIGH VOLTAGE BATTERY

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

### HIGH VOLTAGE BATTERY PRECAUTIONS

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

 **WARNING:** Keep your hands and clothing clear of the cooling fan.

 **WARNING:** Apply the parking brake, shift into park (P), switch the ignition off and remove the key before you open the hood or have any service or repair work completed. If you do not switch the ignition off, the engine could restart at any time. Failure to follow this instruction could result in personal injury or death.



**WARNING:** Do not touch the electronic ignition system parts after you have switched the ignition on or when the engine is running. The system operates at high voltage. Failure to adhere to this warning could result in serious personal injury or death.


Your vehicle consists of various high-voltage components and wiring. All of the high-voltage power flows through specific wiring assemblies labeled as such or covered with a solid orange convolute, or orange striped tape, or both. Do not come in contact with these components.


## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)


### WHAT IS AC CHARGING


AC charging is the preferred method of charging. AC charging preserves the health of the battery for longer battery life.


### CHARGING YOUR VEHICLE PRECAUTIONS


 **WARNING:** You risk death, fire, or serious injury to yourself and others if you do not follow the instruction highlighted by the warning symbol.


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


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


 **WARNING:** Do not use the 240 V convenience cord with an extension cord, two-prong adapter, surge protector, timer or other adapter. Failure to follow this instruction could result in electric shock or fire.


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

 **WARNING:** Do not attempt to open the charging equipment. Failure to follow this instruction could result in personal injury, fire, electric shock, death or property damage.

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

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

 **WARNING:** Do not use an ungrounded wall outlet. The wall outlet must be in good condition and meet up-to-date local codes. Have a qualified electrician check the wall outlet, if you suspect that it is not properly grounded. Failure to follow this instruction could result in electric shock, personal injury, or death.


 **WARNING:** Do not modify the dual-voltage charging cord plug. If the dual-voltage charging cord plug does not properly fit into the wall outlet, have a qualified electrician install the correct wall outlet. Failure to follow this instruction could result in personal injury, fire, electric shock, or death.


### CHARGING EQUIPMENT


 **WARNING:** Read all instructions in this publication before using the charging equipment.


## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)


 **WARNING:** Children should be supervised when in the vicinity of the charging equipment while plugged in.


 **WARNING:** Do not put fingers into the electric charge coupler. Failure to follow this instruction could result in electric shock.


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


 **WARNING:** Do not connect or disconnect any pluggable components of the charging equipment when in use or charging. Failure to follow this instruction can cause damage to the charging equipment.


 **WARNING:** Visually inspect the charging equipment before each use. Do not use the charging equipment if it is damaged.

 **WARNING:** Do not use an ungrounded wall outlet. The wall outlet must be in good condition and meet up-to-date local codes. Have a qualified electrician check the wall outlet, if you suspect that it is not properly grounded. Failure to follow this instruction could result in electric shock, personal injury, or death.

 **WARNING:** Do not use the charging equipment in temperatures outside of the operation range of -30°C (-22°F) to 50°C (122°F).

 **WARNING:** Store the charging equipment in a clean dry place between the temperatures of -30°C (-22°F) to 85°C (185°F).

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

 **WARNING:** Do not use the charging equipment with an extension cord, surge protector, timer or other adapter. Failure to follow this instruction could result in electric shock or fire.

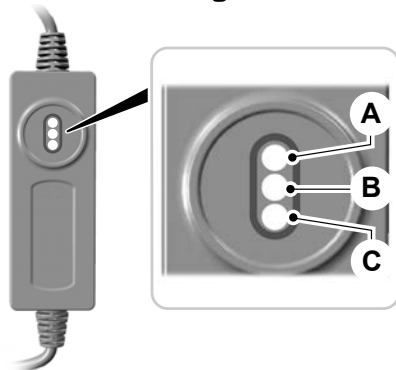
Your vehicle has a universal home charge cord in the luggage compartment.

- Do not use this product if the flexible power cord or electric vehicle cable has broken insulation, or any other signs of damage.
- Do not use this product if the enclosure or the electric vehicle connector is broken, cracked, open, or shows any other indication of damage.

**Note:** *You need to plug the universal home charge cord into a dedicated outlet.*

## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

### Universal Home Charge Cord



- A. Power.
- B. Fault.
- C. Check Outlet.

#### **CAUTION: TO REDUCE THE RISK OF FIRE**

- Use a three-prong AC outlet that is properly grounded, 15-20 amps or greater, and in good condition. Use a dedicated circuit. You cannot have other appliances connected to the same circuit. If you do not use a dedicated circuit, the circuit breaker could trip or open. If you do not have a dedicated circuit, contact a licensed professional electrician for proper installation.

**Note:** Make sure the electrical source meets the requirements for the high-voltage batteries to charge.

Make sure that the universal home charge cord is completely unwrapped before charging. Always plug the cord into the AC outlet before connecting the charged coupler into the charge port on your vehicle.

**Note:** When you plug the universal home charge cord into an outlet, use the following table to determine your vehicle charge status. If the power indicator light is off after plugging in the universal home charge cord, use a different outlet.

## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

| Universal Home Charge Cord LED Indicators |             |                      | What it Means  | What to Do   |
|---|-------------|----------------------|--|--|
| Power (Green)                             | Fault (Red) | Check Outlet (Amber) |  |  |
| Off                                       | Off         | Off                  | If the LED indicators are off after plugging in the universal home charge cord and the plug is experiencing a no power condition from the wall outlet, use a different outlet.                                     | Use a different wall outlet.                                       |
| On  | Off         | Off                  | The universal home charge cord is plugged into the wall outlet and ready to charge your vehicle. Reference the charge port section below for information on vehicle charging.                                      | No action required.  |
| On  | Flashing    | On                   | The universal home charge cord AC plug is experiencing an overheating condition. The universal home charge cord is in retry mode to return to normal condition. If the fault persists, you have a bad wall outlet. | Check the outlet. If the problem persists, use a different outlet. |
| On  | Off         | Flashing             | The universal home charge cord is charging at a reduced current rate due to a wall outlet over temperature condition.  | Check the outlet. If the problem persists, use a different outlet. |
| On  | On          | Flashing             | The universal home charge cord AC plug has overheated. The cordset retry mode has been exhausted. Your vehicle is not charging. You have a bad wall outlet.  | Check the outlet. If the problem persists, use a different outlet. |
| On  | Flashing    | Off                  | The universal home charge cord is experiencing a ground fault at the charge port. The universal home charge cord is in retry mode to return to normal condition. Your vehicle is not charging.                     | Unplug and re-plug to vehicle charge port.                         |

## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

| Universal Home Charge Cord LED Indicators |                       |                      | What it Means  | What to Do   |
|---|-----------------------|----------------------|--|--|
| Power (Green)                             | Fault (Red)           | Check Outlet (Amber) |  |  |
| On  | On                    | Off                  | The universal home charge cord is experiencing a ground fault at the charge port. The cordset retry mode has been exhausted. Your vehicle is not charging. Call for service. | Request vehicle service.   |
| On  | On/Two flash interval | Two flash interval   | Missing ground at AC outlet. Your vehicle is not charging. The universal home charge cord is in retry mode.  | Connect to a properly grounded AC outlet. If fault still exists for more than two minutes, return cordset for service. |
| On  | On/Flashing           | Off                  | The universal home charge cord is experiencing an internal fault. Call for service.  | Wait two minutes. If fault is still present, request cordset service. Replace the cordset.                             |

**Note:** If charging for your plug-in vehicle fails, please call the Customer Relationship Center, or click on Call for support or Live chat at our website.

### MOVING AND STORAGE INSTRUCTIONS

**Note:** Do not hold the universal home charge cord by the flexible power cable.

Make sure that you completely wrap the universal home charge cord after charging.

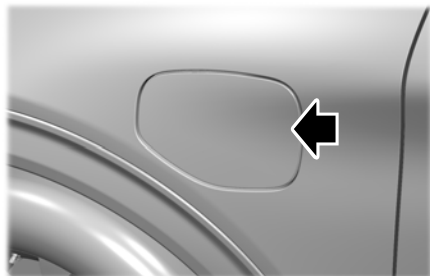
When complete, replace the universal home charge cord in the luggage compartment.

**Note:** Store the universal home charge cord in a clean, dry place between the temperature of  $-40-90^{\circ}\text{C}$  ( $-39.9-193.9^{\circ}\text{F}$ ).

### LOCATING THE CHARGE PORT

The charge port is between the front left-hand side door and the front left-hand wheel well. To open, press the center right edge of the charge port door, and then release.

## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)



**Note:** Do not force the charge port door open or closed. Forcing the door open or closed damages the charge port.

### CHARGE PORT INDICATORS

The charge status indicator around the charge port indicates the charge status of the high voltage battery in your vehicle.

Divided into five zones, the charge status indicator displays the state of charge in 20 percent increments.

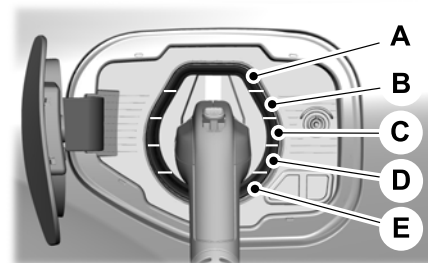
We use the color white as a courtesy light to help with plugging in and to acknowledge actions such as plugging in, unplugging or pressing the charge times button.

We use the color blue when you plug the vehicle in and are either charging or waiting to charge.

We use the color orange to indicate charge faults.

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.



- A. 80%-100% state of charge.
- B. 60%-80% state of charge.
- C. 40%-60% state of charge.
- D. 20%-40% state of charge.
- E. 0%-20% state of charge.

**Note:** When charging stops, the charge status indicator shows all the completed zones solidly lit up in a blue color for 30 seconds before turning off. For example, if charging stops at 70 percent, then the bottom three zones light up solidly to indicate a battery charge level of at least 60 percent but less than 80 percent. Charging stops when complete or when paused due to preferred charge settings or charge station actions.



## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

**Note:** If the charge status indicator does not light up or pulse after plugging in, please verify that the charge port light setting is On. If you do not wish to have the charge status indicator light up at all while charging, then you can switch it Off. See charge port light under vehicle settings on your touchscreen. See **SYNCTM 3** (page 494).

### AC CHARGING

#### CONNECTING THE CHARGER

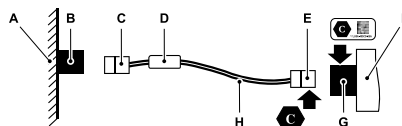


**WARNING:** Do not use the charging equipment if it is faulty or has been damaged. Failure to follow this instruction could result in personal injury, fire, electric shock, death or property damage.

#### Charging at Home

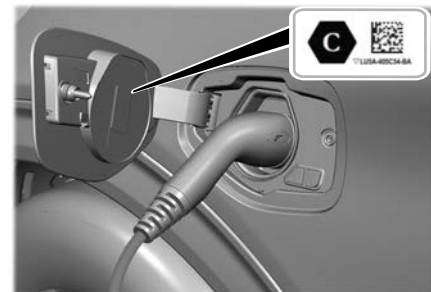
You must unwrap your universal home charge cord completely before charging.

When using the universal home charge cord, plug the charge coupler into the vehicle charge port where the same identifier symbol can be seen.



- A Mains
- B Socket Outlet (Household)
- C Plug
- D Control box
- E Charge coupler
- F Vehicle
- G Charge port receptacle
- H Universal home charge cord

1. Shift into park (P), apply the parking brake and switch the ignition off.
2. Plug the universal home charge cord plug into the AC outlet.
3. Fully open the charge port door.



4. Plug the charge coupler into the charge port on your vehicle.

**Note:** Make sure that you fully engage the charge coupler.

**Note:** Your vehicle will lock to the charge coupler.

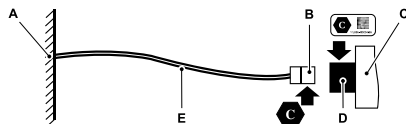
**Note:** When the charge coupler is properly engaged the light ring will illuminate. This indicates the beginning of a normal charge cycle.

**Note:** It takes approximately four to six hours to completely charge a discharged battery.

# Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

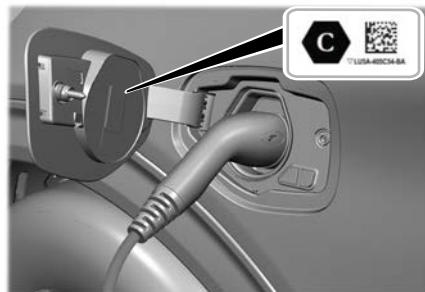
## Charging in Public

When using an AC charge station with cables attached, choose charge station cord coupler where the same identifier symbol can be seen.



- A AC charge station
- B Charge coupler
- C Vehicle
- D Charge port receptacle
- E Cable

1. Shift into park (P), apply the parking brake and switch the ignition off.
2. Select the appropriate charge station port.
3. Fully open the charge port door.



4. Plug the charge station coupler into the the charge port on your vehicle.

**Note:** Make sure that you fully engage the charge station coupler.

**Note:** Your vehicle will lock to the charge coupler.

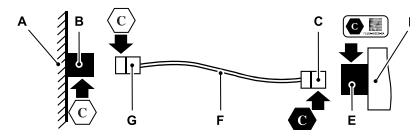
**Note:** When the charge coupler is properly engaged the light ring will illuminate. This indicates the beginning of a normal charge cycle.

**Note:** If you are using a 230 V charging station, follow the instructions on the charging station.

## Charging Using Your Public Charge Cord (If Equipped)

You must unwrap the public charge cord completely before charging.

When using an AC charge station without cables attached, plug your public charge cord into the charge station and the vehicle charge port where the same identifier symbol can be seen.

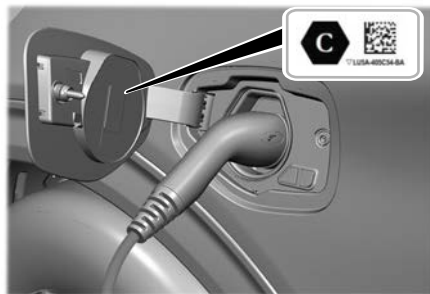


- A AC charge station
- B Charge station port
- C Vehicle charge coupler
- D Vehicle
- E Charge port receptacle
- F Public charge cable
- G Charge station charge coupler

1. Shift into park (P), apply the parking brake and switch the ignition off.

## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

2. Plug your public charge cord into the appropriate charge station port.
3. Remove the charge port cover.



4. Plug the public charge cord coupler into the charge port on your vehicle.

**Note:** Make sure that you fully engage the public charge cord coupler.

**Note:** Your vehicle will lock to the charge coupler.

**Note:** When the coupler is properly engaged the light ring will illuminate. This indicates the beginning of a normal charge cycle.

**Note:** If you are using a 230 V charging station, follow the instructions on the charging station.

### STOPPING CHARGING

The charge port unlock button is next to the charge port.



Press the charge port unlock button to stop charging the high voltage battery.

**Note:** You cannot unlock the charge coupler unless the vehicle remote is near the vehicle.

**Note:** Do not attempt to remove the charge coupler before you unlock it. Do not use any kind of tool to try and remove a locked charge coupler. Doing so could damage your vehicle and the charge coupler.

**Note:** You can also unlock the cord through your vehicle touchscreen. If the cord still does not unlock, please contact roadside assistance.

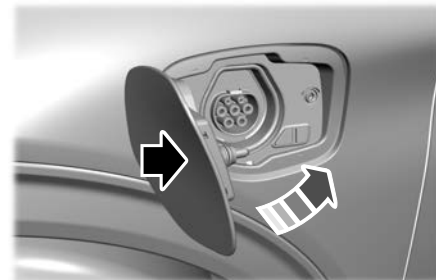
**Note:** If the charging equipment remains connected, the charge port relocks in a short period of time. Charging does not resume.

1. Unlock your vehicle.
2. Press the charge port unlock button.
3. Disconnect the coupler from the charge port on your vehicle.

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

**Note:** You cannot shift your vehicle out of park (P) until you remove the charge coupler.

**Note:** Do not use excessive force to disconnect the coupler. This could damage the charge port and the coupler.



4. Close the charge port door.
5. Disconnect the universal home charge cord plug from the AC outlet.

**Note:** Do not disconnect the universal home charge cord plug from the AC outlet when the vehicle is charging. This could damage the AC outlet and the universal home charge cord.

# Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

**Note:** If you are still unable to disconnect the charging coupler after trying the cord unlock buttons at the port and on your vehicle touchscreen, press any available stop button on the charging system to disable the charge to your vehicle, then try again.

## SETTING THE CHARGING SCHEDULE AND PREFERENCES

**Note:** Select charge settings on the home page of the touchscreen or under the vehicle settings menu to access charge preferences. See **SYNC™ 3** (page 494).

Charging may not begin upon plugging in if you have set up preferred charge times for this vehicle location. Your vehicle could delay charging to take advantage of off-peak electricity rates. Your vehicle optimizes the charge schedule to be complete by your next departure time.

When waiting to charge, plugged in and not currently charging, the charge status indicator shows the present state of charge of the high voltage battery by lighting up all completed zones for 30 seconds before turning off. For example, if the battery is at 70 percent charge then the bottom three zones solidly light up to indicate a battery charge level of at least 60 percent but less than 80 percent. When the current state of charge is less than 20 percent, none of the zones light up.

**Note:** When your vehicle is waiting to charge, the charge status indicator turns off 30 seconds after displaying the present state of charge. When your vehicle begins charging, the charge status indicator turns on and displays the status of the charge, as described above.

## Charge Times Button



The charge times button is next to the charge port.

Use the charge times button to either turn off or turn on your charge times settings for this location. Select charge settings on the home page of your touchscreen or under the vehicle settings menu to access charge preferences. See **SYNC™ 3** (page 494).

## CHARGING EQUIPMENT IDENTIFICATION SYMBOLS



Identifier symbol visible on universal home charge cord couplers, charge station cord couplers and vehicle charge ports.

| Supply Type | Standard   | Configuration | Type of Accessory   | Voltage Range                  |
|-------------|------------|---------------|---|--------------------------------|
| AC          | EN 62196-2 | Type 2        | Universal home charge cord coupler, charge station coupler and vehicle charge port. | Lower or equal to 480 volt RMS |

# Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)



Identifier symbol visible on charge station ports and your public charge cord coupler.

| Supply Type | Standard   | Configuration | Type of Accessory                                | Voltage Range                  |
|-------------|------------|---------------|--|--------------------------------|
| AC          | EN 62196-2 | Type 2        | Charge station port, public charge cord coupler. | Lower or equal to 480 volt RMS |

## CHARGING YOUR VEHICLE – TROUBLESHOOTING

### CHARGING YOUR VEHICLE – INFORMATION MESSAGES

| Message  | Action  |
|--|---|
| Vehicle plugged in? Yes No                                     | Your vehicle needs confirmation that you unplugged it before allowing a start. Make sure your vehicle is unplugged and you respond to the message before starting your vehicle. |
| Unplug prior to starting vehicle                               | Your vehicle detects it is still plugged in after you attempt to start it.  |
| Charge Station Fault See Manual                                | A charging fault has been detected. Check the charging cord and the charge station or electrical supply.  |
| Charge Station Communication Error<br>Contact Station Provider | The charging station cannot communicate with your vehicle. Contact the station provider.  |

## Charging Your Vehicle - Plug-In Hybrid Electric Vehicle (PHEV)

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### **CHARGING YOUR VEHICLE – FREQUENTLY ASKED QUESTIONS**

#### **Why does my vehicle have a hum or fan noise when charging?**

A hum or a fan noise could be present when charging the high voltage battery. This is a normal operation as your vehicle is keeping the battery cool while charging.

# Manual Transmission

## MANUAL TRANSMISSION PRECAUTIONS

Do not rest your hand on the gearshift lever or use the gearshift lever to hang and support objects. This could cause damage to the transmission not covered by the vehicle Warranty.

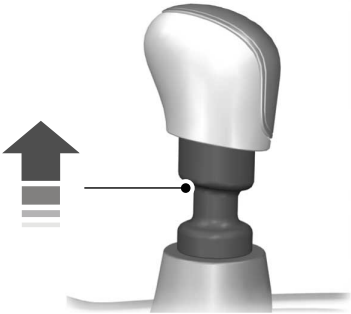
Do not rest your foot on the clutch pedal or use the clutch pedal to keep your vehicle stationary when waiting on a hill. This could cause damage to the clutch not covered by the vehicle Warranty.

Failure to fully press the clutch pedal could cause increased shift efforts, prematurely wear transmission components or damage to the transmission.

## SHIFTING INTO REVERSE

Do not shift into reverse when your vehicle is moving. This could cause damage to the transmission not covered by the vehicle Warranty.

1. Fully press the brake pedal.
2. Fully press the clutch pedal and shift into neutral.



3. Raise the collar and shift into reverse.

## MANUAL TRANSMISSION SHIFT INDICATORS



It illuminates to advise you that shifting gear may give better fuel economy or lower emissions.



## CHECKING THE CLUTCH FLUID LEVEL

The clutch and brake systems share the same fluid reservoir. See **Checking the Brake Fluid** (page 257).

## CLUTCH FLUID SPECIFICATION

Only use fluid that meets Ford specifications.

## Materials

| Name   | Specification |
|--|---------------|
| Brake Fluid DOT 4 LV High Performance<br>BU7J-M6C65-xxxx | WSS-M6C65-A2  |

## **MANUAL TRANSMISSION – TROUBLESHOOTING**

### **MANUAL TRANSMISSION – FREQUENTLY ASKED QUESTIONS**

#### **What should I do if any gear is not fully engaged?**

Fully press the clutch pedal and shift into neutral. Release the clutch pedal for a moment, fully press the clutch pedal again and shift into gear.



# Automatic Transmission

## AUTOMATIC TRANSMISSION PRECAUTIONS



**WARNING:** When your vehicle is stationary, keep the brake pedal fully pressed when shifting gears. Failure to follow this instruction could result in personal injury, death or property damage.



**WARNING:** Do not apply the brake pedal and accelerator pedal simultaneously. Applying both pedals simultaneously for more than a few seconds will limit power, which may result in difficulty maintaining speed in traffic and could lead to serious injury.



**WARNING:** Apply the parking brake, shift into park (P), switch the vehicle off and remove the key or remote control before you leave your vehicle. Failure to follow this instruction could result in personal injury or death.

## AUTOMATIC TRANSMISSION POSITIONS

### PARK (P)



**WARNING:** Shift into park (P) only when your vehicle is stationary.

In park (P) power is not transmitted to the driven wheels.

**Note:** A tone sounds if you attempt to exit your vehicle without the vehicle in park (P).

**Note:** Your vehicle may not shift out of park (P) if the 12 V battery has run out of charge.

**Note:** Your vehicle may not shift out of park (P) if a fuse is blown.

**Note:** Your vehicle may not shift out of park (P) unless the key or remote control is inside your vehicle.

**Note:** The electronic parking brake could apply when you power your vehicle on with the selector in park (P).

**Note:** The electronic parking brake could apply if you shift to park (P) without fully pressing the brake pedal.

**Note:** The electronic parking brake could apply if you shift to park (P) on a slope.

**Note:** Do not manually release the parking brake when the selector is in park (P). See **Automatically Releasing the Electric Parking Brake** (page 260).

**Note:** Your vehicle could shift into park (P) if you attempt to exit your vehicle without the transmission in park (P). See **How Does Automatic Return to Park (P) Work** (page 249).

**Note:** A tone could sound when you select park (P).

### REVERSE (R)



**WARNING:** Shift into reverse (R) only when your vehicle is stationary.

In reverse (R) power is transmitted to the driven wheels.

### NEUTRAL (N)



**WARNING:** In neutral (N) your vehicle is free to roll.

## Automatic Transmission

In neutral (N) power is not transmitted to the driven wheels.

### DRIVE (D)

In drive (D) power is transmitted to the driven wheels.

### LOW (L) - 1-SPEED AUTOMATIC TRANSMISSION, VEHICLES WITHOUT: PADDLE SHIFTERS

In low (L) your vehicle decelerates more noticeably than in drive (D) when the accelerator pedal is released.

**Note:** We recommend using this mode for driving on hilly or mountainous roads or when towing a trailer. See **Towing a Trailer** (page 381).

### LOW (L) - 8-SPEED AUTOMATIC TRANSMISSION, VEHICLES WITHOUT: PADDLE SHIFTERS

In low (L) your vehicle holds low gears.

**Note:** We recommend using this mode for driving on hilly or mountainous roads or when towing a trailer. See **Towing a Trailer** (page 381).

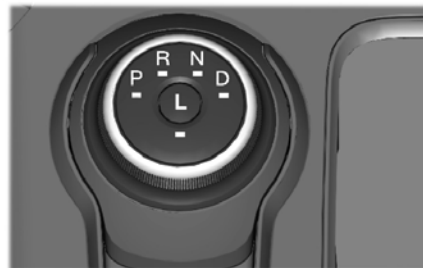
### MANUAL (M) - 8-SPEED AUTOMATIC TRANSMISSION, VEHICLES WITH: PADDLE SHIFTERS

In manual (M) you can select a specific gear. See **Manually Shifting Gears** (page 247).

**Note:** We recommend using this mode for driving on hilly or mountainous roads or when towing a trailer. See **Towing a Trailer** (page 381).

### SHIFTING YOUR VEHICLE INTO GEAR - VEHICLES WITHOUT: PADDLE SHIFTERS

The selector is on the center console.



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1. Press and hold the brake pedal.
2. Rotate the outer ring to select a position.

**Note:** The position illuminates on the selector.

**Note:** Your vehicle cannot shift from drive (D) to park (P) with a clockwise rotation. Your vehicle cannot shift from park (P) to drive (D) with a counterclockwise rotation.

3. Press the low (L) or manual (M) or sport (S) button when your vehicle is in drive (D) to enter or exit mode.

### SHIFTING YOUR VEHICLE INTO GEAR - VEHICLES WITH: PADDLE SHIFTERS



# Automatic Transmission

The transmission selector is on the center console.

1. Press and hold the brake pedal.
2. Rotate the outer ring to select a position.

**Note:** The position illuminates on the transmission selector.

**Note:** Your vehicle cannot shift from drive (D) to park (P) with a clockwise rotation. Your vehicle cannot shift from park (P) to drive (D) with a counter-clockwise rotation.

3. Press the manual (M) button when your vehicle is in drive (D) to enter or exit mode.

## AUTOMATIC TRANSMISSION POSITION INDICATORS - VEHICLES WITHOUT: PADDLE SHIFTERS

The instrument cluster displays the current position.



**Note:** The position could illuminate on the transmission selector.

## AUTOMATIC TRANSMISSION POSITION INDICATORS - VEHICLES WITH: PADDLE SHIFTERS

The instrument cluster displays the current position.



**Note:** The position could illuminate on the transmission selector.

## MANUALLY SHIFTING GEARS - VEHICLES WITH: PADDLE SHIFTERS

### SHIFTING USING THE PADDLE SHIFTERS

The instrument cluster displays the current gear.

The current gear flashes when your vehicle cannot shift into the requested gear. Your vehicle will not shift if the requested gear raises or lowers the engine speed beyond the limit.

Your vehicle could shift when you fully press the accelerator or brake pedal.

**Note:** Your vehicle could shift when you fully press the accelerator or brake pedal.

**Note:** Drive modes could affect when the vehicle shifts into the requested gear.

### Manually Shifting in Drive (D)

Use this feature to temporarily change gear.

## Automatic Transmission

**Note:** We recommend using this feature for engine braking or driving on hilly or mountainous roads.



- Pull any paddle to switch the feature on.
- Pull the right (+) paddle to upshift.
- Pull the left (-) paddle to downshift.
- Hold the right (+) paddle for a few seconds to switch the feature off.

**Note:** The feature switches off after a short period of time if neither paddle is pulled.

### Manually Shifting in Manual (M)

Use this feature to select a specific gear.

**Note:** We recommend using this feature for engine braking, driving on hilly or mountainous roads, or when towing a trailer. See **Towing a Trailer** (page 381).



- Shift to manual (M) to switch the feature on.
- Pull the right (+) paddle to upshift.
- Pull the left (-) paddle to downshift.
- Shift to drive (D) to switch the feature off.

### TEMPORARY NEUTRAL MODE

#### WHAT IS TEMPORARY NEUTRAL MODE

This mode keeps your vehicle in neutral (N), for a limited time, when you exit your vehicle or switch your vehicle off.

**Note:** Do not tow your vehicle in this mode.

#### HOW DOES TEMPORARY NEUTRAL MODE WORK

Use this mode to keep your vehicle in neutral (N) when you exit your vehicle or switch your vehicle off. For example, if you exit your vehicle before an automatic car wash.

**Note:** You do not need to use this mode at an automatic car wash if you stay in your vehicle with power on.

**Note:** Do not tow your vehicle in this mode.

**Note:** Automatic return to park (P) is delayed when your vehicle is in this mode. See **What Is Automatic Return to Park (P)** (page 249).

#### TEMPORARY NEUTRAL MODE LIMITATIONS

Your vehicle could shift to park (P) after 30 minutes, or when the vehicle battery charge level is low. Prolonged use of this mode can cause the 12 V battery to run out of charge.

Do not tow your vehicle in this mode. Failure to follow these instructions could result in vehicle damage not covered by the vehicle warranty.

# Automatic Transmission

## ENTERING TEMPORARY NEUTRAL MODE - VEHICLES WITHOUT: PADDLE SHIFTERS

1. Bring your vehicle to a complete stop.
2. Press and hold the brake pedal.
3. Power your vehicle on.
4. Shift into neutral (N).

**Note:** An instructional message appears.

5. Press the low (L) button.

**Note:** A confirmation message appears when your vehicle enters the mode.

6. Release the brake pedal.

**Note:** Your vehicle is free to roll.

7. Switch your vehicle off.

**Note:** Do not tow your vehicle in this mode.

**Note:** The neutral (N) indicator on the transmission selector may flash in this mode.

## ENTERING TEMPORARY NEUTRAL MODE - VEHICLES WITH: PADDLE SHIFTERS

1. Bring your vehicle to a complete stop.
2. Press and hold the brake pedal.
3. Power your vehicle on.

4. Shift into neutral (N).

**Note:** An instructional message appears.

5. Press the manual (M) button.

**Note:** A confirmation message appears when your vehicle enters the mode.

6. Release the brake pedal.

**Note:** Your vehicle is free to roll.

7. Switch your vehicle off.

**Note:** Do not tow your vehicle in this mode.

**Note:** The neutral (N) indicator on the transmission selector may flash in this mode.

## EXITING TEMPORARY NEUTRAL MODE

1. Press the brake pedal.
2. Shift into park (P), or power your vehicle on and shift into drive (D) or reverse (R).

## AUTOMATIC RETURN TO PARK (P)

### WHAT IS AUTOMATIC RETURN TO PARK (P)

Your vehicle shifts into park (P) if you attempt to exit your vehicle without the vehicle in park (P).

### HOW DOES AUTOMATIC RETURN TO PARK (P) WORK

Your vehicle shifts into park (P) when your vehicle is stationary and any of the following occur:

- You switch the vehicle off.
- You open the driver door with your seatbelt unlatched.
- You unlatch the driver seatbelt when the driver door is open.

**Note:** Do not use automatic return to park (P) when your vehicle is moving, except in an emergency. See **Stopping the Engine When Your Vehicle is Moving** (page 179).

# Automatic Transmission

## AUTOMATIC RETURN TO PARK (P) LIMITATIONS

Automatic return to park (P) may not work if the door ajar sensor or seatbelt sensor are malfunctioning.

See an authorized dealer if any of the following occur:

- Seatbelt indicator illuminates or tone sounds with the seatbelt fastened.
- Door ajar indicator does not illuminate with the driver door open.
- Door ajar indicator illuminates with the driver door closed.
- Transmission not in park message appears with the driver door closed, after you shift out of park (P).

## GRADE ASSIST - 1-SPEED AUTOMATIC TRANSMISSION

### WHAT IS GRADE ASSIST

Provides additional grade braking with a combination of engine motoring and high-voltage battery charging to help maintain vehicle speed when descending a grade.

## SWITCHING GRADE ASSIST ON AND OFF

1. Press **Settings** on the touchscreen.
2. Select **Driver Assistance Settings**.
3. Select **Grade Assist**.

The grade assist lamp appears in the instrument cluster.

Your vehicle determines the amount of engine motoring and high-voltage battery charging. You could notice the engine speed increasing and decreasing to help maintain your vehicle speed when descending a slope.

## GRADE ASSIST INDICATORS



## SHIFTING YOUR IMMOBILE VEHICLE OUT OF PARK (P) - 8-SPEED AUTOMATIC TRANSMISSION



**WARNING:** When doing this procedure, you need to take the transmission out of park (P) which means your vehicle can roll freely. To avoid unwanted vehicle movement, apply the parking brake prior to doing this procedure. Use wheel chocks if appropriate.

Use this procedure to shift your vehicle out of park (P) if you cannot start the engine.

**Note:** *Your vehicle could shift to park (P) after 30 minutes, or when the vehicle battery charge level is low. Prolonged use of this mode can cause the 12 V battery to run out of charge.*

**Note:** *If the battery is out of charge, use an external power source.*

**Note:** *Do not tow your vehicle in this mode. Failure to follow these instructions could result in vehicle damage not covered by the vehicle warranty.*

# Automatic Transmission

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## Shifting Your Vehicle Out of Park (P)

1. Apply the parking brake. See **Applying the Electric Parking Brake** (page 259).

**Note:** If the battery is out of charge, use an external power source to apply the parking brake.

2. Power your vehicle on without your foot on the brake pedal.
3. Fully press and hold the brake pedal.
4. Fully press and hold the accelerator pedal.
5. Shift into neutral (N).
6. Press the manual (M) or low (L) button.
7. Attempt to start your vehicle.

**Note:** A confirmation message appears when your vehicle enters the mode.

**Note:** You must complete this procedure within 20 seconds. If your vehicle shifts into park (P) attempt the procedure again.

8. Release accelerator and brake pedals.
9. Release the parking brake.
- Note:** Your vehicle is free to roll.
10. Switch your vehicle off.

**Note:** Do not tow your vehicle in this mode.

## Returning Your Vehicle to Normal Mode

1. Press the brake pedal.

2. Shift into park (P).

## AUTOMATIC TRANSMISSION AUDIBLE WARNINGS

### Transmission Not in Park (P) Audible Warning

Sounds if you open the driver door before shifting into park (P).

### Park Selection Audible Warning

Sounds when you shift into park (P).

# Automatic Transmission

## AUTOMATIC TRANSMISSION – TROUBLESHOOTING

### AUTOMATIC TRANSMISSION – INFORMATION MESSAGES - 1-SPEED AUTOMATIC TRANSMISSION

| Description   | Action  |
|---|---|
| Park brake not applied  | The electric parking brake is not fully applied.  |
| Transmission not in Park  | A reminder to shift into park. In addition, this message is typical after reconnecting or recharging the battery until you cycle the ignition to the on mode. |
| Shift malfunction Confirm park brake Apply before exiting the vehicle | Displays when there is a system fault and the park brake needs to be depressed before exiting the vehicle. See your authorized dealer.                        |



## Automatic Transmission

### AUTOMATIC TRANSMISSION – INFORMATION MESSAGES - 8- SPEED AUTOMATIC TRANSMISSION

| Message  | Description   |
|--|---|
| Park brake not applied   | The electric parking brake is not fully applied.  |
| Transmission not in Park   | A reminder to shift into park. In addition, this message is typically after reconnecting or recharging the battery until you cycle the ignition to the on mode. |
| Shift malfunction<br>Confirm park brake<br>Apply before exiting<br>the vehicle | Displays when there is a system fault and the park brake needs to be pressed before exiting the vehicle. See your authorized dealer.                            |

| Message                                     | Description   |
|---|---|
| Transmission malfunction Service now        | The system has detected a fault that requires service. Have your vehicle checked as soon as possible. |
| Select L to confirm<br>Stay in neutral mode | Displays when you shift into neutral (N).   |
| Stay in neutral mode engaged                | Displays to confirm that your vehicle has entered Stay in Neutral Mode.                               |
| Select M to confirm<br>Stay in neutral mode | The system has detected a fault that requires service. Have your vehicle checked as soon as possible. |

# All-Wheel Drive

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## HOW DOES ALL-WHEEL DRIVE WORK

The all-wheel drive system is designed to continuously monitor and adjust power delivery to the front and rear wheels to optimize both traction and handling. The AWD system turns on when needed and does not require input from you.

Your all-wheel drive vehicle is not intended for off-road use. The AWD feature gives your vehicle some limited off-road capabilities in which driving surfaces are relatively level, obstruction-free and otherwise similar to normal on-road driving conditions. Operating your vehicle in conditions other than those, could subject the vehicle to excess stress which might result in damage which is not covered under your warranty.

## ALL-WHEEL DRIVE PRECAUTIONS



**WARNING:** Do not become overconfident in the ability of all-wheel drive vehicles. Although an all-wheel drive vehicle may accelerate better than a two-wheel drive vehicle in low traction situations, it won't stop any faster than two-wheel drive vehicles. Always drive at a safe speed.

## ALL-WHEEL DRIVE LIMITATIONS

Using different size tires other than the provided spare could cause system damage or disable the all-wheel drive system.

# All-Wheel Drive

## ALL-WHEEL DRIVE – TROUBLESHOOTING

### ALL-WHEEL DRIVE – INFORMATION MESSAGES

| Message                          | Action  |
|----------------------------------|---|
| AWD temporarily disabled         | The all-wheel drive system temporarily turns off to protect itself from overheating.  |
| AWD restored                     | The all-wheel drive system will resume normal function and clear this message after driving a short distance with the road tire re-installed or after the system cools. |
| AWD off                          | The all-wheel drive system temporarily turns off to protect itself from overheating or if you are using the temporary spare tire.                                       |
| AWD malfunction Service required | The all-wheel drive system is not operating properly. If the warning stays on or continues to come on, contact an authorized dealer.                                    |

# Brakes

## BRAKE PRECAUTIONS

Wet brakes result in reduced braking efficiency. Gently press the brake pedal a few times when leaving a car wash or driving from standing water to dry the brakes.

**Note:** Depending on applicable laws and regulations in the country where your vehicle was originally built, the stoplamps could flash during heavy braking. The hazard warning flashers could also turn on when your vehicle comes to a stop.

## ANTI-LOCK BRAKING SYSTEM

### ANTI-LOCK BRAKING SYSTEM LIMITATIONS

The anti-lock braking system does not eliminate the risk of crash when:

- You drive too closely to the vehicle in front of you.
- Your vehicle is hydroplaning.
- You take corners too fast.
- The road surface is poor.

**Note:** If the system activates, the brake pedal could pulse and travel further. Maintain pressure on the brake pedal.

## ANTI-LOCK BRAKING SYSTEM INDICATORS

This system helps you maintain steering control during emergency stops by keeping the brakes from locking.



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

The warning lamp also momentarily illuminates when you switch the ignition on to confirm the lamp is functional. If it does not illuminate when you switch the ignition on, or begins to flash at any time, have the system checked by an authorized dealer.



The warning lamp illuminates when you engage the parking brake and the ignition is on.



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

The warning lamp also momentarily illuminates when you switch the ignition on to confirm the lamp is functional. If it does not illuminate when you switch the ignition on, or begins to flash at any time, have the system checked by an authorized dealer.

## BRAKE OVER ACCELERATOR


In the event the accelerator pedal becomes stuck or entrapped, apply steady and firm pressure to the brake pedal to slow the vehicle and reduce engine power. If you experience this condition, apply the brakes and bring your vehicle to a safe stop. Move the transmission to park (P), switch the engine off and apply the parking brake. Inspect the accelerator pedal for any interference. If none are found and the condition persists, have your vehicle towed to the nearest authorized dealer.


## LOCATING THE BRAKE FLUID RESERVOIR


See **Under Hood Overview** (page 414).


# Brakes

## CHECKING THE BRAKE FLUID

 **WARNING:** Do not use any fluid other than the recommended brake fluid as this will reduce brake efficiency. Use of incorrect fluid could result in the loss of vehicle control, serious personal injury or death.

 **WARNING:** Only use brake fluid from a sealed container. Contamination with dirt, water, petroleum products or other materials may result in brake system damage or failure. Failure to adhere to this warning could result in the loss of vehicle control, serious personal injury or death.

 **WARNING:** Do not allow the fluid to touch your skin or eyes. If this happens, rinse the affected areas immediately with plenty of water and contact your physician.

 **WARNING:** The brake system could be affected if the brake fluid level is below the **MIN** mark or above the **MAX** mark on the brake fluid reservoir.



1. Park your vehicle on a level surface.
2. Look at the brake fluid reservoir to see where the brake fluid level is relative to the **MIN** and the **MAX** marks on the reservoir.

**Note:** To avoid fluid contamination, the reservoir cap must remain in place and fully tight, unless you are adding fluid.


Only use fluid that meets our specifications. See **Capacities and Specifications** (page 470).

## BRAKE FLUID SPECIFICATION

See **Brake Fluid Specification** (page 482).

## BRAKES – TROUBLESHOOTING

### BRAKES – WARNING LAMPS

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



If the ABS indicator illuminates when you are driving, this indicates a malfunction. Your vehicle continues to have normal braking without the anti-lock braking system function. See an authorized dealer.

# Brakes

It also momentarily illuminates when you switch the ignition on to confirm the lamp is functional. If it does not illuminate when you switch the ignition on, or begins to flash at any time, have the system checked by an authorized dealer.

## BRAKE



The brake indicator momentarily illuminates when you switch the ignition on to confirm the lamp is functional. It may also illuminate when you apply the parking brake and the ignition is on. If it illuminates when your vehicle is moving, make sure the parking brake is disengaged. If the parking brake is disengaged, this indicates low brake fluid level or a brake system fault. See an authorized dealer.

## BRAKES – FREQUENTLY ASKED QUESTIONS

### Is brake dust on the wheels normal?

Brake dust could accumulate on the wheels, even under normal driving conditions. Some dust is inevitable as the brakes wear and does not contribute to brake noise. See **Cleaning Wheels** (page 445).

### Will wet driving conditions effect my braking abilities?

Wet brakes result in reduced braking efficiency. Gently press the brake pedal a few times when driving from a car wash or standing water to dry the brakes.

### Is brake noise considered normal?

Occasional brake noise is normal. If a metal-to-metal, continuous grinding or continuous squeal sound is present, the brake linings may be worn-out and an authorized dealer should check them. If the vehicle has continuous vibration or shudder in the steering wheel while braking, an authorized dealer should check your vehicle.

### When should you replace the brake fluid?

Brake fluid absorbs water over time which degrades the effectiveness of the brake fluid. Change the brake fluid at the specified intervals to prevent degraded braking performance.

# Electric Parking Brake

## WHAT IS THE ELECTRIC PARKING BRAKE

The electric parking brake is used to hold your vehicle on slopes and flat roads.

## APPLYING THE ELECTRIC PARKING BRAKE - MANUAL TRANSMISSION



**WARNING:** Always fully apply the parking brake. Failure to follow this instruction could result in personal injury or death.



**WARNING:** If you drive extended distances with the parking brake applied, you could cause damage to the brake system.



The switch is on the center console.

1. Pull the switch up.

The red warning lamp flashes during operation and illuminates when the parking brake is applied.

**Note:** You can apply the electric parking brake when the ignition is off.

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

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

## APPLYING THE ELECTRIC PARKING BRAKE - AUTOMATIC TRANSMISSION



**WARNING:** Apply the parking brake and make sure your vehicle is in park (P). Power the vehicle off and remove the keys or remote control whenever you leave your vehicle. Failure to follow this instruction could result in personal injury or death.



**WARNING:** If you drive extended distances with the parking brake applied, you could cause damage to the brake system.



**WARNING:** The electric parking brake does not operate if the vehicle battery has run out of charge.



The electronic parking brake switch is on the center console.

1. Pull the switch up.

The red warning lamp flashes during operation and illuminates when the parking brake is applied.

**Note:** You can apply the electric parking brake when the power is off.

**Note:** The electric parking brake could apply when you shift into park (P). See **Park (P)** (page 245).

## APPLYING THE ELECTRIC PARKING BRAKE IN AN EMERGENCY

You can use the electric parking brake to slow or stop your vehicle in an emergency.

Pull the switch up and hold it.

The red warning lamp illuminates, a tone sounds and the stoplamps turn on when you use the electric parking brake in an emergency.

The electric parking brake continues to slow your vehicle down unless you release the switch.

# Electric Parking Brake

**Note:** Do not apply the electric parking brake when your vehicle is moving, except in an emergency. If you repeatedly use the electric parking brake to slow or stop your vehicle, you could cause damage to the brake system.

## MANUALLY RELEASING THE ELECTRIC PARKING BRAKE

1. Switch the ignition on.
2. Press and hold the brake pedal.
3. Push the switch down.

The red warning lamp turns off.

### Pulling Away on a Hill When Towing a Trailer

1. Press and hold the brake pedal.
2. Pull the switch upward and hold it.
3. Shift into gear.
4. Press the accelerator pedal until engine has developed sufficient torque to prevent your vehicle from rolling down the hill.
5. Release the switch and pull away in a normal manner.

## AUTOMATICALLY RELEASING THE ELECTRIC PARKING BRAKE - MANUAL TRANSMISSION

1. Close the driver door.
2. Shift into gear.
3. Press the accelerator pedal and pull away in a normal manner.

**Note:** The electric parking brake also automatically releases if you shift into a gear and release the clutch pedal without pressing the accelerator pedal.

## AUTOMATICALLY RELEASING THE ELECTRIC PARKING BRAKE - AUTOMATIC TRANSMISSION

1. Close the driver door.
2. Shift into gear.
3. Press the accelerator pedal and pull away in a normal manner.

## ELECTRIC PARKING BRAKE AUDIBLE WARNING

Sounds when the parking brake is on and your vehicle is moving. If the warning tone continues after you have released the parking brake, this indicates a malfunction. Have your vehicle checked as soon as possible.

## RELEASING THE ELECTRIC PARKING BRAKE IF THE VEHICLE BATTERY HAS RUN OUT OF CHARGE

See **Jump Starting the Vehicle** (page 390).



## Electric Parking Brake

### ELECTRIC PARKING BRAKE – TROUBLESHOOTING

### ELECTRIC PARKING BRAKE – WARNING LAMPS

#### Brake System



It illuminates red when you apply the parking brake and your vehicle is on. If the lamp flashes when the parking brake has been released, this indicates the parking brake system requires service. Have your vehicle checked as soon as possible.

**Note:** Lamps may vary depending on region.

### Electric Parking Brake



When the lamp illuminates yellow, it indicates a malfunction in the electric parking brake. Have your vehicle checked as soon as possible.

**Note:** Lamps may vary depending on region.

### ELECTRIC PARKING BRAKE – INFORMATION MESSAGES

| Message                                      | Action   |
|--|--|
| Park brake malfunction Service now           | The electric parking brake has malfunctioned. Have your vehicle checked as soon as possible.   |
| Park Brake not released                      | The electric parking brake has not released. Manually release the electric parking brake. If the message continues to appear, have your vehicle checked as soon as possible. |
| Park brake not applied                       | The electric parking brake has not applied. Apply the electric parking brake. If the message continues to appear, have your vehicle checked as soon as possible.             |
| Park brake Use switch to release             | The electric parking brake has not automatically released. Manually release the electric parking brake.  |
| Park brake press brake and switch to release | You have not pressed the brake pedal. Press the brake pedal to release the parking brake.  |
| Park brake Limited function Service required | The electric parking brake has malfunctioned. Have your vehicle checked as soon as possible.   |

## Electric Parking Brake

| Message                      | Action   |
|------------------------------|--|
| Brake maintenance mode       | The electric parking brake system has been put into a special mode that is used to allow service of the brakes. Have your vehicle checked as soon as possible.               |
| Park brake System overheated | The electric parking brake has overheated. Wait for the electric parking brake to cool down.   |
| Park brake off               | The electric parking brake is released.  |
| Release park brake           | The electric parking brake has not released. Manually release the electric parking brake. If the message continues to appear, have your vehicle checked as soon as possible. |
| Park brake on                | The electric parking brake is applied.   |

# Cross Traffic Braking

## WHAT IS CROSS TRAFFIC BRAKING

The system is designed to reduce impact damage or assist in avoiding a collision by using the sensors on the rear of your vehicle to detect a possible collision and applying the brakes.

## HOW DOES CROSS TRAFFIC BRAKING WORK


The system only reacts for vehicles approaching from the sides when you shift into reverse (R).


If the system detects a vehicle approaching your vehicle, it provides a warning through the cross traffic alert system. See **What Is Cross Traffic Alert** (page 348).


The system only applies the brakes for a short period of time when an event occurs. Take action as soon as you notice the system applying the brakes in order to remain in control of your vehicle, the system does not do this for you.

**Note:** You need to enable cross traffic alert for the system to function.

## CROSS TRAFFIC BRAKING PRECAUTIONS

 **WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

 **WARNING:** To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.

 **WARNING:** The system may not operate properly during severe weather conditions, for example snow, ice, heavy rain and spray. Always drive with due care and attention. Failure to take care may result in a crash.



**WARNING:** Some situations and objects prevent hazard detection, for example, inclement weather, unconventional vehicle types and pedestrians. Apply the brakes when necessary. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use the system with accessories that extend beyond the front or rear of your vehicle, for example a trailer hitch or bike rack. The system is not able to make corrections for the additional length of the accessories.

**Note:** Certain add-on devices around the bumper or fascia may create false alerts. For example, large trailer hitches, bicycle or surfboard racks, license plate brackets, bumper covers or any other device that may block the normal detection zone of the system. Remove the add-on device to prevent false alerts.

**Note:** If your vehicle sustains damage to the bumper or fascia leaving it misaligned or bent, it could alter the sensing zone causing inaccurate measurement of obstacles or false alerts.

# Cross Traffic Braking

**Note:** Vehicle loading and suspension changes can impact the angle of the sensors and may change the normal detection zone of the system resulting in inaccurate measurement of obstacles or false alerts.

**Note:** When you connect a trailer, the system may detect the trailer and provide an alert, or the system turns off. If the system does not turn off, switch the system off manually after you connect the trailer.

**Note:** You may experience reduced system performance on road surfaces that limit deceleration. For example, roads with ice, loose gravel, mud or sand.

## SWITCHING CROSS TRAFFIC BRAKING ON AND OFF

1. Press **Features** on the touchscreen.
2. Press **Driver Assistance**.
3. Switch **Cross Traffic Braking** on or off.

## OVERRIDING CROSS TRAFFIC BRAKING

There could be instances when unexpected or unwanted braking occurs. Firmly pressing the accelerator pedal or switching the feature off overrides the system.

## CROSS TRAFFIC BRAKING INDICATORS

If the system determines that a collision with an obstacle may occur, full braking may apply. Bring your vehicle to a stop a safe distance away from the obstacle.



A message and warning indicator appear when the system applies the brakes.

# Cross Traffic Braking

## CROSS TRAFFIC BRAKING – TROUBLESHOOTING

### CROSS TRAFFIC BRAKING – INFORMATION MESSAGES

| Message                                       | Action  |
|---|---|
| Reverse Brake Assist not available See manual | Drive the vehicle on a straight road for a short period. Make sure the parking aids and cross traffic alert systems are on. If the message remains on, have the system checked as soon as possible. |
| Reverse Brake Assist malfunction              | Displays when a system error has occurred. Have your vehicle checked as soon as possible.   |
| Reverse Brake Assist off                      | Displays when cross traffic braking is off.   |

## CROSS TRAFFIC BRAKING – FREQUENTLY ASKED QUESTIONS

Why is cross traffic braking unavailable?

- Make sure the cross traffic alert system is on. See **Cross Traffic Alert** (page 348).
- The vehicle has sustained a rear end impact. Contact an authorized dealer to have the sensors checked for proper coverage and operation.
- An ABS, traction control or stability control event may have occurred. Cross traffic braking resumes operation when the event is complete.
- Make sure there are no blocked or faulted sensors. See **Cross Traffic Alert** (page 348).
- You recently had your vehicle serviced, or the battery disconnected. Drive your vehicle a short distance to resume system operation.

**Note:** *If the answers to why the system is unavailable do not assist in returning cross traffic braking to available, have the system checked as soon as possible.*

# Hill Start Assist

## WHAT IS HILL START ASSIST

Hill Start Assist makes it easier for you to pull away when your vehicle is on a slope without using the parking brake.

## HOW DOES HILL START ASSIST WORK

When the system activates, your vehicle remains stationary for a few seconds after you release the brake pedal. This gives you time to move your foot from the brake pedal to the accelerator pedal. The brakes release when you apply the accelerator pedal and the vehicle begins to move forward, or the vehicle is stationary beyond hill start assist hold time.

The system activates when your vehicle is in any forward gear and facing uphill, or when your vehicle is in reverse (R) and facing downhill.

## HILL START ASSIST PRECAUTIONS



**WARNING:** The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake.



**WARNING:** You must remain in your vehicle when the system turns on. At all times you are responsible for controlling your vehicle, supervising the system, and intervening if required. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

## SWITCHING HILL START ASSIST ON AND OFF - MANUAL TRANSMISSION, VEHICLES WITH: SYNC 2.5

To switch hill start assist on or off, use the information display controls on the steering wheel to select the following:

| Menu Item         | Action                      |
|-------------------|-----------------------------|
| Driver assist.    | Press the menu button.      |
| Hill Start Assist | Press the <b>OK</b> button. |

The system remembers the last setting when you start your vehicle.

**Note:** *There is no indicator to indicate whether the system is on or off.*

# Hill Start Assist

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## SWITCHING HILL START ASSIST ON AND OFF - MANUAL TRANSMISSION, VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Switch **Hill Start Assist** on or off.

The system remembers the last setting when you start your vehicle.

**Note:** *There is no indicator to indicate whether the system is on or off.*

## HILL START ASSIST – TROUBLESHOOTING

### HILL START ASSIST – INFORMATION MESSAGES

| Message                         | Action  |
|---------------------------------|---|
| Hill Start Assist Not Available | Displays when system is not available. Have your vehicle checked as soon as possible. |



# Auto Hold

## HOW DOES AUTO HOLD WORK

Auto hold applies the brakes to hold your vehicle after you bring the vehicle to a stop. This can help when waiting on a hill or in traffic.

## SWITCHING AUTO HOLD ON AND OFF



**WARNING:** The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake.



**WARNING:** You must remain in your vehicle when the system turns on. At all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.



**WARNING:** The system will turn off if a malfunction is apparent. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

Close the driver door and fasten your seatbelt before you switch the system on.



Press the button on the center console.

**Note:** The system remembers the last setting when you start your vehicle.

**Note:** Make sure you switch the system off before using an automatic car wash.

## USING AUTO HOLD - MANUAL TRANSMISSION

1. Bring your vehicle to a complete stop. The auto hold active indicator illuminates in the information display.
2. Release the brake pedal. The system holds your vehicle at a standstill. The auto hold active indicator remains illuminated in the information display.

3. Apply the accelerator and drive off in a normal manner. The system releases the brakes and the auto hold active indicator switches off.

**Note:** The system only activates if you apply enough brake pressure on the brake pedal to bring the vehicle to a standstill.

**Note:** Under certain conditions, the system could apply the electric parking brake. The brake system warning lamp illuminates. The electric parking brake releases when you press the accelerator pedal. See **Automatically Releasing the Electric Parking Brake** (page 260).

**Note:** The system switches off if you shift into reverse (R) or neutral (N) while pressing the brake pedal.

There could be actions that can cause the auto hold system not to work when the following occur:

- When you use active park assist.
- Your vehicle is in stay in neutral mode.
- The driver door is open.
- You shift into reverse (R) or neutral (N) before the system is active.

# Auto Hold

## USING AUTO HOLD - AUTOMATIC TRANSMISSION

1. Bring your vehicle to a complete stop. The auto hold active indicator illuminates in the information display.
2. Release the brake pedal. The system holds your vehicle at a standstill. The auto hold active indicator remains illuminated in the information display.
3. Pull away in the normal manner. The system releases the brakes and the auto hold active indicator switches off.

**Note:** The system only activates if you apply enough brake pressure on the brake pedal.

**Note:** Under certain conditions, the system could apply the electric parking brake. The brake system warning lamp illuminates. The electric parking brake releases when you press the accelerator pedal. See **Automatically Releasing the Electric Parking Brake** (page 260).

**Note:** The system switches off if you shift into reverse (R) or neutral (N) and press the brake pedal.

There could be actions that can cause the auto hold system not to work when the following occur:

- When you use active park assist.
- Your vehicle is in stay in neutral mode.
- The driver door is open.
- You shift into reverse (R) or neutral (N) before the system is active.

## AUTO HOLD INDICATORS



Illuminates when the system is active.



Illuminates when the system is on but cannot hold your vehicle at a standstill at this particular time.

# Traction Control

## HOW DOES TRACTION CONTROL WORK

If your vehicle begins to slide, the system applies the brakes to individual wheels and, when needed, reduces power at the same time. If the wheels spin when accelerating on slippery or loose surfaces, the system reduces power in order to increase traction.

## SWITCHING TRACTION CONTROL ON AND OFF



**WARNING:** The stability and traction control light illuminates steadily if the system detects a failure. Make sure you did not manually disable the traction control system using the information display controls or the switch. If the stability control and traction control light is still

illuminating steadily, have the system serviced by an authorized dealer immediately. Operating your vehicle with the traction control disabled could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.

The traction control system turns on each time you switch the power on.

If your vehicle is stuck in mud or snow, switching traction control off may be beneficial as this allows the wheels to spin.

**Note:** When you switch traction control off, stability control remains fully active.

Your vehicle could have MyKey restrictions regarding this feature. See **What Is MyKey** (page 60).

## TRACTION CONTROL INDICATOR



## TRACTION CONTROL – TROUBLESHOOTING

### TRACTION CONTROL – WARNING LAMPS

#### System Messages



The traction control light temporarily illuminates on start-up and flashes when activated by a driving condition.

The traction control off light temporarily illuminates on start-up and stays on:

- When you switch the traction control system off.
- When you select an alternative stability control mode.
- If a problem occurs in the system.

# Traction Control

## TRACTION CONTROL – INFORMATION MESSAGES

### AdvanceTrac™ and Traction Control

| Message              | Action  |
|----------------------|---|
| ESC Service required | The system detects a condition that requires service. Contact an authorized dealer as soon as possible. |
| ESC off              | The status of the AdvanceTrac system after you switched it off.   |
| ESC on               | The status of the AdvanceTrac system after you switched it on.  |
| ESC Sport mode       | The status of the AdvanceTrac sport mode after you switched it on.                                      |
| Traction control off | The status of the traction control system after you switched it off.                                    |
| Traction control on  | The status of the traction control system after you switched it on.                                     |

# Stability Control

## HOW DOES STABILITY CONTROL WORK



**WARNING:** Vehicle modifications involving braking system, aftermarket roof racks, suspension, steering system, tire construction and wheel and tire size may change the handling characteristics of your vehicle and may adversely affect the performance of the electronic stability control system. In addition, installing any stereo loudspeakers may interfere with and adversely affect the electronic stability control system. Install any aftermarket stereo loudspeaker as far as possible from the front center console, the tunnel, and the front seats in order to minimize the risk of interfering with the electronic stability control sensors. Reducing the effectiveness of the electronic stability control system could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.



**WARNING:** Remember that even advanced technology cannot defy the laws of physics. It's always possible to lose control of a vehicle due to inappropriate driver input for the conditions. Aggressive driving on any road condition can cause you to lose control of your vehicle increasing the risk of personal injury or property damage. Activation of the electronic stability control system is an indication that at least some of the tires have exceeded their ability to grip the road; this could reduce the operator's ability to control the vehicle potentially resulting in a loss of vehicle control, vehicle rollover, personal injury and death. If your electronic stability control system activates, **SLOW DOWN**.

If a driving condition activates either the stability control or the traction control system you may experience the following conditions:

- The stability and traction control light flashes.
- Your vehicle slows down.
- Reduced engine power.

The stability control system has several features built into it to help you maintain control of your vehicle:

## Electronic Stability Control

Electronic stability control enhances your vehicle's ability to prevent skids or lateral slides by applying brakes to one or more of the wheels individually and, if necessary, reducing engine power.

## Roll Stability Control

Roll stability control enhances your vehicle's ability to prevent rollovers by detecting your vehicle's roll motion and the rate at which it changes by applying the brakes to one or more wheels individually.

## Curve Control

Curve control enhances your vehicle's ability to follow the road when cornering severely or avoiding objects in the roadway. Curve control operates by reducing engine power and, if necessary, applying brakes to one or more of the wheels individually.

## Traction Control

Traction control enhances your vehicle's ability to maintain traction of the wheels by detecting and controlling wheel spin. See **How Does Traction Control Work** (page 271).

# Stability Control

## SWITCHING STABILITY CONTROL ON AND OFF

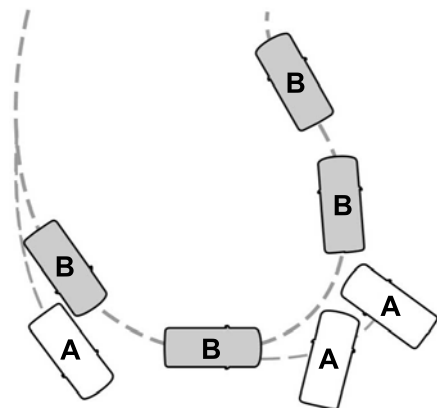
The system turns on when you switch the power on and you cannot switch the system off.

**Note:** *The system is disabled when you shift into reverse (R).*

## STABILITY CONTROL INDICATOR



The system turns on each time you switch the ignition on. You can switch off the traction control portion of the system independently. See **How Does Traction Control Work** (page 271).



- A Vehicle without stability control skidding off its intended route.
- B Vehicle with stability control maintaining control on a slippery surface.

## STABILITY CONTROL – TROUBLESHOOTING

### STABILITY CONTROL – WARNING LAMPS



It flashes when the system is active. If it remains illuminated or does not illuminate when you switch the ignition on, this indicates a system error. During a system error the system switches off. Have the system checked by an authorized dealer immediately.

# Steering

## ELECTRIC POWER STEERING

### HOW DOES ELECTRIC POWER STEERING WORK

The electric power steering system assists the brake system to help operate advanced stability control and accident avoidance systems.

If your vehicle loses electrical power or detects a concern when you are driving the system switches off and you retain normal steering function. Additionally, whenever the battery is disconnected or a new battery is installed, you must drive your vehicle a short distance before the system relearns the strategy and reactivates all systems.

## ELECTRIC POWER STEERING PRECAUTIONS



**WARNING:** The electric power steering system has diagnostic checks that continuously monitor the system. If a fault is detected, a message displays in the information display. Stop your vehicle as soon as it is safe to do so. Switch the vehicle off. After at least 10 seconds, switch the vehicle on and watch the information display for a steering system warning message. If a steering system warning message returns, have the system checked as soon as possible.



**WARNING:** If the system detects an error, you may not feel a difference in the steering, however a serious condition may exist. Have your vehicle checked as soon as possible. Failure to do so may result in loss of steering control.

Adapt your speed and driving behavior according to reduced steering assist.

Extreme continuous steering may increase the effort to steer. This occurs to prevent internal overheating and damage to the steering system. If this occurs, you will not lose the ability to steer your vehicle manually nor will it cause damage to the system. Normal steering and driving allows the system to cool down and steering assist returns to normal.

**Note:** *There is no fluid reservoir to check or fill.*

## STEERING – TROUBLESHOOTING

### STEERING – WARNING INDICATORS



The electric power steering system indicator illuminates if the system detects a fault during the continuous diagnostic checks.

**Note:** *If a red warning message displays, stop your vehicle as soon as it is safe to do so.*

# Steering

## STEERING – INFORMATION MESSAGES

| Message                                      | Action   |
|--|--|
| Steering malfunction Service now             | The power steering system has detected a condition that requires service. Have your vehicle checked as soon as possible.                       |
| Steering loss Stop safely                    | The power steering system is not working. Stop your vehicle in a safe place. Have your vehicle checked as soon as possible.                    |
| Steering assist malfunction Service required | The power steering system has detected a condition that requires service. Have your vehicle checked as soon as possible.                       |
| Steering Lock Malfunction Service Now        | The steering system has detected a condition that could prevent you from starting your vehicle. Have your vehicle checked as soon as possible. |



## **STEERING – FREQUENTLY ASKED QUESTIONS**

### **Why does it seem that the steering is wandering or pulling?**

Check your vehicle for an improperly inflated or uneven tire, loose or worn suspension or steering components, or improper vehicle alignment.

### **The system is functioning properly and the components have been checked, why is the steering system continuing to pull or wander?**

A high crown in the road or crosswinds could make the steering system feel like it is wandering or pulling.

# Parking Aids

## PARKING AID PRECAUTIONS



**WARNING:** To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.



**WARNING:** The system may not detect objects with surfaces that absorb reflection. Always drive with due care and attention. Failure to take care may result in a crash.



**WARNING:** Traffic control systems, fluorescent lamps, inclement weather, air brakes, external motors and fans may affect the correct operation of the sensing system. This may cause reduced performance or false alerts.



**WARNING:** The system may not detect small or moving objects, particularly those close to the ground.



**WARNING:** The parking aid system can only assist you to detect objects when your vehicle is moving at parking speeds. To help avoid personal injury you must take care when using the parking aid system.



**WARNING:** The system may not function if the sensor is blocked.



**WARNING:** In cold and severe weather conditions the system may not function. Rain, snow and spray can all limit sensor performance.



**WARNING:** If damage occurs in the immediate area surrounding the sensor, have your vehicle checked as soon as possible.

**Note:** *If your vehicle sustains damage leaving the sensors misaligned, this will cause inaccurate measurements or false alerts.*

When you connect a trailer to your vehicle, the rear parking aid detects the trailer and provides an alert. Disable the parking aid when you connect a trailer to prevent the alert.

**Note:** *Connected trailers might be detected by the vehicle and parking aid turns off automatically in those instances.*

**Note:** *Certain add-on devices installed around the bumper or fascia may create false alerts, for example, large trailer hitches, bike or surfboard racks, license plate brackets, bumper covers or any other device that could block the normal detection zone of the parking aid system. Aftermarket spare tires or spare tire covers mounted to the rear tailgate could cause false alerts from the park aid system. Remove the add-on device to prevent false alerts.*

**Note:** *Keep the sensors free from snow, ice and large accumulations of dirt. If the sensors are covered, the system's accuracy can be affected.*

Do not clean the sensors with sharp objects.

**Note:** *When using a programmed MyKey, you cannot switch the parking aids off. See MyKey™ (page 60).*

# Parking Aids

## SWITCHING PARKING AID ON AND OFF



You can turn the system on or off by pressing the parking aid button. If your vehicle does not have a parking aid button, the system can be switched off through the information display menu or from the pop-up message that appears once you shift the transmission into reverse (R).

## REAR PARKING AID

### WHAT IS THE REAR PARKING AID

Rear parking sensors detect objects behind your vehicle when in reverse (R).

### REAR PARKING AID LIMITATIONS

There is a decreased coverage area at the outer corners.

When using a programmed MyKey, you cannot switch the rear parking aid off.

The rear parking aid sensors are active when your vehicle is in reverse (R) and the vehicle speed is less than 8 km/h (5 mph).

The sensor coverage area is up to 180 cm (71 in) from the rear bumper.

The rear parking aid detects large objects when you shift into reverse (R) and any of the following occur:

- Your vehicle is moving backward at a low speed.
- Your vehicle is stationary but an object is approaching the rear of your vehicle at a low speed.
- Your vehicle is moving backward at a low speed and an object is moving towards your vehicle, for example another vehicle at a low speed.

The system shall provide no audible warning for the object behind the vehicle when in neutral (N) gear.

## LOCATING THE REAR PARKING AID SENSORS



The rear parking aid sensors are in the rear bumper.

## REAR PARKING AID AUDIBLE WARNINGS

A warning tone sounds when your vehicle approaches an object. As your vehicle moves closer to an object, the rate of the tone increases. The warning tone continuously sounds when an object is 30 cm (12 in) or less from the rear bumper.

# Parking Aids

If your vehicle remains stationary for a few seconds, the audible warning turns off. If your vehicle moves backward the tone sounds again.

**Note:** *When the parking aid system sounds a tone, the audio system could reduce the set volume.*

## FRONT PARKING AID

### WHAT IS THE FRONT PARKING AID

Front parking sensors detect objects in front of your vehicle.

### FRONT PARKING AID LIMITATIONS

The front parking aid sensors are active when your vehicle is in any position other than park (P) and the vehicle speed is less than 8 km/h (5 mph).

The sensor coverage area is up to 70 cm (28 in) from the bumper.

If your vehicle is in reverse (R), the front parking aid detects objects when your vehicle is moving at a low speed or an object is moving toward your vehicle and provides an audible warning, for example another vehicle at a low speed. If your vehicle remains stationary for a few seconds, the audible warning turns off. Visual indication is always active in reverse (R).

If your vehicle is in any forward gear, the front parking aid provides audible warnings and visual indication when your vehicle is moving at a speed of 8 km/h (5 mph) or below and the system detects an object within the detection zone. If your vehicle remains stationary for a few seconds, the visual indication and audible warning turns off.

If your vehicle is in neutral (N), the front and rear sensors provide visual indication only when your vehicle is moving below a speed of 8 km/h (5 mph) and obstacles are detected inside the detection areas. Once your vehicle stops, the visual indication and audible warning stops after a few seconds.

## LOCATING THE FRONT PARKING AID SENSORS



The front parking aid sensors are in the front bumper.

## FRONT PARKING AID AUDIBLE WARNINGS

A warning tone sounds when there is an object within 70 cm (28 in) from the front bumper. As your vehicle moves closer to an object, the rate of the tone increases.

The warning tone continuously sounds when an object is 30 cm (12 in) or less from the front bumper.

# Parking Aids

**Note:** If the detected object is 30 cm (12 in) or less from your vehicle, visual indication remains on.

## SIDE PARKING AID

### WHAT IS THE SIDE PARKING AID

The front and rear outermost parking aid sensors map objects that are near to the sides of your vehicle.

### SIDE PARKING AID LIMITATIONS

The sensor coverage is up to 60 cm (24 in) from the sides of your vehicle.

The side parking aid may not function if:

- Your vehicle remains stationary for over two minutes.
- The anti-lock brake system activates.
- The traction control system activates.
- Your vehicle is in park (P).
- The steering wheel angle information is not available. You must drive at least 150 m (492 ft) above 30 km/h (19 mph) to reset the steering wheel angle information.

**Note:** If you switch traction control off, the side sensing system also turns off.

To reinitialize the system, drive the length of your vehicle.

The side parking aid does not detect an object that is moving toward the side of your vehicle, for example another vehicle moving at a low speed, if it does not pass a front or rear parking aid sensor.

If the transmission is in reverse (R), the side sensing system provides audible warnings. When your vehicle is moving slowly, obstacles are detected within 60 cm (24 in) and are inside the driving path of your vehicle. If your vehicle remains stationary for a few seconds, the audible warning turns off. Visual indication is always present in reverse (R).

If your vehicle is in neutral (N), the side sensing system provides visual indication only when your vehicle is moving slowly and there is a front or rear parking aid obstacle detected, and the side obstacle is within 60 cm (24 in) from the side of your vehicle. If your vehicle remains stationary for a few seconds, the visual indication turns off.

If the transmission is in drive (D) or any other forward gear, the side sensing system provides audible and visual warnings. When your vehicle is moving slowly, obstacles are detected within 60 cm (24 in) and are inside the driving path of your vehicle. If your vehicle remains stationary for a few seconds, the visual indication and audible warning turns off.

### LOCATING THE SIDE PARKING AID SENSORS



The side parking sensors are in the front and rear bumpers.

# Parking Aids

## SIDE PARKING AID AUDIBLE WARNINGS

When the side parking aid detects an object within the coverage area and the driving path of your vehicle, an audible warning sounds. As your vehicle moves closer to the object, the rate of the tone increases.

## PARKING AID INDICATORS



The system provides object distance indication through the information display.

- As the distance to the object decreases, the indicator blocks illuminate and move toward the vehicle icon.
- If there is no object detected, the distance indicator blocks are grey.

Visual indication remains on when the transmission is in reverse (R). When you stop your vehicle, visual indication turns off after four seconds.

If the parking aids are not available, the side distance indicator blocks do not display.

## PARKING AIDS – TROUBLESHOOTING

### PARKING AIDS – INFORMATION MESSAGES

If a fault is present in the parking aids, a warning message appears in the instrument cluster or the information display.

## Parking Aids

| Message  | Action  |
|--|---|
| Park Pilot malfunction                                   | The system has malfunctioned. Have your vehicle checked as soon as possible.  |
| Check Park Pilot   | The system has malfunctioned. Have your vehicle checked as soon as possible.  |
| Front Park Pilot not available sensor blocked See Manual | A sensor is blocked or the system has malfunctioned. Clean the bumper or remove any obstruction. If the message continues to appear, have your vehicle checked as soon as possible. |
| Check front Park Pilot                                   | The system detects a condition that requires service. Have your vehicle checked as soon as possible.  |
| Check rear Park Pilot                                    | The system detects a condition that requires service. Have your vehicle checked as soon as possible.  |
| Front Park Pilot On Off                                  | Displays the park aid status.   |
| Rear Park Pilot On Off                                   | Displays the park aid status.   |

## Rear View Camera

### WHAT IS THE REAR VIEW CAMERA

The rear view camera provides a video image of the area behind your vehicle when the transmission is in reverse (R). During operation, guide lines appear in the display that represents the path of your vehicle and proximity to objects behind it.

### REAR VIEW CAMERA PRECAUTIONS

**WARNING:** The rear view camera system is a reverse aid supplement device that still requires the driver to use it in conjunction with the interior and exterior mirrors for maximum coverage.

**WARNING:** Objects that are close to either corner of the bumper or under the bumper, might not be seen on the screen due to the limited coverage of the camera system.

**WARNING:** Reverse your vehicle slowly. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

**WARNING:** Use caution when the rear cargo door is ajar. If the rear cargo door is ajar, the camera will be out of position and the video image could be incorrect. All guide lines disappear when the rear cargo door is ajar. Failure to follow this instruction could result in personal injury.

**WARNING:** Do not switch the camera features on or off when your vehicle is moving.

**Note:** When towing, the camera only sees what you are towing. This might not provide adequate coverage and you might not see some objects. In some vehicles, the guide lines may disappear when you connect the trailer tow connector.

### REAR VIEW CAMERA LIMITATIONS

The system may not correctly operate in any of the following conditions:

- Nighttime or dark areas if the reverse lamps are not operating.
- If the camera is obstructed. Clean the lens with a soft, lint-free cloth and non-abrasive cleaner.
- The camera is misaligned due to damage to the rear of your vehicle.

### LOCATING THE REAR VIEW CAMERA



E249202

The rear view camera is on the liftgate.



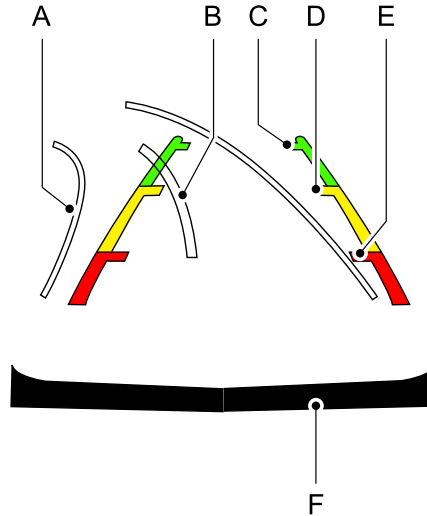
## Rear View Camera

### REAR VIEW CAMERA GUIDE LINES



**WARNING:** Objects above the camera may not be visible. Check the area behind your vehicle when necessary.

**Note:** Active guide lines are only available when the transmission is in reverse (R).



- A Active guide lines.
- B Centerline.
- C Fixed guide line: Green zone.

- D Fixed guide line: Yellow zone.
- E Fixed guide line: Red zone.
- F Rear bumper.

Active guide lines only show with fixed guide lines. To use active guide lines, turn the steering wheel to point the guide lines toward an intended path. If the steering wheel position changes while reversing, your vehicle might deviate from the intended path.

The fixed and active guide lines fade in and out depending on the steering wheel position. The active guide lines do not display when the steering wheel position is straight.

Use caution while reversing. Objects in the red zone are closest to your vehicle and objects in the green zone are farther away. Objects get closer to your vehicle as they move from the green zone to the yellow or red zones. Use the side view mirrors and rear view mirror to get better coverage on both sides and rear of your vehicle.

If the vehicle battery is disconnected, the guidelines are not fully functional directly after the battery is reconnected. The guidelines become fully functional after you drive your vehicle forward as straight as possible for five minutes at a minimum speed of 50 km/h (31 mph).

## Rear View Camera

### REAR VIEW CAMERA SETTINGS

#### ZOOMING THE REAR VIEW CAMERA IN AND OUT



**WARNING:** When manual zoom is on, the full area behind your vehicle may not show. Be aware of your surroundings when using the manual zoom feature.

Selectable settings for this feature are zoom in (+) and zoom out (-). Press the symbol on the camera screen to change the view. The default setting is zoom off.

This allows you to get a closer view of an object behind your vehicle. The zoomed image keeps the bumper in the image to provide a reference. The zoom is only active while the transmission is in reverse (R).

**Note:** Manual zoom is only available when the transmission is in reverse (R).

**Note:** Only the centerline shows when you enable manual zoom.

#### SWITCHING REAR VIEW CAMERA OBJECT DISTANCE INDICATOR ON AND OFF



You can switch this feature on or off in the settings.

When the system detects an object, it displays red, yellow and green distance indicators on the information display.

#### SWITCHING REAR VIEW CAMERA DELAY ON AND OFF

You can switch this feature on or off using the touchscreen. The default setting is off. See **Settings** (page 522).

If you switch this feature on, the image continues to display when you shift from reverse (R) until:

- You shift to a forward gear and the vehicle speed sufficiently increases.
- You shift in to park (P).

## 180 Degree Camera (If Equipped)

### WHAT IS THE 180 DEGREE CAMERA

The 180 degree camera system consists of front and rear cameras.

### HOW DOES THE 180 DEGREE CAMERA WORK

The 180 degree camera system allows you to see what is directly in front or behind your vehicle, provides a cross traffic view in front of your vehicle and provides visibility when parking your vehicle.

### 180 DEGREE CAMERA PRECAUTIONS



**WARNING:** The rear view camera system is a reverse aid supplement device that still requires the driver to use it in conjunction with the interior and exterior mirrors for maximum coverage.



**WARNING:** Objects that are close to either corner of the bumper or under the bumper, might not be seen on the screen due to the limited coverage of the camera system.



**WARNING:** Use caution when turning camera features on or off when the transmission is not in park (P). Make sure your vehicle is not moving.

### 180 DEGREE CAMERA LIMITATIONS

**Note:** The area displayed on the screen may vary according to your vehicle's orientation or road condition.

**Note:** The front view camera will switch off if your vehicle speed exceeds 10 km/h (6 mph). You will have to switch the system back on by using the camera system button once below the speed threshold.

**Note:** The camera system may not operate correctly if mud, water or debris obstructs the camera's view. You can clean the lens with a soft, lint-free cloth and non-abrasive cleaner or by using your front or rear washer. See **Washers** (page 93).

### LOCATING THE 180 DEGREE CAMERAS

The front view camera is in the grille. The rear view camera is on the liftgate.

### 180 DEGREE CAMERA INDICATORS

The 180 degree camera provides an image of your vehicle and the sensor zones. The zones will highlight green, yellow, and red when the parking aid sensors detect an object in the coverage area.

### 180 DEGREE CAMERA SETTINGS

#### SWITCHING THE 180 DEGREE CAMERA ON AND OFF



The camera button is located on the audio unit and allows you to toggle through different camera views.

## 180 Degree Camera (If Equipped)

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**Note:** *The camera system may not operate correctly if mud, water or debris obstructs the camera's view. You can clean the lens with a soft, lint-free cloth and non-abrasive cleaner or by using your front or rear washer. See **Wipers** (page 90).*

### SWITCHING THE 180 DEGREE CAMERA VIEW



Press the camera button on the audio unit to toggle between the different camera views.

#### Normal Front View:

Provides an image of what is directly in front of your vehicle when your vehicle is in neutral (N) or drive (D).

#### Expanded Front View:


Provides an expanded 180 degree image of what is directly in front of your vehicle when your vehicle is in neutral (N) or drive (D).


# Active Park Assist


## WHAT IS ACTIVE PARK ASSIST

Assists you with parking in and out of parking spaces.

## ACTIVE PARK ASSIST PRECAUTIONS

 **WARNING:** You must remain in your vehicle when the system turns on. At all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

 **WARNING:** The sensors may not detect objects in heavy rain or other conditions that cause interference.

 **WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use the system with accessories that extend beyond the front or rear of your vehicle, for example a trailer hitch or bike rack. The system is not able to make corrections for the additional length of the accessories.

## SWITCHING ACTIVE PARK ASSIST ON AND OFF



The active park assist button is next to the gearshift lever.

Press the button to activate active park assist. Press again to switch between parking modes.

Press the soft keys on the touchscreen to switch between the parallel park in, perpendicular park in, or parallel park out parking modes.

## Cancelling Active Park Assist

To cancel parking assistance at any time, press the active park assist button or turn the steering wheel.

**Note:** *It also cancels when your vehicle exceeds 9 km/h (6 mph).*

## Brake System Intervention

When active park assist is controlling the steering, it may under certain conditions apply the brakes to slow or stop your vehicle.

**Note:** *This could cause the parking assistance to cancel.*

## ENTERING A PARALLEL PARKING SPACE - VEHICLES WITH: FULLY ACTIVE PARK ASSIST

**Note:** *The system detects other vehicles and curbs to find a parking space.*

1. Press the active park assist button.

**Note:** *The system searches for parallel parking spaces on the passenger side. Press the active park assist button again to make the system search for perpendicular spaces.*

2. Use the turn signal lever to search for a parking space on the driver or passenger side of your vehicle.
3. Drive your vehicle approximately 1 m (3 ft) away from and parallel to the other parked vehicles when searching for a parking space.

## Active Park Assist

**Note:** A tone sounds and a message appears in the information display when active park assist finds a suitable parking space.

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

**Note:** You can slow down your vehicle at any time by pressing the brake pedal.

**Note:** When parking is complete, a tone sounds and an information message appears.

**Note:** When parallel parking between objects, the system will park closer to the object in front of your vehicle to allow easier access to the luggage compartment.

### ENTERING A PARALLEL PARKING SPACE - VEHICLES WITH: SEMI ACTIVE PARK ASSIST

1. Press the active park assist button.

**Note:** The system searches for parallel parking spaces on the passenger side. Press the active park assist button again to make the system search for perpendicular spaces.

2. Use the direction indicator lever to search for a parking space on the driver or passenger side of your vehicle.
3. Drive your vehicle approximately 1 m (3 ft) away from and parallel to the other parked vehicles when searching for a parking space.

**Note:** A tone sounds and a message appears in the information display when active park assist finds a suitable parking space.

4. Bring your vehicle to a complete standstill.
5. Release the steering wheel and shift into reverse (R).
6. Drive backward and your vehicle steers itself into the parking space.

**Note:** You can slow down your vehicle at any time by pressing the brake pedal.

7. Follow the instructions on the information display.

**Note:** When parking is complete, a tone sounds and an information message appears.

### ENTERING A PERPENDICULAR PARKING SPACE - VEHICLES WITH: FULLY ACTIVE PARK ASSIST

**Note:** Active park assist does not recognize parking space lines and centers your vehicle between objects.

**Note:** Active park assist backs your vehicle into parking spaces.

1. Press the active park assist button twice.
2. Use the turn signal lever to search for a parking space on the driver or passenger side of your vehicle.
3. Drive your vehicle approximately 1 m (3 ft) away from and perpendicular to the other parked vehicles when searching for a parking space.

**Note:** A tone sounds and a message appears in the instrument cluster when active park assist finds a parking space.

4. Press and hold the brake pedal.
5. Release the steering wheel and shift into neutral (N).
6. Press and hold the active park assist button.

## Active Park Assist

7. Release the brake pedal to allow the vehicle to park.

**Note:** You can slow down your vehicle at any time by pressing the brake pedal.

**Note:** When parking is complete, a tone sounds and an information message appears.

**Note:** Active park assist aligns the front end of your vehicle with the lane side of the object next to it.

**Note:** When only one object is detected, the system allows enough distance to open the door on either side.

### ENTERING A PERPENDICULAR PARKING SPACE - VEHICLES WITH: SEMI ACTIVE PARK ASSIST

1. Press the active park assist button twice.
2. Use the direction indicator lever to search for a parking space on the driver or passenger side of your vehicle.
3. Drive your vehicle approximately 1 m (3 ft) away from and parallel to the other parked vehicles when searching for a parking space.

**Note:** A tone sounds and a message appears in the information display when active park assist finds a suitable parking space.

4. Bring your vehicle to a complete standstill.
5. Release the steering wheel and shift into reverse (R).
6. Drive backward and your vehicle steers itself into the parking space.

**Note:** You can slow down your vehicle at any time by pressing the brake pedal.

7. Follow the instructions on the information display.

**Note:** When parking is complete, a tone sounds and an information message appears.

**Note:** Active park assist does not recognize parking space lines and centers your vehicle between objects.

**Note:** When the system detects only one object, it allows enough distance to open the door on either side.

### EXITING A PARKING SPACE - VEHICLES WITH: FULLY ACTIVE PARK ASSIST

The system assists leaving only parallel parking spaces.

1. Press the active park assist button.
2. Use the turn signal lever to choose the direction to leave.
3. Press and hold the brake pedal.
4. Release the steering wheel and shift into neutral (N).
5. Release the parking brake.
6. Press and hold the active park assist button.
7. Release the brake pedal to allow the vehicle to move.

**Note:** You can slow down your vehicle at any time by pressing the brake pedal.

**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

## EXITING A PARKING SPACE - VEHICLES WITH: SEMI ACTIVE PARK ASSIST

The system assists leaving only parallel parking spaces.

1. Press the active park assist button.
2. Use the turn signal lever to choose the direction to leave.
3. Release the steering wheel and shift into reverse (R).
4. Follow the instructions on the information display.

**Note:** You can slow down your vehicle at any time by pressing the brake pedal.

**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 – TROUBLESHOOTING

### ACTIVE PARK ASSIST – INFORMATION MESSAGES

| Message           | Action  |
|-------------------|---|
| Active Park Fault | The system requires service. Have your vehicle checked as soon as possible. |

### ACTIVE PARK ASSIST – FREQUENTLY ASKED QUESTIONS

#### Why does active park assist not operate correctly?

The system is unable to detect a vehicle, curb or object to park next to or in between. The system needs boundary objects to operate correctly.

#### Why does active park assist not search for a parking space?

You have switched traction control off.

#### Why does active park assist not search for a parking space?

The transmission is in reverse (R). Your vehicle must be moving forward to be able to detect a parking space.

#### Why does active park assist not offer a parking space?

The sensors could be blocked. For example, snow, ice or large accumulations of dirt. Blocked sensors can affect how the system functions.

#### Why does active park assist not offer a parking space?

The sensors in the front or rear bumper could be damaged.

#### Why does active park assist not offer a parking space?

There is not enough room in the parking space for your vehicle to safely park.

#### Why does active park assist not offer a parking space?

There is not enough space for the parking maneuver on the opposite side of the parking space.



# Active Park Assist

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## **Why does active park assist not offer a parking space?**

The parking space is more than 1.5 m (5 ft) or less than 0.5 m (2 ft) away from your vehicle.

## **Why does active park assist not offer a parking space?**

Your vehicle's speed is greater than 35 km/h (22 mph) for parallel parking or greater than 30 km/h (19 mph) for perpendicular parking.

## **Why does active park assist not offer a parking space?**

You recently disconnected or replaced the battery. After you reconnect the battery you must drive your vehicle on a straight road for a short period of time.

## **Why does active park assist not correctly position the vehicle into a parking space?**

An irregular curb along the parking space prevents the system from correctly aligning your vehicle.

## **Why does active park assist not correctly position the vehicle into a parking space?**

Vehicles or objects bordering the space could not be correctly parked.

## **Why does active park assist not correctly position the vehicle into a parking space?**

Your vehicle stopped too far past the parking space.

## **Why does active park assist not correctly position the vehicle into a parking space?**

The tires are not correctly installed or maintained. For example, using a spare tire, not inflated correctly, improper size, or of different sizes.

## **Why does active park assist not correctly position the vehicle into a parking space?**

A repair or alteration changed the detection capabilities.

## **Why does active park assist not correctly position the vehicle into a parking space?**

A parked vehicle has a high attachment. For example, a salt sprayer, snowplow or moving truck bed.

## **Why does active park assist not correctly position the vehicle into a parking space?**

The parking space length, or position of parked objects, changes after your vehicle passes the space.

## **Why does active park assist not correctly position the vehicle into a parking space?**

The temperature around your vehicle quickly changes. For example, driving from a heated garage into a cold outside temperature, or after leaving a car wash.

# Cruise Control

## WHAT IS CRUISE CONTROL

Cruise control lets you maintain a set speed without keeping your foot on the accelerator pedal.

### Requirements

Use cruise control when the vehicle speed is greater than 30 km/h (20 mph).

## SWITCHING CRUISE CONTROL ON AND OFF



**WARNING:** Do not use cruise control on winding roads, in heavy traffic or when the road surface is slippery. This could result in loss of vehicle control, serious injury or death.

The cruise controls are on the steering wheel.

### Switching Cruise Control On



Press the button to put the system in standby mode.

### Switching Cruise Control Off



Press the button when in standby mode or switch the ignition off.

**Note:** When you switch cruise control off the set speed clears.

## SETTING THE CRUISE CONTROL SPEED



**WARNING:** When you are going downhill, your vehicle speed could increase above the set speed. The system does not apply the brakes.

Drive to the speed you prefer.



Press the toggle button upward or downward to set the current speed.



Take your foot off the accelerator pedal.

**Note:** The indicator changes color in the information display.

### Changing the Set Speed



Press and release the toggle button upward to increase the set speed in small increments.

Press and hold the toggle button upward to accelerate. Release the button when you have reached your preferred speed.



Press and release the toggle button downward to decrease the set speed in small increments.

Press and hold the toggle button downward to decelerate. Release the button when you have reached your preferred speed.

**Note:** If you accelerate by pressing the accelerator pedal, the set speed does not change. When you release the accelerator pedal, your vehicle returns to the speed that you previously set.

## CANCELING THE SET SPEED



Press the button, or tap the brake pedal to cancel the set speed.

**Note:** The system remembers the set speed.

## Cruise Control

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**Note:** *The system cancels if the vehicle speed drops below 16 km/h (10 mph) under the set speed when driving uphill.*

### RESUMING THE SET SPEED



Press the button.

### CRUISE CONTROL INDICATORS



Illuminates when you switch the system on.

# Adaptive Cruise Control

## HOW DOES ADAPTIVE CRUISE CONTROL WORK - VEHICLES WITH: ADAPTIVE CRUISE CONTROL

Adaptive cruise control uses radar and camera sensors to maintain a set gap between your vehicle and the vehicle in front of you.

## HOW DOES ADAPTIVE CRUISE CONTROL WITH STOP AND GO WORK - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH LANE CENTERING

Adaptive cruise control with stop and go uses radar and camera sensors to maintain a set gap between your vehicle and the vehicle in front of you while following it to a complete stop. Stop and go can also be set to follow a vehicle directly in front of you and adjust the set speed, while you are at a complete stop.

## ADAPTIVE CRUISE CONTROL PRECAUTIONS



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use adaptive cruise control on winding roads, in heavy traffic or when the road surface is slippery. This could result in loss of vehicle control, serious injury or death.



**WARNING:** Pay close attention to changing road conditions such as entering or leaving a highway, on roads with intersections or roundabouts, roads without visible lanes of travel, roads that are unpaved, or steep slopes. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The system is not a crash warning or avoidance system.



**WARNING:** Do not use the system when towing a trailer that has aftermarket electronic trailer brake controls. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use tire sizes other than those recommended because this can affect the normal operation of the system. Failure to do so may result in a loss of vehicle control, which could result in serious injury.



**WARNING:** Do not use the system with a snow plow blade installed.



**WARNING:** Do not use the system in poor visibility, for example fog, heavy rain, spray or snow.

# Adaptive Cruise Control

## When Following a Vehicle

**WARNING:** When following a vehicle that is braking, your vehicle does not always decelerate quickly enough to avoid a crash without driver intervention. Apply the brakes when necessary. Failure to follow this instruction could result in personal injury or death.

## Hilly Condition Usage

Select a lower gear when the system is active in situations such as prolonged downhill driving on steep slopes, for example in mountainous areas.

## ADAPTIVE CRUISE CONTROL LIMITATIONS

### Sensor Limitations

**WARNING:** On rare occasions, detection issues can occur due to the road infrastructures, for example bridges, tunnels and safety barriers. In these cases, the system may brake late or unexpectedly. At all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required.

**WARNING:** If the system malfunctions, have your vehicle checked as soon as possible.

**WARNING:** Large contrasts in outside lighting can limit sensor performance.

**WARNING:** The system only warns of vehicles detected by the radar sensor. In some cases there may be no warning or a delayed warning. Apply the brakes when necessary. Failure to follow this instruction could result in personal injury or death.

**WARNING:** The system may not detect stationary or slow moving vehicles below 10 km/h (6 mph).

**WARNING:** The system does not detect pedestrians or objects in the road.

**WARNING:** The system does not detect oncoming vehicles in the same lane.

**WARNING:** The system may not operate properly if the sensor is blocked. Keep the windshield free from obstruction.

**WARNING:** The sensor may incorrectly track lane markings as other structures or objects. This can result in a false or missed warning.



## Adaptive Cruise Control

The camera is mounted behind the interior mirror.



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The radar is behind the front grille below the license plate.

**Note:** *You cannot see the sensor. It is behind a fascia panel.*

**Note:** *Keep the front of your vehicle free of dirt, metal badges or objects. Vehicle front protectors, aftermarket lights, additional paint or plastic coatings could also degrade sensor performance.*

A message displays if something obstructs the camera or the sensor. When something blocks the sensor, the system cannot detect a vehicle ahead and does not function. See

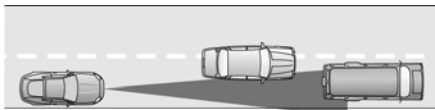
**Adaptive Cruise Control – Information Messages** (page 309).

The radar sensor has a limited field of view. It may not detect vehicles at all or detect a vehicle later than expected in some situations. The lead vehicle image does not illuminate if the system does not detect a vehicle in front of you.

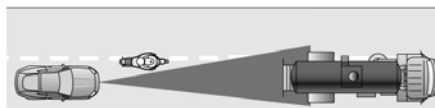
# Adaptive Cruise Control

## Detection Issues Can Occur:

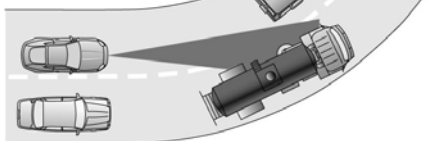
A



B



C



- A When driving on a different lane than the vehicle in front.
- B With vehicles that edge into your

lane. The system can only detect these vehicles once they move fully into your lane.

- C There may be issues with the detection of vehicles in front when driving into and coming out of a bend or curve in the road.

In these cases, the system may brake late or unexpectedly.

If something hits the front end of your vehicle or damage occurs, the radar-sensing zone may change. This could cause missed or false vehicle detection.

Optimal system performance requires a clear view of the road by the windshield camera.

Optimal performance may not occur if:

- The camera is blocked.
- There is poor visibility or lighting conditions.
- There are bad weather conditions.

## SWITCHING ADAPTIVE CRUISE CONTROL ON AND OFF

The cruise controls are on the steering wheel. See **What Is Cruise Control** (page 294).

## Switching Adaptive Cruise Control On



Press the button to set the system in standby mode.

The indicator, current gap setting and set speed appear in the information display.

## Switching Adaptive Cruise Control Off



Press the button when the system is in standby mode, or switch the ignition off.

**Note:** You erase the set speed when you switch the system off.

## ADAPTIVE CRUISE CONTROL AUTOMATIC CANCELLATION - VEHICLES WITH: ADAPTIVE CRUISE CONTROL

The system does not operate if the vehicle speed is below 15 mph when in imperial units or 20 km/h when in metric units. A tone sounds and adaptive braking releases if the vehicle speed falls below 15 mph when in imperial units or 20 km/h when in metric units.

# Adaptive Cruise Control

Automatic cancellation can also occur when:

- The tires lose traction.
- You apply the parking brake.

**Note:** If the engine speed drops too low, the instrument cluster display advises you to shift to a lower gear.

The system could deactivate or prevent activating when requested if:

- The vehicle has a blocked sensor.
- The brake temperature is too high.
- There is a failure in the system.

## ADAPTIVE CRUISE CONTROL AUTOMATIC CANCELLATION - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH LANE CENTERING

The system could cancel if any of the following occur:

- The tires lose traction.
- You apply the parking brake.

Automatic parking brake application and cancellation occurs if any of the following occur:

- You unfasten the seatbelt and open the door after you stop your vehicle.
- Your vehicle remains stationary for longer than three minutes.

## SETTING THE ADAPTIVE CRUISE CONTROL SPEED - VEHICLES WITH: ADAPTIVE CRUISE CONTROL

Drive to the speed you prefer.



Press the toggle button upward or downward to set the current speed.



Take your foot off the accelerator pedal.

The indicator, current gap setting and set speed appear in the information display.



A vehicle image illuminates if there is a vehicle detected in front of you.

**Note:** When adaptive cruise control is active, the speedometer may vary slightly from the set speed displayed in the information display.

## Manually Changing the Set Speed



Press and release the toggle button upward to increase the set speed in small increments.

Press and hold the toggle button upward to increase the set speed in large increments. Release the button when you reach the speed you prefer.



Press and release the toggle button downward to decrease the set speed in small increments.



# Adaptive Cruise Control

Press and hold the toggle button downward to decrease the set speed in large increments. Release the button when you reach the speed you prefer.

Press the accelerator or brake pedal until you reach the speed you prefer. Press the toggle button upward or downward to select the current speed as the set speed.

The system may apply the brakes to slow the vehicle to the new set speed. The set speed displays continuously in the information display when the system is active.

## SETTING THE ADAPTIVE CRUISE CONTROL SPEED - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH LANE CENTERING

Drive to the required speed.

**SET+**

Press the toggle button upward to set the current speed.

Take your foot off the accelerator pedal.

The indicator, current gap setting and set speed appear in the instrument cluster display.



A vehicle graphic appears in the instrument cluster display if the system detects a vehicle in front of you.

**Note:** When adaptive cruise control is active, the speedometer could vary slightly from the set speed displayed in the instrument cluster display.

### Setting the Adaptive Cruise Speed When Your Vehicle is Stationary

1. Follow a vehicle to a complete stop.
  2. Keep the brake pedal fully pressed.
  3. Press and release **SET+** or **SET-**.
- The set speed adjusts to 30 km/h (20 mph).

The indicator, current gap setting and set speed appear in the instrument cluster display.

## Changing the Set Speed

**SET+**

Press the toggle button upward to increase the set speed.

**SET-**

Press the toggle button downward to decrease the set speed.

You can adjust the set speed in small or large increments. Press the toggle button upward or downward once to adjust the set speed in small increments. Press and hold the toggle button upward or downward to adjust the set speed in large increments.

The system could apply the brakes to slow your vehicle to the new set speed. The set speed continuously displays in the instrument cluster display when the system is active.

## SETTING THE ADAPTIVE CRUISE CONTROL GAP - VEHICLES WITH: ADAPTIVE CRUISE CONTROL



Press the button to cycle through the four gap settings.

# Adaptive Cruise Control



The selected gap appears in the instrument cluster display as shown by the bars in the image.

**Note:** The gap setting is time dependent and therefore, the distance adjusts with your vehicle speed.

**Note:** It is your responsibility to select a gap appropriate to the driving conditions.

## Adaptive Cruise Control Gap Settings

| Graphic Display, Bars Indicated Between Vehicles | Gap Distance | Dynamic Behavior |
|--|--------------|------------------|
| 1  | Closest.     | Sport.           |
| 2  | Close.       | Normal.          |
| 3  | Medium.      | Normal.          |
| 4  | Far.         | Comfort.         |

Each time you switch the system on, it selects the last chosen gap setting.

## Following a Vehicle

When a vehicle ahead of you enters the same lane or a slower vehicle is ahead in the same lane, the vehicle speed adjusts to maintain the gap setting.

**Note:** When you are following a vehicle and you switch on a turn signal lamp, adaptive cruise control may provide a small, temporary acceleration to help you pass.

Your vehicle maintains a consistent gap from the vehicle ahead until:

- The vehicle in front of you accelerates to a speed above the set speed.
- The vehicle in front of you moves out of the lane you are in.
- You set a new gap distance.

The system applies the brakes to slow down your vehicle to maintain a safe gap distance from the vehicle in front of you. The system only applies limited braking. You can override the system by applying the brakes.

**Note:** The brakes may emit noise when applied by the system.

If the system determines that its maximum braking level is not sufficient, an audible warning sounds, a message appears in the instrument cluster display and an indicator flashes when the system continues to brake. Take immediate action.

# Adaptive Cruise Control

## SETTING THE ADAPTIVE CRUISE CONTROL GAP - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH LANE CENTERING



You can decrease or increase the distance between your vehicle and the vehicle in front by pressing the gap control.

**Note:** *It is your responsibility to select a gap appropriate to the driving conditions.*



The selected gap appears in the instrument cluster display as shown by the bars in the image. You can select four gap settings.

### Adaptive Cruise Control Gap Settings

| Graphic Display, Bars Indicated Between Vehicles | Gap Distance | Dynamic Behavior |
|--|--------------|------------------|
| 1  | Closest.     | Sport.           |
| 2  | Close.       | Normal.          |
| 3  | Medium.      | Normal.          |
| 4  | Far.         | Comfort.         |

When you switch the ignition on, the system automatically selects the last chosen gap setting.

### Following a Vehicle

When a vehicle ahead of you enters the same lane or a slower vehicle is ahead in the same lane, the vehicle speed adjusts to maintain a preset gap distance. A vehicle graphic appears in the instrument cluster display.

**Note:** *When you are following a vehicle and you switch on a direction indicator, adaptive cruise control may provide a small temporary acceleration to help you pass.*

Your vehicle maintains a consistent gap from the vehicle ahead until:

- The vehicle in front of you accelerates to a speed above the set speed.
- The vehicle in front of you moves out of the lane you are in.
- You set a new gap distance.

The system applies the brakes to slow your vehicle to maintain a safe gap distance from the vehicle in front. The system only applies limited braking. You can override the system by applying the brakes.

If the system determines that its maximum braking level will not be sufficient, an audible warning sounds when the system continues to brake. Take immediate action.

### Following a Vehicle to a Complete Stop

If your vehicle follows a vehicle to a complete stop and remains stationary for less than three seconds, your vehicle accelerates from a stationary position to follow the vehicle ahead.

# Adaptive Cruise Control

RES

If your vehicle follows a vehicle to a complete stop and remains stationary for more than three seconds, press and release the button or press the accelerator pedal to follow the vehicle ahead.

**Note:** *The brakes may emit noise when applied by the system.*

## CANCELING THE SET SPEED



Press the button or tap the brake pedal.

The set speed does not erase.

## RESUMING THE SET SPEED

RES

Press the button.

Your vehicle speed returns to the previously set speed and gap setting. The set speed displays continuously in the information display when the system is active.

**Note:** *Only use resume if you are aware of the set speed and intend to return to it.*

## OVERRIDING THE SET SPEED



**WARNING:** If you override the system by pressing the accelerator pedal, it does not automatically apply the brakes to maintain a gap from any vehicle ahead.

When you press the accelerator pedal, you override the set speed and gap distance.

Use the accelerator pedal to intentionally exceed the set speed limit.

When you override the system, the green indicator illuminates and the vehicle icon does not appear in the instrument cluster display.

The system resumes operation when you release the accelerator pedal. The vehicle speed decreases to the set speed, or a lower speed if following a slower vehicle.

## ADAPTIVE CRUISE CONTROL INDICATORS



Illuminates when you switch adaptive cruise control on. The color of the indicator changes to indicate the system status.

White indicates the system is on but inactive.

Green indicates that you set the speed and the system is active.

## SWITCHING FROM ADAPTIVE CRUISE CONTROL TO CRUISE CONTROL - VEHICLES WITH: SYNC 3



**WARNING:** Normal cruise control will not brake when your vehicle is approaching slower vehicles. Always be aware of which mode you have selected and apply the brakes when necessary.

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Cruise Control**.
4. Press **Normal**.

# Adaptive Cruise Control

## SWITCHING FROM ADAPTIVE CRUISE CONTROL TO CRUISE CONTROL - VEHICLES WITH: SYNC 2.5



**WARNING:** Normal cruise control will not brake when your vehicle is approaching slower vehicles. Always be aware of which mode you have selected and apply the brakes when necessary.

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Cruise control**.
4. Select **Mode**.
5. Select a setting and press the **OK** button.



The cruise control indicator replaces the adaptive cruise control indicator if you select normal cruise control. The gap setting does not display, and the system does not respond to lead vehicles. Automatic braking remains active to maintain the set speed. The system remembers the last setting when you start your vehicle.

## LANE CENTERING

### HOW DOES LANE CENTERING WORK

Adaptive cruise control with lane centering uses radar and camera sensors to help keep your vehicle in the middle of the lane by applying continuous assistance steering torque input toward the lane center on highways.

**Note:** *The adaptive cruise control gap setting operates normally.*

If you drive off-center within the lane, the system sets and maintains that preferred lane position. The system provides continuous assistance steering torque input toward the preferred position.

**Note:** *The system can only set preferred lane positions within the lane.*

**Note:** *If the system cancels, the preferred position erases. On the next activation, the system provides continuous assistance steering torque input toward the lane center.*

## LANE CENTERING PRECAUTIONS



**WARNING:** Do not use the system when towing a trailer. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use the system if any changes or modifications to the steering wheel have been made. Any changes or modifications to the steering wheel could affect the functionality or performance of the system. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

Adaptive cruise control precautions apply to lane centering unless stated otherwise or contradicted by a lane centering precaution. See **Adaptive Cruise Control Precautions** (page 296).

## LANE CENTERING REQUIREMENTS

You must keep your hands on the steering wheel at all times.

# Adaptive Cruise Control

The system only activates when all of the following occur:

- You have adaptive cruise control with stop and go on.
- You have your hands on the steering wheel at all times.
- The system detects both lane markings.
- The vehicle is centered in the lane.

**Note:** *If it does not detect valid lane markings, the system stays inactive until valid markings are available.*

## LANE CENTERING LIMITATIONS

Adaptive cruise control limitations apply to lane centering unless stated otherwise or contradicted by a lane centering limitation. See **Adaptive Cruise Control Limitations** (page 297).

Lane Centering may not correctly operate in any of the following conditions:

- The lane is too narrow or wide.
- The system does not detect at least one lane marking or when lanes merge or split.
- Limited steering torque input is applied.
- Areas under construction or new infrastructure.

- When modifications to the steering system have been made.
- When using a spare tire.
- In high wind conditions.

**Note:** *The driving assistance torque is limited and may not be sufficient for all driving situations such as driving through tight curves or driving through curves at high speeds.*

**Note:** *In exceptional conditions, such as inclement weather or direct sunlight, the system could deviate from the center line or could cancel.*

## SWITCHING LANE CENTERING ON AND OFF

You must keep your hands on the steering wheel at all times.

The controls are on the steering wheel. See **Visual Search** (page 29).



Press the button.

The indicator appears in the instrument cluster display. When the system is on, the color of the indicator changes to indicate the system status.

You can override the system at any time by steering your vehicle.

**Note:** *The correct requirements must be met before you can switch the system on. See **Lane Centering Requirements** (page 305).*

## LANE CENTERING ALERTS

You must keep your hands on the steering wheel at all times.

When the system is active and detects no steering activity for a period of time, the system alerts you to put your hands on the steering wheel. If you do not react to the warnings the system cancels and slows your vehicle down to idle speeds while maintaining steering control. See **Lane Centering Automatic Cancellation** (page 307).

The system also alerts you if your vehicle crosses lane markings without detected steering activity.

**Note:** *The system could detect a light grip or touch on the steering wheel as hands-off driving.*

# Adaptive Cruise Control

## LANE CENTERING AUTOMATIC CANCELLATION

You must keep your hands on the steering wheel at all times.

When an external condition cancels the system, for example, no lane markings are available and your hands are on the steering wheel, a tone sounds and a message appears in the instrument cluster display.

When an external condition cancels the system, for example, no lane markings are available and your hands are not on the steering wheel, the system immediately alerts you to take control of the vehicle. If this alert is ignored, the system slows the vehicle while maintaining steering control.

**RES**

If your vehicle starts to slow down, you must contribute to the steering control and press and release the button or briefly press the accelerator pedal to regain full system performance.

Automatic cancellation can also occur if:

- The lane becomes too wide or narrow.
- The system cannot detect valid lane markings.
- Lane markings are crossed.
- The curve of the road is too sharp.

**Note:** The system disables until the next key cycle if your vehicle slows down due to driver inactivity twice within a key cycle.

You initiate a cancellation when the system is active and you switch the turn signal lamp on. The system immediately cancels. The system remains in standby mode as long as the turn signal lamp is engaged. The system automatically re-activates once the vehicle is centered in a lane and the turn signal lamp is switched off.

## LANE CENTERING INDICATORS



The indicator appears in the instrument cluster display when you switch lane centering on. When the system is on, the color of the indicator changes to indicate the system status.

Gray indicates the system is on but inactive.

Green indicates the system is active and applying steering torque assistance input to keep your vehicle in the center of the lane.

Amber with an audible tone and then gray indicates a system automatic cancellation.

## INTELLIGENT ADAPTIVE CRUISE CONTROL

### HOW DOES INTELLIGENT ADAPTIVE CRUISE CONTROL WORK

Intelligent adaptive cruise control combines speed sign recognition and navigation map data with adaptive cruise control to adjust the cruise set speed to the speed limit detected by the speed sign recognition system. As the system detects new speed signs, the set speed updates.

There are limitations that affect the accuracy of the speed sign recognition system and its ability to determine the current speed limit. The intelligent adaptive cruise control system and its ability to determine the current speed limit shares these limitations. See **Speed Sign Recognition** (page 362).

**Note:** The adaptive cruise control gap setting operates normally when the feature is enabled.

# Adaptive Cruise Control

## INTELLIGENT ADAPTIVE CRUISE CONTROL PRECAUTIONS



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

## INTELLIGENT ADAPTIVE CRUISE CONTROL LIMITATIONS

The speed limit information provided by the navigation map data could be inaccurate or out of date.

The system may not detect and read speed limit signs with conditional information, for example, when a sign is flashing, during specific time ranges, or when children are present.

**Note:** *The system does not set the vehicle speed to speed limits shown with a supplementary traffic sign.*

Under certain conditions, the system may not adjust the vehicle speed until after your vehicle passes the speed limit.

## SWITCHING INTELLIGENT MODE ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Cruise Control**.
4. Press **Intelligent**.

## SWITCHING INTELLIGENT MODE ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Cruise control**.
4. Select **Mode**.
5. Select a setting and press the **OK** button.

## INTELLIGENT ADAPTIVE CRUISE CONTROL ALERTS

If the speed sign recognition system detects a speed limit below the minimum adaptive cruise control set speed, a tone sounds and the system returns to standby mode.

## INTELLIGENT ADAPTIVE CRUISE CONTROL INDICATORS



E292667

A bracket appears around the set speed and the detected speed limit in the instrument cluster.



# Adaptive Cruise Control

## ADAPTIVE CRUISE CONTROL – TROUBLESHOOTING

## ADAPTIVE CRUISE CONTROL – INFORMATION MESSAGES - VEHICLES WITH: ADAPTIVE CRUISE CONTROL

**Note:** The system could abbreviate or shorten certain messages depending upon which cluster type you have.

**Note:** Depending on your vehicle options and instrument cluster type, not all messages display or are available.

| Message  | Action   |
|--|--|
| Adaptive cruise control not available<br>Sensor blocked See manual | Displays when the sensor has reduced visibility.                             |
| Adaptive cruise control not available                              | Displays when the system is not available.                                   |
| Adaptive cruise control malfunction                                | The system has malfunctioned. Have your vehicle checked as soon as possible. |
| Cruise control active Adaptive braking off                         | You have switched normal cruise control on. Adaptive braking turns off.      |

# Adaptive Cruise Control

**ADAPTIVE CRUISE CONTROL –  
INFORMATION MESSAGES -  
VEHICLES WITH: ADAPTIVE CRUISE  
CONTROL WITH LANE CENTERING**

**Note:** Depending on your vehicle options and instrument cluster type, not all messages display or are available.

**Note:** The system could abbreviate or shorten certain messages depending upon which cluster type you have.

| Message                            | Action   |
|------------------------------------|--|
| Keep hands on steering wheel       | Make sure you return your hands to the steering wheel and provide steering input.  |
| Lane centring assist not available | Lane centering assist conditions exist preventing the system from being available. |
| Resume control                     | The system is going to cancel and you must take control.                           |

# Adaptive Cruise Control

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## ADAPTIVE CRUISE CONTROL – INFORMATION MESSAGES - VEHICLES WITH: INTELLIGENT ADAPTIVE CRUISE CONTROL

| Message  | Action   |
|--|--|
| Adaptive cruise control Speed sign recognition not available | Navigation system based speed limit information is not available. If the message continues to appear, have your vehicle checked as soon as possible. |

# Drive Mode Control

## WHAT IS DRIVE MODE CONTROL

The system delivers a driving experience through a suite of sophisticated electronic vehicle systems. These systems optimize steering, handling and powertrain response. This provides a single location to control multiple systems performance settings.

Changing the drive mode changes the functionality of the following systems:

- Electric power-assisted steering system adjusts steering effort and feel based on the mode you select. See **How Does Electric Power Steering Work** (page 275).
- Electronic stability control and traction control maintain your vehicle control in adverse conditions or high performance driving. See **Stability Control** (page 273).
- Electronic throttle control enhances the powertrain response to your driving inputs.
- Transmission controls become optimized with shift schedules tuned to each mode.
- Four-wheel drive settings are optimized and tuned to each mode.
- Electric vehicle mode selections may be limited. See **Selecting a Drive Mode** (page 313).

The system tailors your vehicle configuration for each mode you select.

**Note:** *Not all settings may be available.*

**Note:** *The system has diagnostic checks that continuously monitor the system for proper operation. If a mode is unavailable due to a system fault or change in gear shifter position, the mode defaults to Normal.*

## SELECTING A DRIVE MODE - 1.5L ECOBOOST™, 2.0L ECOBLUE, FULL HYBRID ELECTRIC VEHICLE (FHEV), EXCLUDING: PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

**Note:** *Drive mode changes may not be available when the ignition is off.*

**Note:** *Button icon shown may vary from your vehicle.*

**Note:** *Selected drive mode displays in the information display. See **Using the Instrument Cluster Display Controls** (page 130).*



To select drive modes, use the console mounted control.

# Drive Mode Control

## SELECTING A DRIVE MODE - PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)



To select drive modes, use the console mounted control.

**Note:** Drive mode changes may not be available when the ignition is off.

**Note:** Button icon shown may vary from your vehicle.

**Note:** Selected drive mode displays in the information cluster display.

## DRIVE MODES

### DEEP SNOW/SAND (If Equipped)



Use this mode to aid you in getting your vehicle unstuck from deep snow or sand.

**Note:** The intent of your all-wheel drive vehicle is not for off-road use. The all-wheel drive feature allows for driving on relatively level surfaces, obstruction free and similar to normal on-road driving conditions. Operating your vehicle in other conditions could lead to excessive stress that could result in damage not covered by the warranty.

**Note:** This mode is not intended for driving on snowy roads. For snowy roads use slippery mode.

**Note:** Using deep snow/sand mode on dry, hard surfaces could produce some vibration, driveline bind up, and potential excessive tire wear. This mode is for slippery and loose surfaces.

## ECO



For efficient driving. This mode helps deliver maximum fuel efficiency and helps to increase driving range.

## NORMAL



For everyday driving. This mode is a perfect balance of excitement, comfort and convenience. This is the default mode after each ignition cycle.

## SLIPPERY



For less than ideal road conditions such as snow or ice covered roads. This mode lowers throttle response, adjusts transmission shift points, and optimizes vehicle stability controls to help mitigate wheel spin and maintain vehicle control when driving in winter conditions.

**Note:** Using slippery mode on dry, hard surfaces could produce some vibration, driveline bind up, and potential excessive tire wear.

# Drive Mode Control

## SPORT



For sporty driving with improved performance handling and response. This mode increases accelerator pedal response, enhances steering to provide a sportier feel, and adjusts transmission shift points for quicker vehicle acceleration.

## PLUG-IN HYBRID ELECTRIC VEHICLE DRIVE MODES

### 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 CHARGE



This mode uses your vehicle's engine to charge the high voltage battery versus plugging the vehicle into a utility grid.

The electric range gained through the EV Charge allows you to switch to Auto EV or EV Now for full electric operation later in your drive. The battery cannot completely charge to 100% when in EV Charge mode. This is to allow for full operation of the regenerative braking system. When the battery reaches its EV Charge limit, the vehicle remains in EV Charge mode and maintains that charge level, until you select another EV Mode, or until you switch your vehicle off.

When you enable EV Charge, a white EV Charge icon appears in the information display.

EV Charge resets to Auto EV when you switch off your vehicle. You may select EV Charge again during your next drive.

### 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.

For example, your initial drive is at high speeds on open roads, but later your drive is at low speeds in an urban area where electric only driving is most efficient. In this case, you can select EV Later for the higher speed portion of your trip and then select Auto EV or EV Now for the urban portion.

When you enable EV Later, a white EV Later icon appears in the information display. EV Later resets to Auto EV when you switch off your vehicle. You may select EV Later again during your next drive.

When you select EV Later with the vehicle fully charged or near fully charged, some electric-only driving range is used to discharge the battery. This is to allow for full operation of the regenerative braking system.

### EV NOW



This mode provides an electric only driving experience.

Do not use EV Now when towing a trailer. The electric drive system is not designed for towing.

Your vehicle could accelerate slower and the top speed could be lower than when in Auto EV mode.

## Drive Mode Control

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You can enable your engine at any time by using one of the following methods:

- Fully press the accelerator pedal. A pop-up message appears. Press the OK button on the steering wheel to enable the engine. When the engine is no longer needed, your vehicle returns to EV Now. The message disappears if you release the accelerator pedal.

- Select a different EV mode. This exits EV Now mode and permits engine operation. To return to EV Now mode, select it again.

Your vehicle could enter Engine Enabled mode if system conditions require it. A message displays if this occurs. This is a normal function of the system and your vehicle returns to EV Now mode when possible.

When you enable EV Now mode, a blue EV Now icon appears in the information display. If your vehicle is in Engine Enabled mode, the EV Now icon is amber. EV Now exits when your available electric range reaches zero.

**Note:** *In certain vehicles, cabin air heating is not available in EV Now mode, only heated seats and heated steering wheel.*

# Drive Mode Control

## PLUG-IN HYBRID ELECTRIC VEHICLE DRIVE MODES – TROUBLESHOOTING

### PLUG-IN HYBRID ELECTRIC VEHICLE DRIVE MODES – INFORMATION MESSAGES

| Message   | Action   |
|---|--|
| EV now All electric driving                     | You selected EV now mode with the EV button.   |
| EV later {###}% electric energy saved for later | You selected EV later mode with the EV button.   |
| EV charge Battery charged by engine             | You selected EV charge mode with the EV button.  |
| Auto EV normal operation                        | You selected auto EV mode with the EV button.  |
| EV Now not available                            | EV Now is not available.   |
| Engine enabled due to defrost setting           | Your vehicle enables the engine due to the climate control defrost setting. This is normal operation.                            |
| Press EV button for full defrost                | Press the EV button and select either EV Later or EV Auto to enable full defrost. The engine may run to provide more cabin heat. |
| Engine enabled for system performance           | Your vehicle enables the engine for system performance. This is normal operation.  |
| Press OK to enable engine                       | You can press OK to enable the engine temporarily for increased performance when in EV Now mode.                                 |



# Eco Coach

## WHAT IS ECO COACH

Eco coach is designed to monitor certain driving characteristics to help you drive more efficiently.

## HOW DOES ECO COACH WORK

Eco coach provides feedback through the instrument cluster display about your driving behaviour.

**Note:** *The efficiency levels do not result in a defined fuel consumption figure.*

**Note:** *The system only indicates the efficiency level for the current trip. The system resets each time you switch the ignition on.*

## HOW DOES INSTANTANEOUS EFFICIENCY LEVEL WORK

The display ring increases as the instantaneous efficiency level increases and illuminates when it reaches maximum efficiency. The level continuously updates to indicate the efficiency level for the current trip.

## VIEWING THE INSTANTANEOUS EFFICIENCY LEVEL - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **MyView**.
2. Select **Eco coach**.

## VIEWING THE INSTANTANEOUS EFFICIENCY LEVEL - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Display settings**.
3. Select **Eco coach**.
4. Select a setting and press the **OK** button.

## HOW DOES TRIP SUMMARY WORK - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

The calculated trip summary is shown as four colored bars. The bars travel from left to right as the calculated efficiency levels increase. The bars indicate the average efficiency level for acceleration, deceleration, speed and gear shifting during the total distance traveled by your vehicle for the current trip.

**Note:** *Vehicles with an automatic transmission do not have a bar for gear shifting.*

### HOW DOES TRIP SUMMARY WORK - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

The calculated trip summary is shown as four percentage values. The percentage values increase as the calculated efficiency levels increase. The percentage values indicate the average efficiency level for acceleration, deceleration, speed and gear shifting during the total distance traveled by your vehicle for the current trip.

**Note:** *Vehicles with an automatic transmission do not have a percentage value for gear shifting.*

### VIEWING THE TRIP SUMMARY - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **MyView**.
2. Select **Eco coach**.

### VIEWING THE TRIP SUMMARY - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Select screens**.
3. Select **Eco behaviour**.
4. Select the screen on your main screen. See **Instrument Cluster Display Main Menu** (page 130).

# Efficient Drive Mode

## WHAT IS EFFICIENT DRIVE MODE

Efficient drive mode is a predictive coach that uses the vehicle navigation data. It provides predictive route information to help you drive more efficiently by indicating when you can release the accelerator pedal.

## SWITCHING EFFICIENT DRIVE MODE ON AND OFF - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **Driver assist..**
2. Select **Eco coach**.
3. Switch **Eco advice** on or off.

## SWITCHING EFFICIENT DRIVE MODE ON AND OFF - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the information display main menu.

2. Select **Display settings**.
3. Select **Eco coach**.
4. Switch **Eco advice** on or off.

## DISPLAYING THE EFFICIENT DRIVE MODE - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **Driver assist..**

## TRIP SUMMARY

### HOW DOES TRIP SUMMARY WORK

The calculated trip summary is shown as five colored bars. The bars travel from left to right as the calculated efficiency levels increase. The bars indicate the average efficiency level for your driving behavior, acceleration, deceleration, speed, gear shifting and compliance score during the total distance traveled by your vehicle for the current trip.

**Note:** *The compliance score assesses how well you follow the efficient drive mode indicator.*

**Note:** *Vehicles with an automatic transmission do not have a bar for gear shifting.*

## VIEWING THE TRIP SUMMARY - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **MyView**.
2. Select **Eco coach**.
3. Switch the engine off.
4. Press the **OK** button.

## VIEWING THE TRIP SUMMARY - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



Repeatedly press the button to scroll through the available drive modes.

The button is on the center console.

1. Select **ECO**.
2. Press the menu button on the steering wheel to enter the information display main menu.

## Efficient Drive Mode

---

3. Select **Display settings**.
4. Select **Eco coach**.
5. Switch **Eco advice** on.
6. Switch the engine off.

### EFFICIENT DRIVE MODE INDICATORS



It illuminates grey when the system recommends you to decelerate.

It changes color when you start to decelerate.

The additional display ring next to the efficient drive mode indicator can provide information about speed limit, intersection, freeway ramp, roundabout, stop sign, slope, curve or crosswalk.

## Local Hazard Information

### WHAT IS LOCAL HAZARD INFORMATION

The system is designed to provide near real-time information about the road in front of you.

### LOCAL HAZARD INFORMATION PRECAUTIONS



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

### LOCAL HAZARD INFORMATION INDICATORS



Animals on the road.



Approaching vehicle coming the wrong way.



Broken down vehicle or accident.



Broken down vehicle or accident.



Fire.



General.



Hazardous driving conditions.



Objects on the road.



People on the road.



Road works.



Traffic jam.

**Note:** Depending on your vehicle options and instrument cluster type, not all indicators shown are available.

### ENABLING LOCAL HAZARD INFORMATION

**Note:** Make sure that the modem is enabled. See **Enabling and Disabling the Modem** (page 486).

1. Select **Settings**.
2. Select **FordPass Connect**.
3. Select **Connectivity settings**.
4. Switch **Vehicle connectivity** on.
5. Switch **Location** on.
6. Switch **Vehicle data & Remote ctrl** on.
7. Switch **Live Traffic** on.
8. Switch **Local hazard information** on.

## Local Hazard Information

---

### CHECKING LOCAL HAZARD INFORMATION STATUS - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Information**.
3. Select **Local hazard information**.

### CHECKING LOCAL HAZARD INFORMATION STATUS - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

1. Press the menu button on the steering wheel to enter the information display main menu.
2. Select **Settings**.
3. Select **Local hazard information**.

# Speed Limiter

## HOW DOES THE SPEED LIMITER WORK

The system allows you to set a speed to which your vehicle becomes limited. The set speed sets the effective maximum speed of your vehicle. You can temporarily exceed the set speed if required, for example to overtake.

The controls are on the steering wheel.

## SPEED LIMITER PRECAUTIONS



**WARNING:** When you are going downhill, your vehicle speed could increase above the set speed. The system does not apply the brakes.



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

## SWITCHING THE SPEED LIMITER ON AND OFF - VEHICLES WITHOUT: LANE CENTERING

LIM

Press to switch the system on. The system activates with the current vehicle speed as the set speed. Press again to switch the system off.

## SWITCHING THE SPEED LIMITER ON AND OFF - VEHICLES WITH: LANE CENTERING

LIM

Press to switch the system on. The system activates with the current vehicle speed as the set speed. Press again with the system in standby mode to switch the system off.

## SETTING THE SPEED LIMIT

SET+

SET-

Press the toggle button upward or downward with the system in standby mode to set the speed limiter to the current vehicle speed. The set speed is stored and displayed in the instrument cluster display.

## CHANGING THE SET SPEED LIMIT

SET+

SET-

You can adjust the set speed in small or large increments. Press the toggle button upward or downward once to adjust the set speed in small increments. Press and hold the toggle button upward or downward to adjust the set speed in large increments.

## CANCELING THE SET SPEED LIMIT - VEHICLES WITHOUT: LANE CENTERING

CAN

Press to cancel the set speed limiter. The system returns to standby mode.

**Note:** The system does not limit the vehicle speed in standby mode.

# Speed Limiter

## CANCELING THE SET SPEED LIMIT - VEHICLES WITH: LANE CENTERING



Press to cancel the set speed limiter. The system returns to standby mode.

**Note:** *The system does not limit the vehicle speed in standby mode.*

## RESUMING THE SET SPEED LIMIT



Press to resume the set speed limiter.

## INTENTIONALLY EXCEEDING THE SET SPEED LIMIT

Firmly press the accelerator pedal to temporarily exceed the set speed limit. The system resumes when the vehicle speed drops below the set speed limit, or when you press the **RES** button.

If you intentionally exceed the set speed, a warning appears in the instrument cluster display.

## SPEED LIMITER INDICATORS



It illuminates in the instrument cluster display when you switch the system on.

It illuminates grey if the system is in standby mode.

## SPEED LIMITER AUDIBLE WARNINGS

If you unintentionally exceed the set speed, for example when you are going downhill, a warning appears in the instrument cluster display and a tone sounds.



# Intelligent Speed Limiter

## WHAT IS THE INTELLIGENT SPEED LIMITER

Intelligent speed limiter is a driving aid that limits the vehicle speed to the maximum speed limit detected by the speed sign recognition system.

## HOW DOES THE INTELLIGENT SPEED LIMITER WORK

The system allows you to limit the vehicle speed to the maximum speed limit detected by the speed sign recognition system. For example, if the speed sign recognition system detects a 80 km/h (50 mph) speed limit, the vehicle speed is limited to 80 km/h (50 mph). You can temporarily exceed the set speed if required, for example to overtake.

The controls are on the steering wheel.

A warning appears in the instrument cluster display if any of the following occur:

- The vehicle speed exceeds the current set speed.
- The system detects a maximum speed limit that is lower than the current vehicle speed.

- You intentionally exceed the set speed.
- You unintentionally exceed the set speed, for example when you are going downhill.

**Note:** *The system does not limit the vehicle speed to speed limits shown with a supplementary traffic sign in the instrument cluster display.*

## INTELLIGENT SPEED LIMITER PRECAUTIONS



**WARNING:** When you are going downhill, your vehicle speed could increase above the set speed. The system does not apply the brakes.



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

## SWITCHING THE INTELLIGENT SPEED LIMITER ON AND OFF - VEHICLES WITHOUT: LANE CENTERING

LIM

Press to switch the system on. The system activates with the detected speed-limit or, if no speed-limit is detected, the current vehicle speed as the set speed. Press again to switch the system off.

## SWITCHING THE INTELLIGENT SPEED LIMITER ON AND OFF - VEHICLES WITH: LANE CENTERING

LIM

Press to switch the system on. The system activates with the detected speed-limit or, if no speed-limit is detected, the current vehicle speed as the set speed. Press again with the system in standby mode to switch the system off.

# Intelligent Speed Limiter

## SETTING THE SPEED LIMIT



Press the toggle button upward or downward with the system in standby mode to set the speed limiter to the current vehicle speed.



The set speed is stored and displayed in the instrument cluster display.

**Note:** *The set speed limiter adjusts when the system detects a different maximum speed limit.*

**Note:** *If the system cannot detect a maximum speed limit, the system returns to standby mode.*

## CHANGING THE SET SPEED LIMIT



You can adjust the set speed in small or large increments. Press the toggle button upward or



downward once to adjust the set speed in small increments. Press and hold the toggle button upward or downward to adjust the set speed in large increments.

## ADJUSTING THE SPEED LIMIT TOLERANCE - VEHICLES WITH: SYNC 3

You can set a permanent speed tolerance that is in addition to the detected speed limit.

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Speed Limiter**.
4. Press **Intelligent**.
5. Press **Tolerance**.
6. Select a setting and press the **OK** button.

## ADJUSTING THE SPEED LIMIT TOLERANCE - VEHICLES WITH: SYNC 2.5

You can set a permanent speed tolerance that is in addition to the detected speed limit.

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Speed limiter**.
4. Select **Intelligent**.

5. Select **Tolerance**.
6. Select a setting and press the **OK** button.

## CANCELING THE SET SPEED LIMIT - VEHICLES WITHOUT: LANE CENTERING



Press to cancel the set speed limiter. The system returns to standby mode.

**Note:** *The system does not limit the vehicle speed in standby mode.*

## CANCELING THE SET SPEED LIMIT - VEHICLES WITH: LANE CENTERING



Press to cancel the set speed limiter. The system returns to standby mode.

**Note:** *The system does not limit the vehicle speed in standby mode.*

# Intelligent Speed Limiter

## RESUMING THE SET SPEED LIMIT

**RES** Press to resume the set speed limiter. The system sets the speed limiter to the detected maximum speed limit at the time it resumes.

## INTENTIONALLY EXCEEDING THE SET SPEED LIMIT

Firmly press the accelerator pedal to temporarily exceed the set speed limit. The system resumes when the vehicle speed drops below the set speed limit, or when you press the **RES** button.

If you intentionally exceed the set speed, a warning appears in the instrument cluster display.

## INTELLIGENT SPEED LIMITER INDICATORS

**LIM** It illuminates in the instrument cluster display when you switch the system on.

It illuminates grey if the system is in standby mode.

## INTELLIGENT SPEED LIMITER AUDIBLE WARNINGS

A tone sounds if:

- You unintentionally exceed the set speed, for example when you are going downhill.
- You continue to exceed the set speed.
- The speed sign recognition system detects a speed limit outside the operational speed range, a tone sounds and the system returns to standby mode.

## SWITCHING FROM INTELLIGENT SPEED LIMITER TO SPEED LIMITER - VEHICLES WITH: SYNC 3

You can change between intelligent speed limiter and normal speed limiter using the center display. Intelligent speed limiter allows you to limit the vehicle speed to the maximum speed limit detected by the speed sign recognition system. Normal speed limiter allows you to manually limit the vehicle speed using controls on the steering wheel.

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

3. Press **Speed Limiter**.
4. Switch **Intelligent** off.

**Note:** If you switch intelligent speed limiter off, the system defaults to manual speed limiter. You can manually set the speed limiter using the controls on the steering wheel.

## SWITCHING FROM INTELLIGENT SPEED LIMITER TO SPEED LIMITER - VEHICLES WITH: SYNC 2.5

You can change between intelligent speed limiter and normal speed limiter using the instrument cluster display. Intelligent speed limiter allows you to limit the vehicle speed to the maximum speed limit detected by the speed sign recognition system. Normal speed limiter allows you to manually limit the vehicle speed using controls on the steering wheel.

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Speed limiter**.
4. Switch **Intelligent** off.

# Intelligent Speed Limiter

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**Note:** *If you switch intelligent speed limiter off, the system defaults to manual speed limiter. You can manually set the speed limiter using the controls on the steering wheel.*

## INTELLIGENT SPEED LIMITER – TROUBLESHOOTING

### INTELLIGENT SPEED LIMITER – FREQUENTLY ASKED QUESTIONS

Why does a warning appear in the instrument cluster display?

- The vehicle speed exceeds the current set speed.
- The system detects a maximum speed limit that is lower than the current vehicle speed.
- You intentionally exceed the set speed.

# Lane Keeping System

## WHAT IS THE LANE KEEPING SYSTEM

The lane keeping system is a driving aid designed to provide temporary steering assistance or steering wheel vibration when it detects an unintended lane departure.


## HOW DOES THE LANE KEEPING SYSTEM WORK

The system is designed to alert you by providing temporary steering assistance or steering wheel vibration when it detects an unintended lane departure. The system detects and tracks the road lane markings using a camera mounted behind the interior mirror. When you switch the system on, a graphic of lane markings appears in the instrument cluster display.





**Note:** The system works when the camera can detect at least one lane marking or the edge of the road.

## LANE KEEPING SYSTEM PRECAUTIONS


 **WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.


 **WARNING:** The system may not function if the sensor is blocked.


 **WARNING:** The sensor may incorrectly track lane markings as other structures or objects. This can result in a false or missed warning.

 **WARNING:** In cold and severe weather conditions the system may not function. Rain, snow and spray can all limit sensor performance.

 **WARNING:** Large contrasts in outside lighting can limit sensor performance.

 **WARNING:** The system will not operate if the sensor cannot track the road lane markings.

 **WARNING:** If damage occurs in the immediate area surrounding the sensor, have your vehicle checked as soon as possible.

 **WARNING:** The system may not correctly operate if your vehicle is fitted with a suspension kit not approved by us.

## LANE KEEPING SYSTEM LIMITATIONS

The system only operates when the vehicle speed is greater than approximately 65 km/h (40 mph).

The system may not correctly operate in any of the following conditions:

- The system does not detect at least one lane marking or the edge of the road.
- You switch the turn signals on.

# Lane Keeping System

- You apply direct steering, accelerate fast or brake hard.
- The vehicle speed is less than 65 km/h (40 mph).
- The anti-lock brake, stability control or traction control system activates.
- Narrow lane width.

The system may not correct lane positioning in any of the following conditions:

- High winds.
- Uneven road surfaces.
- Heavy or uneven loads.
- Incorrect tire pressure.

## SWITCHING THE LANE KEEPING SYSTEM ON AND OFF



E270719

Press the button on the turn signal stalk.

## SWITCHING THE LANE KEEPING SYSTEM MODE - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Lane-Keeping System**.
4. Press **Lane-Keeping Mode**.
5. Select a setting.

## SWITCHING THE LANE KEEPING SYSTEM MODE - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Lane keeping system**.
4. Select **Mode**.
5. Select a setting and press the **OK** button.

## LANE KEEPING SYSTEM SETTINGS - VEHICLES WITH: SYNC 3

You can select one of the three modes on the touchscreen:

- Alert mode.
- Aid mode.
- Alert and aid mode.

**Note:** The system remembers the last mode when you start your vehicle. If the system detects a MyKey, the mode is set to alert.

# Lane Keeping System

## LANE KEEPING SYSTEM SETTINGS - VEHICLES WITH: SYNC 2.5

You can select one of the three modes in the instrument cluster display:

- Alert mode.
- Aid mode.
- Alert and aid mode.

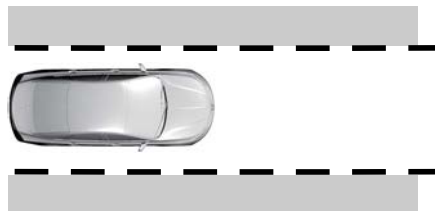
**Note:** *The system remembers the last mode when you start your vehicle. If the system detects a MyKey, the mode is set to alert.*

## ALERT MODE

### WHAT IS ALERT MODE

Alert mode provides steering wheel vibration when it detects an unintended lane departure.

## HOW DOES ALERT MODE WORK



When in alert mode, the lane keeping system alerts you by vibrating the steering wheel if it detects an unintended lane departure.

## ADJUSTING THE STEERING WHEEL VIBRATION INTENSITY - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Lane-Keeping System**.
4. Press **Alert Intensity**.
5. Select a setting.

## ADJUSTING THE STEERING WHEEL VIBRATION INTENSITY - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Lane keeping system**.
4. Select **Intensity**.
5. Select a setting and press the **OK** button.

**Note:** *This setting does not affect the aid mode.*

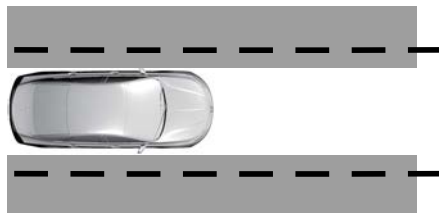
## AID MODE

### WHAT IS AID MODE

Aid mode provides temporary steering assistance toward the center of the lane.

# Lane Keeping System

## HOW DOES AID MODE WORK



The lane keeping system aids you when an unintentional lane departure occurs. The system provides a small steering input to move your vehicle towards the center of the lane.

**Note:** When aid mode is on and the system does not detect any steering activity for a short period of time, for example lightly holding the steering wheel, the system alerts you to put your hands on the steering wheel.

**Note:** The aid mode becomes active again after you have returned your vehicle to the center of the lane.

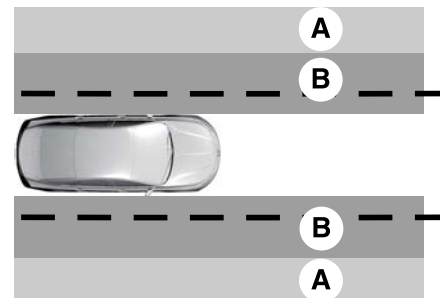
## ALERT AND AID MODE

### WHAT IS ALERT AND AID MODE

Alert and aid mode combines both, alert mode and aid mode.

### HOW DOES ALERT AND AID MODE WORK

Alert and aid mode provides temporary steering assistance toward the lane center when the system detects an unintended lane departure. If your vehicle continues drifting out of the lane, the steering wheel vibrates.



A Alert.

B Aid.

**Note:** The diagram illustrates general zone coverage. It does not provide exact zone parameters.

## LANE KEEPING SYSTEM INDICATORS - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



It illuminates in the instrument cluster display when you switch the system on and aid mode or alert and aid mode are selected.

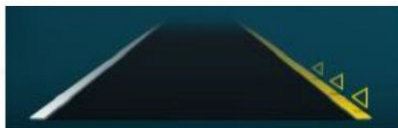
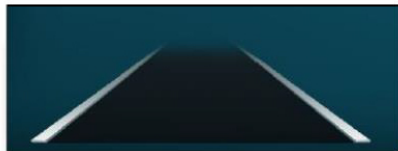


## Lane Keeping System



It illuminates in the instrument cluster display when you switch the system on and alert mode is selected.

### LANE KEEPING SYSTEM INDICATORS - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



When you switch the system on, a graphic of lane markings appears in the instrument cluster display.

The lane markings illuminate green or white if the system is available.

The lane markings illuminate grey if the system is unavailable.

The lane markings do not display if the system is off.

### BLIND SPOT ASSIST

#### WHAT IS BLIND SPOT ASSIST

Blind spot assist is an extension of the lane keeping system that provides a blind spot warning and steering assistance during lane changes if it detects adjacent vehicles.

### HOW DOES BLIND SPOT ASSIST WORK



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Activate and deactivate the system using the lane keeping system button on the turn signal stalk.

During lane changes, the design of the blind spot assist detects vehicles in, or approaching, your blind spot and provides a warning, plus steering assistance to direct your vehicle back into your lane.

When active, this system functions with or without the use of turn signals and hazard flashers.

You must keep your hands on the steering wheel at all times.

# Lane Keeping System

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## BLIND SPOT ASSIST LIMITATIONS

All system limitations present in the basic lane keeping system also apply to blind spot assist.

Blind spot assist does not function under the following conditions:

- When none or only one of the two lane markings are detected.
- One or both rear radar sensors become blocked or faulty.
- A trailer is attached to your vehicle.

**Note:** *Bike carriers and cargo racks could cause false alerts due to obstruction of the sensor. We recommend switching the feature off when using a bike carrier or a cargo rack.*

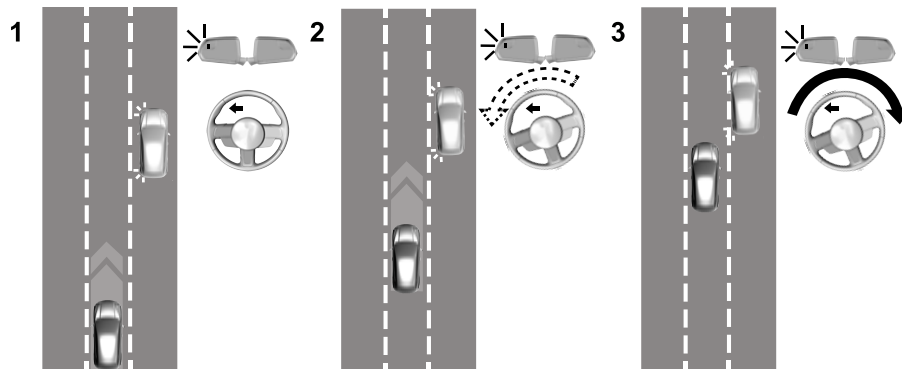
**Note:** *The system does not recognize the trailer, if you attach a trailer without electrical connectors. We recommend to switch off blind spot assist if you attach a trailer without electrical connectors.*

Blind spot assist could have difficulty detecting hazards under the following conditions:

- If a vehicle is approaching in an adjacent lane at a relative speed much higher than your vehicle.
- Bad weather conditions are present that obstruct the sensors.

# Lane Keeping System

## BLIND SPOT ASSIST INDICATORS



The lane keeping aid warning lamp or yellow lane marking in your instrument cluster indicate blind spot assist activation. In addition, the blind spot information system alert indicator flashes on the exterior mirror on the same side as the detection. For more information See **Blind Spot Information System** (page 341).

# Lane Keeping System

## Blind Spot Assist Information Messages

| Message   | Details   |
|---|---|
| Blind spot assist not available Trailer attached    | Displays if you attach a trailer to your vehicle.   |
| Blind spot assist not available Side sensor blocked | Displays if the blind spot information system sensors are blocked.                                    |
| Blind Spot Assist System malfunction                | The system has detected a fault that requires service. Have your vehicle checked as soon as possible. |

## BLIND SPOT ASSIST WITH TRAILER COVERAGE

### WHAT IS BLIND SPOT ASSIST WITH TRAILER COVERAGE

Blind spot assist with trailer coverage is an extension of the lane keeping system that provides a blind spot warning and steering assistance during lane changes if it detects adjacent vehicles.

**Note:** When attaching a trailer you must configure it so the system can recognize it. See **Blind Spot Information System With Trailer Coverage** (page 343).

### HOW DOES BLIND SPOT ASSIST WITH TRAILER COVERAGE WORK



E270719

Activate and deactivate the system using the lane keeping system button on the turn signal stalk.

During lane changes, the design of the blind spot assist with trailer coverage detects vehicles in, or approaching, your blind spot and provides a warning, plus steering assistance to direct your vehicle back into your lane.

If a supported trailer is connected, the function is reduced to only detecting vehicles on both sides of the vehicle and trailer, extending rearward from the exterior mirrors to the end of the trailer. See **Blind Spot Information System With Trailer Coverage** (page 343).

## Lane Keeping System

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When active, this system functions with or without the use of turn signals and hazard flashers.

You must keep your hands on the steering wheel at all times.

### BLIND SPOT ASSIST WITH TRAILER COVERAGE LIMITATIONS

All system limitations present in the basic lane keeping system also apply to blind spot assist with trailer coverage.

Blind spot assist with trailer coverage does not function under the following conditions:

- When none or only one of the two lane markings are detected.
- One or both rear radar sensors become blocked or faulty.
- The attached trailer is not correctly configured or it is not supported by the system. See **Blind Spot Information System With Trailer Coverage** (page 343).

**Note:** *Blind spot assist with trailer coverage could have reduced performance if you attach a trailer to your vehicle.*

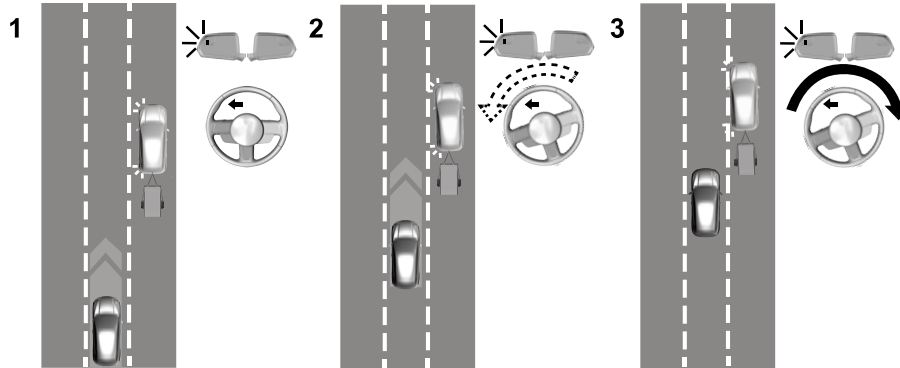
**Note:** *The system does not recognize the trailer, if you attach a trailer without electrical connectors. We recommend to switch off blind spot assist with trailer coverage if you attach a trailer without electrical connectors.*

Blind spot assist with trailer coverage could have difficulty detecting hazards under the following conditions:

- If a vehicle is approaching in an adjacent lane at a relative speed much higher than your vehicle.
- Bad weather conditions are present that obstruct the sensors.
- Attaching bike carriers or cargo racks could cause false alerts due to obstruction of the sensor.

# Lane Keeping System

## BLIND SPOT ASSIST WITH TRAILER COVERAGE INDICATORS



The lane keeping aid warning lamp or yellow lane marking in your instrument cluster indicate blind spot assist with trailer coverage activation. In addition, the blind spot information system alert indicator flashes on the exterior mirror on the same side as the detection. For more information See **Blind Spot Information System** (page 341).

# Lane Keeping System

## Blind Spot Assist with Trailer Coverage Information Messages

| Message   | Details  |
|---|--|
| Blind spot assist not available Trailer attached    | Displays if you attach a trailer wider than 2.4 m (7.9 ft), and the total length from the trailer hitch to the rear of the trailer is longer than 10 m (33 ft) to your vehicle. See <b>Blind Spot Information System With Trailer Coverage</b> (page 343). |
| Blind spot assist not available Side sensor blocked | Displays if the blind spot information system sensors are blocked.   |
| Blind Spot Assist System malfunction                | The system has detected a fault that requires service. Have your vehicle checked as soon as possible.  |

# Lane Keeping System

## LANE KEEPING SYSTEM – TROUBLESHOOTING

### LANE KEEPING SYSTEM – INFORMATION MESSAGES

| Message  | Details  |
|--|--|
| Lane keeping system malfunction Service required | The system has detected a fault that requires service. Have your vehicle checked as soon as possible.              |
| Front camera temporarily not available           | The system has detected a condition that has caused the system to be temporarily unavailable.                      |
| Front camera Low visibility Clean screen         | The system has detected a condition that requires you to clean the windshield in order for it to operate properly. |
| Front camera malfunction Service required        | The system has detected a fault that requires service. Have your vehicle checked as soon as possible.              |
| Keep hands on steering wheel                     | The system requests that you keep your hands on the steering wheel.  |



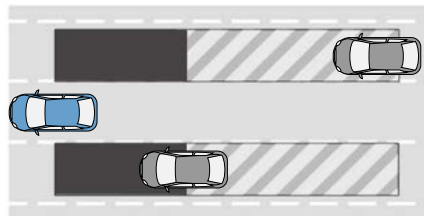
# Blind Spot Information System

## WHAT IS BLIND SPOT INFORMATION SYSTEM

Blind spot information system is designed to detect vehicles that may have entered the blind spot zone.

## HOW DOES BLIND SPOT INFORMATION SYSTEM WORK

The system is designed to detect vehicles that may have entered the blind spot zone. The detection area is on both sides of your vehicle, extending rearward from the exterior mirrors to approximately 4 m (13 ft) beyond the rear bumper. The detection area extends to approximately 18 m (59 ft) beyond the rear bumper when the vehicle speed is greater than 48 km/h (30 mph) to alert you of faster approaching vehicles.



## BLIND SPOT INFORMATION SYSTEM PRECAUTIONS

**WARNING:** Do not use the blind spot information system as a replacement for using the interior and exterior mirrors or looking over your shoulder before changing lanes. The blind spot information system is not a replacement for careful driving.



**WARNING:** The system may not operate properly during severe weather conditions, for example snow, ice, heavy rain and spray. Always drive with due care and attention. Failure to take care may result in a crash.

## BLIND SPOT INFORMATION SYSTEM LIMITATIONS

The system does not operate in park (P) or reverse (R).

**Note:** The system does not prevent contact with other vehicles. It is not designed to detect parked vehicles, pedestrians, animals or other infrastructures.

**Note:** The system could not alert you if a vehicle quickly passes through the detection zone.

**Note:** Blocked sensors could affect system performance.

# Blind Spot Information System

**Note:** The system may not correctly operate when towing a trailer. For vehicles with a trailer tow module and tow bar approved by us, the system turns off when you attach a trailer. For vehicles with an aftermarket trailer tow module or tow bar, we recommend that you switch the system off when you attach a trailer.

## BLIND SPOT INFORMATION SYSTEM REQUIREMENTS - MANUAL TRANSMISSION

The system turns on when all of the following occur:

- You start your vehicle.
- The vehicle speed is greater than 10 km/h (6 mph).

**Note:** The system does not operate in reverse (R).

## BLIND SPOT INFORMATION SYSTEM REQUIREMENTS - AUTOMATIC TRANSMISSION

The system turns on when all of the following occur:

- You start your vehicle.
- You shift into drive (D).
- The vehicle speed is greater than 10 km/h (6 mph).

**Note:** The system does not operate in park (P) or reverse (R).

## SWITCHING BLIND SPOT INFORMATION SYSTEM ON AND OFF - VEHICLES WITH: SYNC 3

To switch blind spot information system on or off, use the touchscreen:

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Switch **BLIS** on or off.

If you switch the system off, a warning lamp illuminates and a message displays. When you switch the system on or off, the alert indicators flash twice.

**Note:** The system remembers the last setting when you start your vehicle.

To permanently switch the system off, contact an authorized dealer.

## SWITCHING BLIND SPOT INFORMATION SYSTEM ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Switch **BLIS** on or off.

If you switch the system off, a warning lamp illuminates and a message displays. When you switch the system on or off, the alert indicators flash twice.

**Note:** The system remembers the last setting when you start your vehicle.

To permanently switch the system off, contact an authorized dealer.

# Blind Spot Information System

## LOCATING THE BLIND SPOT INFORMATION SYSTEM SENSORS



The sensors are behind the rear bumper on both sides of your vehicle.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

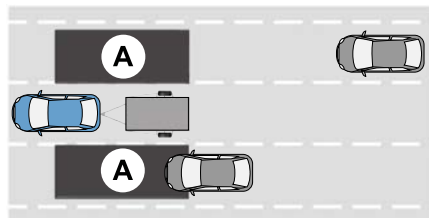
**Note:** Do not cover the sensors with bumper stickers, repair compound or other objects.

**Note:** Blocked sensors could affect system performance.

If the sensors are blocked, a message may appear in the instrument cluster display. The alert indicators remain illuminated but the system does not alert you.

## BLIND SPOT INFORMATION SYSTEM WITH TRAILER COVERAGE

### WHAT IS BLIND SPOT INFORMATION SYSTEM WITH TRAILER COVERAGE



E293525

The blind spot information system with trailer coverage is designed to detect vehicles that could have entered the blind spot zone.

## HOW DOES BLIND SPOT INFORMATION SYSTEM WITH TRAILER COVERAGE WORK

The blind spot information system with trailer coverage is designed to detect vehicles that could have entered the blind spot zone. The detection area is on both sides of your vehicle and trailer, extending rearward from the exterior mirrors to the end of your trailer. When you attach a trailer and have set up a trailer, the blind spot information system with trailer tow becomes active when driving forward above 10 km/h (6 mph).

You can set up the trailer length, select a trailer or switch blind spot information system with trailer tow off.

**Note:** The system remembers the last trailer setting when you start your vehicle.

# Blind Spot Information System

## BLIND SPOT INFORMATION SYSTEM WITH TRAILER COVERAGE LIMITATIONS

Some trailers may cause a slight change in system performance:

- Wide box trailers, especially those wider than the towing vehicle, may cause false alerts to occur when driving next to infrastructure or near parked cars. A false alert may also occur while making a 90-degree turn or driving through a roundabout.
- Wide trailers that have a total length greater than 6 m (20 ft) may cause delayed alerts when a vehicle is passing at high speed.
- Box trailers that have a width greater than 2.4 m (7.9 ft) may cause early alerts when you pass a vehicle.
- Clam shell or V-Nose box trailers with a width greater than 2.4 m (7.9 ft) may cause delayed alerts when a vehicle traveling the same speed as your vehicle merges lanes.

## SWITCHING BLIND SPOT INFORMATION SYSTEM WITH TRAILER COVERAGE ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **BLIS**.
4. Switch **Trailer BLIS** on or off.

When you switch the system off, a warning lamp illuminates and the alert indicators flash twice.

**Note:** *The system turns off and a message appears when a trailer is connected, but not set up or selected.*

## SWITCHING BLIND SPOT INFORMATION SYSTEM WITH TRAILER COVERAGE ON AND OFF - VEHICLES WITH: SYNC 2.5

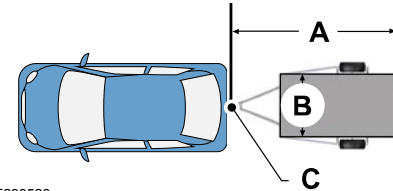
1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **BLIS**.
4. Select **Trailer**.
5. Select **None**.

6. Press the **OK** button.

When you switch the system off, a warning lamp illuminates and the alert indicators flash twice.

**Note:** *The system turns off and a message appears when a trailer is connected, but not set up or selected.*

## SETTING A TRAILER LENGTH - VEHICLES WITH: SYNC 3



E293526

- A Trailer length.
- B Trailer width.
- C Trailer hitch.

The system operates only if the trailer front width is less than 2.4 m (7.9 ft), and the total length from the trailer hitch to the rear of the trailer is less than 10 m (33 ft).

# Blind Spot Information System

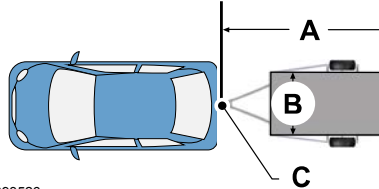
1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **BLIS**.
4. Press **Set Trailer Lengths**.
5. Press **Trailer A**, **Trailer B** or **Trailer C**.
6. Select the trailer length at the closest available value.

**Note:** Proper measurement and measurement entry are required for the system to function as designed.

7. Press the **OK** button.

**Note:** If you attach load carriers such as bike racks or cargo racks with electrical lighting, enter a length of 1 m (3 ft). Cross Traffic Alert remains on.

## SETTING A TRAILER LENGTH - VEHICLES WITH: SYNC 2.5



E293526

- A Trailer length.
- B Trailer width.
- C Trailer hitch.

The system operates only if the trailer front width is less than 2.4 m (7.9 ft), and the total length from the trailer hitch to the rear of the trailer is less than 10 m (33 ft).

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **BLIS**.
4. Select **Trailer lengths**.
5. Select **Trailer A**, **Trailer B** or **Trailer C**.

6. Select the trailer length at the closest available value.

**Note:** Proper measurement and measurement entry are required for the system to function as designed.

7. Press the **OK** button.

**Note:** If you attach load carriers such as bike racks or cargo racks with electrical lighting, enter a length of 1 m (3 ft). Cross Traffic Alert remains on.

## SELECTING A TRAILER - VEHICLES WITH: SYNC 3

If you select a trailer in the center display prior to connecting a trailer, the system loads that configuration and an information message appears in the instrument cluster display when you connect the trailer.

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **BLIS**.
4. Press **Trailer Selection**.
5. Select a setting and press the **OK** button.

# Blind Spot Information System

## SELECTING A TRAILER - VEHICLES WITH: SYNC 2.5

If you select a trailer in the instrument cluster display prior to connecting a trailer, the system loads that configuration and an information message appears in the instrument cluster display when you connect the trailer.

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **BLIS**.

4. Select **Trailer**.
5. Select **Trailer A**, **Trailer B** or **Trailer C**.
6. Press the **OK** button.

## BLIND SPOT INFORMATION SYSTEM INDICATORS



When the system detects a vehicle, an alert indicator illuminates in the exterior mirror on the side the approaching vehicle is coming from. If you turn the turn signals on for that side of your vehicle, the alert indicator flashes.

**Note:** The system could not alert you if a vehicle quickly passes through the detection zone.

## BLIND SPOT INFORMATION SYSTEM – TROUBLESHOOTING

### BLIND SPOT INFORMATION SYSTEM – WARNING LAMPS



If the system detects a fault, it illuminates in the instrument cluster and a message appears in the instrument cluster display. Have your vehicle checked as soon as possible.

## BLIND SPOT INFORMATION SYSTEM – INFORMATION MESSAGES

| Message                                      | Details   |
|--|---|
| BLIS not available Sensor blocked See manual | Displays if the blind spot information system sensors are blocked.                                    |
| BLIS deactivated Trailer attached            | Displays if you attach a trailer to your vehicle.   |
| BLIS malfunction                             | The system has detected a fault that requires service. Have your vehicle checked as soon as possible. |

**Note:** If you deactivate the blind spot information system but blind spot assist remains active the following messages are shown.

# Blind Spot Information System

---

| Message   | Details   |
|---|---|
| Blind spot assist not available Trailer attached    | Displays if you attach a trailer to your vehicle.   |
| Blind spot assist not available Side sensor blocked | Displays if the blind spot information system sensors are blocked.                                    |
| Blind Spot Assist System malfunction                | The system has detected a fault that requires service. Have your vehicle checked as soon as possible. |

# Cross Traffic Alert

## WHAT IS CROSS TRAFFIC ALERT

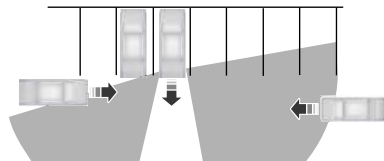
The system is designed to alert you of vehicles approaching from the sides behind your vehicle when you shift into reverse (R). If you continue to reverse after the system alerts you, the system is designed to apply the brakes if it still detects an approaching vehicle. See **How Does Cross Traffic Braking Work** (page 263). If the system applies the brakes, a message appears in the instrument cluster display.

**Note:** The system does not apply the brakes if you override it by firmly pressing the accelerator pedal.

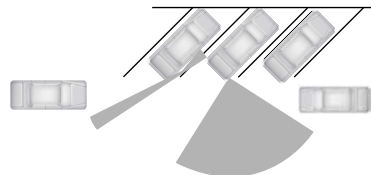
## HOW DOES CROSS TRAFFIC ALERT WORK

The system is designed to detect vehicles that approach at a speed between 6 km/h (4 mph) and 60 km/h (37 mph). Coverage decreases when the sensors are partially, mostly or fully obstructed. Slowly reversing helps increase the coverage area and effectiveness.

The system turns on when you start the engine and you shift into reverse (R). The system turns off when you shift out of reverse (R).



The sensor on the left-hand side is only partially obstructed and zone coverage on the right-hand side is maximized.



Zone coverage also decreases when parking at narrow angles. The sensor on the left-hand side is mostly obstructed and zone coverage on that side is severely reduced.

## CROSS TRAFFIC ALERT PRECAUTIONS

**WARNING:** Do not use the cross traffic alert system as a replacement for using the interior and exterior mirrors or looking over your shoulder before reversing out of a parking space. The cross traffic alert system is not a replacement for careful driving.

**WARNING:** The system may not operate properly during severe weather conditions, for example snow, ice, heavy rain and spray. Always drive with due care and attention. Failure to take care may result in a crash.

## CROSS TRAFFIC ALERT LIMITATIONS

The system may not correctly operate when any of the following occur:

- The sensors are blocked.
- Adjacently parked vehicles or objects are obstructing the sensors.



## Cross Traffic Alert

- Vehicles approach at speeds less than 6 km/h (4 mph) or greater than 60 km/h (37 mph).
- The vehicle speed is greater than 12 km/h (7 mph).
- You reverse out of an angled parking space.

**Note:** The system may not correctly operate when towing a trailer. For vehicles with a trailer tow module and tow bar approved by us, the system turns off when you attach a trailer. For vehicles with an aftermarket trailer tow module or tow bar, we recommend that you switch the system off when you attach a trailer.

### SWITCHING CROSS TRAFFIC ALERT ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Switch **Cross Traffic Alert** on or off.

**Note:** If you temporarily switch the system off, it turns on the next time you switch the ignition on.

To permanently switch the system off, contact an authorized dealer.

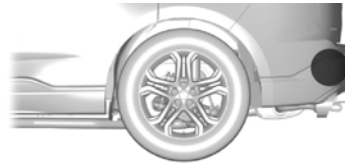
### SWITCHING CROSS TRAFFIC ALERT ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Switch **Cross Traffic Alert** on or off.

**Note:** If you temporarily switch the system off, it turns on the next time you switch the ignition on.

To permanently switch the system off, contact an authorized dealer.

### LOCATING THE CROSS TRAFFIC ALERT SENSORS



The sensors are behind the rear bumper on both sides of your vehicle.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

**Note:** Do not cover the sensors with bumper stickers, repair compound or other objects.

**Note:** Blocked sensors could affect system performance.

If the sensors are blocked, a message may appear in the instrument cluster display when you shift into reverse (R).

### CROSS TRAFFIC ALERT WITH TRAILER COVERAGE

#### WHAT IS CROSS TRAFFIC ALERT WITH TRAILER COVERAGE

Cross traffic alert with trailer coverage allows the system to continue operating with a trailer or trailer hitch attachment.

## Cross Traffic Alert

### CROSS TRAFFIC ALERT WITH TRAILER COVERAGE LIMITATIONS

Cross traffic alert remains on when you attach a trailer in vehicles that come with blind spot information system with trailer coverage under the following conditions:

- You connect a trailer.
- The trailer is a bike rack or cargo rack with a maximum length of 1 m (3 ft).
- You set the trailer length to 1 m (3 ft) in the center display.

**Note:** *The system may not correctly operate when towing a trailer. For vehicles with an approved trailer tow module and tow bar, the system turns off when you attach a trailer. For vehicles with an aftermarket trailer tow module or tow bar, we recommend that you switch the system off when you attach a trailer.*

### CROSS TRAFFIC ALERT INDICATORS



When the system detects an approaching vehicle, a tone sounds, an indicator illuminates in the relevant exterior mirror and arrows appear in the center display to show which side the approaching vehicle is coming from.

**Note:** *If the arrows do not display, a message appears in the instrument cluster display.*

**Note:** *In exceptional conditions, the system could alert you or apply the brakes, even when there is nothing in the detection zone, for example a vehicle passing further away from your vehicle.*

## Cross Traffic Alert

### CROSS TRAFFIC ALERT – TROUBLESHOOTING

#### CROSS TRAFFIC ALERT – INFORMATION MESSAGES

| Message  | Details   |
|--|---|
| Cross traffic alert                                      | Displays instead of arrows when the system detects a vehicle. Check for approaching traffic.  |
| Cross traffic not available Sensor blocked<br>See manual | Displays if the cross traffic alert system sensors are blocked. Clean the sensors. If the message continues to appear, have your vehicle checked as soon as possible. |
| Cross traffic malfunction                                | The system has malfunctioned. Have your vehicle checked as soon as possible.  |
| Cross traffic alert deactivated Trailer attached         | Displays if you attach a trailer to your vehicle.   |
| Cross traffic alert Applying brakes                      | Displays if the system applies the brakes. Check for approaching traffic.   |

# Pre-Collision Assist

## WHAT IS PRE-COLLISION ASSIST

Pre-collision assist detects other road users and warns you of their presence. If you do not respond, the system automatically applies the brakes.

## HOW DOES PRE-COLLISION ASSIST WORK

The system is active at 5 km/h (3 mph) and above. Pedestrian and cyclist detection is active at speeds up to 80 km/h (50 mph).



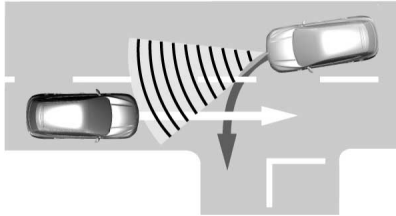
If your vehicle is rapidly approaching another stationary vehicle, a vehicle traveling in the same direction as yours, a pedestrian or a cyclist within your driving path, the system is designed to provide three levels of functionality.

| Level of Functionality   | Details   |
|--|---|
| Alert  | When activated, a warning lamp flashes and an audible warning sounds.   |
| Brake support  | The system is designed to help reduce the impact speed by preparing the brakes for rapid braking. The system does not automatically apply the brakes. If you press the brake pedal, the system could apply additional braking up to maximum braking force, even if you lightly press the brake pedal. |
| Automatic emergency braking - vehicles without adaptive cruise control | The system is designed to apply the brakes if it detects a crash is imminent. This may help reduce impact or avoid the crash.<br>The system is active at speeds up to 120 km/h (75 mph).  |
| Automatic emergency braking - vehicles with adaptive cruise control    | The system is designed to apply the brakes if it detects a crash is imminent. This may help reduce impact or avoid the crash.   |

## Pre-Collision Assist

### HOW DOES PRE-COLLISION ASSIST WITH INTERSECTION ASSIST WORK

The pre-collision assist system could apply brakes if you are turning across an oncoming vehicle's path. Detection of vehicles driving in an oncoming direction is active if your vehicle is driving at speeds up to 30 km/h (18.6 mph).



### PRE-COLLISION ASSIST PRECAUTIONS

**⚠ WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

**⚠ WARNING:** The system does not operate during hard acceleration or steering. Failure to take care may lead to a crash or personal injury.

**⚠ WARNING:** The system may operate with reduced function during cold and inclement weather conditions. Snow, ice, rain, spray and fog can adversely affect the system. Keep the front camera and radar free of snow and ice. Failure to follow this instruction may result in the loss of control of your vehicle, serious personal injury or death.

**⚠ WARNING:** The system may not operate properly if your vehicle has a non-Ford windshield. Do not carry out windshield repairs in the area around the sensor.

**⚠ WARNING:** System performance could be reduced in situations where the vehicle camera has limited detection capability. These situations include but are not limited to direct or low sunlight, vehicles at night without tail lights, unconventional vehicle types, pedestrians or cyclists with complex backgrounds, running pedestrians or fast moving cyclists, partly obscured pedestrians or cyclists, pedestrians or cyclists that the system cannot distinguish from a group. Failure to take care may result in the loss of control of your vehicle, personal injury or death.

**⚠ WARNING:** The Pre-Collision Assist system with brake support cannot help prevent all collisions. Do not rely on this system to replace your judgment and the need to maintain correct distance and speed.

## Pre-Collision Assist

### PRE-COLLISION ASSIST LIMITATIONS - VEHICLES WITH: INTERSECTION ASSIST

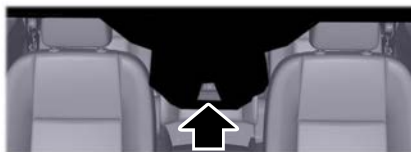
The system is not designed to detect animals.

### PRE-COLLISION ASSIST LIMITATIONS - VEHICLES WITH: PRE-COLLISION ASSIST

The system is not designed to detect animals.

The system is not designed to detect vehicles that are traveling in a different direction.

### LOCATING THE PRE-COLLISION ASSIST SENSORS - VEHICLES WITHOUT: ADAPTIVE CRUISE CONTROL



The camera is mounted behind the interior mirror.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

**Note:** Do not clean the sensors with sharp objects.

**Note:** If your vehicle sustains damage leaving the sensors misaligned, this may cause inaccurate measurements or false alerts.

Blocked sensors could affect system accuracy. A message could appear in the instrument cluster display.

### LOCATING THE PRE-COLLISION ASSIST SENSORS - VEHICLES WITH: ADAPTIVE CRUISE CONTROL



The camera is mounted behind the interior mirror.



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# Pre-Collision Assist

The radar sensor is behind the front grille below the license plate.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

**Note:** Do not clean the sensors with sharp objects.

**Note:** If your vehicle sustains damage leaving the sensors misaligned, this may cause inaccurate measurements or false alerts.

Blocked sensors could affect system accuracy. A message could appear in the instrument cluster display.

## DISTANCE INDICATION

### WHAT IS DISTANCE INDICATION

Distance indication displays in the instrument cluster display the time gap to vehicles ahead of you traveling in the same direction.

**Note:** The graphic does not display if you switch on cruise control or adaptive cruise control.

### SWITCHING DISTANCE INDICATION ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.

2. Press **Driver Assistance**.
3. Press **Pre-Collision Assist**.
4. Switch **Distance Indication** on or off.

### SWITCHING DISTANCE INDICATION ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Pre-collision Assist**.
4. Switch **Distance indication** on or off.

## DISTANCE INDICATION INDICATOR

| Vehicle Speed     | System Sensitivity | Distance Indicator Color | Distance Gap                | Time Gap                  |
|-------------------|--------------------|--------------------------|-----------------------------|---------------------------|
| 100 km/h (62 mph) | Normal.            | Gray.                    | Greater than 25 m (82.0 ft) | Greater than 0.9 seconds. |
|                   |                    | Yellow.                  | 17–25 m (55.8–82.0 ft).     | 0.6–0.9 seconds.          |
|                   |                    | Red.                     | Less than 17 m (55.8 ft).   | Less than 0.6 seconds.    |

# Pre-Collision Assist

## FORWARD COLLISION WARNING

### WHAT IS FORWARD COLLISION WARNING

A warning lamp illuminates if your vehicle rapidly approaches another vehicle, to warn you of the risk of a crash with the vehicle in front of you.

### ADJUSTING THE SENSITIVITY OF FORWARD COLLISION WARNING - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Pre-Collision Assist**.
4. Press **Alert Sensitivity**.
5. Select a setting and press the **OK** button.

### ADJUSTING THE SENSITIVITY OF FORWARD COLLISION WARNING - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.

2. Select **Driver assistance**.
3. Select **Pre-collision Assist**.
4. Select **Alert sensitivity**.
5. Select a setting and press the **OK** button.

## DISTANCE ALERT

### WHAT IS DISTANCE ALERT

A warning lamp illuminates if the distance to the vehicle ahead is small.

**Note:** *The warning lamp does not illuminate if cruise control or adaptive cruise control is active.*

### ADJUSTING THE SENSITIVITY OF DISTANCE ALERT - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Pre-Collision Assist**.
4. Press **Alert Sensitivity**.
5. Select a setting and press the **OK** button.

### ADJUSTING THE SENSITIVITY OF DISTANCE ALERT - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Pre-collision Assist**.
4. Select **Alert sensitivity**.
5. Select a setting and press the **OK** button.

## AUTOMATIC EMERGENCY BRAKING

### WHAT IS AUTOMATIC EMERGENCY BRAKING

Automatic emergency braking is an active safety system that activates the vehicle brakes when a potential crash is detected.

### SWITCHING AUTOMATIC EMERGENCY BRAKING ON AND OFF - VEHICLES WITH: SYNC 3

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



# Pre-Collision Assist

3. Press **Pre-Collision Assist**.
4. Switch **Active Braking** on or off.

## SWITCHING AUTOMATIC EMERGENCY BRAKING ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Pre-collision Assist**.
4. Switch **Active braking** on or off.

## EVASIVE STEERING ASSIST

### WHAT IS EVASIVE STEERING ASSIST

If your vehicle is rapidly approaching a road user, evasive steering assist helps you steer around the road user.

After you turn the steering wheel in an attempt to avoid a crash with the road user, the system applies additional steering torque to help you steer around the road user. After you pass the road user, the system applies steering torque when you turn the steering wheel to steer back into the lane. The system deactivates after you fully pass the road user.

**Note:** Road users are defined as pedestrians or bicyclists in your vehicle's path or another stationary vehicle in the same lane or a vehicle traveling in the same lane in the same direction as you. See **Pre-Collision Assist Precautions** (page 353).

### EVASIVE STEERING ASSIST LIMITATIONS

Evasive steering assist only activates when all the following occur:

- Automatic emergency braking and evasive steering assist are on.
- The system detects a road user ahead and starts to apply the brakes.
- You significantly turn the steering wheel to steer around a road user.

**Note:** Evasive steering assist does not automatically steer around a road user. If you do not turn the steering wheel, evasive steering assist does not activate.

**Note:** Evasive steering assist does not activate if the distance to the road user ahead is too small and the system cannot avoid a crash.

## SWITCHING EVASIVE STEERING ASSIST ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Pre-Collision Assist**.
4. Switch **Evasive Steering** on or off.

**Note:** Automatic emergency braking and evasive steering assist turn on every time you switch the ignition on.

**Note:** If you turn automatic emergency braking off, evasive steering assist turns off.

## SWITCHING EVASIVE STEERING ASSIST ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.

# Pre-Collision Assist

- 2. Select **Driver assistance**.
- 3. Select **Pre-collision Assist**.
- 4. Switch **Evasive steering** on or off.

**Note:** Automatic emergency braking and evasive steering assist turn on each time you switch the ignition on.

**Note:** If you turn automatic emergency braking off, evasive steering assist also turns off.

## PRE-COLLISION ASSIST – TROUBLESHOOTING

### PRE-COLLISION ASSIST – WARNING LAMPS - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



It illuminates if your vehicle rapidly approaches another vehicle, to warn you of the risk of a crash with the vehicle in front of you.

It could illuminate red if the distance to the vehicle ahead is short.

It illuminates when the system is not available.

### PRE-COLLISION ASSIST – WARNING LAMPS - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



It illuminates if your vehicle rapidly approaches another vehicle, to warn you of the risk of a crash with the vehicle in front of you.

It could illuminate red if the distance to the vehicle ahead is small.

It illuminates when the system is not available.

## PRE-COLLISION ASSIST – INFORMATION MESSAGES

| Message   | Details  |
|---|--|
| Pre-collision assist not available                | The system has malfunctioned. Have your vehicle checked as soon as possible.   |
| Pre-collision assist not available Sensor blocked | The sensors are dirty. Clean the sensors. Check the list of possible causes and actions in the table below. If the message continues to appear, have your vehicle checked as soon as possible. |

## Pre-Collision Assist

**The following table lists possible causes and actions for when a blocked sensor message could display.**

| <b>Cause</b>   | <b>Action</b>  |
|--|--|
| The surface of the radar in the radiator grille is dirty or obstructed.                | Clean the radiator grille in front of the radar or remove any obstruction.   |
| The surface of the radar is clean but the message remains in the display.              | Wait for a short period of time. It may take several minutes for the system to detect that there is no obstruction.                |
| Heavy rain, spray, snow, or fog is interfering with the radar signals.                 | The system is temporarily disabled. The system should reactivate after a short period of time when the weather conditions improve. |
| The radar is misaligned.   | Have your vehicle checked as soon as possible.   |
| The windshield in front of the camera is dirty or obstructed.                          | Clean the outside of the windshield in front of the camera.  |
| The windshield in front of the camera is clean but the message remains in the display. | Wait for a short period of time. It may take several minutes for the camera to detect that there is no obstruction.                |
| Excessive heat around the camera.  | Wait for a short period of time. The message should clear when the temperature around the camera decreases.                        |

# Driver Alert

## WHAT IS DRIVER ALERT

The system is designed to alert you if it calculates that you are becoming drowsy or if your driving deteriorates.

## HOW DOES DRIVER ALERT WORK

The system calculates your alertness level based upon your driving behavior in relation to the lane markings and other factors when the vehicle speed is greater than approximately 65 km/h (40 mph).

The warning system has two stages:

1. A temporary warning is issued to advise you to take a rest. This message only appears for a short time.
2. If you do not rest and the system continues to detect that your driving deteriorates, it issues a further warning. This remains in the instrument cluster display until you cancel it.

## DRIVER ALERT PRECAUTIONS



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The system may not operate properly if the sensor is blocked. Keep the windshield free from obstruction.



**WARNING:** Take regular rest breaks if you feel tired. Do not wait for the system to warn you.



**WARNING:** Certain driving styles may result in the system warning you even if you are not feeling tired.



**WARNING:** In cold and severe weather conditions the system may not function. Rain, snow and spray can all limit sensor performance.



**WARNING:** The system will not operate if the sensor cannot track the road lane markings.



**WARNING:** If damage occurs in the immediate area surrounding the sensor, have your vehicle checked as soon as possible.



**WARNING:** The system may not correctly operate if your vehicle is fitted with a suspension kit not approved by us.

## SWITCHING DRIVER ALERT ON AND OFF - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Switch **Driver Alert** on or off.

**Note:** *The system remains on or off depending on how it was last set.*

# Driver Alert

## SWITCHING DRIVER ALERT ON AND OFF - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select

### *Settings.*

2. Select **Driver assistance**.
3. Switch **Driver Alert** on or off.

**Note:** *The system remains on or off depending on how it was last set.*

## RESETTING DRIVER ALERT

You can reset driver alert by:

- Switching the ignition off and on when your vehicle is stationary.
- Opening and closing the driver door when your vehicle is stationary.

## DRIVER ALERT – TROUBLESHOOTING

### DRIVER ALERT – INFORMATION MESSAGES

| Message                               | Action  |
|---------------------------------------|---|
| Driver fatigue warning Rest suggested | Displays when we recommend that you take a break due to low alertness levels. |
| Driver fatigue warning Rest now       | Displays when you must take a break due to low alertness levels.              |

# Speed Sign Recognition

## WHAT IS SPEED SIGN RECOGNITION

The system is designed to detect speed limit signs to inform you of the current speed limit.

## HOW DOES SPEED SIGN RECOGNITION WORK

Detected speed signs appear in the instrument cluster display. The sensor is behind the interior mirror.

The system turns on when you switch the ignition on and you cannot switch the system off.

**Note:** Speed sign data provided by the navigation system contains information integrated to the data carrier release.

## SPEED SIGN RECOGNITION PRECAUTIONS



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The system may not operate properly if the sensor is blocked. Keep the windshield free from obstruction.

**Note:** Do not carry out windshield repairs in the immediate area surrounding the sensor.

**Note:** Always fit Ford approved parts when replacing headlamp bulbs. Other bulbs could reduce system performance.

## SPEED SIGN RECOGNITION LIMITATIONS

The system could not detect all speed signs and could incorrectly read signs.

In cold and severe weather conditions the system could not function. Rain, snow, spray and large contrasts in lighting can all prevent the sensor from correctly functioning.

If your vehicle has a suspension kit not approved by us, the system could not correctly function.

## SPEED SIGN RECOGNITION INDICATORS



When the system detects a speed limit sign, the speed limit appears in the instrument cluster display.

**Note:** If your vehicle has a navigation system, stored speed sign data could influence the indicated speed limit value.

# Speed Sign Recognition

## SETTING THE SPEED SIGN RECOGNITION SPEED WARNING - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Speed Sign Recognition**.
4. Switch **Speed Warning** on or off.

**Note:** The system remembers the last setting when you start your vehicle.

## SETTING THE SPEED SIGN RECOGNITION SPEED WARNING - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Traffic sign recognition**.
4. Select **Activate Traff. Sign Recog.**

5. Select **Activate speed warning**.
6. Switch **Overspeed chime** on or off.

## SETTING THE SPEED SIGN RECOGNITION SPEED TOLERANCE - VEHICLES WITH: SYNC 3

You can set the system speed warning to alert you when the vehicle speed exceeds the speed limit recognized by the system by a certain speed tolerance.

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Speed Sign Recognition**.
4. Press **Speed Warning**.
5. Press **Tolerance**.
6. Select a setting and press the **OK** button.

**Note:** The system remembers the last setting when you start your vehicle.

## SETTING THE SPEED SIGN RECOGNITION SPEED TOLERANCE - VEHICLES WITH: SYNC 2.5

You can set the system speed warning to alert you when the vehicle speed exceeds the speed limit recognized by the system by a certain speed tolerance.

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Traffic sign recognition**.
4. Select **Activate Traff. Sign Recog.**
5. Select **Activate speed warning**.
6. Select **Speed warning**.
7. Select a setting and press the **OK** button.

**Note:** The system remembers the last setting when you start your vehicle.

# Speed Sign Recognition

## SPEED SIGN RECOGNITION – TROUBLESHOOTING

### SPEED SIGN RECOGNITION – INFORMATION MESSAGES

| Message   | Action   |
|---|--|
| Traffic sign recognition Reduced performance See manual | The traffic sign data provided by the navigation system is unavailable due to weak or no signal. Wait for a short period of time for the signal to improve. If the message continues to appear, have your vehicle checked as soon as possible. |



# Traffic Sign Recognition

## WHAT IS TRAFFIC SIGN RECOGNITION

The system is designed to detect traffic signs to inform you of the current speed limit and overtaking regulations.

## HOW DOES TRAFFIC SIGN RECOGNITION WORK

Detected traffic signs appear in the instrument cluster display. The sensor is behind the interior mirror.

The system turns on when you switch the ignition on and you cannot switch the system off.

The system detects recognizable traffic signs, for example:

- Speed limit signs.
- No overtaking signs.
- Speed limit cancellation signs.
- No overtaking cancellation signs.

**Note:** Traffic sign data provided by the navigation system contains information integrated to the data carrier release.

## TRAFFIC SIGN RECOGNITION PRECAUTIONS



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The system may not operate properly if the sensor is blocked. Keep the windshield free from obstruction.

**Note:** Do not carry out windshield repairs in the immediate area surrounding the sensor.

**Note:** Always fit Ford approved parts when replacing headlamp bulbs. Other bulbs could reduce system performance.

## TRAFFIC SIGN RECOGNITION LIMITATIONS

The system could not detect all speed signs and could incorrectly read signs.

In cold and severe weather conditions the system could not function. Rain, snow, spray and large contrasts in lighting can all prevent the sensor from correctly functioning.

If your vehicle has a suspension kit not approved by us, the system could not correctly function.

## TRAFFIC SIGN RECOGNITION INDICATORS



The system can display two traffic signs in parallel.

You can view the status at any time using the instrument cluster display.

# Traffic Sign Recognition

The system displays recognizable traffic signs in four stages as follows:

1. All new traffic signs appear brighter than the others in the display.
2. After a predetermined time they display normally.
3. After a predetermined distance they are grayed out.
4. After another predetermined distance they are deleted.

If the system detects a supplementary traffic sign, it displays below the respective traffic sign. For example, when passing a reduced speed limit in wet road conditions sign.

**Note:** *If your vehicle has a navigation system, stored traffic sign data may influence the indicated speed limit value.*

## SETTING THE TRAFFIC SIGN RECOGNITION SPEED WARNING - VEHICLES WITH: SYNC 3

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Press **Traffic Sign Recognition**.
4. Switch **Speed Warning** on or off.

**Note:** *The system remembers the last setting when you start your vehicle.*

## SETTING THE TRAFFIC SIGN RECOGNITION SPEED WARNING - VEHICLES WITH: SYNC 2.5

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Traffic sign recognition**.
4. Select **Activate Traff. Sign Recog.**
5. Select **Activate speed warning**.
6. Switch **Overspeed chime** on or off.

## SETTING THE TRAFFIC SIGN RECOGNITION SPEED TOLERANCE - VEHICLES WITH: SYNC 3

You can set the system speed warning to alert you when the vehicle speed exceeds the speed limit recognized by the system by a certain speed tolerance.

1. Press **Settings** on the touchscreen.

2. Press **Driver Assistance**.
3. Press **Traffic Sign Recognition**.
4. Press **Speed Warning**.
5. Press **Tolerance**.
6. Select a setting and press the **OK** button.

**Note:** *The system remembers the last setting when you start your vehicle.*

## SETTING THE TRAFFIC SIGN RECOGNITION SPEED TOLERANCE - VEHICLES WITH: SYNC 2.5

You can set the system speed warning to alert you when the vehicle speed exceeds the speed limit recognized by the system by a certain speed tolerance.

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Driver assistance**.
3. Select **Traffic sign recognition**.
4. Select **Activate Traff. Sign Recog.**
5. Select **Activate speed warning**.
6. Select **Speed warning**.

## Traffic Sign Recognition

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7. Select a setting and press the **OK** button.

### TRAFFIC SIGN RECOGNITION – TROUBLESHOOTING

#### TRAFFIC SIGN RECOGNITION – INFORMATION MESSAGES

| Message   | Action   |
|---|--|
| Traffic sign recognition Reduced performance See manual | The traffic sign data provided by the navigation system is unavailable due to weak or no signal. Wait for a short period of time for the signal to improve. If the message continues to appear, have your vehicle checked as soon as possible. |

# Wrong Way Alert

## WHAT IS WRONG WAY ALERT

The system is designed to alert you if it detects that you are driving the wrong way on a freeway exit road.

## HOW DOES WRONG WAY ALERT WORK

The system uses a sensor behind the interior mirror to detect no entry signs and uses information from the navigation system.

If the system detects that you are driving the wrong way on a freeway exit road, a message appears in the instrument cluster display and a tone sounds. The audio system volume mutes and navigation system guidance pauses.

**Note:** Traffic sign data provided by the navigation system contains information integrated to the data carrier release.

**Note:** The system is designed to detect traffic signs meeting the Vienna convention.

## WRONG WAY ALERT PRECAUTIONS



**WARNING:** You are responsible for controlling your vehicle at all times. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The system may not operate properly if the sensor is blocked. Keep the windshield free from obstruction.

**Note:** Do not carry out windshield repairs in the immediate area surrounding the sensor.

**Note:** Always fit Ford approved parts when replacing headlamp bulbs. Other bulbs could reduce system performance.

**Note:** In exceptional conditions, the system could alert you even if you are not driving the wrong way on a freeway exit road.

## WRONG WAY ALERT LIMITATIONS

The system could not detect all traffic signs and could incorrectly read signs.

If your vehicle has a suspension kit not approved by us, the system could not correctly function.

The system does not operate in some countries. We recommend that you check system availability before use.

In cold and severe weather conditions the system could not function. Rain, snow, spray and large contrasts in lighting can all prevent the sensor from functioning correctly.

The system could not correctly operate in areas under construction or new infrastructure.

## SWITCHING WRONG WAY ALERT ON AND OFF

1. Press **Settings** on the touchscreen.
2. Press **Driver Assistance**.
3. Switch **Wrong Way Alert** on or off.

**Note:** The system remembers the last setting when you start your vehicle.

# Wrong Way Alert

## WRONG WAY ALERT – TROUBLESHOOTING


### WRONG WAY ALERT – INFORMATION MESSAGES


| Message                 | Action   |
|-------------------------|--|
| Check driving direction | The system detects that you are driving the wrong way on a freeway exit road. Ensure you are driving in the correct direction. |


# Load Carrying


## LOAD CARRYING PRECAUTIONS


Keep your loaded vehicle weight within its design rating capability, with or without a trailer. Properly loading your vehicle provides maximum return of vehicle design performance. Before you load your vehicle, become familiar with the following terms for determining your vehicle's weight rating, with or without a trailer, from the vehicle's Tire and Loading Information label or Safety Compliance Certification label.


 **WARNING:** The appropriate loading capacity of your vehicle can be limited either by volume capacity (how much space is available) or by payload capacity (how much weight the vehicle should carry). Once you have reached the maximum payload of your vehicle, do not add more cargo, even if there is space available. Overloading or improperly loading your vehicle can contribute to loss of vehicle control and vehicle rollover.

 **WARNING:** Exceeding the Safety Compliance Certification label vehicle weight limits can adversely affect the performance and handling of your vehicle, cause vehicle damage and can result in the loss of control of your vehicle, serious personal injury or death.

 **WARNING:** Do not use replacement tires with lower load carrying capacities than the original tires because they may lower your vehicle's GVWR and GAWR limitations. Replacement tires with a higher limit than the original tires do not increase the GVWR and GAWR limitations.

 **WARNING:** Do not exceed the GVWR or the GAWR specified on the certification label.


 **WARNING:** Exceeding any vehicle weight rating can adversely affect the performance and handling of your vehicle, cause vehicle damage and can result in the loss of control of your vehicle, serious personal injury or death.

 **WARNING:** When loading the roof racks, we recommend you evenly distribute the load, as well as maintain a low center of gravity. Loaded vehicles, with higher centers of gravity, may handle differently than unloaded vehicles. Take extra precautions, such as slower speeds and increased stopping distance, when driving a heavily loaded vehicle.

The gross combined weight must never exceed the Gross Combined Weight Rating.

## ROOF RACK

### ROOF RACK PRECAUTIONS

 **WARNING:** Read and follow the manufacturer's instructions when you are fitting a roof rack.

# Load Carrying



**WARNING:** When loading the roof racks, we recommend you evenly distribute the load, as well as maintain a low center of gravity. Loaded vehicles, with higher centers of gravity, may handle differently than unloaded vehicles. Take extra precautions, such as slower speeds and increased stopping distance, when driving a heavily loaded vehicle.



**WARNING:** Do not switch off stability control or use Sport or Track mode when carrying a roof load. This could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury or death.

**Note:** *If you use a roof rack, the fuel consumption of your vehicle will be higher and you may experience different driving characteristics.*

**Note:** *Never place loads directly on the roof panel. The roof panel is not designed to directly carry a load.*

You must place loads directly on the crossbars fitted to the roof rack side rails. When using the roof rack system, we recommend that you use genuine Ford accessory crossbars specifically designed for your vehicle.

Make sure that you securely fasten the load. Check the tightness of the load before driving and at each fuel stop.

## ROOF RACK LOAD CAPACITIES

Do not install crossbars if your vehicle has a moonroof. Do not place any load on your vehicle if it has a moonroof. Using crossbars or loading the vehicle roof may void your vehicle's warranty.

| Description                 | Maximum Recommended Load |
|-----------------------------|--------------------------|
| Vehicles with a moonroof    | 60 kg (130 lb)           |
| Vehicles without a moonroof | 75 kg (165 lb)           |

**Note:** *The maximum roof load is based on the load being evenly distributed on the crossbars.*

**Note:** *When using a roof rack system, you must subtract the weight of the roof rack system from the maximum recommended load to determine your actual maximum cargo load. See the roof rack system manufacturer for more information.*

# Luggage Compartment

## INSTALLING AND REMOVING THE LUGGAGE COMPARTMENT COVER



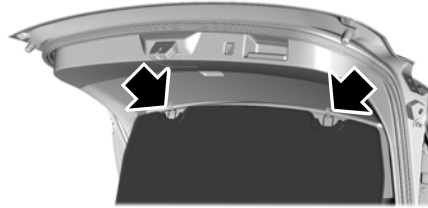
**WARNING:** Make sure that you properly secure the luggage cover. Failure to follow this instruction could result in personal injury in the event of a sudden stop or crash.



**WARNING:** Do not place objects on the luggage cover. Failure to follow this instruction could result in personal injury or death in the event of a sudden stop or crash.

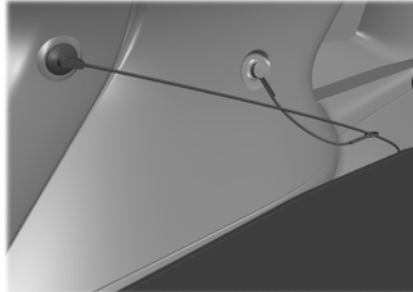
### Installing the Luggage Cover

1. Insert the luggage cover.



2. Insert the retaining clips into the liftgate trim panel.

**Note:** Make sure to support the luggage cover when inserting the retaining clips.

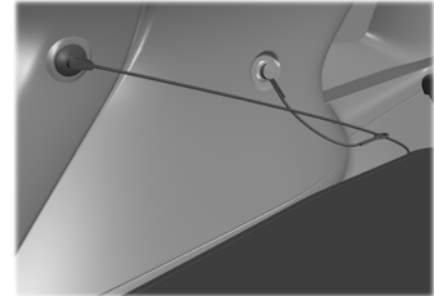


3. Attach the retaining cords to the luggage compartment trim panel.

**Note:** Depending on your vehicle, the luggage cover may be fitted with only one cord.

### Removing the Luggage Cover

1. Open the liftgate.



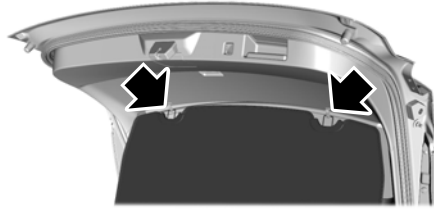
2. Detach the retaining cords on the luggage compartment trim panel.

**Note:** Depending on your vehicle, the luggage cover may be fitted with only one cord.

**Note:** Support the luggage cover when detaching the retaining cords.



## Luggage Compartment



3. Detach the retaining clips on the liftgate trim panel.
  4. Lift the luggage cover out of the liftgate.
- The luggage cover can be stowed in the luggage compartment.

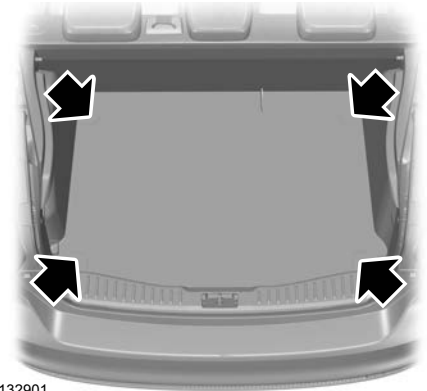
### LUGGAGE COMPARTMENT ANCHOR POINTS

#### LUGGAGE COMPARTMENT ANCHOR POINT PRECAUTIONS



**WARNING:** Make sure that you properly secure objects in the luggage compartment. Failure to follow this instruction could result in personal injury in the event of a sudden stop or crash.

### LOCATING THE LUGGAGE COMPARTMENT ANCHOR POINTS



E132901

# Connecting a Trailer

## CONNECTING A TRAILER PRECAUTIONS

**WARNING:** Never connect any trailer lamp wiring to the vehicle's tail lamp wiring; this may damage the electrical system resulting in fire. Contact your authorized dealer as soon as possible for assistance in proper trailer tow wiring installation. Additional electrical equipment may be required.

Trailer lamps are required on most towed vehicles. Make sure all running lights, brake lights, turn signals and hazard lights are working.

Do not use a hitch that either clamps onto the bumper or attaches to the axle.

**Note:** Check your hitch, electrical connections and trailer wheel lug nuts thoroughly after you have travelled 80 km (50 mi).

To connect the safety chains, cross them under the trailer tongue and allow enough slack for turning tight corners. Do not allow the chains to drag on the ground.

Always connect the safety chains to the hook retainers of your vehicle hitch.

**Note:** Never attach safety chains to the bumper.

Remember to account for the trailer tongue weight as part of your vehicle load when calculating the total vehicle weight.

## TOW BALL - VEHICLES WITH: DETACHABLE TOW BALL

### TOW BALL PRECAUTIONS

**WARNING:** Do not exceed the lowest rating capacity for your vehicle or trailer hitch. Overloading your vehicle or trailer hitch can impair your vehicle stability and handling. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

**WARNING:** Do not cut, drill, weld or modify the trailer hitch. Modifying the trailer hitch could reduce the hitch rating.

**WARNING:** Always place the tow ball arm in a secure location in your vehicle so it does not become a projectile in a crash. Failure to follow this instruction could result in personal injury or death.

You must detach the tow ball arm when not in use. Securely stow the tow ball arm in the luggage compartment.

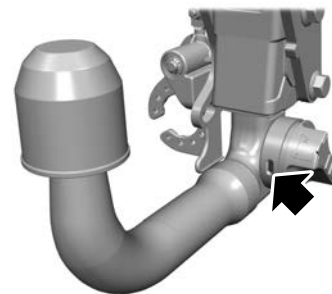
Never unlock or detach the tow ball arm with a trailer attached.

Do not use any tools to detach or attach the tow ball arm.

**Note:** You can only attach the tow ball arm if it is unlocked.

### Tow Ball Arm Safety Checks

After you attach the tow ball arm, check the following:



1. The mark on the handwheel is green.
2. You have locked the handwheel.

# Connecting a Trailer

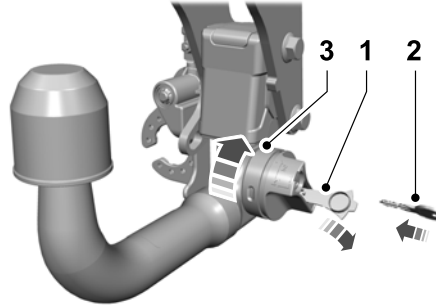
3. You have removed the key.

Do not use the tow ball arm if any of these cannot be met. Have your vehicle checked as soon as possible.

## TOW BALL ARM GUIDELINES

- Replacement keys are available. We recommend that you record the key number on the lock cylinder.
- The tow ball arm mechanism is maintenance free. Do not grease or oil the mechanism.
- Remove the trailer wiring plug from the trailer wiring connection socket when not in use. Failure to do so may result in corrosion of the trailer wiring connection socket. Regularly clean the trailer wiring connection socket and make sure the socket cover is fully closed.
- If you use a high pressure water jet to clean your vehicle, disconnect the trailer wiring plug. Do not aim the water jet directly at the trailer wiring connection socket. We recommend that you detach the tow ball arm before washing your vehicle.

## DETACHING THE TOW BALL ARM

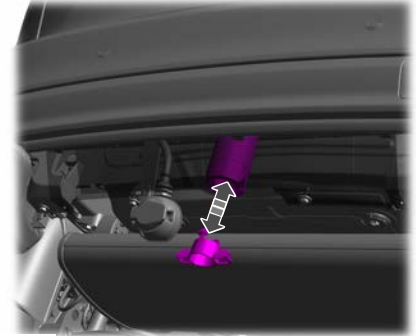


1. Remove the protective cap.
2. Insert the key and turn it counterclockwise to unlock the handwheel.
3. Hold the tow ball arm. Push the handwheel inward and turn it clockwise.

**Note:** *The mark on the handwheel turns from green to red.*

4. Release the handwheel.
5. Pull the tow ball arm downward to remove it.

6. Turn the trailer wiring connection socket upward through 90 degrees until it engages in the end position.

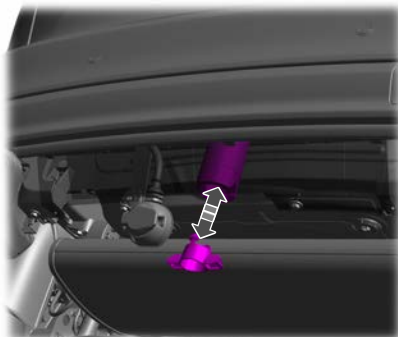


E265433

7. Insert the blanking plug.

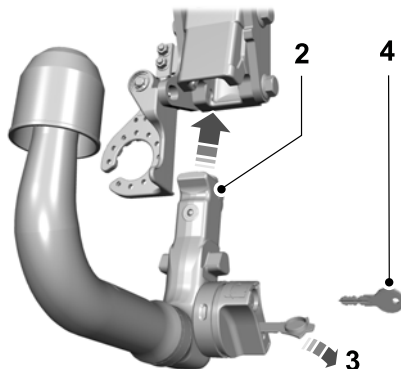
# Connecting a Trailer

## ATTACHING THE TOW BALL ARM



E265433

1. Remove the blanking plug.



2. Fully insert the tow ball arm until it engages. Do not hold the handwheel.
3. Remove the protective cap.
4. Insert the key and turn it clockwise to lock the handwheel.
5. Fit the protective cap. Fully push it back over the lock.
6. Turn the trailer wiring connection socket downward through 90 degrees until it engages in the end position.

**Note:** The mark on the handwheel turns from red to green.

## TOW BALL - VEHICLES WITH: RETRACTABLE TOW BALL

### TOW BALL PRECAUTIONS

**WARNING:** Do not exceed the lowest rating capacity for your vehicle or trailer hitch. Overloading your vehicle or trailer hitch can impair your vehicle stability and handling. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

**WARNING:** Do not cut, drill, weld or modify the trailer hitch. Modifying the trailer hitch could reduce the hitch rating.

You must retract the tow ball arm when not in use.

Do not use your foot or any tools to deploy or retract the tow ball arm.

Do not touch the tow ball arm when it is deploying or retracting to the released position.

Do not use the tow ball arm if no tones sound when deploying the tow ball arm or when you lock it into position. Have your vehicle checked as soon as possible.

# Connecting a Trailer

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Never retract the tow ball arm with a trailer attached. This can cause damage not covered by the vehicle Warranty.

## Tow Ball Arm Safety Checks

After you deploy the tow ball arm, check the following:

- Make sure the tow ball arm is fully locked. It must not move if jerked or when you attach a trailer.
- The LED is not flashing and no warning tones sound.

Do not use the tow ball arm if any of these cannot be met. Have your vehicle checked as soon as possible.

## TOW BALL LIMITATIONS

The tow ball arm does not retract or deploy if any of the following occur:

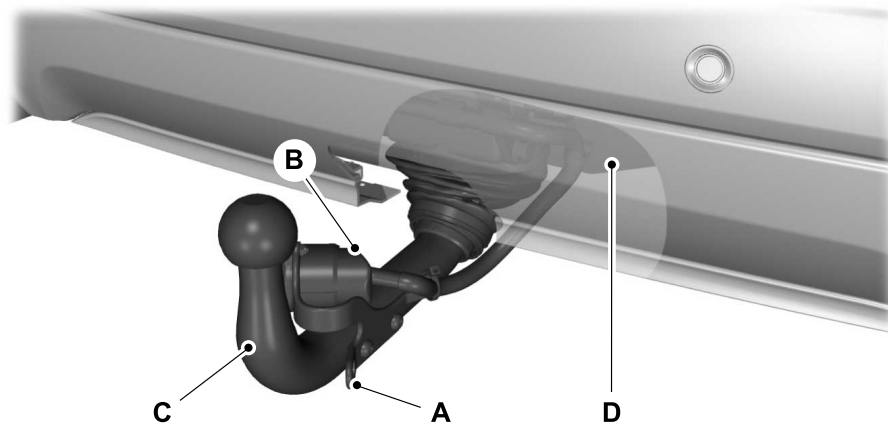
- Your vehicle is moving.
- The trailer wiring connection socket has a trailer wiring plug attached to it.
- The vehicle battery is not fully charged.
- The rear liftgate is closed.

## TOW BALL ARM GUIDELINES

- The tow ball arm mechanism is maintenance free. Do not grease or oil the mechanism.
- Remove the trailer wiring plug from the trailer wiring connection socket when not in use. Failure to do so may result in corrosion of the trailer wiring connection socket. Clean the trailer wiring connection socket regularly and make sure the socket cover is fully closed.
- If you use a high pressure water jet to clean your vehicle, disconnect the trailer wiring plug. Do not aim the water jet directly at the trailer wiring connection socket. We recommend that you retract the tow ball arm before washing your vehicle.

## Connecting a Trailer

### TOW BALL COMPONENTS



- A Trailer safety cable attachment point.
- B Trailer wiring connection socket.
- C Tow ball arm in tow position.
- D Tow ball arm in stowed position.

Do not disassemble or repair the tow ball arm or mechanism.

# Connecting a Trailer

## DEPLOYING THE TOW BALL ARM



E237201

1. Press the button. It is on the left hand side of the luggage compartment.

**Note:** The LED on the button illuminates and a double tone sounds.



2. Press the button again within four seconds to deploy the tow ball arm to the released position. The tow ball arm moves into the tow position.

**Note:** The LED on the button flashes and a series of tones sound when the tow ball arm deploys and reaches the released position. The LED on the button stops flashing and a double tone sounds when the tow ball arm locks into position.

**Note:** If you do not press the button again within four seconds, the system signals completion without deploying the tow ball arm. If the LED rapidly flashes and a high pitch tone sounds, repeat the process.

**Note:** A warning tone sounds for up to 30 seconds if the tow ball arm remains in an unlocked position.

If the deploy process is interrupted, for example tow ball arm movement is obstructed or the power supply is lost, the system must be reset. To reset the system fully repeat the process.

## RETRACTING THE TOW BALL ARM

1. Disconnect the trailer wiring plug and unhitch the trailer or load carrier.



E237201

2. Press the button. It is on the left hand side of the luggage compartment.

**Note:** The LED on the button illuminates and a double tone sounds.

## Connecting a Trailer

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**Note:** A warning tone sounds for up to 30 seconds if the tow ball arm remains in an unlocked position.



3. Press the button again within four seconds to retract the tow ball arm to the released position. The tow ball arm moves into the stowed position.


**Note:** The LED on the button flashes and a series of tones sound when the tow ball arm retracts and reaches the released position. The LED on the button stops flashing and a double tone sounds when the tow ball arm locks into position.


**Note:** If you do not press the button again within four seconds, the system signals completion without retracting the tow ball arm. If the LED rapidly flashes and a high pitch tone sounds, repeat the process.




# Towing a Trailer

## TOWING A TRAILER PRECAUTIONS

 **WARNING:** Do not exceed 100 km/h (60 mph). Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

 **WARNING:** Make sure that the vertical load on the tow ball is between the minimum and maximum recommended weight at all times. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

 **WARNING:** Do not exceed the maximum gross vehicle weight stated on the vehicle identification plate. Failure to follow this instruction could result in personal injury.

 **WARNING:** The anti-lock brake system does not control the trailer brakes.

Obey country specific regulations for towing a trailer.

The trailer vertical weight on the tow ball is essential for the driving stability of your vehicle and trailer.

Reduce speed immediately if the trailer shows any sign of swaying.

Towing a trailer changes the vehicle handling characteristics and increases stopping distances. Adapt your speed and driving behavior to the load of the trailer.

## TOWING A TRAILER LIMITATIONS

Do not exceed 100 km/h (60 mph) even if a country allows higher speeds under certain conditions.

The gross train weight stated on the vehicle identification plate applies for road gradients up to 12% and altitudes up to 1,000 m (3,281 ft) when towing a trailer. In mountainous regions the engine performance decreases due to lower air density with increasing altitude. In high altitude regions above 1,000 m (3,281 ft), you should reduce the stipulated maximum permitted gross train weight by 10% for every additional 1,000 m (3,281 ft). See **Vehicle Identification Plate** (page 483).

**Note:** *Not all vehicles are suitable or approved to have a tow bar fitted. Ask an authorized dealer for more information.*

## LOADING YOUR TRAILER

Place loads as low as possible and central to the axle of your trailer. If you are towing with an unladen vehicle, you should place the load in your trailer toward the front, within the maximum vertical load, as this gives the best stability. See **Towing Weight Capacities** (page 382).

The vertical weight on the tow ball should be at least 4% of the trailer weight and not exceed the maximum permissible weight.

**Note:** *The maximum permissible trailer vertical weight on the trailer identification plate is the trailer manufacturer's testing value. The vehicle maximum permissible trailer vertical weight could be lower.*

## TRAILER TOWING HINTS

Use a low gear when descending a steep downhill gradient.

The stability of your vehicle to trailer combination is very much dependent on the quality of the trailer.

The electrical system on your vehicle is suitable for towing trailers with LED lamps.

# Towing a Trailer

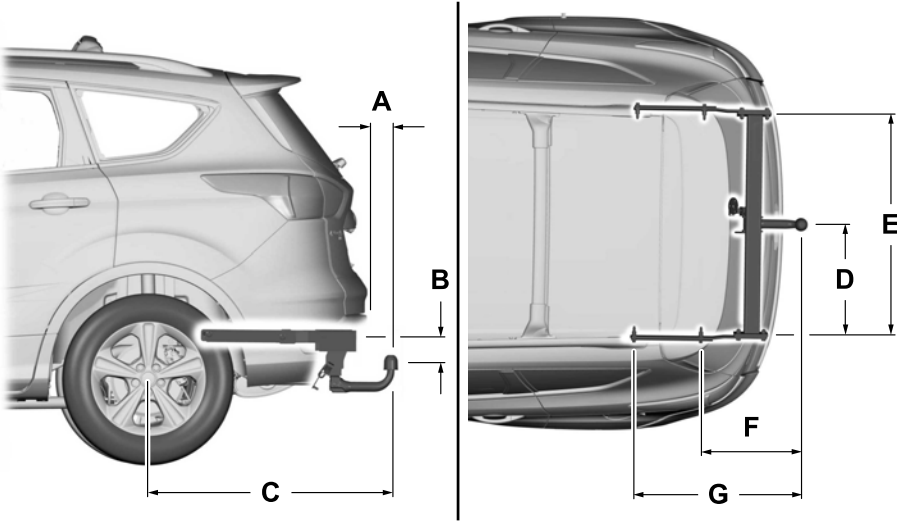
## TOWING WEIGHTS AND DIMENSIONS

## TOWING WEIGHT CAPACITIES

### Maximum Permissible Trailer Vertical Weight

| kg (lb)     |
|-------------|
| 100 (220.5) |

## TOW BAR DIMENSIONS



# Towing a Trailer

| Item | Dimension Description                                    | Dimension mm (in) |
|------|--|-------------------|
| A    | Bumper to center of tow ball.                            | 95 (3.7)          |
| B    | Attachment point to center of tow ball.                  | 165.8 (6.5)       |
| C    | Wheel center to center of tow ball.                      | 1,033 (40.7)      |
| D    | Center of tow ball to side member.                       | 530 (20.9)        |
| E    | Distance between side members.                           | 1,060 (41.7)      |
| F    | Center of tow ball to center of first attachment point.  | 308.5 (12.1)      |
| G    | Center of tow ball to center of second attachment point. | 393.5 (15.5)      |

# Driving Hints

## COLD WEATHER PRECAUTIONS

The functional operation of some components and systems can be affected at temperatures below approximately -25°C (-13°F).

## DRIVING ON SNOW AND ICE



**WARNING:** If you are driving in slippery conditions that require tire chains or cables, then it is critical that you drive cautiously. Keep speeds down, allow for longer stopping distances and avoid aggressive steering to reduce the chances of a loss of vehicle control which can lead to serious injury or death. If the rear end of your vehicle slides while cornering, steer in the direction of the slide until you regain control of your vehicle.

On ice and snow, you should drive more slowly than usual. Your vehicle has a four wheel anti-lock brake system, do not pump the brake pedal. See **Anti-Lock Braking System Limitations** (page 256).

## PRECONDITIONING YOUR VEHICLE FOR COLD WEATHER DRIVING - PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

- Fully charge your vehicle before heading out into cold weather. This helps maximize your driving range.
- Plug in your vehicle to maintain the best battery operating temperature before driving.
- When your vehicle is plugged in it uses energy from your charging source to heat the cabin and ensure maximum battery charge level.
- To maximize battery charge level, use heated seats and a lower climate control temperature setting.

**Note:** You can precondition your vehicle prior to your departure using the FordPass app.

**Note:** Pre-heating function may not be available in certain vehicles.

## BREAKING-IN

### Tires

You need to break in new tires for approximately 480 km (300 mi). During this time, your vehicle may exhibit some unusual driving characteristics.

### Brakes and Clutch

Avoid heavy use of the brakes and clutch if possible for the first 160 km (100 mi) in town and for the first 1,600 km (1,000 mi) on freeways.

## DRIVING ECONOMICALLY

The following helps to improve fuel consumption:

- Drive smoothly, accelerate gently and anticipate the road ahead to avoid heavy braking.
- Regularly check your tire pressures and make sure that they are inflated to the correct pressure.
- Follow the recommended maintenance schedule and carry out the recommended checks.

## Driving Hints

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- Plan your journey and check the traffic before you set off. It is more efficient to combine errands into a single trip whenever possible.
- Avoid idling the engine in cold weather or for extended periods. Start the engine only when you are ready to set off.
- Do not carry unnecessary weight in your vehicle as extra weight wastes fuel.
- Do not add unnecessary accessories to the exterior of your vehicle, for example running boards. If you use a roof rack, remember to fold it down or remove it when not in use.
- Do not shift into neutral when you are braking or when your vehicle is slowing down.
- Shut all windows when driving at high speeds.
- Switch off all electric systems when not in use, for example air conditioning. Make sure that you unplug any accessories from the auxiliary power points when not in use.

### DRIVING IN SPECIAL CONDITIONS

#### DRIVING THROUGH MUD AND WATER

##### Mud

Be cautious of sudden changes in vehicle speed or direction when you are driving in mud. Even all-wheel drive and four-wheel drive vehicles can lose traction in mud. If your vehicle slides, steer in the direction of the slide until you regain control of your vehicle. After driving through mud, clean off residue stuck to rotating driveshafts and tires. Excess residue can cause an imbalance that could damage drive components.

**Note:** *If your vehicle gets stuck in mud, it could be rocked out by shifting between forward and reverse gears, stopping between shifts in a steady pattern. Press lightly on the accelerator in each gear.*

##### Water

If you must drive through water approach it cautiously. See **Driving Through Shallow Water** (page 386).

#### DRIVING ON HILLY OR SLOPING TERRAIN

Although natural obstacles could make it necessary to travel diagonally up or down a hill or steep incline, you should try to drive straight up or straight down.

**Note:** *Avoid turning on steep slopes or hills. A danger lies in losing traction, slipping sideways and possible vehicle roll over. Whenever driving on a hill, determine beforehand the route you can use. Do not drive over the crest of a hill without seeing what conditions are on the other side. Do not drive in reverse over a hill without the aid of an observer.*

Apply just enough power to the wheels to climb the hill. Too much power causes the tires to slip, spin or lose traction, and you could lose control of your vehicle. When descending a steep hill, do not descend the hill in neutral. Avoid sudden hard braking to keep the front wheels rolling and to maintain your vehicle's steering.

**Note:** *Your vehicle has anti-lock brakes, apply the brakes steadily. Do not pump the brakes.*

## Driving Hints

### DRIVING IN SAND

When driving over sand, try to keep all four wheels on the most solid area of the trail. Shift to a lower gear and drive steadily through the terrain. Apply the accelerator slowly and avoid excessive wheel slip. Do not drive your vehicle in deep sand for an extended period of time. This could overheat the system. A message appears in the information display. See **All-Wheel Drive – Information Messages** (page 255).

**Note:** If your vehicle gets stuck in sand, it could be rocked out by shifting between forward and reverse gears, stopping between shifts in a steady pattern. Press lightly on the accelerator in each gear.

### DRIVING THROUGH SHALLOW WATER



**WARNING:** Do not attempt to cross a deep or flowing body of water. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

**Note:** Driving through standing water can cause vehicle damage.

**Note:** Engine damage can occur if water enters the air filter.

Before driving through standing water, check the depth. Never drive through water that is higher than the bottom of the front rocker area of your vehicle.



When driving through standing water, drive very slowly and do not stop your vehicle. Your brake performance and traction could be limited. After driving through water and as soon as it is safe to do so:

- Lightly press the brake pedal to dry the brakes and to check that they work.
- Turn the steering wheel to check that the steering power assist works.

Check the function of the following:

- Horn
- Exterior lights

### FLOOR MATS



**WARNING:** Use a floor mat designed to fit the footwell of your vehicle that does not obstruct the pedal area. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Pedals that cannot move freely can cause loss of vehicle control and increase the risk of serious personal injury.



**WARNING:** Secure the floor mat to both retention devices so that it cannot slip out of position and interfere with the pedals. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

## Driving Hints



**WARNING:** Do not place additional floor mats or any other covering on top of the original floor mats. This could result in the floor mat interfering with the operation of the pedals. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Always make sure that objects cannot fall into the driver foot well while your vehicle is moving. Objects that are loose can become trapped under the pedals causing a loss of vehicle control.

To install floor mats that have eyelets, position the floor mat eyelet over the retention post and press down to lock in position. Repeat for all eyelets on the floor mat.

To remove the floor mats, reverse the installation procedure.

**Note:** *Regularly check the floor mats to make sure they are secure.*



# Crash and Breakdown Information

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## HIGH VOLTAGE BATTERY VEHICLE PRECAUTIONS - FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

In the event of damage or fire involving an electric vehicle or hybrid-electric vehicle:

- Assume the high-voltage battery and associated components are energized and fully charged.
- Exposed electrical components, wires and high-voltage batteries present potential high-voltage shock hazards.
- Venting high-voltage battery vapors are potentially toxic and flammable.
- Physical damage to the vehicle or high-voltage battery could result in immediate or delayed release of toxic, flammable gases and fire.

Vehicle information and general safety practices include reviewing the owner's manual and becoming familiar with your vehicle's safety information and recommended safety practices.

### Crashes

A crash or impact significant enough to require an emergency response for conventional vehicles would also require the same response for an electric or hybrid-electric vehicle.

If Possible:

1. Move your vehicle to a safe, nearby location and remain on the scene.
2. Roll down the windows before you switch your vehicle off.
3. Place your vehicle in park (P), set the parking brake, switch off the vehicle, activate the hazard flashers and move your key(s) at least 5 m (16 ft) away from the vehicle.

Always:

- Call emergency assistance if needed and advise that an electric or hybrid-electric vehicle is involved.
- Avoid contact with leaking fluids and gases, and remain out of the way of oncoming traffic until emergency responders arrive.
- When emergency responders arrive, tell them that the vehicle involved is an electric vehicle or hybrid-electric vehicle.

### Fires

As with any vehicle, call emergency assistance immediately if you see sparks, smoke or flames coming from the vehicle. Remain a safe distance from the vehicle and try to stay clear of the smoke.

1. Exit the vehicle immediately.
2. Advise emergency assistance that an electric or hybrid-electric vehicle is involved.
3. As with any vehicle fire, do not inhale smoke, vapors or gas from the vehicle, as they may be hazardous.

### Post-Incident

1. Do not store a severely damaged vehicle with a lithium-ion battery inside a structure or within 15 m (49 ft) of any structure or vehicle.
2. Make sure that passenger and luggage compartments remain ventilated.
3. Call emergency assistance if you observe leaking fluids, sparks, smoke or flames, or hear gurgling or bubbling from the high-voltage battery.



## Crash and Breakdown Information

### SWITCHING THE HAZARD FLASHERS ON AND OFF

The hazard flashers operate when the ignition is in any position, or if the key is not in the ignition. The battery loses charge and may have insufficient power to restart your vehicle if your vehicle is in use or if the key is not in the ignition.




The flasher control is on the instrument panel. Use your hazard flashers when your vehicle is creating a safety hazard for other road users.


Switch the hazard flashers on and all front and rear direction indicators flash.


Press the button again to switch them off.


### JUMP STARTING THE VEHICLE

#### JUMP STARTING PRECAUTIONS


 **WARNING:** Batteries normally produce explosive gases which can cause personal injury. Therefore, do not allow flames, sparks or lighted substances to come near the battery. When working near the battery, always shield your face and protect your eyes. Always provide correct ventilation.

 **WARNING:** Keep batteries out of reach of children. Batteries contain sulfuric acid. Avoid contact with skin, eyes or clothing. Shield your eyes when working near the battery to protect against possible splashing of acid solution. In case of acid contact with skin or eyes, flush immediately with water for a minimum of 15 minutes and get prompt medical attention. If acid is swallowed, call a physician immediately.

 **WARNING:** Use only adequately sized cables with insulated clamps.

 **WARNING:** Make sure that the cables are clear of any moving parts and fuel delivery system parts.

 **WARNING:** Connect batteries with only the same nominal voltage.

 **WARNING:** If the engine is running while the hood is open, stay clear of moving engine components. Failure to follow this warning could result in serious personal injury or death.

Do not attempt to push-start an automatic transmission vehicle. This could cause transmission damage.

Do not disconnect the battery of the disabled vehicle. This could damage your vehicle's electrical system.

### PREPARING THE VEHICLE

Use only a 12 volt supply to start your vehicle.

Park the booster vehicle close to the hood of the disabled vehicle, making sure the two vehicles do not touch.

## Crash and Breakdown Information

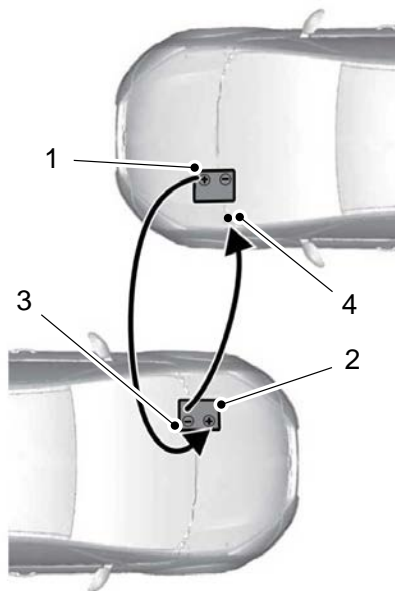
### JUMP STARTING THE VEHICLE - 2.0L ECOBLUE, EXCLUDING: FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

#### Connecting the Jumper Cables



**WARNING:** Do not connect the negative jumper cable to any other part of your vehicle. Use the ground point.

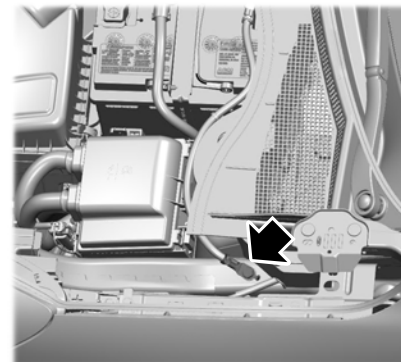
**Note:** If you are using a jump pack or booster box, follow the manufacturer's instructions.



E142664

1. Pull the red rubber boot backward. Connect the positive (+) jumper cable to the positive (+) terminal of the discharged battery.

2. Connect the other end of the positive (+) jumper cable to the positive (+) terminal of the booster vehicle battery.
3. Connect the negative (-) jumper cable to the negative (-) terminal of the booster vehicle battery.
4. Make the final connection of the negative (-) jumper cable to an exposed metal part of the disabled vehicle's engine, as shown in the following illustration, away from the battery and fuel injection system, or connect the negative (-) jumper cable to a ground connection point if available.



## Crash and Breakdown Information

### Starting the Engine

1. Start the engine of the booster vehicle and moderately rev the engine, or gently press the accelerator to keep the engine speed between 2000 and 3000 RPM, as shown in your tachometer.
2. Start the engine of the disabled vehicle.
3. Once you start the disabled vehicle, run both vehicle engines for an additional three minutes before disconnecting the jumper cables.

### Removing the Jumper Cables

Remove the jumper cables in the reverse order that they were connected.

**Note:** Do not switch the headlamps on when disconnecting the cables. The peak voltage could blow the bulbs.

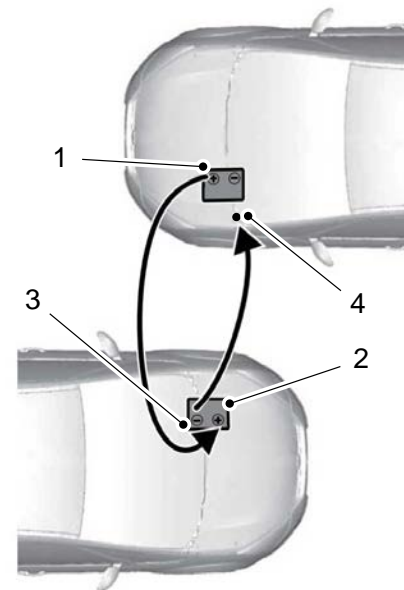
### JUMP STARTING THE VEHICLE - 2.5L DURATEC – HYBRID (121KW/164PS) (BG), FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

#### Connecting the Jumper Cables



**WARNING:** Do not connect the negative jumper cable to any other part of your vehicle. Use the ground point.

**Note:** If you are using a jump pack or booster box, follow the manufacturer's instructions.

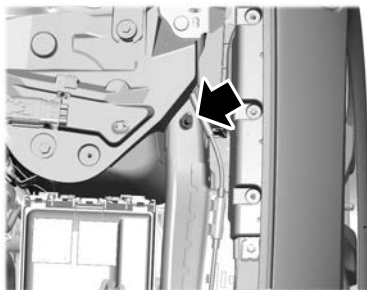


E142664

1. Pull the red rubber boot backward. Connect the positive (+) jumper cable to the positive (+) terminal of the discharged battery.

## Crash and Breakdown Information

2. Connect the other end of the positive (+) jumper cable to the positive (+) terminal of the booster vehicle battery.
3. Connect the negative (-) jumper cable to the negative (-) terminal of the booster vehicle battery.
4. Make the final connection of the negative (-) jumper cable to an exposed metal part of the disabled vehicle's engine, as shown in the following illustration, away from the battery and fuel injection system, or connect the negative (-) jumper cable to a ground connection point if available.



### Starting the Engine

1. Start the engine of the booster vehicle and moderately rev the engine, or gently press the accelerator to keep the engine speed between 2000 and 3000 RPM, as shown in your tachometer.
2. Start the engine of the disabled vehicle.
3. Once you start the disabled vehicle, run both vehicle engines for an additional three minutes before disconnecting the jumper cables.

### Removing the Jumper Cables

Remove the jumper cables in the reverse order that they were connected.

**Note:** Do not switch the headlamps on when disconnecting the cables. The peak voltage could blow the bulbs.

### POST-CRASH ALERT SYSTEM

#### WHAT IS THE POST-CRASH ALERT SYSTEM

The system helps draw attention to your vehicle in the event of a serious impact.

### HOW DOES THE POST-CRASH ALERT SYSTEM WORK

The system is designed to turn the hazard flashers on, turn the courtesy lamps on, intermittently sound the horn and unlock all doors in the event of a serious impact that deploys an airbag or the seatbelt pretensioners.

### POST-CRASH ALERT SYSTEM LIMITATIONS

Depending on applicable laws in the country your vehicle was built for, the horn does not sound in the event of a serious impact.

### SWITCHING THE POST-CRASH ALERT SYSTEM OFF

Press the hazard flasher switch, the unlock button on the remote control, the panic button on the remote control or cycle the ignition to switch the system off.

**Note:** The alert turns off when the vehicle battery runs out of charge.

# Crash and Breakdown Information

## POST IMPACT BRAKING

### HOW DOES POST IMPACT BRAKING WORK

In the event of a moderate to severe crash, the braking system reduces the vehicle's speed to prevent or reduce the impact of a potential secondary crash.

### POST IMPACT BRAKING LIMITATIONS

Post impact braking does not activate if any of the following occur:

- The anti-lock braking system is damaged during the collision.
- Electronic stability control is disabled.
- Vehicle speed is below 10 km/h (5 mph).

### OVERRIDING POST IMPACT BRAKING

You can override post impact braking by pressing the brake or accelerator pedal.

## POST IMPACT BRAKING INDICATORS



It flashes when a post impact braking event is occurring.

## AUTOMATIC CRASH SHUTOFF

### WHAT IS AUTOMATIC CRASH SHUTOFF

The automatic crash shutoff is designed to stop the fuel going to the engine in the event of a moderate or severe crash.

**Note:** *Not every impact causes a shutoff.*

### AUTOMATIC CRASH SHUTOFF PRECAUTIONS



**WARNING:** If your vehicle has been involved in a crash, have the fuel system checked. Failure to follow this instruction could result in fire, personal injury or death.

## RE-ENABLING YOUR VEHICLE

1. Switch the ignition off.

2. Attempt to start your vehicle.
3. Switch the ignition off.
4. Attempt to start your vehicle.

**Note:** *If your vehicle does not start after the third attempt, have your vehicle checked as soon as possible.*

## RECOVERY TOWING

### ACCESSING THE FRONT TOWING POINT

Your vehicle has frame-mounted front recovery hooks.

**Note:** *These hooks should never have a load applied to them greater than the gross vehicle weight rating of your vehicle.*

Before using recovery hooks:

- Make sure all attaching points are secure and capable of withstanding the applied load.
- Never use chains, cables or tow straps with metal hook ends.
- Only use recovery straps that have a minimum breaking strength two to three times the gross vehicle weight of the stuck vehicle.

# Crash and Breakdown Information

- Make sure the recovery strap is in good condition and free of visible cuts, tears or damage.
- Use a damper device such as a tarp, heavy blanket or piece of carpet draped over the recovery strap to help absorb the energy in the event the strap breaks.
- Make sure the stuck vehicle is not loaded heavier than its gross vehicle weight rating specified on the certification label.
- Align the tow vehicle and stuck vehicle in a straight line, within 10 degrees.
- Keep bystanders to the **sides** of the vehicle, at a distance of at least twice the length of the recovery strap. This helps avoid injury from the hazard of a recovery hook or strap breaking, or a vehicle lurching into their path.

## FAIL-SAFE COOLING

### WHAT IS FAIL-SAFE COOLING

Fail-safe cooling allows you to temporarily drive your vehicle before any incremental component damage occurs due to overheating.

The fail-safe distance depends on outside temperature, vehicle load and terrain.

### HOW DOES FAIL-SAFE COOLING WORK

If the engine reaches a preset over-temperature condition, the engine automatically switches to alternating cylinder operation. Each disabled cylinder acts as an air pump and cools the engine.

When this occurs, your vehicle still operates, however:

- Engine power is limited.
- The air conditioning system turns off.

Continued operation increases the engine temperature, causing the engine to completely shut down. Your steering and braking effort increases in this situation.

When the engine temperature cools, you can re-start the engine.

**Note:** *Have your vehicle checked as soon as possible to minimize engine damage.*

### DRIVING WHEN FAIL-SAFE MODE IS ACTIVATED



**WARNING:** Fail-safe mode is for use during emergencies only. Operate your vehicle in fail-safe mode only as long as necessary to bring your vehicle to rest in a safe location and seek immediate repairs. When in fail-safe mode, your vehicle will have limited power, will not be able to maintain high-speed operation, and may completely shut down without warning, potentially losing engine power, power steering assist, and power brake assist, which may increase the possibility of a crash resulting in serious injury.



**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.

## Crash and Breakdown Information

Continued operation increases the engine temperature, causing the engine to completely shut down. Your steering and braking effort increases in this situation.

When the engine temperature cools, you can re-start the engine. Have your vehicle checked as soon as possible to minimize engine damage.

Your vehicle has limited engine power when in the fail-safe mode, drive your vehicle with caution. Your vehicle does not maintain high-speed operation and the engine may operate poorly.

Remember that the engine is capable of automatically shutting down to prevent engine damage. In this situation:

1. Pull off the road as soon as safely possible and switch the engine off.
2. If you are a member of a roadside assistance program, we recommend that you contact your roadside assistance service provider.
3. If this is not possible, wait for a short period of time for the engine to cool.
4. Check the coolant level. If the coolant level is at or below the minimum mark, add prediluted coolant immediately.

5. When the engine temperature cools, you can re-start the engine. Have your vehicle checked as soon as possible to minimize engine damage.

**Note:** *Driving your vehicle without repair increases the chance of engine damage.*

### FAIL-SAFE COOLING INDICATORS



If the engine begins to overheat, the coolant temperature gauge moves toward the red zone.



A warning lamp illuminates and a message may appear in the information display.

# Towing Your Vehicle - Manual Transmission

## TOWING YOUR VEHICLE PRECAUTIONS



**WARNING:** You must switch the ignition on when your vehicle is being towed.



**WARNING:** Always check that the steering wheel lock is deactivated before attempting to move your vehicle. Failure to deactivate the steering wheel lock could result in a crash.



**WARNING:** The brake and steering assistance will not operate unless the engine is running. Press the brake pedal harder and be aware of increased stopping distances and heavier steering.



**WARNING:** Too much tension in the tow rope could cause damage to your vehicle or the vehicle that is towing.

**Note:** Make sure the transmission is in neutral when towing your vehicle.

**Note:** Do not tow your vehicle backward.

**Note:** Do not tow your vehicle if the ambient temperature is below 0°C (32°F).

## EMERGENCY TOWING

If your vehicle is disabled without access to wheel dollies, a car-hauling trailer, or a flatbed transport vehicle it can be flat-towed with all wheels on the ground. You may do this under the following conditions:

- Your vehicle is facing forward so that it is towed in a forward direction.
- The transmission selector lever is placed in neutral position.
- Maximum speed is 50 km/h (30 mph).
- Maximum distance is 80 km (50 mi).

Drive off slowly and smoothly without jerking the vehicle you are towing.

You must only use the towing eye that was delivered with your vehicle.

Tow ropes or rigid towing bars must be placed on the same side. For example, right hand rear towing point to right hand front towing point.

You must use a tow rope or rigid towing bar that is of the correct strength for the weight of the towing vehicle and the vehicle that is being towed.

The weight of the vehicle that is being towed must not exceed the weight of the towing vehicle.



## **Towing Your Vehicle - Automatic Transmission**

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### **TOWING YOUR VEHICLE PRECAUTIONS**

If you need to tow your vehicle, contact a professional towing service or, if you are a member of a roadside assistance program, your roadside assistance service provider.

# Fuses

## FUSE PRECAUTIONS

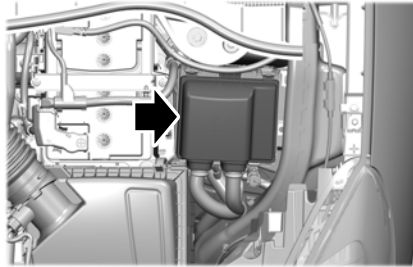
**⚠ WARNING:** Always disconnect the battery before servicing high current fuses.

**⚠ WARNING:** To reduce risk of electrical shock, always replace the cover to the power distribution box before reconnecting the battery or refilling fluid reservoirs.

**⚠ WARNING:** Always replace a fuse with one that has the specified amperage rating. Using a fuse with a higher amperage rating can cause severe wire damage and could start a fire.

## UNDER HOOD FUSE BOX

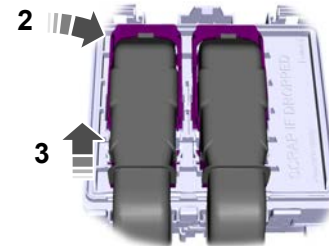
### LOCATING THE UNDER HOOD FUSE BOX



## ACCESSING THE UNDER HOOD FUSE BOX



1. Pull the latch toward you and remove the top cover.

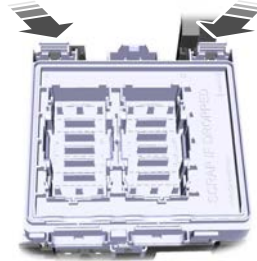


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## Fuses

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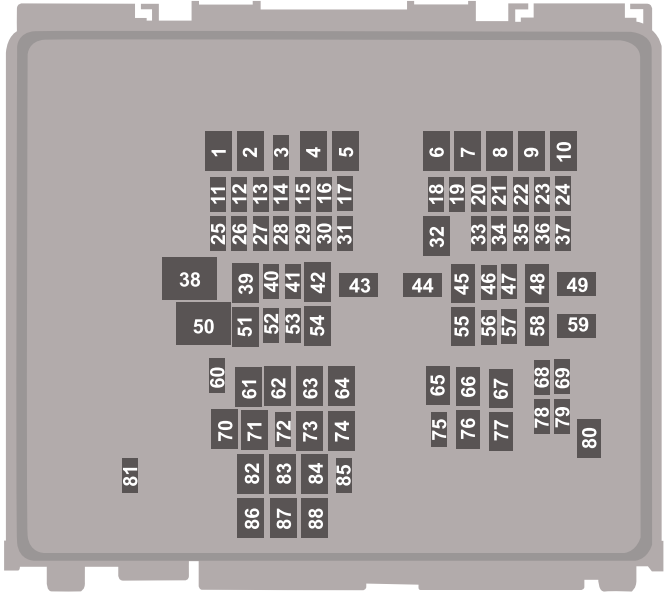
2. Pull the connector lever upward.
3. Pull the connector upward to remove it.



4. Pull both latches toward you and remove the fuse box.
5. Turn the fuse box over and open the lid.

# Fuses

## IDENTIFYING THE FUSES IN THE UNDER HOOD FUSE BOX



## Fuses

| Fuse Location | Fuse Rating | Protected Component                 |
|---------------|-------------|-------------------------------------|
| 1             | 30 A        | Fuel filter heater (diesel).        |
| 2             | 40 A        | Not used (spare).                   |
| 3             | —           | Not used.                           |
| 4             | 60 A        | Supplemental heater (gas).          |
| 5             | 40 A        | Supplemental heater (gas).          |
| 6             | 40 A        | Supplemental heater (gas).          |
| 7             | 40 A        | Not used (spare).                   |
| 8             | —           | Not used.                           |
| 9             | 60 A        | Glow plug module (diesel).          |
| 10            | 30 A        | Starter motor.                      |
| 11            | 15 A        | Powertrain control module.          |
| 12            | 15 A        | Powertrain control module.          |
| 13            | 15 A        | Powertrain control module.          |
| 14            | 15 A        | Powertrain control module.          |
| 15            | 15 A        | Powertrain control module (diesel). |
| 16            | —           | Not used.                           |
| 17            | 20 A        | Not used (spare).                   |

## Fuses

| Fuse Location | Fuse Rating | Protected Component   |
|---------------|-------------|---|
| 18            | 10 A        | Powertrain control module.  |
| 19            | 10 A        | Anti-lock brake system module.  |
| 20            | 5 A         | Dosing control module (diesel).   |
| 21            | 5 A         | Not used (spare).   |
| 22            | 5 A         | Battery electronic control module (hybrid electric vehicle).                            |
| 23            | 5 A         | Charge port light ring (plug-in hybrid electric vehicle).                               |
| 24            | 20 A        | Amplifier.  |
| 25            | 20 A        | Pressure line heater (diesel)   |
| 26            | 10 A        | Reluctant dosing control module (diesel).   |
| 27            | 20 A        | Tank heater (diesel).   |
| 28            | 10 A        | Brake on-off switch.  |
| 29            | 5 A         | Powertrain control module (hybrid electric vehicle).                                    |
| 30            | 10 A        | Electronic stability control (gas).<br>Transmission oil pump (hybrid electric vehicle). |
| 31            | 5 A         | Electronic power assist steering.   |

## Fuses

| Fuse Location | Fuse Rating | Protected Component  |
|---------------|-------------|--|
| 32            | 30 A        | Body control module.   |
| 33            | 10 A        | Front parking aid camera.<br>Rear view camera.<br>Blind spot information system.<br>Adaptive cruise control. |
| 34            | 10 A        | Not used (spare).  |
| 35            | 15 A        | Heated steering wheel.   |
| 36            | 10 A        | Powertrain control module (hybrid electric vehicle).   |
| 37            | 20 A        | Horn.  |
| 38            | 40 A        | Blower motor.  |
| 39            | —           | Not used.  |
| 40            | —           | Not used.  |
| 41            | 20 A        | Amplifier.   |
| 42            | 30 A        | Driver power seat.   |
| 43            | 50 A        | Electric water pump (hybrid electric vehicle).   |
| 44            | 40 A        | Trailer tow module.  |
| 45            | 30 A        | Passenger power seat.  |
| 46            | 20 A        | Not used (spare).  |

# Fuses

| Fuse Location | Fuse Rating | Protected Component   |
|---------------|-------------|---|
| 47            | 20 A        | Heated seats.   |
| 48            | 40 A        | Anti-lock brake control valves.                             |
| 49            | 60 A        | Anti-lock brake control pump.                               |
| 50            | 60 A        | Cooling fan.  |
| 51            | 30 A        | Moonroof.   |
| 52            | 5 A         | USB smart charger.  |
| 53            | 10 A        | Battery charge control module (hybrid electric vehicle).    |
| 54            | —           | Not used.   |
| 55            | 20 A        | Transmission control moodule (diesel).                      |
| 56            | 5 A         | DC/DC Converter (hybrid electric vehicle).                  |
| 57            | 10 A        | Data link connector.  |
| 58            | 40 A        | Auxiliary power distribution box (hybrid electric vehicle). |
| 59            | 40 A        | Body control module.  |
| 60            | —           | Not used.   |
| 61            | 20 A        | Rear cargo power point.                                     |
| 62            | —           | Not used.   |



## Fuses

| Fuse Location | Fuse Rating | Protected Component                                    |
|---------------|-------------|--|
| 63            | 30 A        | Not used (spare).                                      |
| 64            | 30 A        | Power liftgate.  |
| 65            | —           | Not used.  |
| 66            | 20 A        | Not used (spare).                                      |
| 67            | —           | Not used.  |
| 68            | 5 A         | Mass air flow and intake air temperature sensor (gas). |
| 69            | 15 A        | Port fuel injectors.                                   |
| 70            | 20 A        | Rear console power point.                              |
| 71            | 20 A        | Media bin power point.                                 |
| 72            | 20 A        | Rear window wiper.                                     |
| 73            | —           | Not used.  |
| 74            | 30 A        | Windshield wiper motor.                                |
| 75            | —           | Not used.  |
| 76            | 30 A        | Heated backlight.                                      |
| 77            | —           | Not used.  |
| 78            | 10 A        | Air conditioning clutch.                               |
| 79            | 10 A        | Not used (spare).                                      |

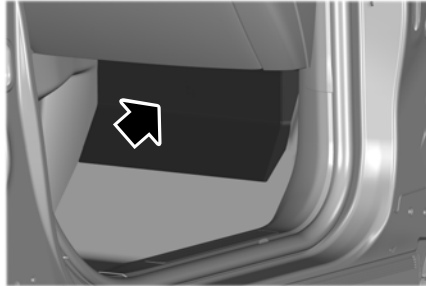
# Fuses

| Fuse Location | Fuse Rating | Protected Component       |
|---------------|-------------|---------------------------|
| 80            | 20 A        | Fuel pump.                |
| 81            | 10 A        | Rear window washer pump.  |
| 82            | 40 A        | Power inverter.           |
| 83            | —           | Not used.                 |
| 84            | 40 A        | Driveline control module. |
| 85            | 5 A         | Rain sensor.              |
| 86            | —           | Not used.                 |
| 87            | —           | Not used.                 |
| 88            | —           | Not used.                 |

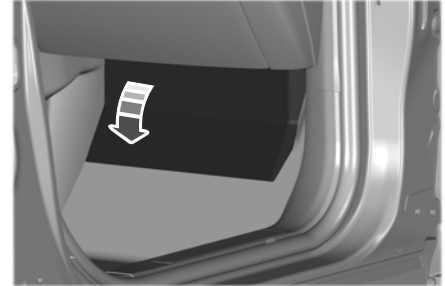
# Fuses

## BODY CONTROL MODULE FUSE BOX

### LOCATING THE BODY CONTROL MODULE FUSE BOX

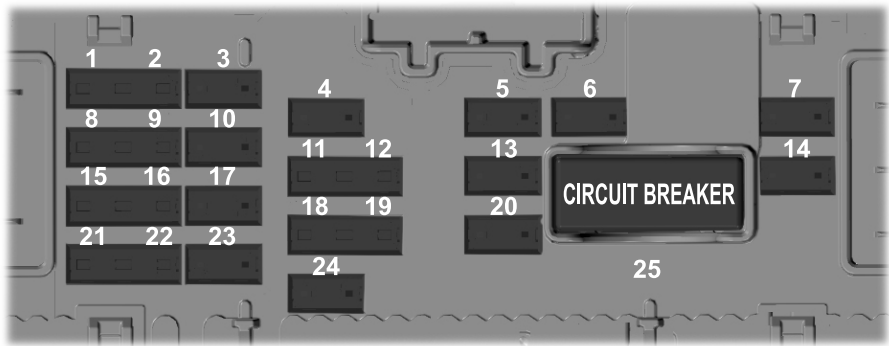


## ACCESSING THE BODY CONTROL MODULE FUSE BOX



# Fuses

## IDENTIFYING THE FUSES IN THE BODY CONTROL MODULE FUSE BOX



| Fuse Location | Fuse Rating | Protected Component             |
|---------------|-------------|---------------------------------|
| 1             | 5 A         | Restraints control module.      |
| 2             | 5 A         | Climate controlled seat module. |
| 3             | 10 A        | Park aid module.                |
| 4             | 10 A        | Ignition switch.                |
| 5             | 20 A        | Central locking system.         |
| 6             | 10 A        | Moonroof.                       |

## Fuses

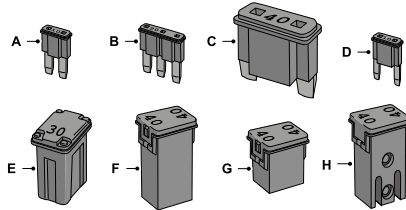
| Fuse Location | Fuse Rating | Protected Component  |
|---------------|-------------|--|
| 7             | 30 A        | Right front door control module.   |
| 8             | 5 A         | Not used (spare).  |
| 9             | 5 A         | Embedded modem.  |
| 10            | 10 A        | Head up display module.<br>Wireless charging module.                             |
| 11            | 5 A         | Power liftgate.<br>Hands-free liftgate actuation module.<br>Power windows.       |
| 12            | 5 A         | Combined intrusion and inclination sensor.                                       |
| 13            | 15 A        | Fuel filler door release switch.<br>Double lock.<br>Child lock.<br>Relay feed.   |
| 14            | 30 A        | Left front door control module.  |
| 15            | 15 A        | Not used (spare).  |
| 16            | 15 A        | Not used (spare).  |
| 17            | 15 A        | Integrated control panel.<br>SYNC 3 module.<br>SYNC 4 module.<br>Display module. |
| 18            | 7.5 A       | Head up display module.  |

## Fuses

| Fuse Location | Fuse Rating | Protected Component   |
|---------------|-------------|---|
|               |             | Wireless charging module.   |
| 19            | 7.5 A       | Battery back-up sounder.<br>Fuel fired booster heater.                    |
| 20            | 10 A        | Anti-theft alarm horn.  |
| 21            | 7.5 A       | Climate control.<br>E-shifter module.                                     |
| 22            | 7.5 A       | Instrument cluster.<br>Gateway module.<br>Steering column control module. |
| 23            | 20 A        | Audio unit.   |
| 24            | 20 A        | Not used (spare).   |
| 25            | 30 A        | Not used (spare).   |

# Fuses

## IDENTIFYING FUSE TYPES



- A Micro 2.
- B Micro 3.
- C Maxi.
- D Mini.
- E M Case.
- F J Case.
- G J Case Low Profile.
- H Slotted M Case.

## FUSES – TROUBLESHOOTING

### FUSES – FREQUENTLY ASKED QUESTIONS

#### When do I need to check a fuse?

If electrical components in the vehicle are not working.

#### When do I need to replace a fuse?

If a fuse has blown.

#### How do I identify a blown fuse?

You can identify a blown fuse by a broken wire within the fuse.

# Maintenance

## MAINTENANCE PRECAUTIONS

Have your vehicle serviced regularly to help maintain its roadworthiness and resale value. There is a large network of authorized dealers that are there to help you with their professional servicing expertise. We believe that their specially trained technicians are best qualified to service your vehicle properly and expertly. They are supported by a wide range of highly specialized tools developed specifically for servicing your vehicle.

If your vehicle requires professional service, an authorized dealer can provide the necessary parts and service. Check your warranty information to find out which parts and services are covered.

Use only recommended fluids and service parts conforming to specifications. See **Capacities and Specifications** (page 470).

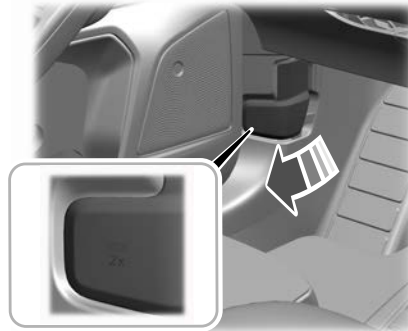
If you do not use oil and fluid that meets the defined specification and viscosity grade, it could result in:

- Component damage not covered by the vehicle Warranty.
- Longer engine cranking periods.
- Increased emission levels.
- Reduced engine performance.

- Reduced fuel economy.
- Reduced brake performance.

## OPENING AND CLOSING THE HOOD

### Opening the Hood



E263274

1. Open the left-hand front door.
2. Fully pull the hood release lever and let it completely retract.

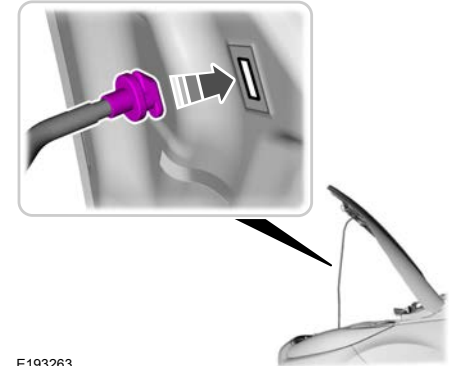
**Note:** *This action releases the hood latch.*

3. Fully pull the hood release lever for a second time.

**Note:** *This action fully releases the hood.*

4. Open the hood.

**Note:** *There is no secondary hood release under the hood.*




E193263

5. Support the hood with the strut.




# Maintenance

## Closing the Hood

**WARNING:** Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.

1. Remove the strut from the catch and secure it correctly in the clip.
2. Lower the hood and allow it to drop under its own weight for the last 25–35 cm (10–14 in).

## Warning Lamps and Indicators

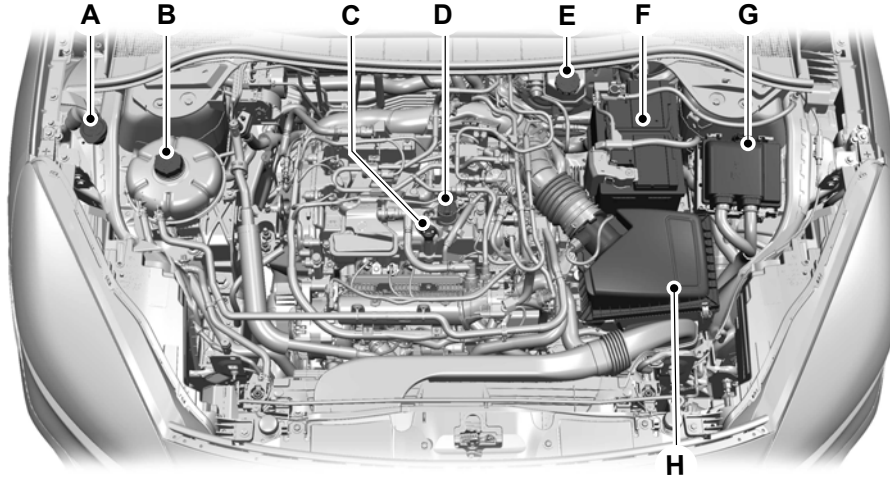
 This lamp illuminates when the ignition is on and the hood is not completely closed.

## Information Messages

| Message     | Action   |
|-------------|--|
| Bonnet open | Stop your vehicle as soon as it is safe to do so and close the hood. |

## Maintenance

### UNDER HOOD OVERVIEW - 1.5L ECOBOOST™, LHD



- A Windshield washer fluid. See **Adding Washer Fluid** (page 94).
- B Engine coolant reservoir. See **Checking the Coolant Level** (page 428).
- C Engine oil dipstick. See **Engine Oil Dipstick Overview** (page 425).
- D Engine oil filler cap. See **Adding Engine Oil** (page 426).

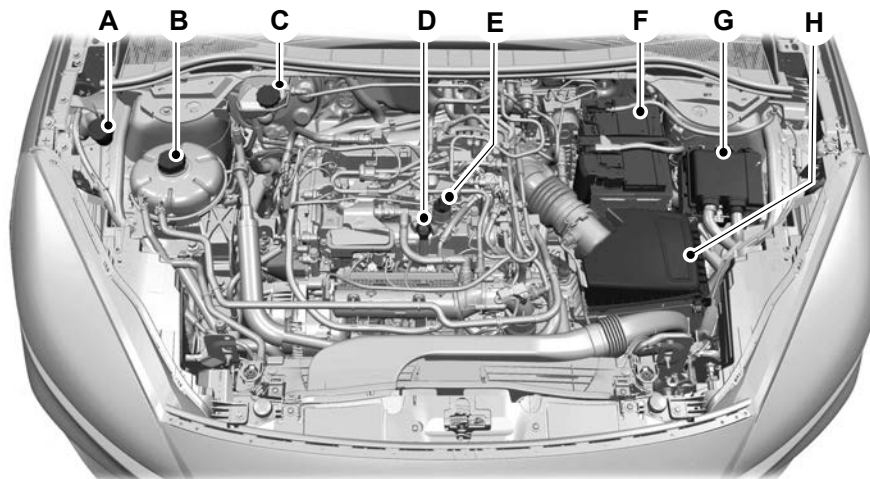
# Maintenance

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- E Brake fluid reservoir. See **Locating the Brake Fluid Reservoir** (page 256).
- F Battery. See **Changing the 12V Battery** (page 432).
- G Engine compartment fuse box. See **Fuses** (page 398).
- H Air filter assembly.

## Maintenance

### UNDER HOOD OVERVIEW - 1.5L ECOBOOST™, RHD



- A Windshield washer fluid reservoir. See **Adding Washer Fluid** (page 94).
- B Engine coolant reservoir. See **Checking the Coolant Level** (page 428).
- C Brake fluid reservoir. See **Locating the Brake Fluid Reservoir** (page 256).
- D Engine oil dipstick. See **Engine Oil Dipstick Overview** (page 425).

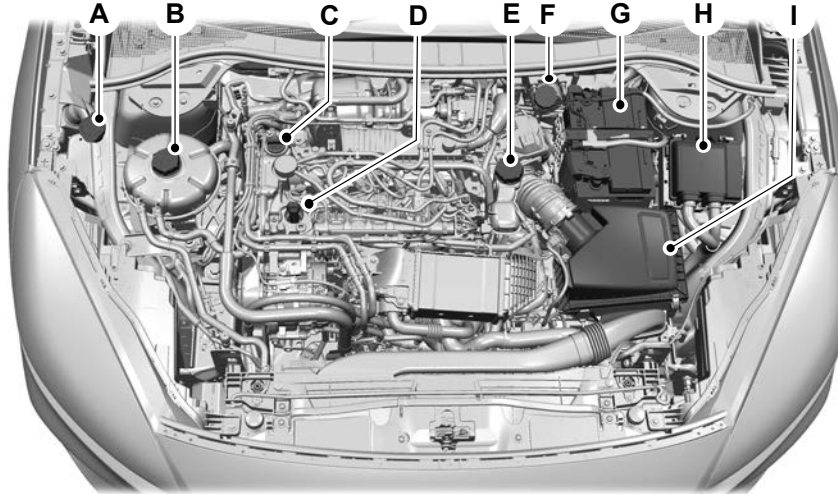
## Maintenance

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- E Engine oil filler cap. See **Adding Engine Oil** (page 426).
- F Battery. See **Changing the 12V Battery** (page 432).
- G Engine compartment fuse box. See **Fuses** (page 398).
- H Air filter assembly.

## Maintenance

### UNDER HOOD OVERVIEW - 2.0L ECOBLUE, LHD



- A Windshield washer fluid reservoir. See **Adding Washer Fluid** (page 94).
- B High temperature engine coolant reservoir. See **Checking the Coolant Level** (page 428).
- C Engine oil filler cap. See **Adding Engine Oil** (page 426).
- D Engine oil dipstick. See **Engine Oil Dipstick Overview** (page 425).

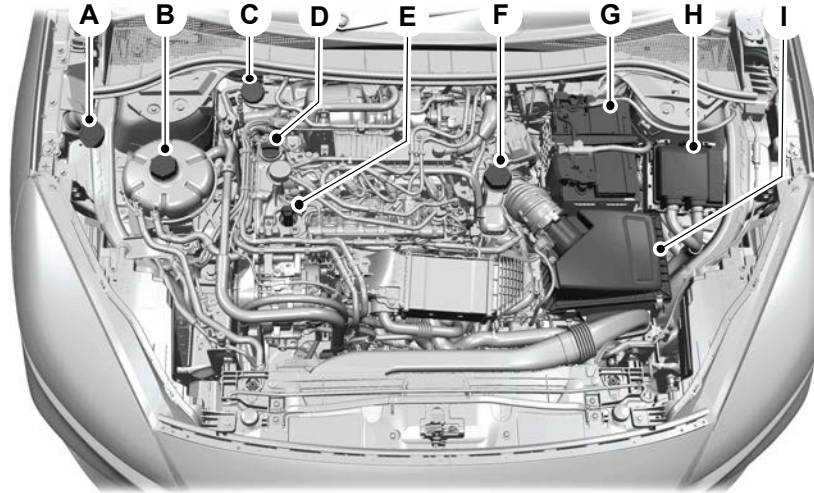
# Maintenance

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- E Low temperature engine coolant reservoir. See **Checking the Coolant Level** (page 428).
- F Brake fluid reservoir. See **Locating the Brake Fluid Reservoir** (page 256).
- G Battery. See **Changing the 12V Battery** (page 432).
- H Engine compartment fuse box. See **Fuses** (page 398).
- I Air filter assembly.

# Maintenance

## UNDER HOOD OVERVIEW - 2.0L ECOBLUE, RHD



- A Windshield washer fluid reservoir. See **Adding Washer Fluid** (page 94).
- B High temperature engine coolant reservoir. See **Checking the Coolant Level** (page 428).
- C Brake fluid reservoir. See **Locating the Brake Fluid Reservoir** (page 256).
- D Engine oil filler cap. See **Adding Engine Oil** (page 426).



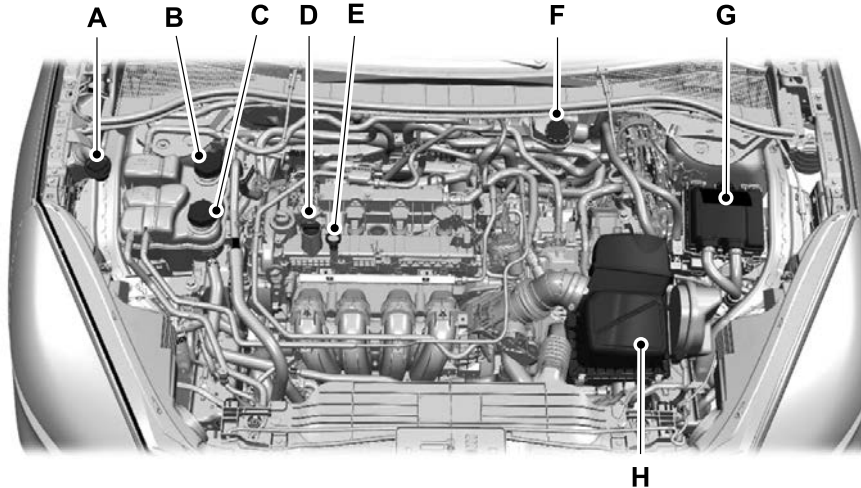
# Maintenance

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- E Engine oil dipstick. See **Engine Oil Dipstick Overview** (page 425).
- F Low temperature engine coolant reservoir. See **Checking the Coolant Level** (page 428).
- G Battery. See **Changing the 12V Battery** (page 432).
- H Engine compartment fuse box. See **Fuses** (page 398).
- I Air filter assembly.

## Maintenance

### UNDER HOOD OVERVIEW - 2.5L DURATEC, PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV), FULL HYBRID ELECTRIC VEHICLE (FHEV), LHD



- A Windshield washer fluid reservoir: See **Adding Washer Fluid** (page 94).
- B Low temperature coolant cap: See **Checking the Coolant Level** (page 428).
- C High temperature coolant cap: See **Checking the Coolant Level** (page 428).

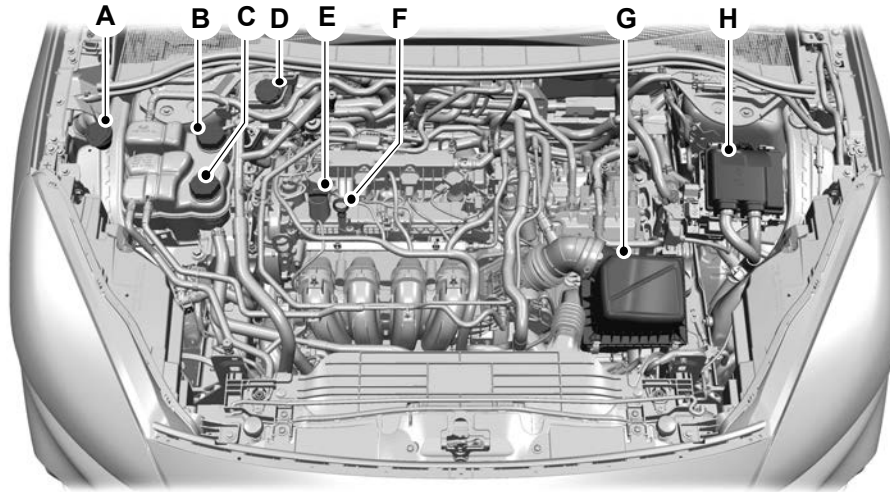
# Maintenance

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- D Engine oil filler cap: See **Adding Engine Oil** (page 426).
- E Engine oil dipstick: See **Engine Oil Dipstick Overview** (page 425).
- F Brake fluid reservoir: See **Checking the Brake Fluid** (page 257).
- G Power distribution box: See **Under Hood Fuse Box** (page 398).
- H Air filter assembly:

## Maintenance

### UNDER HOOD OVERVIEW - 2.5L DURATEC, FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV), RHD



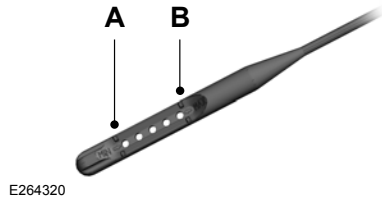
- A Windshield washer fluid reservoir. See **Adding Washer Fluid** (page 94).
- B Low pressure engine coolant reservoir. See **Checking the Coolant Level** (page 428).
- C High pressure engine coolant reservoir. See **Checking the Coolant Level** (page 428).

# Maintenance

- D Brake fluid reservoir. See **Locating the Brake Fluid Reservoir** (page 256).
- E Engine oil filler cap. See **Adding Engine Oil** (page 426).
- F Engine oil dipstick. See **Engine Oil Dipstick Overview** (page 425).
- G Air filter assembly.
- H Power distribution box. See **Fuses** (page 398).

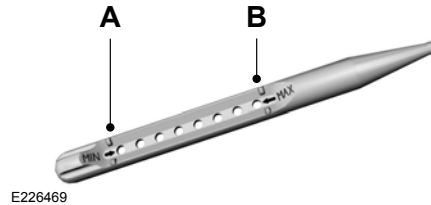
## ENGINE OIL

### ENGINE OIL DIPSTICK OVERVIEW - 1.5L ECOBOOST™



- A Minimum.
- B Maximum.

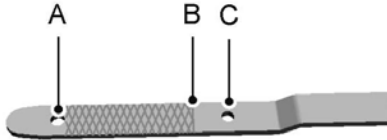
### ENGINE OIL DIPSTICK OVERVIEW - 2.0L ECOBLUE



- A Minimum.
- B Maximum.

# Maintenance

## ENGINE OIL DIPSTICK OVERVIEW - 2.5L DURATEC, FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG- IN HYBRID ELECTRIC VEHICLE (PHEV)



E225040

- A Minimum.
- B Fill Level.
- C Maximum.

## CHECKING THE ENGINE OIL LEVEL

1. Make sure that your vehicle is on level ground.
2. Check the oil level before starting the engine, or switch the engine off after warm up and wait 15 minutes for the oil to drain into the oil pan.

**Note:** Checking the oil level too soon could result in an inaccurate reading.

3. Remove the dipstick and wipe it with a clean, lint-free cloth.
4. Reinstall the dipstick and make sure it is fully seated.
5. Remove the dipstick again to check the oil level.

**Note:** If the oil level is between the maximum and minimum marks, the oil level is acceptable. Do not add oil.

6. If the oil level is at the minimum mark, immediately add oil.
7. Reinstall the dipstick. Make sure it is fully seated.

**Note:** The oil consumption of new engines reaches its normal level after approximately 5,000 km (3,000 mi).

**Note:** Increases in oil level can occur from frequent short trips that do not allow the engine to get to operating temperature, as well as frequent idling or low speed driving for long periods of time.

**Note:** If oil levels are continuously noted above the maximum mark, schedule a visit to your authorized dealer.

## ADDING ENGINE OIL



**WARNING:** Do not remove the filler cap when the engine is running.



**WARNING:** Do not add engine oil when the engine is hot. Failure to follow this instruction could result in personal injury.

Do not use supplemental engine oil additives because they are unnecessary and could lead to engine damage that the vehicle warranty may not cover.

1. Clean the area surrounding the engine oil filler cap before you remove it.
2. Remove the engine oil filler cap.

# Maintenance

3. Add engine oil that meets our specifications. See **Engine Oil** (page 427).
4. Reinstall the engine oil filler cap. Turn it clockwise until you feel a strong resistance.

**Note:** Do not add oil further than the maximum mark. Oil levels above the maximum mark may cause engine damage.

**Note:** Immediately soak up any oil spillage with an absorbent cloth.

## RESETTING THE INTELLIGENT OIL LIFE MONITOR - VEHICLES WITH: SYNC 2.5

Only reset the oil life monitoring system after changing the engine oil and oil filter.

1. Using the instrument cluster display controls on the steering wheel, select **Settings**.
2. Select **Information**.
3. Select **Oil life**.
4. Press and hold the **OK** button until the system reset confirmation appears.

## RESETTING THE INTELLIGENT OIL LIFE MONITOR - VEHICLES WITH: SYNC 3

Only reset the oil life monitoring system after changing the engine oil and oil filter.

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Settings**.
3. Select **Oil life**.
4. Press and hold the **OK** button until the system reset confirmation appears.

## ENGINE OIL CAPACITY AND SPECIFICATION

For filling information, please refer to the Capacities and Specifications section of your owner's manual.

## COOLANT

### COOLANT PRECAUTIONS



**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not put coolant in the windshield washer reservoir. If sprayed on the windshield, coolant could make it difficult to see through the windshield.



**WARNING:** To reduce the risk of personal injury, make sure the engine is cool before unscrewing the coolant pressure relief cap. The cooling system is under pressure. Steam and hot liquid can come out forcefully when you loosen the cap slightly.



**WARNING:** Do not add coolant further than the **MAX** mark.

# Maintenance

## CHECKING THE COOLANT LEVEL



**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.



**WARNING:** To reduce the risk of personal injury, make sure the engine is cool before unscrewing the coolant pressure relief cap. The cooling system is under pressure. Steam and hot liquid can come out forcefully when you loosen the cap slightly.

When the engine is cold, check the concentration and level of the coolant at the intervals listed in the scheduled maintenance information.

**Note:** Make sure that the coolant level is between the **MIN** and the **MAX** marks on the coolant reservoir.

**Note:** Coolant expands when it is hot. The level may extend beyond the **MAX** mark. This is normal.

Maintain coolant concentration within 48% to 50%, which equates to a freeze point between -34°C (-29°F) and -37°C (-35°F). Coolant concentration should be checked using a refractometer. We do not recommend the use of hydrometers or coolant test strips for measuring coolant concentration.

## ADDING COOLANT



**WARNING:** Do not add coolant when the vehicle is on or the cooling system is hot. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not allow the fluid to touch your skin or eyes. If this happens, rinse the affected areas immediately with plenty of water and contact your physician.



**WARNING:** Do not put coolant in the windshield washer reservoir. If sprayed on the windshield, coolant could make it difficult to see through the windshield.



**WARNING:** Do not add coolant further than the **MAX** mark.

**Note:** Do not use stop leak pellets, cooling system sealants, or non-specified additives as they can cause damage to the engine cooling or heating systems. Resulting component damage may not be covered by the vehicle Warranty.

**Note:** Automotive fluids are not interchangeable.



# Maintenance

It is very important to use prediluted coolant approved to the correct specification in order to avoid plugging the small passageways in the engine cooling system. See **Capacities and Specifications** (page 470). Do not mix different colors or types of coolant in your vehicle. Mixing of engine coolants or using an incorrect coolant may harm the engine or cooling system components and may not be covered by the vehicle Warranty.

**Note:** *If prediluted coolant is not available, use the approved concentrated coolant diluting it to 50/50 with deionised or distilled water. See **Capacities and Specifications** (page 470). Using water that has not been deionised may contribute to deposit formation, corrosion and plugging of the small cooling system passageways.*

**Note:** *Coolants marketed for all makes and models may not be approved to our specifications and may cause damage to the cooling system. Resulting component damage may not be covered by the vehicle Warranty.*

If the coolant level is at or below the minimum mark, add prediluted coolant immediately.

To top up the coolant level do the following:

1. Unscrew the cap slowly. Any pressure escapes as you unscrew the cap.

2. Add prediluted coolant approved to the correct specification. See **Capacities and Specifications** (page 470).
3. Add enough prediluted coolant to reach the correct level.
4. Replace the coolant reservoir cap. Turn the cap clockwise until it contacts the hard stop.
5. Check the coolant level in the coolant reservoir the next few times you drive your vehicle. If necessary, add enough prediluted engine coolant to bring the coolant level to the correct level.

If you have to add more than 1 L (1.1 qt) of engine coolant per month, have your vehicle checked as soon as possible. Operating an engine with a low level of coolant can result in engine overheating and possible engine damage.

In case of emergency, you can add a large amount of water without engine coolant in order to reach a vehicle service location.

Water alone, without engine coolant, can cause engine damage from corrosion, overheating or freezing.

Do not use the following as a coolant substitute:

- Alcohol.
- Methanol.
- Brine.
- Any coolant mixed with alcohol or methanol antifreeze.

Alcohol and other liquids can cause engine damage from overheating or freezing.

Do not add extra inhibitors or additives to the coolant. These can be harmful and compromise the corrosion protection of the coolant.

## CHANGING THE COOLANT

For coolant change, see your authorized dealer.

Changing the coolant is necessary at specific mileage intervals listed in the scheduled maintenance information.

# Maintenance

## MANAGING THE COOLANT TEMPERATURE

If you tow a trailer with your vehicle, the engine may temporarily reach a higher temperature during severe operating conditions, for example ascending a long or steep grade in high ambient temperatures.

At this time, you may notice the coolant temperature gauge moves toward the red zone and a message may appear in the information display.



**WARNING:** To reduce the risk of crash and injury, be prepared that the vehicle speed may reduce and the vehicle may not be able to accelerate with full power until the coolant temperature reduces.



**WARNING:** If you continue to drive your vehicle when the engine is overheating, the engine could stop without warning. Failure to follow this instruction could result in the loss of control of your vehicle.

You may notice a reduction in vehicle speed caused by reduced engine power in order to manage the engine coolant temperature. Your vehicle may enter this mode if certain high-temperature and high-load conditions take place. The amount of speed reduction depends on vehicle loading, grade and outside temperature. If this occurs, there is no need to stop your vehicle. You can continue to drive. See **Fail-Safe Cooling** (page 394).

The air conditioning may automatically turn on and off during severe operating conditions to protect the engine from overheating. When the coolant temperature decreases to the normal operating temperature, the air conditioning turns on.

If the coolant temperature gauge moves fully into the red zone, or if the coolant temperature warning or service engine soon messages appear in your information display, do the following:

1. Stop your vehicle as soon as it is safe to do so. Fully apply the parking brake, shift into park (P) or neutral (N).

2. Leave the engine running until the coolant temperature gauge needle returns to the normal position. If the temperature does not drop after several minutes, follow the remaining steps.
3. Switch the engine off and wait for it to cool. Check the coolant level.
4. If the coolant level is at or below the minimum mark, add prediluted coolant immediately.
5. If the coolant level is normal, restart the engine and continue.

## COOLANT – WARNING LAMPS



If the engine begins to overheat, the coolant temperature gauge moves toward the red zone.



A warning lamp illuminates and a message may appear in the information display.


# Maintenance


## COOLANT – INFORMATION MESSAGES


| Message                             | Description and Action  |
|-------------------------------------|---|
| High engine temperature Stop safely | Displays when the engine temperature is too high. Stop your vehicle as soon as it is safe to do so, switch the engine off and allow it to cool. If the problem persists, have your vehicle checked as soon as possible. See <b>Checking the Coolant Level</b> (page 428). |


## 12V BATTERY


### 12V BATTERY PRECAUTIONS


 **WARNING:** Batteries normally produce explosive gases which can cause personal injury. Therefore, do not allow flames, sparks or lighted substances to come near the battery. When working near the battery, always shield your face and protect your eyes. Always provide correct ventilation.

 **WARNING:** When lifting a plastic-cased battery, excessive pressure on the end walls could cause acid to flow through the vent caps, resulting in personal injury and damage to the vehicle or battery. Lift the battery with a battery carrier or with your hands on opposite corners.

 **WARNING:** Keep batteries out of reach of children. Batteries contain sulfuric acid. Avoid contact with skin, eyes or clothing. Shield your eyes when working near the battery to protect against possible splashing of acid solution. In case of acid contact with skin or eyes, flush immediately with water for a minimum of 15 minutes and get prompt medical attention. If acid is swallowed, call a physician immediately.

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

 **WARNING:** This vehicle may have more than one battery. Removing the battery cables from only one battery does not disconnect your vehicle electrical system. Make sure you disconnect the battery cables from all batteries when disconnecting power. Failure to do so may cause serious personal injury or property damage.

 **WARNING:** For vehicles with Auto-Start-Stop the battery requirement is different. You must replace the battery with one of exactly the same specification.

# Maintenance

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## WHAT IS THE BATTERY MANAGEMENT SYSTEM

The battery management system monitors battery conditions and takes actions to extend battery life.

## HOW DOES THE BATTERY MANAGEMENT SYSTEM WORK

If excessive battery drain is detected, the system temporarily disables some electrical systems to protect the battery.

Systems included are:

- Heated rear window.
- Heated seats.
- Climate control.
- Heated steering wheel.
- Audio unit.
- Navigation system.

A message could appear in the information display to alert you that battery protection actions are active. This message is only for notification that an action is taking place, and not intended to indicate an electrical problem or that the battery requires replacement.

## BATTERY MANAGEMENT SYSTEM LIMITATIONS

After battery replacement, or in some cases after charging the battery with an external charger, the battery management system requires eight hours of vehicle sleep time to relearn the battery state of charge. During this time, your vehicle must remain fully locked with the ignition switched off.

**Note:** *Prior to relearning the battery state of charge, the battery management system could temporarily disable some electrical systems.*

## Electrical Accessory Installation

To make sure the battery management system works correctly, do not connect an electrical device ground connection directly to the battery negative post. This can cause inaccurate measurements of the battery condition and potential incorrect system operation.

**Note:** *If you add electrical accessories or components to the vehicle, it could adversely affect battery performance and durability. This could also affect the performance of other electrical systems in the vehicle.*

## CHANGING THE 12V BATTERY - EXCLUDING: FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

The battery is in the engine compartment. See **Maintenance** (page 412).

Your vehicle has a maintenance-free battery. It does not require additional water during service.

If the vehicle battery has a cover, make sure you correctly install it after cleaning or replacing the battery.

For longer, trouble-free operation, keep the top of the battery clean and dry and the battery cables tightly fastened to the battery terminals. If any corrosion is present on the battery or terminals, remove the cables from the terminals and clean with a wire brush. You can neutralize the acid with a solution of baking soda and water.

We recommend that you disconnect the negative battery cable terminal from the battery if you plan to store your vehicle for an extended period.

# Maintenance

**Note:** If you only disconnect the negative battery cable terminal, make sure it is isolated or placed away from the battery terminal to avoid unintended connection or arcing.

If you disconnect or replace the battery and your vehicle has an automatic transmission, it must relearn its adaptive strategy. Because of this, the transmission may shift firmly when first driven. This is normal operation while the transmission fully updates its operation to optimum shift feel.

## Removing the Battery

1. Apply the parking brake and switch the ignition off.
2. Switch all electrical equipment off, for example lights and radio.
3. Wait a minimum of two minutes before disconnecting the battery.

**Note:** The engine management system has a power hold function and remains powered for a period of time after you switch the ignition off. This is to allow diagnostic and adaptive tables to be stored. Disconnecting the battery without waiting can cause damage not covered by the vehicle Warranty.

4. Disconnect and isolate the negative battery cable terminal.

5. Disconnect and isolate the positive battery cable terminal.
6. Remove the battery securing clamp.
7. Remove the battery.

If you disconnect or replace the vehicle battery, you must reset the following features:

- Window bounce-back. See **Window Bounce-Back** (page 113).
- Clock Settings.
- Pre-set radio stations.

## Replacing the Battery

**Note:** Before reconnecting the battery, make sure the ignition remains switched off.

You must replace the battery with one of exactly the same specification.

To install, reverse the removal procedure.

**Note:** Make sure that you correctly install the battery terminal covers, battery cover and battery cable terminals.

## CHANGING THE 12V BATTERY - FULL HYBRID ELECTRIC VEHICLE (FHEV)/PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

The battery is in the luggage compartment.

Your vehicle has a maintenance-free battery. It does not require additional water during service.

If the vehicle battery has a cover, make sure you correctly install it after cleaning or replacing the battery.

For longer, trouble-free operation, keep the top of the battery clean and dry and the battery cables tightly fastened to the battery terminals. If any corrosion is present on the battery or terminals, remove the cables from the terminals and clean with a wire brush. You can neutralize the acid with a solution of baking soda and water.

**Note:** If you only disconnect the negative battery cable terminal, make sure it is isolated or placed away from the battery terminal to avoid unintended connection or arcing.

# Maintenance

If you disconnect or replace the battery and your vehicle has an automatic transmission, it must relearn its adaptive strategy. Because of this, the transmission may shift firmly when first driven. This is normal operation while the transmission fully updates its operation to optimum shift feel.

## Removing the Battery

1. Apply the parking brake and switch the ignition off.
2. Switch all electrical equipment off, for example lights and radio.
3. Wait a minimum of two minutes before disconnecting the battery.

**Note:** *The engine management system has a power hold function and remains powered for a period of time after you switch the ignition off. This is to allow diagnostic and adaptive tables to be stored. Disconnecting the battery without waiting can cause damage not covered by the vehicle Warranty.*

4. Remove the battery securing clamp.
5. Disconnect and isolate the negative battery cable terminal.
6. Disconnect and isolate the positive battery cable terminal.
7. Remove the battery.

If you disconnect or replace the vehicle battery, you must reset the following features:

- Window bounce-back. See **Resetting Window Bounce-Back** (page 114).
- Clock Settings.
- Pre-set radio stations.

## Replacing the Battery

**Note:** *Before reconnecting the battery, make sure the ignition remains switched off.*

You must replace the battery with one of exactly the same specification.

To install, reverse the removal procedure.

**Note:** *Make sure that you correctly install the battery terminal covers, battery cover and battery cable terminals.*

## RESETTING THE BATTERY SENSOR

When you install a new battery, reset the battery sensor by doing the following:

1. Switch the ignition on, and leave the engine off.

**Note:** *Complete Steps 2 and 3 within 10 seconds.*

2. Flash the high beam headlamps five times, ending with the high beams off.
3. Press and release the brake pedal three times.

The battery warning lamp flashes three times to confirm that the reset is successful.

## RECYCLING AND DISPOSING OF THE 12V BATTERY



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

## 12V BATTERY – TROUBLESHOOTING

### 12V BATTERY – WARNING LAMPS



If it illuminates while driving, it indicates a charging system error. Switch off all unnecessary electrical equipment and have your vehicle immediately checked.

## Maintenance

### 12V BATTERY – INFORMATION MESSAGES

| Message   | Details   |
|---|---|
| Check Charging system   | The charging system needs servicing. If the warning stays on or continues to come on, have your vehicle checked as soon as possible.  |
| Charging system Service soon                                      | The charging system needs servicing. If the warning stays on or continues to come on, have your vehicle checked as soon as possible.  |
| Charging system Service now                                       | The charging system needs servicing. Have your vehicle immediately checked.   |
| Battery state of charge low                                       | The battery management system determines that the 12V battery is at a low state of charge. Start the engine to charge the battery or charge the battery using an aftermarket battery charger. Always use the vehicle ground point when connecting the negative cable of the external battery charger. See <b>Jump Starting the Vehicle</b> (page 390). This message clears once you restart your vehicle and the battery state of charge has recovered. Do not switch on the ignition when a battery charger is in use to charge the battery. |
| Turn power off to save battery                                    | The battery management system determines that the battery is at a low state of charge. Turn the ignition off as soon as possible to protect the battery. This message will clear once the vehicle has been started and the battery state of charge has recovered. Turning off unnecessary electrical loads will allow faster battery state-of-charge recovery.  |
| Electrical power saver active Some features turned off See manual | Displayed when the battery management system detects an extended low-voltage condition. Various vehicle features will be disabled to help preserve the battery. Turn off as many of the electrical loads as soon as possible to improve system voltage. If the system voltage has recovered, the disabled features will operate again as normal.  |

# Maintenance

## EXTERIOR BULBS

Replacement bulbs are specified in the chart below. The correct bulbs do not damage the lamp assembly or void the lamp assembly warranty and provide quality bulb illumination time.

## EXTERIOR BULB SPECIFICATION CHART

| Lamp                                 | Specification | Power (Watt) |
|--------------------------------------|---------------|--------------|
| Headlamp low beam. <sup>1</sup>      | H7            | 55           |
| Headlamp low beam. <sup>2</sup>      | LED.          | -            |
| Headlamp high beam. <sup>1</sup>     | H9            | 65           |
| Headlamp high beam. <sup>2</sup>     | LED.          | -            |
| Front turn signal lamp. <sup>1</sup> | PWY24 Amber   | 24           |
| Front turn signal lamp. <sup>2</sup> | LED.          | -            |
| Daytime running lamps.               | LED.          | -            |
| Front fog lamp. <sup>1</sup>         | H8            | 35           |
| Front fog lamp. <sup>2</sup>         | LED.          | -            |
| Rear lamp and stoplamp.              | LED.          | -            |
| Rear turn signal lamp.               | T20 Amber     | 21           |
| Reversing lamp.                      | T20           | 21           |



## Maintenance

| Lamp                   | Specification | Power (Watt) |
|------------------------|---------------|--------------|
| Rear fog lamp.         | P21W          | 21           |
| License plate lamp.    | LED.          | -            |
| High mounted stoplamp. | LED.          | -            |

<sup>1</sup> Vehicles with halogen headlamps.

<sup>2</sup> Vehicles with LED headlamps.

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.

## Maintenance

### CHANGING A HEADLAMP BULB



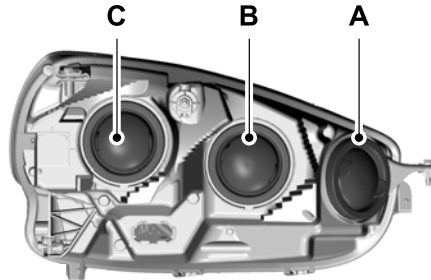
**WARNING:** Switch the lamps and the ignition off. Failure to follow this warning could result in serious personal injury.



**WARNING:** Make sure the bulbs have cooled down before removing them. Failure to follow this warning could result in serious personal injury.

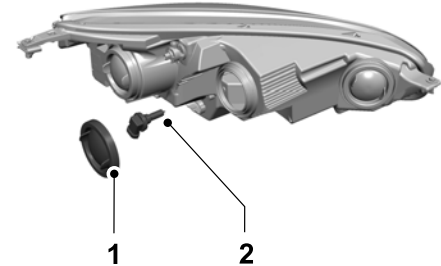
Use the correct specification bulb. See **Exterior Bulb Specification Chart** (page 436).

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.



- A Front turn signal lamp / Front parking lamp / Front side marker lamp.
- B Headlamp high beam.
- C Headlamp low beam.

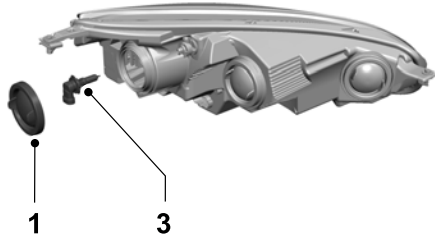
### Replacing the Headlamp High Beam Bulbs



1. Carefully remove the cover.
2. Turn the bulb counterclockwise and remove it.
3. Disconnect the electrical connector.
4. To install, reverse the removal procedure.

## Maintenance

### Replacing the Headlamp Low Beam Bulbs



1. Carefully remove the cover.
2. Disconnect the electrical connector.
3. Turn the bulb counterclockwise and remove it.
4. To install, reverse the removal procedure.

### CHANGING A FRONT TURN SIGNAL LAMP BULB

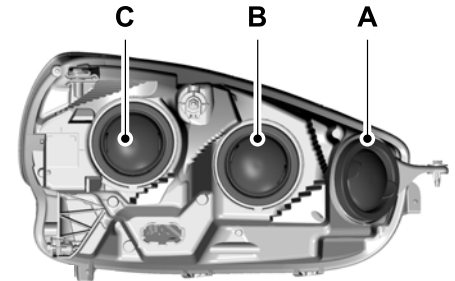
**WARNING:** Switch the lamps and the ignition off. Failure to follow this warning could result in serious personal injury.



**WARNING:** Make sure the bulbs have cooled down before removing them. Failure to follow this warning could result in serious personal injury.

Use the correct specification bulb. See **Exterior Bulb Specification Chart** (page 436).

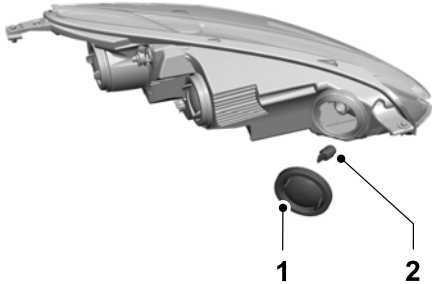
**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.



- A Front turn signal lamp / Front parking lamp / Front side marker lamp.
- B Headlamp high beam.
- C Headlamp low beam.

# Maintenance

## Replacing the Front Turn Signal Lamp Bulbs



1. Carefully remove the cover.
2. Turn the bulb counterclockwise and remove it.
3. Disconnect the electrical connector.
4. To install, reverse the removal procedure.

## CHANGING A FRONT SIDE MARKER LAMP BULB

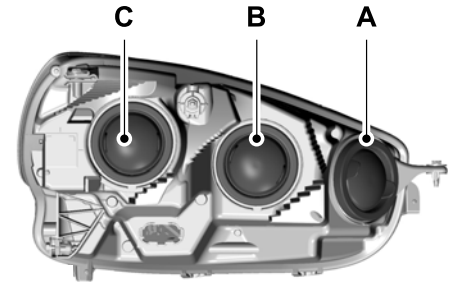
**WARNING:** Switch the lamps and the ignition off. Failure to follow this warning could result in serious personal injury.



**WARNING:** Make sure the bulbs have cooled down before removing them. Failure to follow this warning could result in serious personal injury.

Use the correct specification bulb. See **Exterior Bulb Specification Chart** (page 436).

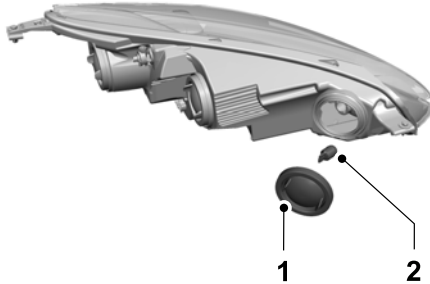
**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.



- A Front turn signal lamp / Front parking lamp / Front side marker lamp.
- B Headlamp high beam.
- C Headlamp low beam.

# Maintenance

## Replacing the Front Side Marker Lamp Bulbs



1. Carefully remove the cover.
2. Turn the bulb counterclockwise and remove it.
3. Disconnect the electrical connector.
4. To install, reverse the removal procedure.

## CHANGING A REAR SIDE MARKER LAMP BULB

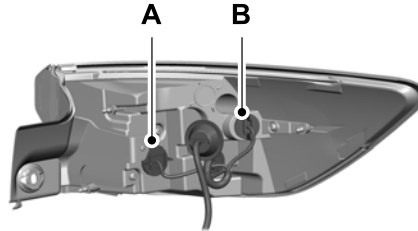
**WARNING:** Switch the lamps and the ignition off. Failure to follow this warning could result in serious personal injury.



**WARNING:** Make sure the bulbs have cooled down before removing them. Failure to follow this warning could result in serious personal injury.

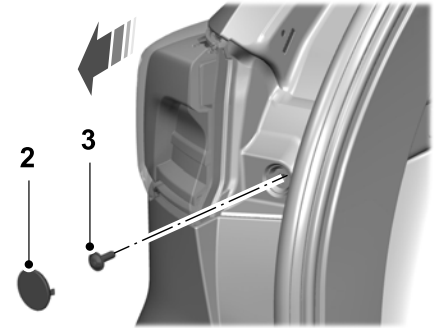
Use the correct specification bulb. See **Exterior Bulb Specification Chart** (page 436).

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.



- A Rear turn signal lamp.  
B Rear parking lamp / Rear side marker lamp.

## Replacing the Rear Side Marker Lamp Bulbs



1. Open the liftgate.
2. Carefully remove the cover.
3. Remove the retaining bolts from the lamp assembly.
4. Gently pull the lamp assembly away from the vehicle.
5. Disconnect the electrical connector.
6. Turn the bulb holder counterclockwise and remove it.
7. Remove the bulb by pulling it straight out.

## Maintenance

8. To install, reverse the removal procedure.

### CHANGING A FRONT FOG LAMP BULB

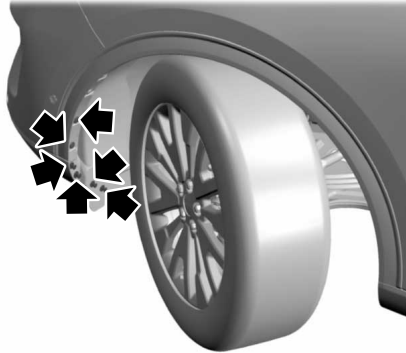
**WARNING:** Switch the lamps and the ignition off. Failure to follow this warning could result in serious personal injury.

**WARNING:** Make sure the bulbs have cooled down before removing them. Failure to follow this warning could result in serious personal injury.

Use the correct specification bulb. See **Exterior Bulb Specification Chart** (page 436).

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.

1. Turn the steering wheel all the way to the right or to the left depending on which side bulb you are replacing.



2. Remove the six lower splash shield push pins and pull the splash shield back.



3. Disconnect the electrical connector.
4. Turn the bulb holder counterclockwise and remove it.

**Note:** You cannot separate the bulb from the bulb holder.

5. To install, reverse the removal procedure.

## Maintenance

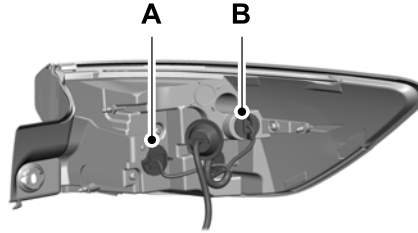
### CHANGING A REAR TURN SIGNAL LAMP BULB

**⚠ WARNING:** Switch the lamps and the ignition off. Failure to follow this warning could result in serious personal injury.

**⚠ WARNING:** Make sure the bulbs have cooled down before removing them. Failure to follow this warning could result in serious personal injury.

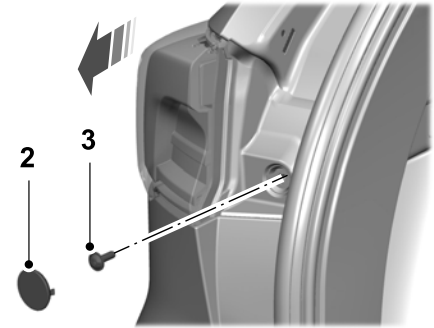
Use the correct specification bulb. See **Exterior Bulb Specification Chart** (page 436).

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.



- A Rear turn signal lamp.
- B Rear parking lamp / Rear side marker lamp.

### Replacing the Rear Turn Signal Lamp Bulbs



1. Open the liftgate.
2. Carefully remove the cover.
3. Remove the retaining bolts from the lamp assembly.
4. Gently pull the lamp assembly away from the vehicle.
5. Disconnect the electrical connector.
6. Turn the bulb holder counterclockwise and remove it.
7. Remove the bulb by pulling it straight out.

## Maintenance

8. To install, reverse the removal procedure.

### CHANGING A REVERSING LAMP BULB



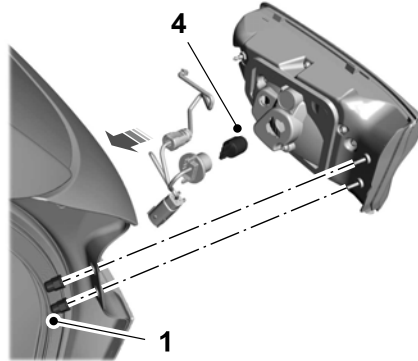
**WARNING:** Switch the lamps and the ignition off. Failure to follow this warning could result in serious personal injury.



**WARNING:** Make sure the bulbs have cooled down before removing them. Failure to follow this warning could result in serious personal injury.

Use the correct specification bulb. See **Exterior Bulb Specification Chart** (page 436).

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.



1. Remove the screws that secure the lamp assembly.
2. Gently pull the lamp assembly away from the vehicle.
3. Turn the bulb holder counterclockwise and remove it.
4. Remove the bulb by pulling it straight out.
5. To install, reverse the removal procedure.



# Vehicle Care

## CLEANING THE EXTERIOR

### CLEANING THE EXTERIOR PRECAUTIONS

Immediately remove fuel spillages, additive residuals, bird droppings, insect deposits and road tar. These may cause damage to your vehicle's paintwork or trim over time. Remove any exterior accessories, for example antennas, before entering a car wash.

### CLEANING HEADLAMPS AND REAR LAMPS

We recommend that you only use cold or lukewarm water containing car shampoo to clean the headlamps and the rear lamps.

Do not scrape the lamps.

Do not wipe lamps when they are dry.

### CLEANING WINDOWS AND WIPER BLADES

To clean the windshield and wiper blades:

- Clean the windshield with a non-abrasive glass cleaner.

**Note:** When cleaning the interior of the windshield, avoid getting any glass cleaner on the instrument panel or door panels. Wipe any glass cleaner off these surfaces immediately.

- Clean the wiper blades with washer fluid or water applied with a soft sponge or cloth.

**Note:** Do not use razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window. This can cause damage not covered by the vehicle Warranty.

### CLEANING CHROME, ALUMINIUM OR STAINLESS STEEL

We recommend that you only use a car shampoo, a soft cloth and water on bumpers and other chrome, aluminium or stainless steel parts.

**Note:** For additional information and assistance, we recommend that you contact an authorized dealer.

**Note:** Rinse the area well after cleaning.

**Note:** Do not use abrasive materials, for example steel wool or plastic pads, as they can scratch these surfaces.

**Note:** Do not use chrome cleaner, metal cleaner or polish on wheels or wheel covers.

## CLEANING WHEELS

Only use a recommended wheel and tire cleaner to clean the wheels weekly. For additional information and assistance, we recommend that you contact an authorized dealer.

1. Use a sponge to remove heavy deposits of dirt and brake dust.
2. Rinse well after cleaning.

**Note:** Do not apply a cleaning chemical to warm or hot wheel rims and covers.

If you intend on parking your vehicle for an extended period after cleaning the wheels with a wheel cleaner, drive your vehicle for a few minutes before parking your vehicle. This reduces the risk of corrosion of the brake discs, brake pads and linings.

Do not clean the wheels when they are hot.

**Note:** Some car washes could damage wheel rims and covers.

**Note:** Using non-recommended cleaners, harsh cleaning products, chrome wheel cleaners or abrasive materials could damage wheel rims and covers.

# Vehicle Care

## CLEANING THE ENGINE COMPARTMENT

Use a vacuum cleaner to remove debris from the screen area below windshield.

**Note:** *If you are not familiar with the parts around the engine do not wash the engine compartment. Avoid frequent engine washes.*

When washing the engine compartment:

- Never wash or rinse the engine while it is hot or running.
- Never wash or rinse any ignition coil, spark plug wire or spark plug well.
- Cover the battery, power distribution box, and air filter assembly to prevent water damage.

**Note:** *If your vehicle has an engine cover remove the cover before application of shampoo and degreaser.*

- Spray an approved engine shampoo and degreaser on all parts that require cleaning and rinse with water.

## CLEANING STRIPES OR GRAPHICS

It is recommended to wash your vehicle by hand however, pressure washing may be used under the following conditions:

- Use a spray with a 40° wide spray angle pattern.
- Keep the nozzle at a 305 mm (12 in) distance and 90° angle to your vehicle's surface.
- Do not use water pressure higher than 14,000 kPa (2,000 psi).
- Do not use water hotter than 82°C (179°F).

**Note:** *Holding the pressure washer nozzle at an angle to the vehicle's surface may damage graphics and cause the edges to peel away from the vehicle's surface.*

## CLEANING CAMERA LENSES AND SENSORS

We recommend that you only use lukewarm or cold water and a soft cloth to clean the camera lens and sensors.

**Note:** *Do not pressure wash camera lens and sensors.*

## CLEANING THE UNDERBODY

Flush the complete underside of your vehicle frequently. Keep body and door drain holes free from packed dirt.

Rear suspension components may require regular cleaning with a power washer or a thorough rinse with a strong stream of water if the vehicle is operated in dusty or muddy environments. Rear leaf springs or other suspension components may emit squeaking or popping noises while operating the vehicle if particles, such as dirt, rocks, or other debris, are present in the components.

## CLEANING THE INTERIOR

### CLEANING THE INSTRUMENT PANEL



**WARNING:** Do not use chemical solvents or strong detergents when cleaning the steering wheel or instrument panel to avoid contamination of the airbag system.

We recommend that you only clean the instrument panel and cluster lens with a damp soft cloth. Dry the area with a clean, soft cloth.

For additional information and assistance, we recommend that you contact an authorized dealer.

# Vehicle Care

**Note:** Avoid cleaners or polishes that increase the gloss of the upper portion of the instrument panel. The dull finish in this area helps protect you from undesirable windshield reflection.

## CLEANING PLASTIC

We recommend that you only use a mild soap and water solution on a soft cloth. Dry the area with a clean, soft cloth.

## CLEANING DISPLAYS AND SCREENS

We recommend that you only use a microfiber cloth in a circular motion to clean off the fingerprint or dust.

If dirt or fingerprints are still on the screen, apply a small amount of alcohol to the cloth and try to clean it again.

**Note:** Do not pour or spray alcohol onto the touchscreen.

**Note:** Do not use detergent or any type of solvent to clean the touchscreen.

## CLEANING FABRIC



**WARNING:** On vehicles equipped with seat-mounted airbags, do not use chemical solvents or strong detergents. Such products could contaminate the side airbag system and affect performance of the side airbag in a crash.

We recommend that you only clean fabric in the following way:

1. Remove dust and loose dirt with a vacuum cleaner.
2. Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
3. For additional information and assistance, we recommend that you contact an authorized dealer.

For heavy stains, spot clean the area. If a ring forms on the fabric, clean the entire area immediately, but do not oversaturate or the ring could set.

## CLEANING LEATHER



**WARNING:** On vehicles equipped with seat-mounted airbags, do not use chemical solvents or strong detergents. Such products could contaminate the side airbag system and affect performance of the side airbag in a crash.

We recommend that you only clean the leather surfaces in the following way:

1. Remove dust and loose dirt with a vacuum cleaner.
2. Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
3. Make sure the leather is dry, then apply a small amount of conditioner to a clean, dry cloth.
4. Rub the conditioner into the leather until it disappears. Allow the conditioner to dry, then repeat the process for the entire interior. If a film appears, wipe it off with a dry, clean cloth.
5. For additional information and assistance, we recommend that you contact an authorized dealer.

# Vehicle Care

## CLEANING VINYL



**WARNING:** On vehicles equipped with seat-mounted airbags, do not use chemical solvents or strong detergents. Such products could contaminate the side airbag system and affect performance of the side airbag in a crash.

We recommend that you only clean vinyl surfaces in the following way:

1. Remove dust and loose dirt with a vacuum cleaner.
2. Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
3. For additional information and assistance, we recommend that you contact an authorized dealer.

## CLEANING CARPETS AND FLOOR MATS

We recommend that you only clean your carpets in the following way:

1. Remove dust and loose dirt with a vacuum cleaner.

2. Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
3. For additional information and assistance, we recommend that you contact an authorized dealer.

For heavy stains, spot clean the area. If a ring forms on the fabric, clean the entire area immediately, but do not oversaturate or the ring could set.

We recommend that you only clean your floor mats in the following way:

1. Remove dust and loose dirt with a vacuum cleaner.
2. Wash rubber floor mats using mild soap and lukewarm or cold water.
3. Completely dry the floor mat before placing them back in your vehicle.

## CLEANING SEATBELTS



**WARNING:** Do not use cleaning solvents, bleach or dye on the vehicle's seatbelts, as these actions may weaken the belt webbing.

1. Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.

## CLEANING STORAGE COMPARTMENTS

1. Remove dust and loose dirt with a vacuum cleaner.
2. Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.

## CLEANING MOONROOF TRACKS

1. Remove debris from the tracks with a vacuum cleaner.
2. Wipe the bulb seal and mating painted roof metal surface with a soft, damp cloth and a mild soap and water solution.

**Note:** *The moonroof rail tracks are greased to maintain proper functionality. Do not wipe off the grease.*

## Vehicle Care

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### REPAIRING MINOR PAINT DAMAGE

We recommend that you contact an authorized dealer to identify your vehicle color code. Authorized dealers have touch-up paint to match your vehicle's color.

Before repairing minor paint damage, use a cleaner to remove particles such as bird droppings, tree sap, insect deposits, tar spots, road salt and industrial fallout.

Read the instructions before using cleaning products.

**Note:** *Avoid waxing unpainted or low-gloss black colored parts, they discolor over time.*

### WAXING YOUR VEHICLE

Wax the high-gloss painted surface of your prewashed vehicle once or twice a year.

We recommend that you only use an approved quality wax that does not contain abrasives. Follow the manufacturer's instructions to apply and remove the wax. For additional information and assistance, we recommend that you contact an authorized dealer.

When washing and waxing, park your vehicle in a shaded area out of direct sunlight.

# Wheel and Tire Information

## USING SUMMER TIRES

The original equipment tires on your vehicle are designed to optimize its performance in dry or wet summer road conditions. They are not designed for winter use.

## USING WINTER TIRES



We recommend that you use winter or all-season tires carrying this symbol when the temperature is 7°C (45°F) or lower, or in snow and ice conditions.

Inflate the winter tires to the same tire pressures as those listed in the tire pressures table. See **Tire Pressure Specifications** (page 451).

## USING SNOW CHAINS



**WARNING:** Do not exceed 50 km/h (30 mph). Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use snow chains on snow-free roads.



**WARNING:** Only fit snow chains to specified tires.



**WARNING:** If your vehicle is fitted with wheel trims, remove them before fitting snow chains.

Only use snow chains on the front wheels.

Only use snow chains on the following specified tire sizes:

- 225/65R17 or 225/60R18.
  - Do not use snow chains greater than 10 mm (0.4 in).

Maintain correct tire pressures. See **Tire Pressure Specifications** (page 451).

## Vehicles with Stability Control

When stability control is on, your vehicle may exhibit some unusual driving characteristics. To reduce this, switch traction control off. See **How Does Stability Control Work** (page 273).

**Note:** The anti-lock brake system continues to correctly operate.

# Tire Care

## CHECKING THE TIRE PRESSURES

Safe operation of your vehicle requires that your tires are properly inflated. Every day before you drive, check your tires.

At least once a month and before long trips, inspect each tire and check the tire pressure with a tire gauge. Inflate all tires to the recommended inflation pressure. See **Inflating the Tires** (page 451).

## INFLATING THE TIRES



**WARNING:** Under-inflation is the most common cause of tire failures and may result in severe tire cracking, tread separation or blowout, with unexpected loss of vehicle control and increased risk of injury. Under-inflation increases sidewall flexing and rolling resistance, resulting in heat buildup and internal damage to the tire. It also may result in unnecessary tire stress, irregular wear, loss of vehicle control and accidents. A tire can lose up to half of its air pressure and not appear to be flat!



**WARNING:** Do not use the tire pressure displayed in the information display as a tire pressure gauge. Failure to follow this instruction could result in personal injury or death.

Use the recommended cold inflation pressure for optimum tire performance and wear. Under-inflation or over-inflation may cause uneven treadwear patterns.

Inflate your tires to the recommended inflation pressure even if it is less than the maximum inflation pressure information found on the tire. You can find the tire label with the recommended tire inflation pressure next to the tire size on the B-Pillar or the edge of the driver door.

## TIRE PRESSURE SPECIFICATIONS



**WARNING:** Only use replacement tires and wheels that are the same size, load index, speed rating, and type as those originally provided for your vehicle. The recommended tire and wheel sizes can be found on the Tire Label on the driver side

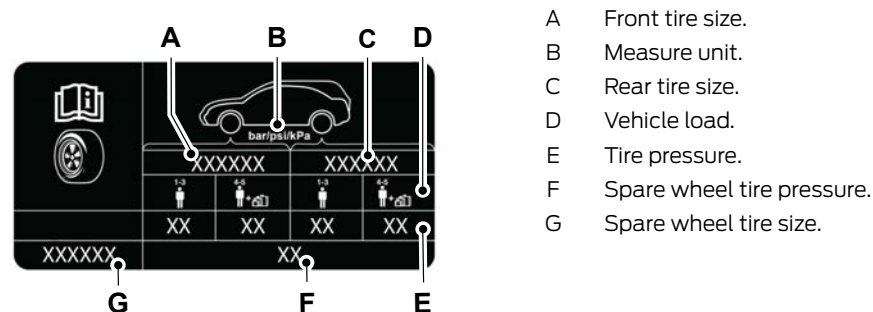
door frame or the edge of the driver door. If this information is not found in those locations, or for additional options, contact your authorized dealer. Use of any tire or wheel not recommended, could affect the safety and performance of your vehicle, which could result in an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.

The recommended tire inflation pressures are on the tire information label on the driver side B-pillar.

Check all tire pressures when they are cold, at least once every two weeks.

**Note:** *You probably need to remove the spare wheel from the spare wheel well to check the tire pressure.*

# Tire Care




| Tire size               | Normal load      |                  | Full load or trailer tow |                |
|-------------------------|------------------|------------------|--------------------------|----------------|
|                         | Front            | Rear             | Front                    | Rear           |
| 225/65 R17 <sup>1</sup> | 2.4 bar (35 psi) | 2.1 bar (30 psi) | 2.4 bar (35 psi)         | 3 bar (44 psi) |
| 225/60 R18 <sup>1</sup> | 2.4 bar (35 psi) | 2.1 bar (30 psi) | 2.4 bar (35 psi)         | 3 bar (44 psi) |
| 225/55 R19              | 2.4 bar (35 psi) | 2.1 bar (30 psi) | 2.4 bar (35 psi)         | 3 bar (44 psi) |
| 245/45 R20              | 2.4 bar (35 psi) | 2.1 bar (30 psi) | 2.4 bar (35 psi)         | 3 bar (44 psi) |

<sup>1</sup> Only fit snow chains to specified tires.



# Tire Care

## Temporary Spare Wheel (If Equipped)

 **WARNING:** Do not switch off stability control or select sport mode, when using a temporary spare wheel or after repairing a tire using the temporary mobility kit.


| Tire Size  | bar (psi) |
|------------|-----------|
| T165/70R17 | 4.2 (60)  |

Do not exceed the maximum speed stated on the label attached to the temporary spare wheel.

## INSPECTING THE TIRE FOR DAMAGE

Inspect the tire sidewalls for cracking, cuts, bruises and other signs of damage or excessive wear. If you suspect internal damage to the tire, have the tire dismounted and inspected.

Periodically inspect the tire treads and sidewalls for damage, such as bulges in the tread or sidewalls, cracks in the tread groove and separation in the tread or sidewall.

 **WARNING:** Do not scrub the sidewalls of the tires when you are parking.


If you have to mount a curb, do so slowly and approach it with the wheels at right-angles to the curb.

If you feel a sudden vibration or ride disturbance while driving, or you suspect your tire or vehicle has been damaged, immediately reduce your speed.

Examine the tires regularly for uneven wear of the tread. Uneven wear could mean that the wheel alignment is outside specification.

If your vehicle seems to pull to one side when you are driving, the wheels could be out of alignment. Have an authorized dealer periodically check the wheel alignment.

## TIRE ROTATION

 **WARNING:** If the tire label shows different tire pressures for the front and rear tires and the vehicle has a tire pressure monitoring system, then you need to update the settings for the system sensors. Always perform the system reset procedure after tire rotation. If you do not reset the system, it may not provide a low tire pressure warning when necessary.

Rotating your tires at the recommended interval will help your tires wear more evenly, providing better tire performance and longer tire life.

## Tire Care

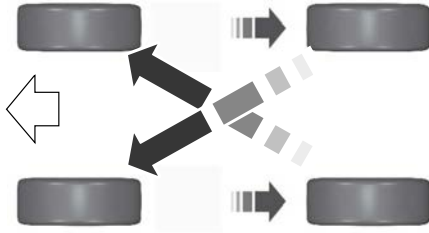
**Note:** If your tires show any uneven wear have the alignment checked by an authorized dealer before rotating tires.

**Note:** If you have a dissimilar spare wheel and tire assembly, it is intended for temporary use only and should not be used in a tire rotation.

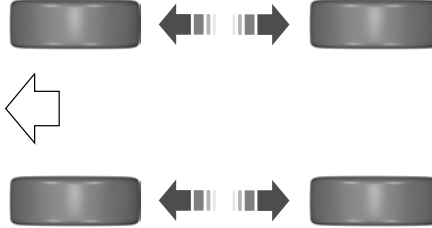
**Note:** After having your tires rotated, inflation pressure must be checked and adjusted to the vehicle requirements.

**Note:** Front tires shown on the left side of the diagram.

### Non-directional tires



### Directional tires



E70415

To make sure the front and rear tires of your vehicle wear evenly and last longer, we recommend that you swap the tires from front to rear and vice versa at regular intervals between 5,000 km (3,000 mi) and 10,000 km (6,000 mi).

# Tire Sealant and Inflator Kit

## WHAT IS THE TIRE SEALANT AND INFLATOR KIT

The kit consists of an air compressor to re-inflate the tire and a canister of sealing compound that effectively seals most punctures. This kit provides a temporary tire repair allowing you to drive your vehicle up to 200 km (120 mi) at a maximum speed of 80 km/h (50 mph) to reach a tire service location.

**Note:** *The temporary mobility kit contains enough sealant compound in the canister for one tire repair only. See an authorized dealer for replacement sealant canisters.*

## TIRE SEALANT AND INFLATOR KIT PRECAUTIONS

**WARNING:** Depending on the type and extent of tire damage, some tires can only be partially sealed or not sealed at all. Loss of tire pressure can affect vehicle handling, leading to loss of vehicle control.



**WARNING:** Do not use the kit on a previously damaged tire, for example when it has been driven under inflated. This could cause loss of vehicle control, personal injury or death.

Do not attempt to repair punctures larger than 6 mm (0.24 in) or damage to the tire's sidewall.

Only punctures located within the tire tread can be sealed with the kit.

Only use the kit supplied with your vehicle.

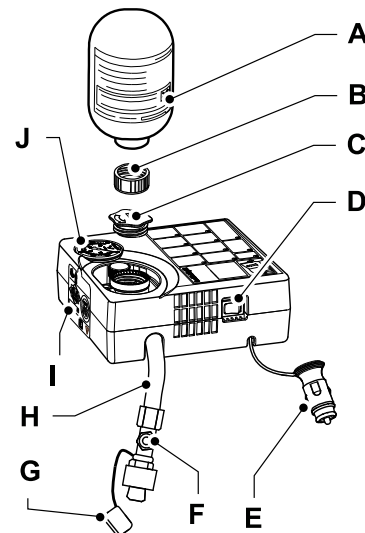
The temporary mobility kit contains enough sealant compound in the canister for one tire repair only.

After using the sealant, an authorized dealer needs to replace the tire pressure monitoring system sensor and valve stem on the wheel.

## LOCATING THE TIRE SEALANT AND INFLATOR KIT

The kit is located under the load floor in the rear of the vehicle.

## TIRE SEALANT AND INFLATOR KIT COMPONENTS



- A Sealant bottle.
- B Bottle cap.
- C Sealant bottle access cap.

# Tire Sealant and Inflator Kit

- D Power switch.
- E 12 volt DC power point connector.
- F Pressure release valve.
- G Protective cap.
- H Tire inflation pipe.
- I Warning Label.
- J Pressure gauge.

**Note:** Make sure you regularly check the expiry date on the sealant bottle.

## USING THE TIRE SEALANT AND INFLATOR KIT

**WARNING:** Do not leave the kit unattended when it is in use. Failure to follow this instruction could result in personal injury or death.

**WARNING:** Check the sidewall of the tire prior to inflation. If there are any cracks, bumps or similar damage, do not attempt to inflate the tire. This could cause personal injury.

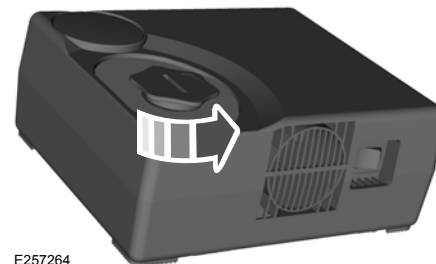
1. Check for a punctured tire.

**Note:** Do not remove objects, for example nails or screws from a punctured tire.



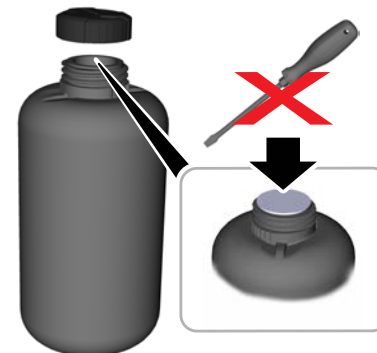
E257263

2. To temporarily repair a punctured tire, release the tire inflation pipe and the 12 volt DC power point connector from the underside of the compressor.



E257264

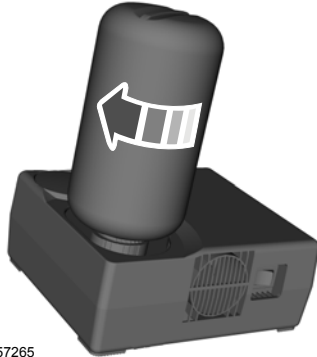
3. Turn the sealant bottle access cap counterclockwise and remove it.



E256963

## Tire Sealant and Inflator Kit

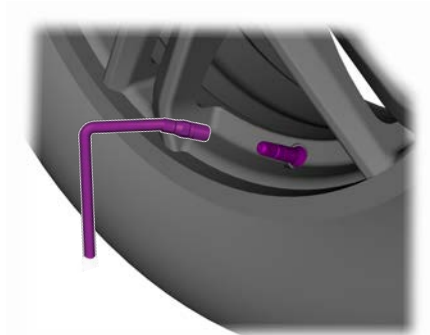
4. Remove the sealant bottle cap. Do not pierce or remove the seal.



E257265

5. Attach the sealant bottle to the compressor. Turn the sealant bottle clockwise until you feel a strong resistance.

**Note:** Attaching the sealant bottle to the compressor pierces the seal. Do not loosen the bottle as sealant could escape.



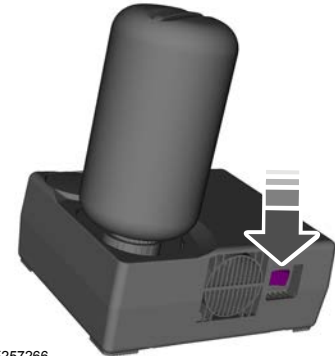
E257006

6. Remove the tire valve dust cap and attach the tire inflation pipe.



E257022

7. Plug the 12 volt DC power point connector into the 12 volt DC socket. See **Power Outlet** (page 172).
8. Start the engine.



E257266

**WARNING:** Do not stand directly beside the tire while the compressor is operating. This could cause personal injury if the tire bursts.

9. Switch the compressor on.

## Tire Sealant and Inflator Kit



E257121

10. Inflate the tire to between 2–3 bar (29–44 psi).

**Note:** *If the tire pressure does not reach 1.8 bar (26 psi) within 10 minutes, the tire could be damaged beyond a temporary repair. Have your vehicle immediately checked. Do not drive your vehicle.*

11. When the tire reaches the recommended tire pressure of between 2–3 bar (29–44 psi), switch the compressor and the ignition off.
12. Disconnect the tire inflation pipe and the 12 volt DC power point connector.

**Note:** *Do not remove the sealant bottle from the compressor.*

13. Reinstall the tire valve dust cap.
14. Place the warning label on the steering wheel and correctly stow the kit.



E257942

15. Immediately drive your vehicle for 3–10 km (2–6 mi). Do not exceed 80 km/h (50 mph).

**WARNING:** Watch the sidewall of the tire when inflating. If any cracks, bumps or similar damage appears, switch the compressor off and let the air out by means of the pressure relief valve. Do not continue driving with this tire. This could cause loss of vehicle control.

**WARNING:** Do not keep the compressor operating for more than 10 minutes. This could cause the compressor to malfunction causing serious personal injury.

# Tire Sealant and Inflator Kit



E257121

16. After driving between 3–10 km (2–6 mi), stop your vehicle and recheck the tire pressure. See **Tire Pressure Specifications** (page 451).

**Note:** If the tire pressure has dropped to 1.8 bar (26.1 psi) or below, the tire could be damaged beyond a temporary repair. Have your vehicle immediately checked. Do not drive your vehicle.

**Note:** If the tire pressure has dropped but is still above 1.8 bar (26 psi), use the kit to inflate the tire again.

## After Using the Tire Sealant and Inflator Kit



**WARNING:** If you experience heavy vibrations, unsteady steering behavior or noises while driving, reduce your speed gradually and stop your vehicle as soon as it is safe to do so. Recheck the tire and its pressure. If the tire pressure is less than 1.3 bar (18.9 psi) or if there are any cracks, bumps or similar damage visible, do not continue driving with this tire. This could cause loss of vehicle control.

The kit only provides temporary mobility. Regulations concerning tire repair or replacement after using the kit could differ from country to country. We recommend you consult a tire specialist.

After using the kit:

- Do not drive your vehicle more than 200 km (124 mi) before repairing or replacing the punctured tire.
- Inform all other users of your vehicle that a tire was sealed using the kit. Make them aware of the special driving conditions that must be observed.

- Regularly check the tire pressure until the sealed tire is repaired or replaced by a tire specialist. Before the tire is removed from the rim, you must inform the tire specialist that the tire contains sealant.
- Take the kit to an authorized dealer to have the sealant bottle and the tire inflation pipe replaced.

# Tire Pressure Monitoring System

## WHAT IS THE TIRE PRESSURE MONITORING SYSTEM



The tire pressure monitoring system measures the vehicle's tire pressures. A warning lamp illuminates if one or more tires are significantly underinflated or if there is a system malfunction.

## TIRE PRESSURE MONITORING SYSTEM PRECAUTIONS



**WARNING:** The tire pressure monitoring system is not a substitute for manually checking tire pressures. You should periodically check tire pressures using a pressure gauge. Failure to correctly maintain tire pressures could increase the risk of tire failure, loss of control, vehicle rollover and personal injury.



**WARNING:** Do not use the tire pressure displayed in the information display as a tire pressure gauge. Failure to follow this instruction could result in personal injury or death.

**Note:** The use of tire sealants can damage the tire pressure monitoring system.

## TIRE PRESSURE MONITORING SYSTEM LIMITATIONS

The warning lamp can illuminate when:

- You use a spare wheel or a tire sealant and inflator kit.
- The outside air temperature drops significantly. The tire pressure could decrease and activate the low tire pressure warning lamp. Check each tire to verify that none are flat. Inflate the tires, if needed, to the recommended pressures and carry out the reset procedure.

**Note:** Regularly checking the vehicle tire pressures can reduce the possibility for the warning lamp to illuminate due to outside air temperature changes.

**Note:** After you inflate the tires to the correct pressure, it may take up to two minutes of driving over 32 km/h (20 mph) for the warning lamp to turn off.

## VIEWING THE TIRE PRESSURES - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Information**.
3. Select **Tyre pressure**.



# Tire Pressure Monitoring System

## VIEWING THE TIRE PRESSURES - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



1. Press the menu button on the steering wheel to enter the information display main menu.
2. Select **Select screens**.
3. Select **Tyre pressure**.

## RESETTING TIRE PRESSURE MONITORING SYSTEM - VEHICLES WITH: 4.2 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

You must reset the tire pressure monitoring system after each tire replacement, tire rotation or after inflating the tires to the correct tire pressure.

**Note:** If you have a new sensor or have rotated the vehicle tires, park your vehicle for at least 20 minutes, before resetting the system.

**Note:** The tire pressure monitoring system automatically re-learns the tire pressure sensors the next time you drive your vehicle for approximately 15 minutes.

1. Using the information display controls on the steering wheel, select **Settings**.
2. Select **Information**.
3. Select **Tyre pressure**.
4. Select **Reset**.
5. Press and hold the **OK** button until the system reset confirmation appears.

## RESETTING TIRE PRESSURE MONITORING SYSTEM - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

You must reset the tire pressure monitoring system after each tire replacement, tire rotation or after inflating the tires to the correct tire pressure.

**Note:** If you have a new sensor or have rotated the vehicle tires, park your vehicle for at least 20 minutes, before resetting the system.

**Note:** The tire pressure monitoring system automatically re-learns the tire pressure sensors the next time you drive your vehicle for approximately 15 minutes.

1. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
2. Select **Settings**.
3. Select **Tyre pressure**.
4. Press and hold the **OK** button until the system reset confirmation appears.

# Tire Pressure Monitoring System

## TIRE PRESSURE MONITORING SYSTEM – TROUBLESHOOTING

## TIRE PRESSURE MONITORING SYSTEM – WARNING LAMPS



The low tire pressure warning lamp combines functions.

| Warning Lamp                                | Possible Cause                                    | Action   |
|---|---|--|
| Solid warning lamp                          | One or more tires are significantly underinflated | Inflate the tires to the recommended tire pressure. See <b>Tire Pressure Specifications</b> (page 451). Check the tires for damage and repair them if necessary. Carry out the system reset procedure.         |
| Solid warning lamp or flashing warning lamp | Temporary spare wheel in use                      | Repair the damaged road wheel and tire and refit it to your vehicle to restore the correct operation of the system.  |
|   | Tire pressure monitoring system malfunction       | If the tires are inflated to the recommended tire pressures and the temporary spare wheel is not in use, the system has detected a fault that requires service. Have your vehicle checked as soon as possible. |


# Tire Pressure Monitoring System


## TIRE PRESSURE MONITORING SYSTEM – INFORMATION MESSAGES


| Message                           | Details  |
|-----------------------------------|--|
| Tyre pressure low                 | Inflate the tires to the recommended tire pressure. Check the tires for damage and repair them if necessary. Carry out the system reset procedure.   |
| Tyre pressure monitor malfunction | The system has detected a fault that requires service. Have your vehicle checked as soon as possible.  |
| Tyre pressure sensor malfunction  | If the tires are inflated to the recommended tire pressures and the temporary spare wheel is not in use, the system has detected a fault that requires service. Have your vehicle checked as soon as possible. |


# Changing a Road Wheel


## CHANGING A FLAT TIRE


 **WARNING:** Failure to follow these guidelines could result in an increased risk of loss of vehicle control, injury or death.

 **WARNING:** Do not attempt to change a tire on the side of the vehicle close to moving traffic. Pull far enough off the road to not obstruct the flow of traffic and avoid the danger of being hit when operating the jack or changing the wheel.

 **WARNING:** Switch the ignition off and apply the parking brake. If your vehicle has a manual transmission, shift into first or reverse gear. If your vehicle has an automatic transmission, shift into park (P).

 **WARNING:** Make sure that your vehicle is on firm and level ground with the front wheels pointing straight ahead and set up a warning triangle if available.

 **WARNING:** To help prevent your vehicle from moving when changing a wheel, use an appropriate block or wheel chock to secure the wheel diagonally opposite to the wheel being changed. For example, when changing the front left wheel, place an appropriate block or wheel chock on the right rear wheel.

 **WARNING:** Do not switch off stability control or select sport mode, when using a temporary spare wheel or after repairing a tire using the temporary mobility kit.

Make sure all passengers are out of your vehicle.

If the spare wheel is the same type and size as the your vehicle road wheels, you can fit the spare wheel and continue to drive in the normal manner. We recommend that you have the damaged road wheel and tire repaired or replaced as soon as possible.

If the spare wheel is not the same type and size as your vehicle road wheels, it has a label showing the maximum driving speed limit.

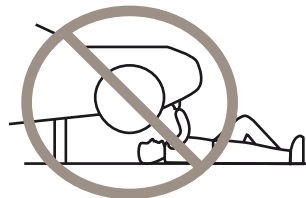
**Note:** *Your vehicle may exhibit some different driving characteristics if you fit the spare wheel.*


**Note:** *The ground clearance of your vehicle may be reduced when the spare wheel is fitted. Take care when parking next to a curb.*

**Note:** *If the spare wheel is fitted to your vehicle, do not drive through an automatic car wash.*

On Plug-in and Full Hybrid Electric Vehicles you can find the jack and wrench to the left of the spare tire.

On Non Plug-in or Full Hybrid Electric Vehicles, you can find the jack and wrench under the spare tire.

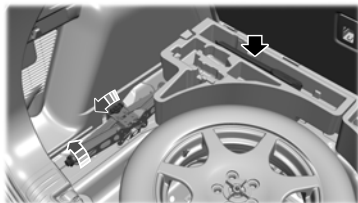


 **WARNING:** No person should place any portion of their body under a vehicle that is supported by a jack.

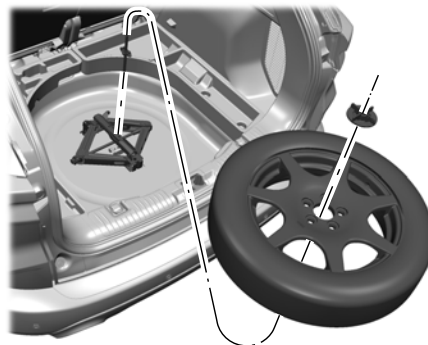
## Changing a Road Wheel

**Note:** The jack does not require maintenance or additional lubrication over the service life of your vehicle with normal usage.

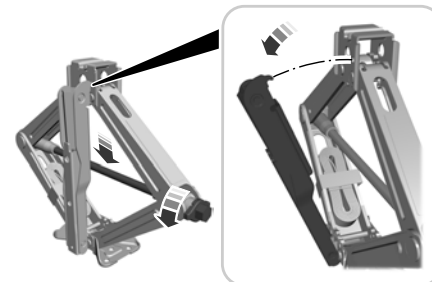
1. Park on a level surface, set the parking brake and activate the hazard flashers.
2. Place the transmission in park (P) and turn the engine off.
3. Lift and remove the carpeted cargo area floor to access the spare tire, jack and wheel nut wrench.
4. Remove the wing nut that secures the spare tire by turning it counterclockwise.
5. Remove the spare tire and jack kit from the spare tire compartment.



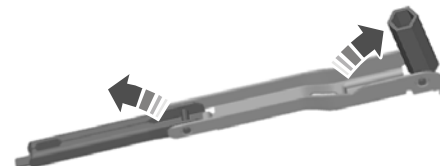
6. Remove the jack and the flat tire retainer strap from the jack base.



7. Turn the jack hex nut drive screw counterclockwise to detach the wheel nut wrench from the jack. This lowers the jack and releases the mechanical lock.

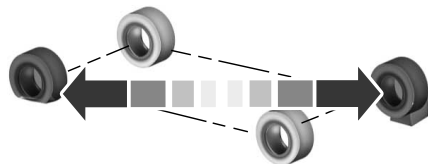


8. Unfold the wheel nut wrench for use.

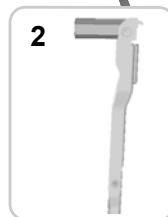
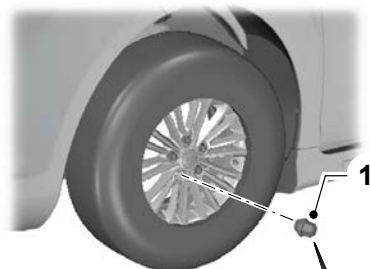


9. Block the diagonally opposite wheel.

## Changing a Road Wheel



10. Loosen each wheel nut one-half turn counterclockwise, but do not remove them until the wheel is raised off the ground.



E181745

**WARNING:** Only use the jack provided as original equipment with your vehicle.

**WARNING:** The jack supplied with this vehicle is only intended for changing a flat tire in an emergency. Do not attempt to do any other work on your vehicle when it is supported by the jack, as your vehicle could slip off the jack. Failure to follow this instruction could result in personal injury or death.

**WARNING:** Only use the specified jacking points. If you use any other locations you could damage vehicle components, such as brake lines.

**WARNING:** Never place anything between the vehicle jack and the ground.

**WARNING:** Never place anything between the vehicle jack and your vehicle.

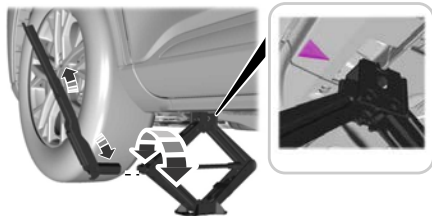
11. The vehicle jacking points shown here are also depicted on the warning label on the jack. Small arrow-shaped marks on the vehicle sills show the location of the jacking points.

## Changing a Road Wheel



E145908


12. Turn the wrench clockwise to raise the vehicle until the flat tire is completely off the ground.





13. Remove the wheel nuts with the wheel nut wrench.


**Note:** For vehicles with full wheel covers with exposed wheel nuts, remove the wheel nuts prior to removing the wheel cover or damage to the wheel cover may occur.

14. Replace the flat tire with the spare tire, making sure the valve stem is facing outward. Reinstall the wheel nuts until the wheel is snug against the hub. Do not fully tighten the wheel nuts until the wheel has been lowered.
15. Lower the wheel by turning the jack handle counterclockwise.
16. Remove the jack and fully tighten the wheel nuts in the order shown.

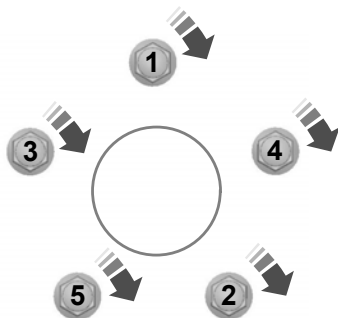
 **WARNING:** Make sure there is no grease or oil on the threads or the surface between the wheel studs and the wheel nuts. This can cause the wheel nuts to loosen while driving.

 **WARNING:** Only use the spare wheel and tire assembly provided as original equipment with your vehicle.

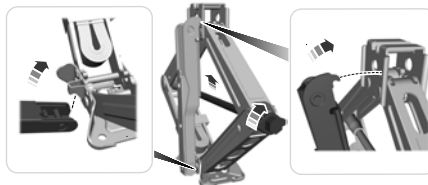
 **WARNING:** When you install a wheel, remove any corrosion, dirt or foreign materials present on the mounting surfaces of the wheel or the surface of the wheel hub, brake drum or brake disc that contacts the wheel. Make sure to secure any fasteners that attach the rotor to the hub so they do not interfere with the mounting surfaces of the wheel. Installing wheels without following these steps can cause the wheel nuts to loosen and the wheel to come off while your vehicle is in motion, resulting in loss of vehicle control, personal injury or death.

 **WARNING:** Have the wheel nuts checked for tightness and the tire pressure checked as soon as possible.

## Changing a Road Wheel



2. When attaching the folded wrench on the jack, swing the wrench upward and adjust the jack height until the wrench hook engages the hole on the jack. Tighten the hex nut clockwise until secure.



3. Re-position the jack kit assembly into the original vehicle position and secure with the plastic wing nut. Make sure the jack is fastened securely before you drive.
4. Unblock the wheels.
5. Stow the flat tire on the floor in the cargo area. Secure with the flat tire retainer strap by following the next steps:

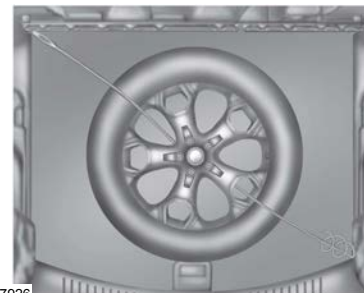
### Stowing the flat tire

1. To store the jack kit on Non Plug-in or Full Hybrid Electric Vehicles, fold the jack and wrench handle and engage it to the bracket of the jack base using the wheel nut wrench pin.

**Note:** To store the jack and wrench on Plug-in and Full Hybrid Electric Vehicles, fold the jack and wrench into the closed position, and place the wrench into the storage compartment. Position the jack assembly into the closed position and make sure the jack is fastened securely before you drive.



6. Locate the cargo tie-down near the seatback. Push the loop of the retainer strap through the tie-down. Thread the non-loop end through the loop.

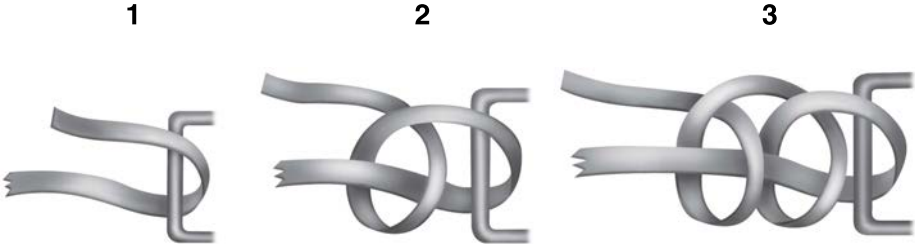


E157926




# Changing a Road Wheel

7. Weave the retainer strap through the wheel openings.
8. Locate the front cargo tie-down at the opposite corner of the cargo area to the tie-down used in Step 6. Thread the retainer strap through the tie-down and pull tight.
9. Secure by tying a 2-half hitch knot.



## WHEEL NUTS

 **WARNING:** Only use the specific wheel nuts and wheels provided as original equipment with your vehicle. If in doubt, contact an authorized dealer.

 **WARNING:** Do not install alloy wheels using wheel nuts designed for use with steel wheels.

| Nm ( lb.ft) |
|-------------|
| 135 (100)   |

You can obtain a replacement locking wheel nut key and replacement locking wheel nuts from an authorized dealer using the reference number certificate.

# Capacities and Specifications

## VEHICLE DIMENSIONS

| Dimension Description            | All                             |
|----------------------------------|---------------------------------|
| Maximum length.                  | 4,614–4,626 mm (181.7–182.1 in) |
| Overall width excluding mirrors. | 1,882 mm (74.1 in)              |
| Overall width including mirrors. | 2,147 mm (84.5 in)              |
| Overall height.                  | 1,658–1,690 mm (65.3–66.5 in)   |
| Wheelbase.                       | 2,710 mm (106.7 in)             |

# Capacities and Specifications

## ENGINE OIL CAPACITY AND SPECIFICATION - 1.5L ECOBOOST™

### Capacities

| Variant | Including the Oil Filter      |
|---------|-------------------------------|
| All.    | 5.05 L (5.34 qt) <sup>1</sup> |
|         | 6.25 L (6.60 qt) <sup>1</sup> |

<sup>1</sup> Depending on specific engine. Always check the engine oil level on the dipstick.

### Materials

| Name                   | Specification |
|------------------------|---------------|
| Engine Oil - SAE 5W-20 | WSS-M2C948-B  |

## ENGINE OIL CAPACITY AND SPECIFICATION - 2.0L ECOBLUE

### Capacities

| Variant | Including the Oil Filter |
|---------|--------------------------|
| All.    | 6.35 L (1.40 gal)        |

# Capacities and Specifications

## Materials

| Name                   | Specification |
|------------------------|---------------|
| Engine Oil - SAE 5W-30 | WSS-M2C913-D  |

## Engine Oil Top-Up

If you are unable to find engine oil that meets the specification defined by WSS-M2C913-D, you can top-up with a SAE 0W-30 engine oil that is defined by ACEA A5/B5.

**Note:** Do not use more than 1 L (0.22 gal) of the alternative engine oil between scheduled service intervals.

## ENGINE OIL CAPACITY AND SPECIFICATION - 2.5L DURATEC, FULL HYBRID ELECTRIC VEHICLE (FHEV)/ PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

Do not use supplemental engine oil additives because they are unnecessary and could lead to engine damage that your vehicle warranty does not cover.

## Capacities

| Variant | Including the Oil Filter |
|---------|--------------------------|
| All.    | 5.4 L (1.19 gal)         |

# Capacities and Specifications

## Materials

| Name                   | Specification |
|------------------------|---------------|
| Engine Oil - SAE 5W-20 | WSS-M2C948-B  |

## Engine Oil Top-Up

If you are unable to find engine oil that meets the specification defined by WSS-M2C948-B, you can top-up with a SAE 5W-20 engine oil that is defined by ACEA A5/B5.

**Note:** Do not use more than 0.5 L (0.11 gal) of the alternative engine oil between scheduled service intervals.

## COOLING SYSTEM CAPACITY AND SPECIFICATION - 1.5L ECOBOOST™

### Capacities

| Variant | Quantity         |
|---------|------------------|
| All.    | 7.5 L (1.65 gal) |

## Materials

| Name       | Specification |
|------------|---------------|
| Antifreeze | WSS-M97B57-A2 |

# Capacities and Specifications

WSS-M97B57-A2 is yellow coolant. It may appear fluorescent green in some cooling systems which is a normal characteristic.

**Note:** *The WSS-M97B57-A2 yellow coolant is compatible with the WSS-M97B44-D orange coolant so all vehicles with orange coolant can be serviced with yellow coolant. However, if the vehicle was manufactured with yellow coolant it must be serviced with yellow coolant to maintain a longer service life.*

## COOLING SYSTEM CAPACITY AND SPECIFICATION - 2.0L ECOBLUE

### Capacities

| Variant                           | Quantity         |
|-----------------------------------|------------------|
| Low temperature cooling circuit.  | 2.2 L (0.48 gal) |
| High temperature cooling circuit. | 9.5 L (2.09 gal) |

### Materials

| Name  | Specification |
|---|---------------|
| Antifreeze Super Plus Premium FU7J-19544-xx | WSS-M97B44-D  |
| Antifreeze                                  | WSS-M97B57-A2 |

# Capacities and Specifications

WSS-M97B44-D is orange coolant.  
WSS-M97B57-A2 is yellow coolant. Yellow coolant may appear fluorescent green in some cooling systems which is a normal characteristic.

**Note:** *The WSS-M97B57-A2 yellow coolant is compatible with the WSS-M97B44-D orange coolant so all vehicles with orange or yellow coolant can be serviced with yellow coolant. However, if the vehicle was manufactured with yellow coolant it must be serviced with yellow coolant to maintain a longer service life.*

## COOLING SYSTEM CAPACITY AND SPECIFICATION - 2.5L DURATEC, FULL HYBRID ELECTRIC VEHICLE (FHEV)

### Capacities

| Variant                           | Quantity         |
|-----------------------------------|------------------|
| Low temperature cooling circuit.  | 4.7 L (1.03 gal) |
| High temperature cooling circuit. | 9.1 L (2.00 gal) |

### Materials

| Name       | Specification |
|------------|---------------|
| Antifreeze | WSS-M97B57-A2 |

WSS-M97B57-A2 is yellow coolant. It may appear fluorescent green in some cooling systems which is a normal characteristic.

# Capacities and Specifications

**Note:** The WSS-M97B57-A2 yellow coolant is compatible with the WSS-M97B44-D orange coolant so all vehicles with orange coolant can be serviced with yellow coolant. However, if the vehicle was manufactured with yellow coolant it must be serviced with yellow coolant to maintain a longer service life.

## COOLING SYSTEM CAPACITY AND SPECIFICATION - 2.5L DURATEC, PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

### Capacities

| Variant                           | Quantity         |
|-----------------------------------|------------------|
| Low temperature cooling circuit.  | 6.2 L (1.36 gal) |
| High temperature cooling circuit. | 9.6 L (2.11 gal) |

### Materials

| Name       | Specification |
|------------|---------------|
| Antifreeze | WSS-M97B57-A2 |

WSS-M97B57-A2 is yellow coolant. It may appear fluorescent green in some cooling systems which is a normal characteristic.



# Capacities and Specifications

**Note:** The WSS-M97B57-A2 yellow coolant is compatible with the WSS-M97B44-D orange coolant so all vehicles with orange coolant can be serviced with yellow coolant. However, if the vehicle was manufactured with yellow coolant it must be serviced with yellow coolant to maintain a longer service life.

## FUEL TANK CAPACITY - 1.5L ECOBOOST™

### Capacities

| Variant | Quantity        |
|---------|-----------------|
| AWD.    | 54 L (11.9 gal) |
| FWD.    | 51 L (11.2 gal) |

# Capacities and Specifications

## FUEL TANK CAPACITY - 2.0L ECOBLUE

### Capacities

| Variant | Quantity        |
|---------|-----------------|
| AWD.    | 54 L (11.9 gal) |
| FWD.    | 52 L (11.4 gal) |

# Capacities and Specifications

## FUEL TANK CAPACITY - 2.5L DURATEC, FULL HYBRID ELECTRIC VEHICLE (FHEV)

### Capacities

| Variant | Quantity        |
|---------|-----------------|
| AWD.    | 54 L (11.9 gal) |
| FWD.    | 51 L (11.2 gal) |

# Capacities and Specifications

## FUEL TANK CAPACITY - 2.5L DURATEC, PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

### Capacities

| Variant | Quantity       |
|---------|----------------|
| All.    | 42 L (9.2 gal) |

# Capacities and Specifications

## WASHER FLUID SPECIFICATION

### Capacities

| Variant | Quantity          |
|---------|-------------------|
| All.    | Fill as required. |

### Materials

| Name   | Specification |
|--|---------------|
| Screen Wash<br>FU7J-19C544-AA/BA/DA/EA/GA/HA | WSS-M14P19-A  |

## ADBLUE® CAPACITY AND SPECIFICATION - 2.0L ECOBLUE

### Capacities

| Variant | Quantity         |
|---------|------------------|
| All.    | 14.2 L (3.1 gal) |

# Capacities and Specifications

## BRAKE FLUID SPECIFICATION

### Materials

| Name   | Specification |
|--|---------------|
| Brake Fluid DOT 4 LV High Performance<br>BU7J-M6C65-xxxx | WSS-M6C65-A2  |

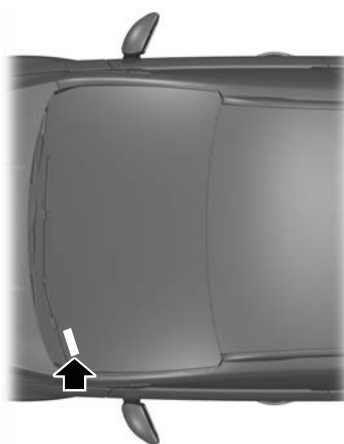
**Note:** We recommend using DOT 4 LV (Low Viscosity) High Performance Brake Fluid meeting WSS-M6C65-A2 or ISO 4925 Class 6 standards. Use of any fluid other than the recommended fluid could cause reduced brake performance and not meet our performance standards. Keep brake fluid clean and dry. Contamination with dirt, water, petroleum products or other materials could result in brake system damage and possible failure.

# Vehicle Identification

## VEHICLE IDENTIFICATION NUMBER

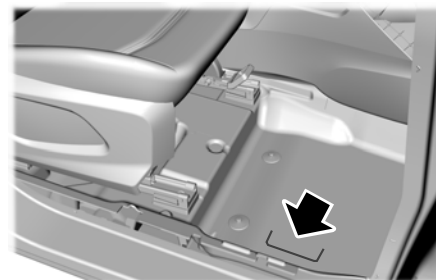
### LOCATING THE VEHICLE IDENTIFICATION NUMBER

You can find the vehicle identification number at the following locations.



E163915

On the left-hand side of the instrument panel.



E163913

Stamped into the floor panel on the right-hand side, in front of the front seat.

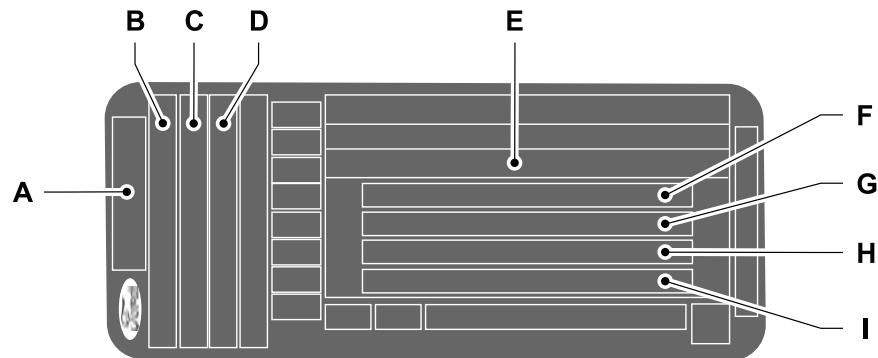
## VEHICLE IDENTIFICATION PLATE

### LOCATING THE VEHICLE IDENTIFICATION PLATE

The vehicle identification plate is within the right-hand door aperture.

# Vehicle Identification

## VEHICLE IDENTIFICATION PLATE OVERVIEW



- A Model.
- B Variant.
- C Engine designation.
- D Engine power and emission level.
- E Vehicle identification number.
- F Gross vehicle weight.
- G Gross train weight.
- H Maximum front axle weight.
- I Maximum rear axle weight.



## Vehicle Identification

---

**Note:** *The vehicle identification plate may vary to that shown.*

**Note:** *Information on the vehicle identification plate is dependent upon market requirements.*

# Connected Vehicle

## WHAT IS A CONNECTED VEHICLE

A connected vehicle has technology that allows your vehicle to connect to a mobile network and for you 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. For additional information, refer to the local Ford website.

## CONNECTED VEHICLE REQUIREMENTS

Connected service and related feature functionality requires a compatible vehicle network.

Some remote features require additional service activation. Log in to your Ford account for details. Some restrictions, third party terms and message or data rates may apply.

## CONNECTED VEHICLE LIMITATIONS

Evolving technology, cellular networks, or regulations could affect functionality and availability, or continued provision of some features. These changes could even stop some features from functioning.

## CONNECTING THE VEHICLE TO A MOBILE NETWORK

### WHAT IS THE MODEM



The modem allows access to a range of features built into your vehicle.

### ENABLING AND DISABLING THE MODEM

1. Press **Settings**.
2. Press **FordPass Connect**.
3. Press **Connectivity settings**.
4. Switch connectivity features on or off.

## CONNECTING FORDPASS TO THE MODEM

1. Make sure that the modem is enabled using the vehicle settings menu.
2. Open the FordPass app on your device and log in.
3. Add your vehicle or select your vehicle if already added.
4. Select the option to activate your vehicle.
5. Make sure that the name on the screen matches the name shown in your FordPass account.
6. Confirm that FordPass account is connected to the modem.

## CONNECTING THE VEHICLE TO A WI-FI NETWORK

1. Press **Settings**.
2. Press **Wi-Fi**.
3. Switch **Wi-Fi** on.
4. Press **View available networks**.
5. Select an available Wi-Fi network.

**Note:** Enter the network password to connect to a secure network.

## Connected Vehicle

### CONNECTED VEHICLE – TROUBLESHOOTING

#### CONNECTED VEHICLE – FREQUENTLY ASKED QUESTIONS

##### **Why can I not confirm the connection of my FordPass account to the modem?**

- The modem is not enabled. Switch vehicle connectivity on.
- The network signal is weak. Move your vehicle closer to a place where the network signal is not obstructed.

##### **Why can I not connect to a Wi-Fi network?**

- You entered the wrong network password. Enter the correct password.
- The network signal is weak. Move your vehicle closer to the Wi-Fi router or to a place where the network signal is not obstructed.
- There are multiple access points in range with the same network name. Choose a unique name for your network. Do not use the default name unless it contains a unique identifier, for example as part of the MAC address.

##### **Why does the Wi-Fi connection disconnect after successful connection?**

- The network signal is weak. Move your vehicle closer to the Wi-Fi router or to a place where the network signal is not obstructed.

##### **What can I do if I am close to a Wi-Fi router but the network signal strength is weak?**

- If your vehicle has a heated windshield, position your vehicle so that the windshield is not facing the Wi-Fi router.

- If your vehicle has metallic tinting on the windows but not on the windshield, position your vehicle so that the windshield is facing the Wi-Fi router or open the windows that are facing the router.
- If your vehicle has metallic tinting on the windows and the windshield, open the windows that are facing the router.
- If your vehicle is in a garage and you have the garage door closed, open the garage door as it could block the signal.

##### **Why can I not see a network I expect to see in the list of available networks?**

- The network is hidden. Make the network visible and try again, or manually add a network in the Wi-Fi settings menu.

##### **Why do software downloads take too long?**

- The network signal is weak. Move your vehicle closer to the Wi-Fi router or to a place where the network signal is not obstructed.
- Wi-Fi network is in high demand or has a slow Internet connection. Use a more reliable Wi-Fi network.

### **Why does the software not update when the system seems to connect to a Wi-Fi network and the signal strength is excellent?**

- No software update is available at this time.
- Select automatic updates option in the settings menu to enable automatic software update or contact an authorized dealer.
- There could be a connection problem. Test the network using another device.

# Audio System

## AUDIO SYSTEM PRECAUTIONS



**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.

Listening to loud audio for long periods of time could damage your hearing.

## SWITCHING THE AUDIO UNIT ON AND OFF



Press the button on the volume control.

## SELECTING THE AUDIO SOURCE - VEHICLES WITHOUT: SYNC

### Selecting the Radio



Press the button to select radio mode.

Press the button again to display the available radio sources. Repeatedly press the button to scroll through the available radio sources.

### Selecting Media



Press the button to select media mode.

Press the button again to display the available media sources. Repeatedly press the button to scroll through the available media sources.

## SELECTING THE AUDIO SOURCE - VEHICLES WITH: SYNC3/SYNC 2.5



Select the audio option on the feature bar.

Select **Sources**.

Select the desired source.

## PLAYING OR PAUSING THE AUDIO SOURCE



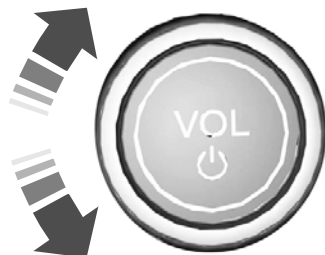
Press to pause playback. Press again to resume playback.

**Note:** Not all sources can be paused. The button mutes these sources.

**Note:** The mute button on the steering wheel pauses the media source.

# Audio System

## ADJUSTING THE VOLUME



Turn to adjust the volume.

Some vehicles may be able to adjust the volume using buttons on the steering wheel.

## SETTING A MEMORY PRESET

To store a radio station, press and hold one of the preset buttons.

**Note:** A maximum of thirty presets can be stored depending on the selected number of preset pages.

## MUTING THE AUDIO



Press to mute the signal. Press again to restore the signal.

**Note:** The mute function is only available for sources that cannot be paused.



Press the button on the steering wheel to mute the signal. Press again to restore the signal.

## SCROLLING THROUGH MENU ITEMS



E248947

Use the rotary control or the touchscreen to scroll through menu items.

# Audio System

## SELECTING A MENU ITEM



E248946

Use the rotary control or the touchscreen to select a menu item.

## Returning to the Previous Screen



## ADJUSTING THE SOUND SETTINGS



Press the button to adjust the sound settings. You can optimize the sound for different seating positions.

You can also activate and set the sensitivity of the speed compensated volume.

## SETTING THE CLOCK AND DATE - VEHICLES WITHOUT: SYNC



Press the button.

Select the clock and follow the instructions on the screen.

## SETTING THE CLOCK AND DATE - VEHICLES WITH: SYNC 3/SYNC 2.5



Select the settings option on the feature bar.

1. Select **Clock**.

2. Adjust the clock.

## AM/FM RADIO

### AM/FM RADIO LIMITATIONS

The further you travel from an AM or FM station, the weaker the signal and the weaker the reception.

Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with the reception.

When you pass a ground-based broadcast repeating tower, a stronger signal may overtake a weaker one and result in the audio system muting.

## Audio System

### SELECTING AN AM/FM RADIO STATION

#### Manually Changing Radio Stations



E248947

Use the rotary control or the touchscreen to change radio stations.

**Note:** You can recall radio stations using the preset buttons.

#### Automatically Changing Radio Stations



Press to seek the next station up the frequency band.

Press and hold to quickly seek up the frequency band.



Press to seek the next station down the frequency band.



Press and hold to quickly seek down the frequency band.



Press the button on the steering wheel to switch to the next preset.



Press and hold to seek the next station up the frequency band.

Press the button on the steering wheel to switch to the previous preset.

Press and hold to seek the next station down the frequency band.

#### Selecting a Station from the List

Press the **OK** button to view available stations.

**Note:** Station list is only available for FM.

### SWITCHING THE DISPLAY ON AND OFF



### DIGITAL AUDIO BROADCASTING RADIO

#### WHAT IS DIGITAL AUDIO BROADCASTING RADIO

Digital Audio Broadcasting (DAB) is a digital radio standard for broadcasting digital audio radio services. Your radio allows you to listen to DAB radio stations.

#### DIGITAL AUDIO BROADCASTING RADIO LIMITATIONS

Coverage differs from region to region and influences the quality of reception. It is broadcast nationwide, regionally and locally. Coverage may vary on weather conditions and terrain.

**Note:** This could cause the audio to dropout.



## Audio System

### SELECTING A DIGITAL AUDIO BROADCASTING RADIO STATION

#### Manually Changing Radio Stations



E248947

Rotate the control to change radio stations.

**Note:** You can recall radio stations using the preset buttons.

#### Automatically Changing Radio Stations



Press to seek the next station up the frequency band.

Press and hold to quickly seek up the frequency band.



Press to seek the next station down the frequency band.



Press the button on the steering wheel to switch to the next preset.



Press the button on the steering wheel to switch to the previous preset.

Press and hold to seek the next station down the frequency band.

#### Selecting a Station from the List

Press the **OK** button to view available stations.

GENERAL INFORMATION

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

About SYNC

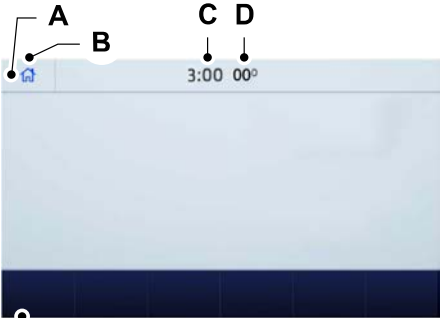
The system allows you to interact with the entertainment, information and communication systems on your vehicle using voice commands and a touchscreen. The system provides easy interaction with audio, phone, navigation, mobile apps and settings.

**Note:** You can switch the system on and use it for up to an hour without switching the ignition on.

**Note:** You can use the system after you switch the ignition off for up to 10 minutes or until you open a door.

**Note:** For your safety, some features are speed-dependent. Their use is limited to when your vehicle speed is less than 5 km/h (3 mph).


Using the Touchscreen



- A Status bar.
- B Home screen.
- C Clock. See **Settings** (page 522).

- D Outside air temperature.
- E Feature bar.

Status Bar

-  Cell phone microphone muted.
-  Audio system muted.
-  Software update installed.
-  Wi-Fi connected.
-  Cell phone roaming.
-  Text message received.
-  Emergency Assistance off.
-  Cell phone network signal strength.



Vehicle data sharing on.



Vehicle location sharing on.



Vehicle data and vehicle location sharing on.



Traffic data source: Live traffic.



Traffic data source: Traffic broadcast.



Wireless charger active.

## Feature Bar



Select to use the radio, a USB, a media player or a **Bluetooth®** device. See **Entertainment** (page 504).



Select to adjust climate settings. See **Climate** (page 506).



Select to make calls and access the phonebook on your cell phone. See **Phone** (page 509).



Select to use the navigation system. See **Navigation** (page 511).



Select to search for and use compatible apps on your iOS or Android device. See **Apps** (page 521).



Select to adjust system settings. See **Settings** (page 522).

## Cleaning the Touchscreen

See **Cleaning Displays and Screens** (page 447).

## Updating the System

### Updating the System Using a USB Drive

#### Downloading an Update

1. Go to the SYNC update page on the local Ford website.
2. Download the update.

**Note:** The website notifies you if an update is available.

3. Insert a USB drive into your computer.

**Note:** The USB drive needs to be empty and meet the minimum requirements detailed on the website.

4. Follow the instructions provided to download the update to the USB drive.

### Installing an Update

**Note:** You can use the system when installation is in progress.

1. Disconnect all other USB devices from the USB ports.
2. Connect the USB drive with the update to a USB port.

**Note:** Installation starts automatically within 10 minutes.

### Updating the System Using a Wi-Fi Network Connection

#### Switching Automatic System Updates On

1. Select **Settings**.
2. Select **Automatic updates**.
3. Switch **Automatic system updates** on.

The system is now set to check for and receive system updates when it is connected to a Wi-Fi network.

**Note:** You can use the system when download is in progress.

**Note:** If the system is disconnected from the Wi-Fi network when download is in progress, the download continues the next time the system is connected to a Wi-Fi network.

Connecting to a Wi-Fi Network

See **Connecting the Vehicle to a Wi-Fi Network** (page 486).

Additional Information and Assistance

For additional information and assistance, we recommend that you contact an authorized dealer or refer to the local Ford website.

General

USING VOICE RECOGNITION

The system allows you to interact with the entertainment, information and communication systems on your vehicle using voice commands. This allows you to keep your hands on the steering wheel and focus on what is in front of you.



Press the voice control button on the steering wheel and wait for the voice prompt.

**Note:** Press the voice control button again to interrupt a voice prompt and begin speaking.

**Note:** Turn the volume control when a voice prompt plays to adjust the volume.

**Note:** Press and hold the voice control button on the steering wheel to use Siri on your iOS device.

The following voice commands are designed to help you from any screen:

- **List of commands**
- **Help**

The following tables list some of the more frequently used voice commands. For a complete list of voice commands, refer to the local Ford website.

| Voice Command        | Description   |
|----------------------|---|
| ___ list of commands | Get a list of voice commands for a specific feature. <sup>1</sup> |
| Cancel               | Cancel an active voice session.                                   |
| ___ help             | Get a list of voice commands for a specific feature. <sup>1</sup> |
| Back                 | Return to the previous screen.                                    |
| Main menu            | Go to the main menu.  |

# SYNC™ 3

| Voice Command | Description              |
|---------------|--------------------------|
| Next page     | Go to the next page.     |
| Previous page | Go to the previous page. |

<sup>1</sup> Add the name of the feature to the command.

## Entertainment

### Audio Source

| Voice Command   | Description                     |
|-----------------|---------------------------------|
| Radio           | Use the radio.                  |
| CD Player       | Use the CD player.              |
| Bluetooth audio | Use a <b>Bluetooth®</b> device. |
| USB             | Use a USB or media player.      |

### Radio

| Voice Command | Description                                   |
|---------------|---|
| AM            | Listen to AM radio.                           |
| ___ AM        | Tune to a specific AM frequency. <sup>1</sup> |
| DAB           | Listen to DAB radio.                          |

# SYNC™ 3

| Voice Command | Description                                   |
|---------------|---|
| FM            | Listen to FM radio.                           |
| ___ FM        | Tune to a specific FM frequency. <sup>1</sup> |

<sup>1</sup> Add the radio frequency to two decimal places to the command.

## USB and Media Player

| Voice Command         | Description                               |
|-----------------------|---|
| Play album ___        | Play your music by category. <sup>1</sup> |
| Play artist ___       |   |
| Play audiobook ___    |   |
| Play genre ___        |   |
| Play playlist ___     |   |
| Play podcast ___      |   |
| Play song ___         | Browse music on a USB device.             |
| Browse all albums     |   |
| Browse all artists    |   |
| Browse all audiobooks |   |
| Browse all genres     |   |

# SYNC™ 3

| Voice Command         | Description   |
|-----------------------|---|
| Browse all playlists  |   |
| Browse all podcasts   |   |
| Browse all tracks     |   |
| Browse album ____     | Browse your music by category on a USB device. <sup>1</sup> |
| Browse artist ____    |   |
| Browse audiobook ____ |   |
| Browse genre ____     |   |
| Browse playlist ____  |   |
| Browse podcast ____   |   |

<sup>1</sup>Add an album name, artist name, audiobook name, genre name, playlist name, podcast name or track name to the command. Say the name exactly as it appears on your device.

## Phone

| Voice Command | Description   |
|---------------|---|
| Pair phone    | Pair a cell phone or <b>Bluetooth®</b> -enabled device. |
| Redial        | Redial the last number that you dialed.                 |
| Dial ____     | Dial a number. <sup>1</sup>                             |

## SYNC™ 3

| Voice Command          | Description  |
|------------------------|--|
| Call ____              | Call a specific contact from your phonebook. <sup>2</sup>                        |
| Call ____ ____         | Call a specific contact from your phonebook at a specific location. <sup>3</sup> |
| Listen to message      | Listen to a text message.  |
| Listen to message ____ | Listen to a specific text message from a list of text messages.                  |
| Reply to message       | Reply to the last text message.  |

<sup>1</sup> Add the number you want to dial to the command.

<sup>2</sup> Add a contact name from your phonebook to the command. Say the first and last name of your contact exactly as it appears on your device.

<sup>3</sup> Add a contact name and location from your phonebook to the command. Say the first and last name of your contact exactly as it appears on your device.



Navigation (If Equipped)

Setting a Destination

| Voice Command          | Description  |
|------------------------|--|
| Find an address        | Enter a destination address. When prompted, provide the house number, the street and city. |
| Find a POI             | Search for a point of interest by name or by category.                                     |
| Find nearest ____      | Search for a nearby point of interest by category. <sup>1</sup>                            |
| Find a POI category    | Search for a point of interest category. <sup>1</sup>                                      |
| Destination home       | Set your saved home address as your destination.   |
| Destination work       | Set your saved place of work as your destination.  |
| Previous destinations  | Display and select from a list of previous destinations.                                   |
| Favourite destinations | Display and select from a list of favorite destinations.                                   |

<sup>1</sup> Add a point of interest category or the name of a major brand or chain to the command.

Route Guidance

| Voice Command           | Description   |
|-------------------------|---|
| Cancel route            | Cancel the current route.   |
| Reroute                 | Select an alternate route.  |
| Repeat last instruction | Repeat the last guidance prompt.  |
| Show route              | Display an overview of the route.   |
| Show map                | Display the map on the touchscreen.   |
| Show north up           | Display a two-dimensional map with north toward the top of the touchscreen.                           |
| Show heading up         | Display a two-dimensional map with the direction you are traveling toward the top of the touchscreen. |
| Show 3D                 | Display a three-dimensional map with the direction you are traveling toward the front.                |

Apps

General

| Voice Command | Description   |
|---------------|---|
| Mobile apps   | Start an app. The system prompts your for the app name. |
| List apps     | Get a list of apps running on your device.              |
| Find apps     | Search and connect to apps running on your device.      |

Active App

| Voice Command | Description   |
|---------------|---|
| ___ help      | Get a list of voice commands for a specific app. <sup>1</sup> |
| Close ___     | Close an app. <sup>1</sup>                                    |

<sup>1</sup>Add an app name to the command.

Voice Settings

| Voice Command             | Description   |
|---------------------------|---|
| Voice settings            | Go to the voice settings menu.  |
| Interaction mode standard | Switch long voice prompts on.   |
| Interaction mode advanced | Switch short voice prompts on.  |
| Call confirmation on      | Switch call confirmation on. The system prompts you to confirm before making a call.          |
| Call confirmation off     | Switch call confirmation off. The system does not prompt you to confirm before making a call. |
| Voice command lists on    | Switch the display of voice commands on.  |
| Voice command lists off   | Switch the display of voice commands off.   |

## Automatic Blower Motor Speed Reduction

If necessary, the system decreases the blower motor speed when you are using voice commands to reduce the amount of background noise in your vehicle. It returns to normal when you are finished.

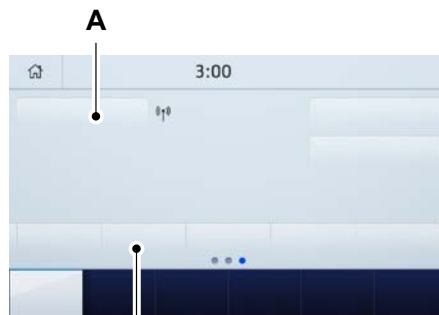
## Switching Automatic Blower Motor Speed Reduction Off

Simultaneously press the **A/C** and recirculated air buttons.

## ENTERTAINMENT



Select the audio option on the feature bar.



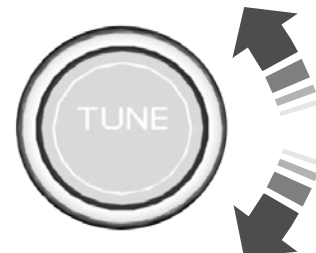
- A Audio source. Select to choose a different audio source.
- B Presets. Swipe left to view more presets.

You can access these options using the touchscreen or voice commands.

## Using the Radio

### Setting an AM/FM Radio Station

1. Select **Sources**.
2. Select **AM** or **FM**.



3. Rotate the control to change the frequency.

### Selecting a FM Radio Station From a List

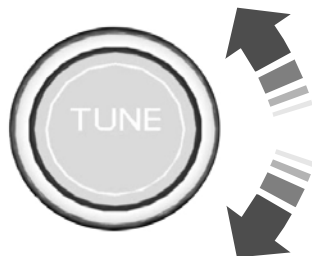
1. Select **Sources**.
2. Select **FM**.
3. Select **Stations**.
4. Select a radio station from the list.

### Selecting a Digital Radio Station From a List

1. Select **Sources**.
2. Select **DAB**.

3. Select **Stations**.
4. Select an ensemble.
5. Select a radio station from the list.

## Manually Changing Digital Radio Stations



Rotate the control to change the station.

## Automatically Changing Radio Stations



Press to seek the next station up the frequency band.

Press and hold to quickly seek up the frequency band.



Press to seek the next station down the frequency band.

Press and hold to quickly seek down the frequency band.

## Storing a Radio Station

Press and hold one of the preset buttons.

**Note:** The radio briefly mutes to indicate the station has been stored.

**Note:** You can add additional preset pages using the settings option on the feature bar.

## Switching Traffic Announcements On

Select **Traffic (TA)**.

**Note:** If you switch traffic announcements on, traffic announcements broadcast by radio stations interrupt the current audio source to help you plan your route.

## Streaming Music From a Bluetooth® Device.

Check the compatibility of your device on the local Ford website.

Pair your device. See **Phone** (page 509).

Select **Sources**.



Select Bluetooth.

## Searching for Tracks on Bluetooth® Device.

Select **Browse**.

Select a track.

**Note:** Select the cover art to view information about the current track.

## Playing Tracks on Bluetooth® Device in a Random Order.



Select to play tracks in a random order.

## Repeating Tracks on Bluetooth® Device.



Select the repeat icon to repeat tracks.

**Note:** You can repeat one track or all tracks on an audio format **Bluetooth® Device**. You can repeat one track, all tracks or all tracks in one folder on a **Bluetooth® Device**.

**Note:** A small number one appears next to the repeat icon to indicate that a track is set to repeat. A small folder icon appears next to it to indicate that a folder is set to repeat.

## Playing Music From a USB or Media Player

Connect your device to a USB port.

Select **Sources**.



Select USB.

**Note:** The system indexes your music before you can play it.

## Searching for Tracks on a USB or Media Player

Select **Browse**.

Select a track.

**Note:** Select the cover art to view information about the current track.

**Note:** You can also browse by album, artist, audiobook, genre, playlist, podcast or track name.

## Playing Tracks on a USB or Media Player in a Random Order



Select to play tracks in a random order.

## Repeating Tracks on a USB or Media Player



Select the repeat icon to repeat tracks.

**Note:** You can repeat one track or all tracks on an audio format USB or media player. You can repeat one track, all tracks or all tracks in one folder on a USB or media player.

**Note:** A small number one appears next to the repeat icon to indicate that a track is set to repeat. A small folder icon appears next to it to indicate that a folder is set to repeat.

## Supported Devices

The system supports most USB and media players, including iOS and Android devices.

## Supported File Formats

The system supports the following file formats:

- MP3, MP4, WMA, WAV, AAC, AIFF, APE, DSD, and FLAC audio file formats.
- MP3, WMA, WAV, M4A, M4B, AAC, and FLAC file extensions.
- FAT, exFAT, and NTFS file systems.

## Audio File Metadata

The system organizes files on your USB or media player by metadata tags. Metadata tags contain information about the file. If the metadata tags for the files on your USB or media player contain no information, the system classifies them as unknown. The system can index up to 50000 tracks on a USB device or media player, and up to 10 devices.

## CLIMATE

Touch the climate button on the touchscreen to access the climate control features.

**Note:** You can switch temperature units between Fahrenheit and Celsius. See **Settings** (page 522).

## Accessing the Climate Control Menu



Touch the button to access additional controls for the front climate system.

## Directing the Airflow



Touch the button to direct airflow to the windshield air vents and de-mister.



Touch the button to direct airflow to the instrument panel air vents.



Touch the button to direct airflow to the footwell air vents.

You can direct air through any combination of these air vents.

## Setting the Blower Motor Speed



Touch up or down to increase or decrease the volume of air that circulates in your vehicle.

## Setting the Temperature

Touch up or down on the left-hand temperature control to set the left-hand temperature.

**Note:** *This control also adjusts the right-hand side temperature when you switch off dual zone mode.*

Touch up or down on the right-hand temperature control to set the right-hand temperature.

## Switching Auto Mode On and Off



Touch the button to switch on automatic operation, then set the temperature.

The system adjusts the blower motor speed, air distribution, air conditioning operation, and outside or recirculated air to reach and maintain the temperature you have set.

## Switching the Air Conditioning On and Off



A pop-up appears on the screen to display the air conditioning options.

**MAX A/C:** Touch the button to activate and maximize cooling. The driver and passenger temperatures are set to LO, recirculated air flows through the instrument panel vents, air conditioning automatically turns on and the fan automatically adjusts to the highest speed.

**A/C:** Touch to switch the air conditioning on or off. Use A/C with recirculated air to improve cooling performance and efficiency.

**Note:** *In certain conditions, such as maximum defrost, the air conditioning compressor may continue to operate even though you switch off the air conditioning.*

## Switching the Climate Control On and Off



Touch the button.

## Switching the Climate Controlled Seats On and Off



Touch the button to cycle through the various climate controlled seat settings.

## Switching Dual Zone Mode On and Off



Touch the button to switch on temperature control for the right-hand side of the vehicle.

## Switching the Heated Exterior Mirrors On and Off



Touch the button.

## Switching the Heated Windshield On and Off



Touch the button to clear the windshield of thin ice and fog. The heated windshield turns off after a short period of time.

## Switching the Heated Rear Window On and Off



Touch the button to clear the rear window of thin ice and fog.

## Switching the Heated Seats On and Off



Touch the button to cycle through the various heat settings.

## Switching the Heated Steering Wheel On and Off



Touch the button.

## Switching Maximum Air Conditioning On and Off



Touch the button for maximum cooling.

Recirculated air flows through the instrument panel air vents, air conditioning turns on and the blower motor adjusts to the highest speed.

## Switching Maximum Defrost On and Off



Touch the button for maximum defrosting.

Air flows through the windshield air vents, and the blower motor adjusts to the highest speed.

You can also use this setting to defog and clear the windshield of a thin covering of ice.

**Note:** To prevent window fogging, you cannot select recirculated air when maximum defrost is on.

**Note:** The heated rear window also turns on when you select maximum defrost.

**Note:** Depending on your region, air conditioning turns on.

## Switching Recirculated Air On and Off



Touch the button to switch between outside air and recirculated air.

The air currently in the passenger compartment recirculates. This may reduce the time needed to cool the interior, when used with **A/C**, and reduce unwanted odors from entering your vehicle.

**Note:** Recirculated air may turn off, or prevent you from switching on, in all air flow modes except **MAX A/C** to reduce the risk of fogging. Recirculation may also turn on and off in various air distribution control combinations during hot weather to improve cooling efficiency.

## Switching the Ventilated Seats On and Off



Touch the button to cycle through the various ventilated seat settings.

## Accessing Rear Climate Controls



Touch the button to access additional controls for the rear climate system.



## Rear Climate Control Lock Indicator



Touch the button.

When on, you can only operate the rear passenger settings through the front controls.

## Switching Rear Auto Mode On and Off



Touch the button to switch on rear automatic operation, then set the temperature.

## Switching the Rear Climate Controlled Seats On and Off



Touch the button to cycle through the various climate controlled seat settings.

## Switching the Rear Heated Seats On and Off



Touch the button to cycle through the various heat settings.

## Switching the Rear Ventilated Seats On and Off



Touch the button to cycle through the various ventilated seat settings.

## PHONE



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

Check the compatibility of your device on the local Ford website.

## Pairing Your Cell Phone for the First Time

Go to the settings menu on your device and switch **Bluetooth®** on.

Make sure your cell phone is discoverable. See your cell phone's user manual.



Select the phone option on the feature bar.

1. Select **Pair phone**.

**Note:** A prompt alerts you to search for your vehicle on your cell phone.

2. Select your vehicle on your cell phone.

**Note:** A number appears on your cell phone and on the touchscreen.

3. Confirm that the number on your cell phone matches the number on the touchscreen.

**Note:** The touchscreen indicates that you have successfully paired your cell phone.

4. Download the phonebook from your cell phone when you are prompted.

**Note:** If you pair more than one cell phone, use the phone settings to specify the primary phone. You can change this setting at any time.

## Using Your Cell Phone

### **Recent Call list**

Display and select an entry from a list of previous calls.

### **Contacts**

Display a smart search form to look up your contacts. Use the List button to alphabetically sort your contacts.

### **Your phone**

Change ring tones, alerts or pair another cell phone.

### **Change device**

Display the list of paired or connected devices that you can select.

### **Do not disturb**

Reject incoming calls and switch ring tones and alerts off.

### **Phone Keypad**

Directly dial a number.

### **Text messages**

Display the cell phone messages.

### **Siri**

Connect to Siri on your iOS device.

### **Phone Voice Assistant**

Connect to the phone voice service on your Android device.

## Text Messaging

### **Setting Text Message Notification**

#### **iOS**

1. Go to the settings menu on your cell phone.
2. Select **Bluetooth®**.
3. Select the information icon to the right of your vehicle.
4. Switch text message notification on.

#### **Android**

1. Go to the settings menu on your cell phone.
2. Select **Bluetooth®**.
3. Select the profiles option.
4. Select the phone profile.
5. Switch text message notification on.

Using Text Messaging

| Menu Item | Description   |
|-----------|---|
| Hear it   | Hear the text message.                                  |
| View      | View the text message.                                  |
| Call      | Call the sender.  |
| Reply     | Reply to the text message with a standard text message. |

Apple CarPlay

1. Connect your device to a USB port.
2. Follow the instructions on the touchscreen.

**Note:** Certain features of the system are not available when you are using Apple CarPlay.

Switching Apple CarPlay Off

1. Select **Settings**.
2. Select **Apple CarPlay preferences**.
3. Switch **Apple CarPlay** off.

Android Auto

1. Connect your device to a USB port.
2. Follow the instructions on the touchscreen.

**Note:** You might need to enable Android Auto from the settings menu.

**Note:** Certain features of the system are not available when you are using Android Auto.

Switching Android Auto Off

1. Select **Settings**.
2. Select **Android Auto**.
3. Switch **Android Auto** off.

NAVIGATION (IF EQUIPPED)

**Note:** For more information, refer to the local Ford website.



Select the navigation option on the feature bar.



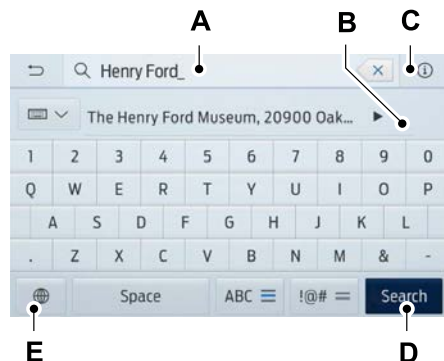
D

- A Map view menu.  
B Zoom out.

- C Zoom in.
- D Route guidance menu.
- E Destination entry menu.

## Setting a Destination

### Setting a Destination Using the Text Entry Screen



- A Text entry field.
- B Automatic suggestions based on the text you enter.

- C Information icon.
- D Search.
- E Keyboard settings.

**Note:** Select one of the suggestions to copy the detail to the text entry field.

**Note:** You can enter a destination in a number of formats, **city street number**, **city number street**, zip code or point of interest.

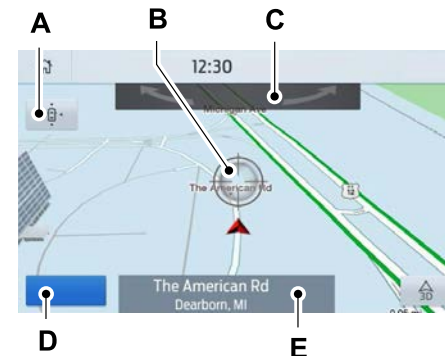
**Note:** You do not have to enter the destination country.

**Note:** To enter mutated vowels or accented characters, for example **ä** or **é**, press and hold the corresponding character on the keyboard.

Select **Search**.

Select **Start** to begin route guidance.

### Setting a Destination Using the Map Screen



- A Re-center the map.
- B Selected location.
- C 3D map rotation. Swipe left or right.
- D Start route guidance.
- E Destination name.

Select the location on the map.

Select **Start** to begin route guidance.

## Changing the Format of the Map

Display the map in one of the following formats:

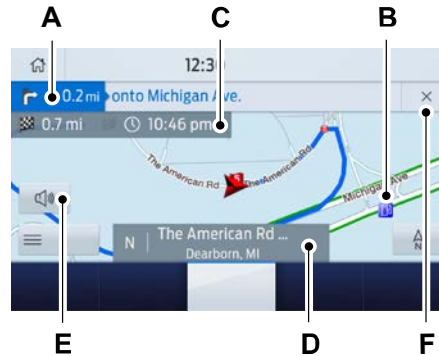
- A two-dimensional map with the direction you are traveling toward the top of the screen.
- A two-dimensional map with north toward the top of the screen.
- A three-dimensional map with the direction you are traveling toward the front.

## Zoom

Display more or less detail on the map.

**Note:** You can use pinch gestures to zoom in and out. Place two fingers on the screen and move them apart to zoom in. Place two fingers on the screen and bring them together to zoom out.

## Route Guidance



- A Turn indicator. Select to hear the last guidance prompt.
- B Point of interest.

- C Estimated time of arrival, distance to destination or time to destination.
- D Current road.
- E Mute guidance prompts.
- F Cancel route guidance.

**Note:** To change guidance prompt volume, turn the volume control when a guidance prompt plays.

Route Guidance Menu

| Menu Item           | Description   |
|---------------------|---|
| Screen view         | Adjust your map preferences for when route guidance is active.        |
| Full map            | View a full screen map when route guidance is active.                 |
| Motorway exit info  | View exit information for your current route.                         |
| Turn list           | View the turn list for your current route. Select a road to avoid it. |
| Traffic list        | View traffic nearby or on your current route. <sup>1</sup>            |
| Navigation settings | Adjust navigation settings.   |
| Where am I?         | View information about your current location.                         |
| Cancel route        | Cancel route guidance.  |
| Show route          | View the entire current route on the map.                             |
| Re-route            | View an alternative route compared to your current one.               |
| Edit waypoints      | Change the order or remove waypoints.                                 |
| Optimise order      | The system determines the order of waypoints for you.                 |
| Start               | Go to the next screen and start the new route.                        |
| Search              | Enter a destination address.  |
| Home                | Set your saved home address as your destination                       |
| Work                | Set your saved place of work as your destination.                     |

| Menu Item             | Description  |
|-----------------------|--|
| Favourites            | Display and select from a list of favorite destinations. |
| Previous destinations | Display and select from a list of previous destinations. |
| POI                   | Display the point of interest categories.                |

<sup>1</sup>Reliant upon traffic message channel or live traffic.

Adjusting the Guidance Prompt Volume

Turn the volume control when a guidance prompt plays to adjust the volume.

**Note:** *If you have inadvertently adjusted the volume to zero, press the turn indicator button to play the last voice prompt and then adjust the volume to the desired level.*

Muting Guidance Prompts



Select the mute option on the screen to mute guidance prompts.

**Note:** *The system mutes the next and all future guidance prompts.*

Adding Waypoints

You can add a waypoint to a navigation route as a destination along your route. You can add up to five waypoints.

1. Select the search option on the map.

2. Set a destination.
3. Select the flag icon.
4. Select **Start**.

Canceling Route Guidance

Canceling Route Guidance From the Route Guidance Menu



Select the route guidance menu option on the active guidance screen.

Select **Cancel route**.

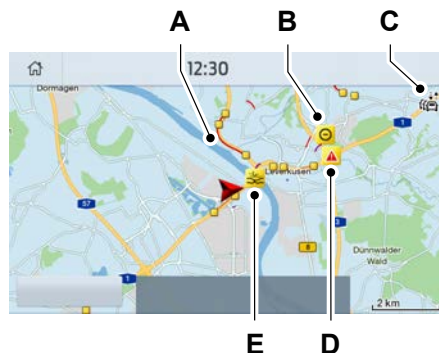
Canceling Route Guidance From the Main Map



Select the icon in the upper right-hand corner of the main map to cancel route guidance.

Live Traffic (If Equipped)

Live traffic provides near real-time traffic information to help you plan the fastest route to your destination. You must have an active subscription for Live Traffic.



- A Traffic congestion.
- B Road closure.
- C Live traffic active.
- D Urgent warning.
- E Traffic incident.

## Switching Live Traffic On

**Note:** Make sure that the modem is enabled. See **Connecting the Vehicle to a Mobile Network** (page 486).

1. Select **Settings**.

2. Select **FordPass Connect**.
3. Select **Connectivity settings**.
4. Switch **Vehicle connectivity** on.
5. Switch **Location** on.
6. Switch **Vehicle data & Remote ctrl** on.
7. Switch **Live Traffic** on.

## Navigation Map Updates

Please check the local Ford website or contact your dealership for navigation map updates.

HERE is the digital map provider for the navigation application. If you find map data errors, you can report them directly to HERE by visiting [www.here.com](http://www.here.com). HERE evaluates all reported map errors and responds with the result of their investigation by e-mail.

## ELECTRIC VEHICLE INFORMATION

### Power Flow



The Power Flow information for your plug-in hybrid vehicle is available through the Home screen or under Apps.

## Vehicle Operational States

Power will flow to or from the front and rear wheels depending on operational state and drive conditions.

- **Idling:** The vehicle is running and in Park (P). The engine and, or the high voltage battery are on.
- **Electric Driving:** The vehicle is running and in Drive (D) or Neutral (N). The high voltage battery provides power to the wheels.
- **Hybrid Driving:** The vehicle is running and in Drive (D) or Neutral (N). The engine and the high voltage battery provide power to the wheels.
- **Engine Driving:** The vehicle is running and in Drive (D) or Neutral (N). The engine provides power to the wheels.
- **Regenerative Braking:** The vehicle is running in Drive gear and is slowing down. Power captured by the regenerative braking system is sent back to the high voltage battery.
- **Charging:** The vehicle is plugged in and the high voltage battery is being charged.



## Engine On Due To

The following conditions help to explain why the engine is on, and what you can do to allow all electric operation.

- **Drive Power:** The engine is on due to accelerator pedal pressure or speed control activation. Reduce pressure on the accelerator pedal or switch off the speed control to return to full electric mode.
- **High Speed:** The engine is on because the vehicle speed exceeds the level for full electric operation. Reduce the speed to return to electric operation.
- **Heater Setting:** The engine is on because of the heater setting. Reduce or turn off the heater setting to return to electric operation.
- **Neutral Gear:** The engine is on because the vehicle is in Neutral (N). Shift out of neutral gear to return to electric operation.
- **Engine Cold:** The engine is on because it is cold. The vehicle returns to electric operation once the engine is sufficiently warm.
- **Battery Charging:** The engine is on to charge the high-voltage battery. The vehicle returns to electric operation once the battery is charged.
- **Low Gear:** The engine is on because the vehicle is in low gear. Shift out of low gear to return to electric operation.
- **Normal Operation:** The engine is on to optimize vehicle operation. The vehicle returns to electric operation when possible.
- **Low Use:** The engine is on to maintain engine oil quality. The vehicle returns to electric operation when low engine use mode is complete. See **What Is a Plug-In Hybrid Electric Vehicle** (page 186).
- **Engine Braking Active:** The engine is on to provide increased powertrain braking. This can occur when you turn on the grade assist feature, when speed control is on or when driving with your foot off the accelerator pedal. Turning off grade assist or speed control may allow the vehicle to return to electric operation.

- **Battery Temperature:** The engine is on due to high or low high-voltage battery temperature. This is a normal operating condition. The vehicle returns to electric operation when possible.
- **Drive Mode:** The engine is on due to the drive mode selection. Select an appropriate drive mode for electric only operation.

## Charge Settings



The Charge Settings information for your plug-in hybrid vehicle is available through the Home screen or under Vehicle Settings. To improve your charging experience, your vehicle has the following convenience features.

## Charge Times

Once you set up Charge Times for a specific charging location, your vehicle prioritizes charging based on your preferred time settings. You can set two preferred charging time windows for weekdays and two for weekends. This feature allows you to take advantage of electric utility rate plans that offer lower pricing during certain times of day. Contact your utility company to see what plans are available.

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

**Departure Times**

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. A calendar view allows you to program two departure times per day for each day of the week.

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

**Charging Status**

Displays the present state of the charging system. See **Charging Your Vehicle Precautions** (page 231).

| Charging Status                      | Description and Action   |
|--------------------------------------|--|
| Will charge when plugged in.         | Your vehicle is unplugged and starts charging when plugged in.   |
| Will wait for preferred charge time. | Your vehicle is unplugged at a saved location with Charge Times enabled. Charging is scheduled to start at the time displayed based on your charge time settings. You must plug in prior to the start time shown for the vehicle to begin charging at that time. |
| Waiting for preferred charge time.   | Your vehicle is plugged in at a saved location with Charge Times enabled. Charging starts at the time displayed, which is based on your Charge Times settings.   |
| Charging.                            | Your vehicle is plugged in and using power to charge the high voltage battery or run electrical systems.   |
| Charged.                             | Your vehicle is finished charging.   |

## SYNC™ 3

| Charging Status              | Description and Action  |
|------------------------------|---|
| Vehicle charge fault.        | Your vehicle is plugged in and there is a fault within the vehicle charging system. Unplug and plug back in. If the fault is still present, contact your dealer.  |
| Charge station fault.        | Your vehicle is plugged in and a fault is detected with the charge station or charging cord. Check the charging cord and the charge station or electrical supply. |
| Charge station not detected. | A charging coupler is plugged into the vehicle but there is no connection with a charging power source.   |
| Incompatible charge station. | Your vehicle is plugged in but cannot communicate with the charging station. Contact the station provider.  |
| Charge station paused.       | Your vehicle is plugged in and charging is paused at the charge station.  |

### Charging Time Information

Displays estimates of how long your vehicle will take to fully charge when plugged into a high or low power charger.

- High power estimate: The minimum time to a 100% charge using a high power charger.
- Low power estimate: The longest time to a 100% charge using a low power charger.

When charging, the start and estimated end time are displayed. When your vehicle is not plugged in and at a location with Charge Times enabled, the start and end times display based on known charging power.

**Note:** *Charging durations and end times are only estimates. Certain conditions may result in longer charging times. See **Charging Your Vehicle Precautions** (page 231).*

### High Voltage Battery State of Charge

Displays the remaining charge percentage with 100% representing the total amount of energy you can get from an external charge.

### Plug and Charging Status

Displays the plug and charging status icons.



Not plugged in.



Plugged in and not currently charging.



Plugged in and charging.



Plugged in and waiting to charge based on charge time settings.

## Charge Preferences

Touch the button to access Charge Time and Departure Time settings. Once set up, additional information and settings are displayed on the charge settings screen.

### Charge Times On and Off Switch

This switch is visible when your vehicle is at a saved Charge Times location. Use the switch to turn your charge time settings on and off for this location.

### Charge Times Location Name and Charging Time Information

The location name displays when your vehicle is at a saved Charge Times location. The charging start time is displayed along with the charging end time and associated charge level.

### Departure Times On and Off Switch

This switch is visible when you have at least one departure time set. Use this switch to turn all departure times on and off. Switching departure times off does not delete your settings.

### Next Departure Times and Cabin Temperature

Displays the next departure time and associated cabin temperature setting.

### Charge Time Settings

Follow these steps to set a preferred charge time for a charging location.

1. Select Charge Preferences on the Charge Settings screen.
2. Select Charge Time Setup on the Edit Charge Preferences screen.
3. Select Add New Location on the Charge Times screen. You can also edit settings for previously saved locations from this screen.
4. Select an address from the Recent Charge Locations screen.
5. On the Confirm Location for Charge Times screen, you can edit the location name and set a max charge level as desired. Once you have your desired location name and max charge level, select Continue to Schedule.

**Note:** Charging will stop when your vehicle reaches the max charge level.

6. Select WEEKDAY or WEEKEND on the Preferred Charge Times screen.

7. On the Select preferred WEEKDAY or WEEKEND Charge Times screen, use the circular 24 hour clock to select your charging time windows. You can select up to two time windows by pressing and dragging across the hour buttons. When you have selected your preferred times then press Next to return to the Preferred Charge Times screen. Repeat for WEEKEND or WEEKDAY as desired. Once you are done setting preferred charge times, press Save.

**Note:** *Selecting all or none of the 24 hours results in any time of day given equal priority for charging.*

8. Your saved location now shows on the Charge Times screen. Select Done to return to the main charge settings screen. Whenever your vehicle is at a saved charging location the charge settings screen displays the location name, and the charging times are based on your Charge Time settings for that location plus the next Departure Time.

**Note:** *Reaching your max charge level by your next Departure Time is always the priority. When Charge Times are set, charging outside your preferred charging time windows could be necessary in order to finish by your next Departure Time.*

## Departure Time Settings

1. Select Charge Preferences on the Charge Settings screen.
2. Select Departure Time Setup on the Edit Charge Preferences screen.
3. Two time settings show for each day of the week on the Departure Times schedule screen. Select any one.
4. On the Departure Time settings screen, set your desired departure time, cabin temperature and days of the week to repeat. Press Save.
5. Your settings are now shown on the Departure Times schedule screen. Press Back two times to return to the main charge settings screen. The next departure time and cabin temperature setting display.

**Note:** Cabin conditioning can perform differently depending on if you plug in with the included convenience cord or a higher power charging station. The power available for conditioning is limited to the charging station power available.

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

## APPS

The system allows you to interact with select mobile apps while keeping your eyes on the road. Voice commands, steering wheel buttons, or a quick tap on your touchscreen give you advanced control of compatible mobile apps. You can also stream your favorite music or podcasts, share your time of arrival with friends, and keep connected safely.

When you start an app through the system for the first time, you could be asked to grant certain permissions. You can review and change the permissions that you have granted at any time when your vehicle is not moving. We recommend that you check your data plan before using your apps through the system. Using them could result in additional charges. We also recommend that you check the app provider's terms and conditions and privacy policy before using their app. Make sure that you have an active account for apps that you want to use through the system. Some apps work with no setup. Others require you to configure some personal settings before you can use them.

**Note:** For more information about available apps, visit the local Ford website.

## Using Apps on an iOS Device



Select the apps option on the feature bar.

1. If your device is connected via USB, switch Apple CarPlay off. See **Phone** (page 509).
2. Connect your iOS device to a USB port or pair and connect using **Bluetooth®**.
3. If prompted to enable CarPlay, select Disable.
4. Start the apps on your device that you want to use through SYNC.

**Note:** If you close the apps on your device, you will not be able to use them through the system.

5. Select the app that you want to use on the touchscreen.

**Note:** Connect your device to a USB port if you want to use a navigation app. When using a navigation app, keep your device unlocked and the app open.

## Using Apps on an Android Device



Select the apps option on the feature bar.

1. If your device is connected via USB, switch Android Auto off. See **Phone** (page 509).
2. Pair your device. See **Phone** (page 509).
3. Start the apps on your device that you want to use through SYNC.

**Note:** If you close the apps on your device, you will not be able to use them through the system.

4. Select **Find mobile apps**.

**Note:** The system searches and connects to compatible apps that are running on your device.

5. Select the app that you want to use on the touchscreen.

**Note:** Mobile apps on your device use the USB port to establish a connection with SYNC. Some devices may lose the ability to play music over USB when mobile apps are enabled.

## Using Mobile Navigation on an Android Device

1. Connect your device to a USB port.
2. Switch Android Auto off. See **Phone** (page 509).
3. Switch on Enable Mobile Apps via USB in the Mobile Apps Settings tile.

4. Select the apps option on the feature bar.
5. Select the navigation app that you want to use on the touchscreen.

**Note:** When using a navigation app, keep your device unlocked and the app open.

## SETTINGS



Select the settings option on the feature bar.

Select a tile to access the settings.



Select the option to display extra information.

## Ambient Lighting

You can adjust the ambient lighting settings.

## Android Auto

You can switch Android Auto on and off.

## Apple CarPlay

You can switch Apple CarPlay on and off.

## Audio

You can adjust the audio settings.

## Automatic Updates

You can switch automatic updates on and off and adjust the settings.

## Bluetooth®

You can switch Bluetooth on and off and pair your cell phone.

## Clock

You can adjust the clock settings.

## Display

You can adjust display settings like brightness and auto dim.

## Emergency Assistance (If Equipped)

You can switch Emergency Assistance on and off.

## FordPass

You can adjust the FordPass settings.

## General

You can adjust settings like language, measurement units, or reset the system.

## Mobile Apps

You can adjust permissions, enable, disable, and update mobile apps.

## Navigation (If Equipped)

You can adjust navigation settings like map preferences and route guidance.

## Phone

You can connect and disconnect your device, or manage the connected device settings.

## Seats (If Equipped)

You can adjust the position and the massage function of the seats.

## Sound

You can adjust the sound settings.

## Valet Mode (If Equipped)

You can enable and disable the valet mode.

## Vehicle (If Equipped)

You can adjust the camera settings.

## Voice Control

You can adjust the voice control settings.

## Wi-Fi

You can switch Wi-Fi on and off and adjust the settings.

## SYNC™ 3 TROUBLESHOOTING

### Voice Recognition

| Symptom   | Possible Cause and Resolution   |
|---|---|
| The system does not understand what I am saying.              | <ul style="list-style-type: none"> <li>– You are using the wrong voice commands. <ul style="list-style-type: none"> <li>• See <b>Using Voice Recognition</b> (page 496).</li> <li>• For a complete list of voice commands, refer to the local Ford website.</li> </ul> </li> <li>– You are speaking too soon. <ul style="list-style-type: none"> <li>• Wait for the voice prompt before you speak.</li> </ul> </li> </ul>   |
| The system does not understand the name of a track or artist. | <ul style="list-style-type: none"> <li>– <b>Bluetooth®</b> does not support voice commands. <ul style="list-style-type: none"> <li>• Connect your device to a USB port.</li> <li>• If you have an iOS device, press and hold the voice control button on the steering wheel to use Siri to play specific tracks.</li> </ul> </li> <li>– You are using the wrong voice commands. <ul style="list-style-type: none"> <li>• See <b>Using Voice Recognition</b> (page 496).</li> <li>• For a complete list of voice commands, refer to the local Ford website.</li> </ul> </li> <li>– You are not saying the name exactly as it appears on your device. <ul style="list-style-type: none"> <li>• Say the name of the track or artist exactly as it appears on your device. Spell out any abbreviations in the name.<br/>The song or artist name may have some special characters that are not being recognized by the system.</li> </ul> </li> <li>– The name contains special characters, for example * - or +. <ul style="list-style-type: none"> <li>• Rename the files on your device or use the touchscreen to select and play the track.</li> </ul> </li> </ul> |



## SYNC™ 3

| Symptom   | Possible Cause and Resolution   |
|---|---|
| The system does not understand the name of a contact in the phonebook on my device and calls the wrong contact. | <ul style="list-style-type: none"><li>– You are not saying the name exactly as it appears on your device.<ul style="list-style-type: none"><li>• Say the first and last name of the contact exactly as it appears on your device. Spell out any abbreviations in the name.</li></ul></li><li>– The name contains special characters, for example *, - or +.<ul style="list-style-type: none"><li>• Rename the contact on your device or use the touchscreen to select and call the contact.</li></ul></li></ul>                     |
| The system does not understand foreign names of contacts in the phonebook on my device.                         | <ul style="list-style-type: none"><li>– You are not saying the name exactly as it appears on your device.<ul style="list-style-type: none"><li>• Say the first and last name of the contact exactly as it appears on your device. The system applies phonetic pronunciation rules of the selected language to the names of contacts in the phonebook on your device. Select the name of the contact on the touchscreen and use the Hear it option to get an idea of how the system expects you to pronounce it.</li></ul></li></ul> |
| The system voice prompts and the pronunciation of some words does not seem to be very accurate.                 | <ul style="list-style-type: none"><li>– Device limitation.<ul style="list-style-type: none"><li>• The system uses text-to-speech technology and uses a synthetically generated voice rather than pre-recorded human voice.</li></ul></li></ul>  |

## USB and Bluetooth® Audio

| Symptom   | Possible Cause and Resolution  |
|---|--|
| I cannot connect my device.                                   | <ul style="list-style-type: none"> <li>– Device malfunction. <ul style="list-style-type: none"> <li>• Disconnect your device. Switch your device off, reset it and try again.</li> </ul> </li> <li>– Cable connection issue. <ul style="list-style-type: none"> <li>• Correctly connect the cable to your device and the vehicle USB port.</li> </ul> </li> <li>– Incompatible cable. <ul style="list-style-type: none"> <li>• Use the cable recommended by the manufacturer of your device.</li> </ul> </li> <li>– Incorrect device settings. <ul style="list-style-type: none"> <li>• Make sure that your device does not have an auto-install program or active security settings.</li> <li>• Check that your device is not set only to charge.</li> </ul> </li> <li>– Device lock screen enabled. <ul style="list-style-type: none"> <li>• Unlock your device before connecting it.</li> </ul> </li> </ul> |
| The system does not recognize my device.                      | <ul style="list-style-type: none"> <li>– Device limitation. <ul style="list-style-type: none"> <li>• Do not leave your device in your vehicle during very hot or very cold weather conditions.</li> </ul> </li> </ul>  |
| The system does not understand the name of a track or artist. | <ul style="list-style-type: none"> <li>– <b>Bluetooth®</b> does not support voice commands. <ul style="list-style-type: none"> <li>• Connect your device to a USB port.</li> <li>• If you have an iOS device, press and hold the voice control button on the steering wheel to use Siri to play specific tracks.</li> </ul> </li> </ul>  |

## SYNC™ 3

| Symptom   | Possible Cause and Resolution   |
|---|---|
| I cannot stream audio from my <b>Bluetooth®</b> device. | <ul style="list-style-type: none"> <li>– Incompatible device. <ul style="list-style-type: none"> <li>• Check the compatibility of your device on the local Ford website.</li> </ul> </li> <li>– Device not connected. <ul style="list-style-type: none"> <li>• Pair your device. See <b>Phone</b> (page 509).</li> </ul> </li> <li>– Media player not running. <ul style="list-style-type: none"> <li>• Start the media player on your device.</li> </ul> </li> </ul>   |
| The system does not recognize the music on my device.   | <ul style="list-style-type: none"> <li>– Missing or incorrect audio file metadata, for example artist, song title, album or genre. <ul style="list-style-type: none"> <li>• Repair the files on your device.</li> </ul> </li> <li>– Corrupt files. <ul style="list-style-type: none"> <li>• Repair the files on your device.</li> </ul> </li> <li>– Copyright protected files. <ul style="list-style-type: none"> <li>• Use a device that contains files that are not copyright protected.</li> </ul> </li> <li>– Unsupported file format. <ul style="list-style-type: none"> <li>• Repair or convert the files to a supported format. See <b>Entertainment</b> (page 504).</li> </ul> </li> <li>– Device indexing required. <ul style="list-style-type: none"> <li>• Re-index your device. See <b>Settings</b> (page 522).</li> </ul> </li> <li>– Device lock screen enabled. <ul style="list-style-type: none"> <li>• Unlock your device before connecting it.</li> </ul> </li> </ul> |

## SYNC™ 3

| Symptom   | Possible Cause and Resolution  |
|---|--|
| Sometimes I cannot hear a track playing on my device.                     | <ul style="list-style-type: none"> <li>– Device malfunction. <ul style="list-style-type: none"> <li>• Disconnect your device. Switch your device off, reset it and try again.</li> </ul> </li> </ul>   |
| When I disconnect my iOS device the audio volume is set to maximum.       | <ul style="list-style-type: none"> <li>– Device limitation. <ul style="list-style-type: none"> <li>• Turn the volume down on your device</li> </ul> </li> </ul>  |
| The system does not play the tracks on my USB drive in the correct order. | <p>If the system does not play the tracks on your USB device in the correct order, the following information could help:</p> <ul style="list-style-type: none"> <li>– If you are selecting USB as the audio source when the system is still indexing, SYNC plays tracks sorted alphabetically by file name in the root directory.</li> <li>– If you are selecting USB as the audio source after the system has finished indexing, SYNC plays all tracks sorted alphabetically by the title in the ID3 tag regardless of where they are located. SYNC uses the file name if the title in the ID3 Tag does not exist.</li> <li>– If you are selecting the option to play all tracks from the browsing menu, SYNC plays all tracks sorted alphabetically by the title in the ID3 tag regardless of where they are located. SYNC uses the file name if the title in the ID3 Tag does not exist.</li> <li>– If you are selecting a track when using the explore device option, SYNC plays tracks sorted alphabetically by file name in the folder you have selected. SYNC then plays all tracks in any subfolders in the folder you have selected.</li> </ul> |

## Phone

| Symptom  | Possible Cause and Resolution   |
|--|---|
| During a call, I can hear excessive background noise.                  | <ul style="list-style-type: none"> <li>– Incorrect cell phone settings. <ul style="list-style-type: none"> <li>• Check and adjust the audio settings on your cell phone. Refer to your cell phone's user manual.</li> </ul> </li> </ul>   |
| During a call, I can hear the other person but they cannot hear me.    | <ul style="list-style-type: none"> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> </ul> </li> <li>– Cell phone microphone muted. <ul style="list-style-type: none"> <li>• Unmute your cell phone microphone.</li> </ul> </li> </ul>  |
| During a call, I cannot hear the other person and they cannot hear me. | <ul style="list-style-type: none"> <li>– System restart required. <ul style="list-style-type: none"> <li>• Restart the system. Switch the ignition off and open the door. Close the door and lock the vehicle. Wait until the touchscreen is off and any illuminated USB ports are not illuminated. Unlock the vehicle, switch the ignition on and try again.</li> </ul> </li> </ul>  |
| I cannot download phonebook.   | <ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> <li>– Incorrect cell phone settings. <ul style="list-style-type: none"> <li>• Allow the system to retrieve contacts from your cell phone. Refer to your cell phone's user manual.</li> </ul> </li> <li>– Incorrect system settings. <ul style="list-style-type: none"> <li>• Switch automatic phonebook download on. See <b>Settings</b> (page 522).</li> </ul> </li> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> </ul> </li> </ul> |

## SYNC™ 3

| Symptom  | Possible Cause and Resolution  |
|--|--|
| A message displays suggesting that my phonebook has downloaded but it is empty or it has missing contacts. | <ul style="list-style-type: none"> <li>– Incorrect cell phone settings. <ul style="list-style-type: none"> <li>• Allow the system to retrieve contacts from your cell phone. Refer to your cell phone's user manual.</li> <li>• Check the location of the missing contacts on your cell phone. If they are stored on the SIM card, move them to the cell phone memory.</li> </ul> </li> <li>– Incorrect system settings. <ul style="list-style-type: none"> <li>• Switch automatic phonebook download on. See <b>Settings</b> (page 522).</li> </ul> </li> </ul>                     |
| I cannot connect my cell phone.  | <ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> <li>• Install the latest cell phone firmware.</li> <li>• Delete your device from system and delete SYNC from your device and try again.</li> <li>• Switch automatic phonebook download off. See <b>Settings</b> (page 522).</li> </ul> </li> </ul> |
| Text messaging does not work.  | <ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> </ul> </li> </ul>  |
| I cannot hear text messages.   | <ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> </ul>  |

Navigation (If Equipped)

| Symptom  | Possible Cause and Resolution  |
|--|--|
| I cannot enter a street name when I am abroad. | <ul style="list-style-type: none"><li>– Incorrect entry method.<ul style="list-style-type: none"><li>• Enter the street name with the country.</li></ul></li></ul>   |
| The system does not recognize coordinates.     | <ul style="list-style-type: none"><li>– You are using the wrong coordinates format.<ul style="list-style-type: none"><li>• Use the format ##. #####, ##. ##### (for N/S, E/W). Add a minus before coordinates if the direction is West and keep a positive value if the direction is East, for example 12.5412 means East and -12.5412 means West.</li></ul></li></ul> |

## Apps

| Symptom  | Possible Cause and Resolution  |
|--|--|
| The system cannot find any apps.   | <ul style="list-style-type: none"> <li>– Incompatible device. <ul style="list-style-type: none"> <li>• You need an Android device with OS 4.3 or higher or an iOS device with iOS 8.0 or higher. Pair and connect your Android device to find AppLink compatible apps. Connect your Android or iOS device to a USB port or pair and connect using <b>Bluetooth®</b>.</li> </ul> </li> </ul>  |
| I have a compatible device and it is correctly connected but the system still cannot find any apps.                      | <ul style="list-style-type: none"> <li>– AppLink compatible apps not installed on your device. <ul style="list-style-type: none"> <li>• Download and install the latest version of the app.</li> </ul> </li> <li>– AppLink compatible apps not running on your device. <ul style="list-style-type: none"> <li>• Start the apps to allow the system to find them and make sure you sign in to any apps if required.</li> </ul> </li> <li>– Incorrect app settings. <ul style="list-style-type: none"> <li>• Check and adjust the app settings on your device and allow SYNC to access the app if required.</li> </ul> </li> </ul> |
| I have a compatible device, it is correctly connected and my apps are running but the system still cannot find any apps. | <ul style="list-style-type: none"> <li>– Apps failed to fully close. <ul style="list-style-type: none"> <li>• Restart the apps and try again.</li> <li>• If you have an Android device with apps that have an exit or quit option, use this and then restart the apps. Alternatively, use the force stop option in the settings menu on your device.</li> <li>• If you have an iOS device with iOS 7.0 or higher, tap the home button on your device twice and then swipe the app upward to close it.</li> </ul> </li> </ul>   |



## SYNC™ 3

| Symptom  | Possible Cause and Resolution   |
|--|---|
| I have an Android device that is correctly connected, I have restarted my apps and they are running but the system still cannot find them. | <ul style="list-style-type: none"> <li>– An issue on some older versions of the Android operating system could result in apps not being found. <ul style="list-style-type: none"> <li>• Switch <b>Bluetooth®</b> off and on again to force the system to reconnect to your device.</li> </ul> </li> </ul>   |
| I have an iOS device that is correctly connected, I have restarted my apps and they are running but the system still cannot find them.     | <ul style="list-style-type: none"> <li>– Cable connection issue. <ul style="list-style-type: none"> <li>• Disconnect the cable from your device, wait for a moment and then connect it again to force the system to reconnect to your device.</li> </ul> </li> </ul>  |
| I have an Android device running a media app which the system has found but I cannot hear the sound or the sound is very quiet.            | <ul style="list-style-type: none"> <li>– Device volume is low. <ul style="list-style-type: none"> <li>• Turn the volume up on your device.</li> </ul> </li> </ul>   |
| I have an Android device running a number of compatible apps but the system cannot find all of them.                                       | <ul style="list-style-type: none"> <li>– Device limitation. Some Android devices have a limited number of <b>Bluetooth®</b> ports that apps can use to connect. If you have more apps running on your device than the number of available <b>Bluetooth®</b> ports, the system cannot find all of them. <ul style="list-style-type: none"> <li>• Close some of the apps to allow the system to find those that you want to use.</li> </ul> </li> </ul> |

## Wi-Fi Connectivity

| Symptom  | Possible Cause and Resolution  |
|--|--|
| I cannot connect to a Wi-Fi network.                                   | <ul style="list-style-type: none"> <li>– Password error. <ul style="list-style-type: none"> <li>• Enter the correct network password.</li> </ul> </li> <li>– Weak network signal. <ul style="list-style-type: none"> <li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li> </ul> </li> <li>– Multiple access points in range with the same SSID. <ul style="list-style-type: none"> <li>• Use a unique name for your SSID. Do not use the default name unless it contains a unique identifier, for example as part of the MAC address.</li> </ul> </li> </ul>   |
| The Wi-Fi connection disconnects after successful connection.          | <ul style="list-style-type: none"> <li>– Weak network signal. <ul style="list-style-type: none"> <li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li> </ul> </li> </ul>  |
| I am close to a Wi-Fi hotspot but the network signal strength is weak. | <ul style="list-style-type: none"> <li>– Obstructed network signal. <ul style="list-style-type: none"> <li>• If your vehicle has a heated windshield, position your vehicle so that the windshield is not facing the Wi-Fi hotspot.</li> <li>• If your vehicle has metallic tinting on the windows but not on the windshield, position your vehicle so that the windshield is facing the Wi-Fi hotspot or open the windows that are facing the hotspot.</li> <li>• If your vehicle has metallic tinting on the windows and the windshield, open the windows that are facing the hotspot.</li> <li>• If your vehicle is in a garage and you have the garage door closed, open the garage door.</li> </ul> </li> </ul> |

## SYNC™ 3

| Symptom   | Possible Cause and Resolution   |
|---|---|
| I cannot see a network in the list of available networks that I expect to see.  | <ul style="list-style-type: none"> <li>– Hidden network. <ul style="list-style-type: none"> <li>• Make the network visible and try again.</li> </ul> </li> </ul>  |
| Software downloads take too long.   | <ul style="list-style-type: none"> <li>– Weak network signal <ul style="list-style-type: none"> <li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li> </ul> </li> <li>– Wi-Fi hotspot in high demand or has a slow Internet connection. <ul style="list-style-type: none"> <li>• Use a more reliable Wi-Fi hotspot.</li> </ul> </li> </ul> |
| The system seems to connect to a Wi-Fi network and the signal strength is excellent but the software does not update. | <ul style="list-style-type: none"> <li>– No software update available.</li> <li>– Wi-Fi network requires a subscription or acceptance of terms and conditions. <ul style="list-style-type: none"> <li>• Test the connection using another device. If the network requires a subscription or acceptance of terms and conditions, contact the network service provider.</li> </ul> </li> </ul>            |

### Resetting the System

1. Simultaneously press and hold the seek up and the audio unit power buttons until the screen goes black.
2. Wait three minutes to allow the system to complete the reset.
3. Press the audio unit power button to switch the system on.

**Note:** *You can reset the system to restore functionality that has stopped working. The system reset is designed to restore functionality and not delete any data that you have stored.*

### Additional Information and Assistance

For additional information and assistance, we recommend that you contact an authorized dealer or refer to the local Ford website.

## Customer Information

### THIRD PARTY SOFTWARE COPYRIGHT ACKNOWLEDGMENT

Your vehicle could have components that use open source software. For additional information, visit <http://corporate.ford.com/ford-open-source.html>.

### DECLARATION OF CONFORMITY

Your vehicle could have components that transmit and receive radio waves and are therefore subject to government regulation.

These components must accept any interference received, including interference that could cause undesired operation. For certification labels and declarations of conformity, visit [www.wirelessconformity.ford.com](http://www.wirelessconformity.ford.com).

### REACH

We are committed to promoting the responsible manufacturing, handling and use of our products and support the underlying goals of **REACH**, a European Union regulation that concerns the registration, evaluation, authorisation and restriction of chemicals.

We specifically support Regulation EC 1907/2006 Article 33(1) that relates to substances of very high concern which appear on the current list for authorisation.

If these substances do exist in a product, it is important to guarantee their safe use so the regulation is designed to enable you to take any appropriate risk management measures.

To find out more about the **REACH** directive, search **REACH** on the local Ford website.

**Note:** To find the local Ford website, visit <https://corporate.ford.com/operations/locations/global-links.html>.

### REPLACEMENT PARTS RECOMMENDATION

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

### Scheduled Maintenance and Mechanical Repairs

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

Genuine Ford and Motorcraft parts meet or exceed these specifications.

### Collision Repairs

We hope that you never experience a collision, but accidents happen sometimes.

Genuine Ford replacement collision parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. During vehicle development we validate that these parts deliver the intended level of protection as a whole system. A great way to know for sure you are getting this level of protection is to use genuine Ford replacement collision parts.

### Warranty on Replacement Parts

Genuine Ford and Motorcraft replacement parts are the only replacement parts that benefit from a Ford Warranty.

## Customer Information

The Ford Warranty may not cover damage caused to your vehicle as a result of failed non-Ford parts.

For additional information, refer to the terms and conditions of the Ford Warranty.

### MOBILE COMMUNICATIONS EQUIPMENT



**WARNING:** Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe

operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Using mobile communications equipment is becoming increasingly important in the conduct of business and personal affairs. However, you must not compromise your own or others' safety when using such equipment. Mobile communications can enhance personal safety and security when appropriately used, particularly in emergency situations. Safety must be paramount when

using mobile communications equipment to avoid negating these benefits. Mobile communication equipment includes, but is not limited to, cellular phones, pagers, portable email devices, text messaging devices and portable two-way radios.

## ECALL USER INFORMATION

### eCall User Information According to Regulation (EU) 2017/78, Annex I, Part 3

#### 1 DESCRIPTION OF THE ECALL IN-VEHICLE SYSTEM

- 1.1. Overview of the 112-based eCall in-vehicle system, its operation and functionalities: See **What Is eCall** (page 53).
- 1.2. The 112-based eCall service is a public service of general interest and is accessible free of charge.
- 1.3. The 112-based eCall in-vehicle system is activated by default. It is activated automatically by means of in-vehicle sensors in the event of a severe accident. It will also be triggered automatically when the vehicle is equipped with a TPS system which does not function in the event of a severe accident.
- 1.4. The 112-based eCall in-vehicle system can also be triggered manually, if needed. Instructions for manual activation of the system: See **Manually Making an Emergency Call** (page 53).
- 1.5. In the event of a critical system failure that would disable the 112-based eCall in-vehicle system, the following warning will be given to the occupants of the vehicle: See **Emergency Call Indicators** (page 54).

#### 2 INFORMATION ON DATA PROCESSING

- 2.1. Any processing of personal data through the 112-based eCall in-vehicle system shall comply with the personal data protection rules provided for in Directives 95/46/EC (1) and 2002/58/EC (2) of the European Parliament and of the Council, and in particular, shall be based on the necessity to protect the vital interests of the individuals in accordance with Article 7(d) of Directive 95/46/EC (3).
- 2.2. Processing of such data is strictly limited to the purpose of handling the emergency eCall to the single European emergency number 112.
- 2.3. Types of data and its recipients.

## Customer Information

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- 2.3.1. The 112-based eCall in-vehicle system may collect and process only the following data:
- Vehicle Identification Number.
  - Vehicle type (passenger vehicle or light commercial vehicle).
  - Vehicle propulsion storage type (gasoline/diesel/CNG/LPG/electric/hydrogen).
  - Vehicle last three locations and direction of travel.
  - Log file of the automatic activation of the system and its timestamp.
  - Any additional data (if applicable): -
- 2.3.2. Recipients of data processed by the 112-based eCall in-vehicle system are the relevant public safety answering points designated by the respective public authorities of the country on which territory they are located, to first receive and handle eCalls to the single European emergency number 112.  
Additional information (if available): -
- 2.4. Arrangements for data processing.
- 2.4.1. The 112-based eCall in-vehicle system is designed in such a way as to ensure that the data contained in the system memory is not available outside the system before an eCall is triggered.  
Additional remarks (if any): -
- 2.4.2. The 112-based eCall in-vehicle system is designed in such a way as to ensure that it is not traceable and not subject to any constant tracking in its normal operation status.  
Additional remarks (if any): -
- 2.4.3. The 112-based eCall in-vehicle system is designed in such a way as to ensure that data in the system internal memory is automatically and continuously removed.
- 2.4.3.1. The vehicle location data is constantly overwritten in the internal memory of the system so as always to keep maximum of the last three up-to-date locations of the vehicle necessary for the normal functioning of the system.
- 2.4.3.2. The log of activity data in the 112-based eCall in-vehicle system is kept for no longer than necessary for attaining the purpose of handling the emergency eCall and in any case not beyond 13 hours from the moment an emergency eCall was initiated.

## Customer Information

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Additional remarks (if any): -

2.5. Modalities for exercising data subject's rights.

2.5.1. The data subject (the vehicle's owner) has a right of access to data and as appropriate to request the rectification, erasure or blocking of data, concerning him or her, the processing of which does not comply with the provisions of Directive 95/46/EC. Any third parties to whom the data have been disclosed have to be notified of such rectification, erasure or blocking carried out in compliance with this Directive, unless it proves impossible or involves a disproportionate effort.

2.5.2. The data subject has a right to complain to the competent data protection authority if he or she considers that his or her rights have been infringed as a result of the processing of his or her personal data.

2.5.3. Contact service responsible for handling access requests (if any): Contact the data protection officer of your local Public Safety Answering Point.

(1) Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (OJ L 281, 23.11.1995, p. 31).

(2) Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications) (OJ L 201, 31.7.2002, p. 37).

(3) Directive 95/46/EC is repealed by Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) (OJ L 119, 4.5.2016, p. 1). The Regulation applies from 25 May 2018.



## Customer Information

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### 3 INFORMATION ON THIRD PARTY SERVICES AND OTHER ADDED VALUE SERVICES (IF FITTED)

- 3.1. Description of the operation and the functionalities of the TPS system/added value service: Your vehicle may be equipped with a modem that allows for emergency calls (eCall), automatic software updates and other services. See the information in this Owner's Manual or in the FordPass app for a description of these services. We provide a 112-based eCall in-vehicle system and we do not provide a TPS eCall system.
- 3.2. Any processing of personal data through the TPS system/other added value service shall comply with the personal data protection rules provided for in Directives 95/46/EC and 2002/58/EC.
- 3.2.1. Legal basis for the use of TPS system and/or added value services and for processing data through them: For information on the legal bases for processing of personal data through added value services, review the data privacy information for any services to which you subscribe. This privacy information can be found in the FordPass app or on the local Ford website.
- 3.3. The TPS system and/or other added value services shall process personal data only on the base of the explicit consent of the data subject (the vehicle's owner or owners).
- 3.4. Modalities for data processing through TPS system and/or other added value services, including any necessary additional information regarding traceability, tracking and processing of personal data: See the privacy information in the FordPass app or on the local Ford website.
- 3.5. The owner of a vehicle equipped with a TPS eCall system and/or other added value service in addition to the 112-based eCall in-vehicle system has the right to choose to use the 112-based eCall in-vehicle system rather than the TPS eCall system and the other added value service.
- 3.5.1. Contact details for handling TPS eCall system deactivation requests: You can have all added value services deactivated except for eCall. To find out more about having all added value services deactivated except for eCall, search Ask Ford on the local Ford website or contact the Ford Customer Relationship Center by e-mail through the FordPass app or by using the e-mail address on the local Ford website.

## Customer Information

### END USER LICENSE AGREEMENT

#### VEHICLE SOFTWARE END USER LICENSE AGREEMENT (EULA)

- You ("You" or "Your" as applicable) have acquired a vehicle having several devices, including SYNC ® and various control modules, ("DEVICES") that include software licensed or owned by Ford Motor Company and its affiliates ("FORD MOTOR COMPANY"). Those software products of FORD MOTOR COMPANY origin, as well as associated media, printed materials, and "online" or electronic documentation ("SOFTWARE") are protected by international intellectual property laws and treaties. The SOFTWARE is licensed, not sold. All rights reserved.
- The SOFTWARE may interface with and/or communicate with, or may be later upgraded to interface with and/or communicate with additional software and/or systems provided by FORD MOTOR COMPANY.

**IF YOU DO NOT AGREE TO THIS END USER LICENSE AGREEMENT ("EULA") DO NOT USE THE DEVICES OR COPY THE SOFTWARE. ANY USE OF THE SOFTWARE, INCLUDING BUT NOT LIMITED TO USE ON THE DEVICES, WILL CONSTITUTE YOUR AGREEMENT TO THIS EULA (OR RATIFICATION OF ANY PREVIOUS CONSENT).**

**GRANT OF SOFTWARE LICENSE:** This EULA grants you the following license:

- You may use the SOFTWARE as installed on the DEVICES and as otherwise interfacing with systems and/or services provide by or through FORD MOTOR COMPANY or its third party software and service providers.

#### **Description of Other Rights and Limitations.**

- **Speech Recognition:** If the SOFTWARE includes speech recognition component(s), you should understand that speech recognition is an inherently statistical process and that recognition errors are inherent in the process. Neither FORD MOTOR COMPANY nor its

suppliers shall be liable for any damages arising out of errors in the speech recognition process. It is your responsibility to monitor any speech recognition functions included in the system.

- **Limitations on Reverse Engineering, Decompilation and Disassembly:** You may not reverse engineer, decompile, translate, disassemble or attempt to discover any source code or underlying ideas or algorithms of the SOFTWARE nor permit others to reverse engineer, decompile or disassemble the SOFTWARE, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation or to the extent as may be permitted by the licensing terms governing use of any open source components included with the SOFTWARE.

- **Limitations on Distributing, Copying, Modifying and Creating Derivative Works:** You may not distribute, copy, make modifications to or create derivative works based on the SOFTWARE, except and only to the extent that such activity is expressly

## Customer Information

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permitted by applicable law notwithstanding this limitation or to the extent as may be permitted by the licensing terms governing use of any open source components included with the SOFTWARE.

- **Single EULA:** The end user documentation for the DEVICES and related systems and services may contain multiple EULAs, such as multiple translations and/or multiple media versions (e.g., in the user documentation and in the software). Even if you receive multiple EULAs, you are licensed to use only one (1) copy of the SOFTWARE.
- **SOFTWARE Transfer:** You may permanently transfer your rights under this EULA only as part of a sale or transfer of the DEVICES, provided you retain no copies, you transfer all of the SOFTWARE (including all component parts, the media and printed materials, any upgrades, and, if applicable, the Certificate(s) of Authenticity), and the recipient agrees to the terms of this EULA. If the SOFTWARE is an upgrade, any transfer must include all prior versions of the SOFTWARE.
- **Termination:** Without prejudice to any other rights, FORD MOTOR COMPANY may terminate this EULA if you fail to comply with the terms and conditions of this EULA.
- **Internet-Based Services Components:** The SOFTWARE may contain components that enable and facilitate the use of certain Internet-based services. You acknowledge and agree that FORD MOTOR COMPANY, third party software and service suppliers, its affiliates and/or its designated agent may automatically check the version of the SOFTWARE and/or its components that you are utilizing and may provide upgrades or supplements to the SOFTWARE that may be automatically downloaded to your DEVICES.
- **Additional Software/Services:** The SOFTWARE may permit FORD MOTOR COMPANY, third party software and service suppliers, its affiliates and/or its designated agent to provide or make available to you SOFTWARE updates, supplements, add-on components, or Internet-based services components of the SOFTWARE after the date you obtain your initial copy of the SOFTWARE ("Supplemental Components".) SOFTWARE updates may cause you to

incur additional charges from your wireless service provider. If FORD MOTOR COMPANY or third party software and services suppliers provide or make available to you Supplemental Components and no other EULA terms are provided along with the Supplemental Components, then the terms of this EULA shall apply. FORD MOTOR COMPANY, its affiliates and/or its designated agent reserve the right to discontinue without liability any Internet-based services provided to you or made available to you through the use of the SOFTWARE.

## Customer Information

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- **Links to Third Party Sites:** The SOFTWARE may provide you with the ability to link to third party sites. The third party sites are not under the control of FORD MOTOR COMPANY, its affiliates and/or its designated agent. Neither FORD MOTOR COMPANY nor its affiliates nor its designated agent are responsible for (i) the contents of any third party sites, any links contained in third party sites, or any changes or updates to third party sites, or (ii) webcasting or any other form of transmission received from any third party sites. If the SOFTWARE provides links to third party sites, those links are provided to you only as a convenience, and the inclusion of any link does not imply an endorsement of the third party site by FORD MOTOR COMPANY, its affiliates and/or its designated agent.
- **Obligation to Drive Responsibly:** You recognize your obligation to drive responsibly and keep attention on the road. You will read and abide with the DEVICES operating instructions particularly as they pertain to safety and you agree to assume any risk associated with the use of the DEVICES.

**UPGRADES AND RECOVERY MEDIA:** If the SOFTWARE is provided by FORD MOTOR COMPANY separate from the DEVICES on media such as a ROM chip, CD ROM disk(s) or via web download or other means, and is labeled "For Upgrade Purposes Only" or "For Recovery Purposes Only" you may install one (1) copy of such SOFTWARE onto the DEVICES as a replacement copy for the existing SOFTWARE, and use it in accordance with this EULA, including any additional EULA terms accompanying the upgrade SOFTWARE.

**INTELLECTUAL PROPERTY RIGHTS:** All title and intellectual property rights in and to the SOFTWARE (including but not limited to any images, photographs, animations, video, audio, music, text and "applets" incorporated into the SOFTWARE), the accompanying printed materials, and any copies of the SOFTWARE, are owned by FORD MOTOR COMPANY, or its affiliates or suppliers. The SOFTWARE is licensed, not sold. You may not copy the printed materials accompanying the SOFTWARE. All title and intellectual property rights in and to the content which may be accessed through use of the SOFTWARE is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants

you no rights to use such content outside its intended use. All rights not specifically granted under this EULA are reserved by FORD MOTOR COMPANY, its affiliates, and third party software and service providers and suppliers. Use of any on-line services which may be accessed through the SOFTWARE may be governed by the respective terms of use relating to such services. If this SOFTWARE contains documentation that is provided only in electronic form, you may print one copy of such electronic documentation.

**EXPORT RESTRICTIONS:** You acknowledge that the SOFTWARE is subject to U.S. and European Union export jurisdiction. You agree to comply with all applicable international and national laws that apply to the SOFTWARE, including the U.S. Export Administration Regulations, as well as end-user, end-use and destination restrictions issued by U.S. and other governments.

**TRADEMARKS:** This EULA does not grant you any rights in connection with any trademarks or service marks of FORD MOTOR COMPANY, its affiliates, and third party software and service providers.

## Customer Information

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**PRODUCT SUPPORT:** Please refer to FORD MOTOR COMPANY instructions provided in the documentation for the DEVICES product support, such as the vehicle owner guide.

Should you have any questions concerning this EULA, or if you desire to contact FORD MOTOR COMPANY for any other reason, please refer to the address provided in the documentation for the DEVICES.

**No Liability for Certain Damages:** EXCEPT AS PROHIBITED BY LAW, FORD MOTOR COMPANY, ANY THIRD PARTY SOFTWARE OR SERVICES SUPPLIERS, AND THEIR AFFILIATES SHALL HAVE NO LIABILITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE SOFTWARE. THIS LIMITATION SHALL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. THERE ARE NO WARRANTIES OTHER THAN THOSE THAT MAY BE EXPRESSLY PROVIDED FOR YOUR NEW VEHICLE.

### **SYNC® Automotive Important Safety Information Read and follow instructions:**

- Before using your SYNC® system, read and follow all instructions and safety information provided in this end user manual ("Owner Guide".) Not following precautions found in the Owner Guide can lead to an accident or other serious injuries.

#### General Operation

- **Voice Command Control:** Certain functions within the SYNC® system may be accomplished using voice commands. Using voice commands while driving helps you to operate the system without removing your hands from the wheel or eyes from the road.
- **Prolonged Views of Screen:** Do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention.

- **Volume Setting:** Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.
- **Navigation Features:** Any navigation features included in the system are intended to provide turn by turn instructions to get you to a desired destination. Please make certain all persons using this system carefully read and follow instructions and safety information fully.
- **Distraction Hazard:** Any navigation features may require manual (non-verbal) setup. Attempting to perform such set-up or insert data while driving can distract your attention and could cause an accident or other serious injury. Stop the vehicle in a safe and legal manner before attempting these operations.

## Customer Information

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- **Let Your Judgment Prevail:** Any navigation features are provided only as an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Any such feature is not a substitute for your personal judgment. Any route suggestions made by this system should never replace any local traffic regulations or your personal judgment or knowledge of safe driving practices.
- **Route Safety:** Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. The driver is ultimately responsible for the safe operation of the vehicle and therefore, must evaluate whether it is safe to follow the suggested directions.
- **Potential Map Inaccuracy:** Maps used by this system may be inaccurate because of changes in roads, traffic controls or driving conditions. Always use good judgment and common sense when following the suggested routes.
- **Emergency Services:** Do not rely on any navigation features included in the system to route you to emergency services. Ask local authorities or an emergency services operator for these locations. Not all emergency services such as police, fire stations, hospitals and clinics are likely to be contained in the map database for such navigation features.

## Customer Information

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Your Responsibilities and Assumptions of  
Risk

## Customer Information

- You agree to each of the following: (a) Any use of the SOFTWARE while driving an automobile or other vehicle in violation of applicable law or otherwise driving in an unsafe manner presents a significant risk of distracted driving and should not be attempted under any circumstances; (b) Use of the SOFTWARE at excessive volume poses a significant risk of hearing damage and should not be attempted under any circumstances; (c) The SOFTWARE may not be compatible with new or different versions of an operating system, third party software, or third party services, and the SOFTWARE may potentially cause a critical failure of an operating system, third party software, or third party service. (d) Any third party service accessed by or third party software used with the SOFTWARE (i) may charge an additional fee for access, (ii) may not work correctly, on an uninterrupted basis, or error free, (iii) may change streaming formats or discontinue operation, (iv) may contain adult, profane or offensive content; and (v) may contain inaccurate, false or misleading traffic, weather, financial or safety information or other content; and (e) Use of the SOFTWARE may cause you to incur additional charges

from your wireless service provider (WSP) and any data or minute calculators that may be included in the software program are for reference only, are not warranted in any way and should not be relied upon in anyway.

- When using the SOFTWARE, you agree to be responsible for and assume the entire risk to the items set forth in Section (a) – (e) above.

### Disclaimer of Warranty

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF THE DEVICES AND SOFTWARE IS AT YOUR SOLE RISK AND THAT THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, COMPATIBILITY, ACCURACY AND EFFORT IS WITH YOU. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SOFTWARE AND ANY THIRD PARTY SOFTWARE OR THIRD-PARTY SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE", WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND, AND FORD MOTOR COMPANY HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE SOFTWARE, THIRD PARTY SOFTWARE, AND THIRD-PARTY SERVICES, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT

NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR AN ARTICULAR PURPOSE, OF ACCURACY, OF QUIET ENJOYMENT, AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. FORD MOTOR COMPANY DOES NOT WARRANT (a) AGAINST INTERFERENCE WITH YOUR ENJOYMENT OF THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES, (b) THAT THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL MEET YOUR REQUIREMENTS, (c) THAT THE OPERATION OF THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, (d) OR THAT DEFECTS IN THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL BE CORRECTED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY FORD MOTOR COMPANY OR ITS AUTHORIZED REPRESENTATIVE SHALL CREATE A WARRANTY. SHOULD THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION. SOME JURISDICTIONS DO NOT ALLOW THE



## Customer Information

DISCLAIMER OF IMPLIED WARRANTIES OR LIMITATIONS ON APPLICABLE STATUTORY RIGHTS OF A CONSUMER, SO THE ABOVE DISCLAIMER MAY NOT FULLY APPLY TO YOU. THE SOLE WARRANTY PROVIDED BY FORD MOTOR COMPANY SHALL BE FOUND IN THE WARRANTY INFORMATION INCLUDING WITH YOUR OWNER GUIDE. TO THE EXTENT THAT THERE IS ANY CONFLICT BETWEEN THE TERMS OF THIS SECTION AND THE WARRANTY BOOKLET, THE WARRANTY BOOKLET SHALL CONTROL.

### Applicable Law, Venue, Jurisdiction

- The laws of the State of Michigan govern this EULA and Your use of the SOFTWARE. Your use of the SOFTWARE may also be subject to other local, state, national, or international laws. Any litigation arising out of or related to this EULA shall be brought and maintained exclusively in a court of the State of Michigan located in Wayne County or in the United States District Court for the Eastern District of Michigan. You hereby consent to submit to the personal

jurisdiction of a court in the State of Michigan located in Wayne County and the United States District Court for the Eastern District of Michigan for any dispute arising out of or relating to this EULA.

### Binding Arbitration and Class Action Waiver

**(a) Application.** This Section applies to any dispute EXCEPT IT DOES NOT INCLUDE A DISPUTE RELATING TO COPYRIGHT INFRINGEMENT, OR TO THE ENFORCEMENT OR VALIDITY OF YOUR, FORD MOTOR COMPANY, OR ANY OF FORD MOTOR COMPANY'S LICENSORS' INTELLECTUAL PROPERTY RIGHTS. Dispute means any dispute, action, or other controversy between You and FORD MOTOR COMPANY, other than the exceptions listed above, concerning the SOFTWARE (including its price) or this EULA, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

**(b) Notice of Dispute.** In the event of a Dispute, You or FORD MOTOR COMPANY must give the other a "Notice of Dispute", which is a written statement of the name, address, and contact information of the party giving it, the facts giving rise to the dispute, and the relief requested. You and FORD

MOTOR COMPANY will attempt to resolve any dispute through informal negotiation within 60 days from the date the Notice of Dispute is sent. After 60 days, You or FORD MOTOR COMPANY may commence arbitration.

**(c) Small claims court.** You may also litigate any dispute in small claims court in your county of residence or FORD MOTOR COMPANY'S principal place of business, if the dispute meets all requirements to be heard in the small claims court. You may litigate in small claims court whether or not You negotiated informally first.

**(d) Binding arbitration.** If You and FORD MOTOR COMPANY, do not resolve any dispute by informal negotiation or in small claims court, any other effort to resolve the dispute will be conducted exclusively by binding arbitration. You are giving up the right to litigate (or participate in as a party or class member) all disputes in court before a judge or jury. Instead, all disputes will be resolved before a neutral arbitrator, whose decision will be final except for a limited right of appeal under the Federal Arbitration Act. Any court with jurisdiction over the parties may enforce the arbitrator's award.

## Customer Information

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**(e) Class action waiver.** Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor FORD MOTOR COMPANY, will seek to have any dispute heard as a class action, as a private attorney general action, or in any other proceeding in which any party acts or proposes to act in a representative capacity. No arbitration or proceeding will be combined with another without the prior written consent of all parties to all affected arbitrations or proceedings.

**(f) Arbitration procedure.** Any arbitration will be conducted by the American Arbitration Association (the “AAA”), under its Commercial Arbitration Rules. If You are an individual and use the SOFTWARE for personal or vehicle use, or if the value of the dispute is \$75,000 or less whether or not You are an individual or how You use the SOFTWARE, the AAA Supplementary Procedures for Consumer-Related Disputes will also apply. To commence arbitration, submit a Commercial Arbitration Rules Demand for Arbitration form to the AAA. You may request a telephonic or in-person hearing by following the AAA rules. In a dispute involving \$10,000 or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. For more information, see [adr.org](http://adr.org) or

call 1-800-778-7879. You agree to commence arbitration only in your county of residence or FORD MOTOR COMPANY’S principal place of business. The arbitrator may award the same damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief only to you individually, and only to the extent required to satisfy your individual claim.

**(g) Arbitration fees and incentives.**

- I. Disputes involving \$75,000 or less. FORD MOTOR COMPANY will promptly reimburse your filing fees and pay the AAA’s and arbitrator’s fees and expenses. If you reject FORD MOTOR COMPANY’S last written settlement offer made before the arbitrator was appointed (“last written offer”), your dispute goes all the way to an arbitrator’s decision (called an “award”), and the arbitrator awards you more than the last written offer, FORD MOTOR COMPANY will give you three incentives: (1) pay the greater of the award or \$1,000; (2) pay twice your reasonable attorney’s fees, if any; and (3)

reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts.

- ii. Disputes involving more than \$75,000. The AAA rules will govern payment of filing fees and the AAA’s and arbitrator’s fees and expenses.
- iii. Disputes involving any amount. In any arbitration you commence, FORD MOTOR COMPANY will seek its AAA or arbitrator’s fees and expenses, or Your filing fees it reimbursed, only if the arbitrator finds the arbitration frivolous or brought for an improper purpose. In any arbitration FORD MOTOR COMPANY commences, it will pay all filing, AAA, and arbitrator’s fees and expenses. It will not seek its attorney’s fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.

## Customer Information

**(h) Claims or disputes must be filed within one year.** To the extent permitted by law, any claim or dispute under this EULA to which this Section applies must be filed within one year in small claims court (Section c) or in arbitration (Section d). The one-year period begins when the claim or dispute first could be filed. If such a claim or dispute is not filed within one year, it is permanently barred.

**(i) Severability.** If the class action waiver (Section e) is found to be illegal or unenforceable as to all or some parts of a dispute, then that portion of Section e will not apply to those parts. Instead, those parts will be severed and proceed in a court of law, with the remaining parts proceeding in arbitration. If any other provision of that portion Section e is found to be illegal or unenforceable, that provision will be severed with the remainder of Section e remaining in full force and effect.

### **Telenav Software End User License Agreement**

Please read these terms and conditions carefully before you use the TeleNav Software. Your use of the TeleNav Software indicates that you accept these terms and conditions. If you do not accept these terms and conditions, do not break the seal of the package, launch, or otherwise use the

TeleNav Software. TeleNav may revise this Agreement and the privacy policy at any time, with or without notice to you. You agree to visit <http://www.telenav.com> from time to time to review the then current version of this Agreement and of the privacy policy.

### **1. Safe and Lawful Use**

You acknowledge that devoting attention to the TeleNav Software may pose a risk of injury or death to you and others in situations that otherwise require your undivided attention, and you therefore agree to comply with the following when using the TeleNav Software:

(a) observe all traffic laws and otherwise drive safely;

(b) use your own personal judgment while driving. If you feel that a route suggested by the TeleNav Software instructs you to perform an unsafe or illegal maneuver, places you in an unsafe situation, or directs you into an area that you consider to be unsafe, do not follow such instructions;

(c) do not input destinations, or otherwise manipulate the TeleNav Software, unless your vehicle is stationary and parked;

(d) do not use the TeleNav Software for any illegal, unauthorized, unintended, unsafe, hazardous, or unlawful purposes, or in any manner inconsistent with this Agreement;

(e) arrange all GPS and wireless devices and cables necessary for use of the TeleNav Software in a secure manner in your vehicle so that they will not interfere with your driving and will not prevent the operation of any safety device (such as an airbag).

You agree to indemnify and hold TeleNav harmless against all claims resulting from any dangerous or otherwise inappropriate use of the TeleNav Software in any moving vehicle, including as a result of your failure to comply with the directions above.

### **2. Account Information**

You agree: (a) when registering the TeleNav Software, to provide TeleNav with true, accurate, current, and complete information about yourself, and (b) to inform TeleNav promptly of any changes to such information, and to keep it true, accurate, current and complete.

## Customer Information

### 3. Software License

- Subject to your compliance with the terms of this Agreement, TeleNav hereby grants to you a personal, non-exclusive, non-transferable license (except as expressly permitted below in connection with your permanent transfer of the TeleNav Software license), without the right to sublicense, to use the TeleNav Software (in object code form only) in order to access and use the TeleNav Software. This license shall terminate upon any termination or expiration of this Agreement. You agree that you will use the TeleNav Software only for your personal business or leisure purposes, and not to provide commercial navigation services to other parties.

#### 3.1 License Limitations

- **(a)** reverse engineer, decompile, disassemble, translate, modify, alter or otherwise change the TeleNav Software or any part thereof; **(b)** attempt to derive the source code, audio library or structure of the TeleNav Software without the prior express written consent of TeleNav; **(c)** remove from the TeleNav Software, or alter, any of TeleNav's or its suppliers' trademarks, trade names, logos, patent or copyright notices, or other notices or

markings; **(d)** distribute, sublicense or otherwise transfer the TeleNav Software to others, except as part of your permanent transfer of the TeleNav Software; or **(e)** use the TeleNav Software in any manner that

i. infringes the intellectual property or proprietary rights, rights of publicity or privacy or other rights of any party,

ii. violates any law, statute, ordinance or regulation, including but not limited to laws and regulations related to spamming, privacy, consumer and child protection, obscenity or defamation, or

iii. is harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, libelous, or otherwise objectionable; and (f) lease, rent out, or otherwise permit unauthorized access by third parties to the TeleNav Software without advanced written permission of TeleNav.

### 4. Disclaimers

- To the fullest extent permissible pursuant to applicable law, in no event will TeleNav, its licensors and suppliers, or agents or employees of any of the foregoing, be liable for any decision made or action taken by you or anyone else in reliance on the information provided by

the TeleNav Software. TeleNav also does not warrant the accuracy of the map or other data used for the TeleNav Software. Such data may not always reflect reality due to, among other things, road closures, construction, weather, new roads and other changing conditions. You are responsible for the entire risk arising out of your use of the TeleNav Software. For example but without limitation, you agree not to rely on the TeleNav Software for critical navigation in areas where the well-being or survival of you or others is

## Customer Information

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dependent on the accuracy of navigation, as the maps or functionality of the TeleNav Software are not intended to support such high risk applications, especially in more remote geographical areas.

- TELENAV EXPRESSLY DISCLAIMS AND EXCLUDES ALL WARRANTIES IN CONNECTION WITH THE TELENAV SOFTWARE, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES WHICH MAY ARISE FROM COURSE OF DEALING, CUSTOM OR TRADE AND INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS WITH RESPECT TO THE TELENAV SOFTWARE.
- Certain jurisdictions do not permit the disclaimer of certain warranties, so this limitation may not apply to you.

### **5. Limitation of Liability**

- TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL TELENAV OR ITS LICENSORS AND SUPPLIERS BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL,

CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING IN EACH CASE, BUT NOT LIMITED TO, DAMAGES FOR THE INABILITY TO USE THE EQUIPMENT OR ACCESS DATA, LOSS OF DATA, LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION OR THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE THE TELENAV SOFTWARE, EVEN IF TELENAV HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF TELENAV AND OF ALL OF TELENAV'S SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE TELENAV SOFTWARE. SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

### **6. Arbitration and Governing Law**

- You agree that any dispute, claim or controversy arising out of or relating to this Agreement or the TeleNav Software shall be settled by independent arbitration involving a neutral arbitrator and administered by the American Arbitration Association in the County of Santa Clara, California. The arbitrator shall apply the Commercial Arbitration Rules of the American Arbitration Association, and the judgment upon the award rendered by the arbitrator may be entered by any court having jurisdiction. Note that there is no judge or jury in an arbitration proceeding and the decision of the arbitrator shall be binding upon both parties. You expressly agree to waive your right to a jury trial. This Agreement and performance hereunder will be governed by and construed in accordance with the laws of the State of California, without giving effect to its conflict of law provisions. To the extent judicial action is necessary in connection with the binding arbitration, both TeleNav and you

## Customer Information

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agree to submit to the exclusive jurisdiction of the courts of the County of Santa Clara, California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply.

### **7. Assignment**

- You may not resell, assign, or transfer this Agreement or any of your rights or obligations, except in totality, in connection with your permanent transfer of the TeleNav Software, and expressly conditioned upon the new user of the TeleNav Software agreeing to be bound by the terms and conditions of this Agreement. Any such sale, assignment or transfer that is not expressly permitted under this paragraph will result in immediate termination of this Agreement, without liability to TeleNav, in which case you and all other parties shall immediately cease all use of the TeleNav Software. Notwithstanding the foregoing, TeleNav may assign this Agreement to any other party at any time without notice, provided the assignee remains bound by this Agreement.

### **8. Miscellaneous**

#### **8.1**

This Agreement constitutes the entire agreement between TeleNav and you with respect to the subject matter hereof.

#### **8.2**

Except for the limited licenses expressly granted in this Agreement, TeleNav retains all right, title and interest in and to the TeleNav Software, including without limitation all related intellectual property rights. No licenses or other rights which are not expressly granted in this Agreement are intended to, or shall be, granted or conferred by implication, statute, inducement, estoppel or otherwise, and TeleNav and its suppliers and licensors hereby reserve all of their respective rights other than the licenses explicitly granted in this Agreement.

#### **8.3**

By using the TeleNav Software, you consent to receive from TeleNav all communications, including notices, agreements, legally required disclosures or other information in connection with the TeleNav Software (collectively, "Notices") electronically. TeleNav may provide such Notices by posting

them on TeleNav's Website or by downloading such Notices to your wireless device. If you desire to withdraw your consent to receive Notices electronically, you must discontinue your use of the TeleNav Software.

#### **8.4**

TeleNav's or your failure to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

#### **8.5**

If any provision herein is held unenforceable, then such provision will be modified to reflect the intention of the parties, and the remaining provisions of this Agreement will remain in full force and effect.

## Customer Information

### 8.6

The headings in this Agreement are for convenience of reference only, will not be deemed to be a part of this Agreement, and will not be referred to in connection with the construction or interpretation of this Agreement. As used in this Agreement, the words "include" and "including" and variations thereof, will not be deemed to be terms of limitation, but rather will be deemed to be followed by the words "without limitation".

### 9. Other Vendors Terms and Conditions

- The Telenav Software utilizes map and other data licensed to Telenav by third party vendors for the benefit of you and other end users. This Agreement includes end-user terms applicable to these companies (included at the end of this Agreement), and thus your use of the Telenav Software is also subject to such terms. You agree to comply with the following additional terms and conditions, which are applicable to Telenav's third party vendor licensors.

### 9.1 End User Terms Required by HERE North America, LLC

The data ("Data") is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and Telenav ("Telenav") and its licensors (including their licensors and suppliers) on the other hand.

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The Data for Mexico includes certain data from Instituto Nacional de Estadística y Geografía.

### 9.2 End User Terms Required by NAV2 (Shanghai) Co., Ltd

The data ("Data") is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and NAV2 (Shanghai) Co., Ltd ("NAV2") and its licensors (including their licensors and suppliers) on the other hand. 20xx. All rights reserved

### Terms and Conditions

**Permitted Use.** You agree to use this Data together with the Telenav Software solely for the internal business and personal purposes for which you were licensed, and not for service bureau, time-sharing or other similar purposes. Accordingly, but subject to the restrictions set forth in the following paragraphs, you agree not to otherwise reproduce, copy, modify, decompile, disassemble, create any derivative works of, or reverse engineer any portion of this Data, and may not transfer or distribute it in any form, for any purpose, except to the extent permitted by mandatory laws.

## Customer Information

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**Restrictions.** Except where you have been specifically licensed to do so by Telenav, and without limiting the preceding paragraph, you may not use this Data (a) with any products, systems, or applications installed or otherwise connected to or in communication with vehicles, capable of vehicle navigation, positioning, dispatch, real time route guidance, fleet management or similar applications; or (b) with or in communication with any positioning devices or any mobile or wireless-connected electronic or computer devices, including without limitation cellular phones, palmtop and handheld computers, pagers, and personal digital assistants or PDAs.

**Warning.** The Data may contain inaccurate or incomplete information due to the passage of time, changing circumstances, sources used and the nature of collecting comprehensive geographic data, any of which may lead to incorrect results.

**No Warranty.** This Data is provided to you “as is,” and you agree to use it at your own risk. Telenav and its licensors (and their licensors and suppliers) make no guarantees, representations or warranties of any kind, express or implied, arising by law or otherwise, including but not limited to,

content, quality, accuracy, completeness, effectiveness, reliability, fitness for a particular purpose, usefulness, use or results to be obtained from this Data, or that the Data or server will be uninterrupted or error-free.

**Disclaimer of Warranty:** TELENAV AND ITS LICENSORS (INCLUDING THEIR LICENSORS AND SUPPLIERS) DISCLAIM ANY WARRANTIES, EXPRESS OR IMPLIED, OF QUALITY, PERFORMANCE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. Some States, Territories and Countries do not allow certain warranty exclusions, so to that extent the above exclusion may not apply to you.

**Disclaimer of Liability:** TELENAV AND ITS LICENSORS (INCLUDING THEIR LICENSORS AND SUPPLIERS) SHALL NOT BE LIABLE TO YOU: IN RESPECT OF ANY CLAIM, DEMAND OR ACTION, IRRESPECTIVE OF THE NATURE OF THE CAUSE OF THE CLAIM, DEMAND OR ACTION ALLEGING ANY LOSS, INJURY OR DAMAGES, DIRECT OR INDIRECT, WHICH MAY RESULT FROM THE USE OR POSSESSION OF THE INFORMATION; OR FOR ANY LOSS OF PROFIT, REVENUE, CONTRACTS OR SAVINGS, OR ANY OTHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING

OUT OF YOUR USE OF OR INABILITY TO USE THIS INFORMATION, ANY DEFECT IN THE INFORMATION, OR THE BREACH OF THESE TERMS OR CONDITIONS, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, EVEN IF TELENAV OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some States, Territories and Countries do not allow certain liability exclusions or damages limitations, so to that extent the above may not apply to you.

**Export Control.** You shall not export from anywhere any part of the Data or any direct product thereof except in compliance with, and with all licenses and approvals required under, applicable export laws, rules and regulations, including but not limited to the laws, rules and regulations administered by the Office of Foreign Assets Control of the U.S. Department of Commerce and the Bureau of Industry and Security of the U.S. Department of Commerce. To the extent that any such export laws, rules or regulations prohibit HERE from complying with any of its obligations hereunder to deliver or distribute Data, such failure shall be excused and shall not constitute a breach of this Agreement.



# Customer Information

**Entire Agreement.** These terms and conditions constitute the entire agreement between Telenav (and its licensors, including their licensors and suppliers) and you pertaining to the subject matter hereof, and supersedes in their entirety any and all written or oral agreements previously existing between us with respect to such subject matter.

**Governing Law.** The above terms and conditions shall be governed by the laws of the State of Illinois [insert “Netherlands” where European HERE Data is used], without giving effect to (i) its conflict of laws provisions, or (ii) the United Nations Convention for Contracts for the International Sale of Goods, which is explicitly excluded. You agree to submit to the jurisdiction of the State of Illinois [insert “The Netherlands” where European HERE Data is used] for any and all disputes, claims and actions arising from or in connection with the Data provided to you hereunder.

**Government End Users.** If the Data is being acquired by or on behalf of the United States government or any other entity seeking or applying rights similar to those customarily claimed by the United States government, this Data is a “commercial item” as that term is defined at 48 C.F.R. (“FAR”) 2.101, is

licensed in accordance with these End-User Terms, and each copy of Data delivered or otherwise furnished shall be marked and embedded as appropriate with the following “Notice of Use,” and shall be treated in accordance with such Notice:

| NOTICE OF USE   |
|---|
| CONTRACTOR (MANUFACTURER/<br>SUPPLIER) NAME: HERE   |
| CONTRACTOR (MANUFACTURER/<br>SUPPLIER) ADDRESS: c/o Nokia, 425 West<br>Randolph Street, Chicago, Illinois 60606                             |
| This Data is a commercial item as defined<br>in FAR 2.101 and is subject to these End-<br>User Terms under which this Data was<br>provided. |
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If the Contracting Officer, federal government agency, or any federal official refuses to use the legend provided herein, the Contracting Officer, federal government agency, or any federal official must notify HERE prior to seeking additional or alternative rights in the Data.

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A. United States Data. The End-User Terms for any Application containing Data for the United States shall contain the following notices:

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1. Disclaimer and Limitation: Client agrees that its use of the Third Party Data is subject to the following provisions:

a. Disclaimer: The Third Party Data is licensed on an “as is” basis. The licensors of such data, including Her Majesty, Canada Post and NRCan, make no guarantees, representations or warranties respecting such data, either express or implied, arising by law or otherwise, including but not limited to, effectiveness, completeness, accuracy or fitness for a particular purpose.

b. Limitation on Liability: The Third Party Data licensors, including Her Majesty, Canada Post and NRCan, shall not be liable: (i) in respect of any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action alleging any loss, injury or damages, direct or indirect, which may result from the use or possession of such Data; or (ii) in any way for loss of revenues or contracts, or any other consequential loss of any kind resulting from any defect in the Data.

2. Copyright Notice: In connection with each copy of all or any portion of the Data for the Territory of Canada, Client shall affix in a conspicuous manner the following copyright notice on at least one of: (i) the label for the storage media of the copy; (ii) the packaging for the copy; or (iii) other materials packaged with the copy, such as user manuals or end user license agreements: “This data includes information taken with permission from

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3. End-User Terms: Except as otherwise agreed by the parties, in connection with the provision of any portion of the Data for the Territory of Canada to End-Users as may be authorized under the Agreement, Client shall provide such End-Users, in a reasonably conspicuous manner, with terms (set forth with other end user terms required to be provided under the Agreement, or as otherwise may be provided, by Client) which shall include the following provisions on behalf of the Third Party Data licensors, including Her Majesty, Canada Post and NRCan:

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the cause of the claim, demand or action, alleging loss, costs, expenses, damages or injuries (including injuries resulting in death) arising out of the use or possession of the data or the Data.

4. Additional Provisions: The terms contained in this Section are in addition to all of the rights and obligations of the parties under the Agreement. To the extent that any of the provisions of this Section are inconsistent with, or conflict with, any other provisions of the Agreement, the provisions of this Section shall prevail.

II. Mexico. The following provision applies to the Data for Mexico, which includes certain data from the Instituto Nacional de Estadística y Geografía (“INEGI”):

A. Any and all copies of the Data and/or packaging containing Data for Mexico shall contain the following notice: “Fuente: INEGI (Instituto Nacional de Estadística y Geografía)”

## III. Latin America Territory

A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

| Territory | Notice   |
|-----------|--|
| Argentina | IGN “INSTITUTO GEOGRAFICO NACIONAL ARGENTINO”  |
| Ecuador   | “INSTITUTO GEOGRAFICO MILITAR DEL ECUADOR AUTORIZACION N° IGM-2011-01- PCO-01 DEL 25 DE ENERO DE 2011” |

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Guade-  
loupe,  
French  
Guiana  
and  
Marti-  
nique  
Mexico

“Fuente: INEGI (Instituto Nacional de Estadística y Geografía)”

## IV. Middle East Territory

A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

| Country | Notice   |
|---------|--|
| Jordan  | “© Royal Jordanian Geographic Centre”. The foregoing notice requirement for Jordan Data is a material term of the Agreement. If Client or any of its permitted sublicensees (if any) fail to meet such requirement, HERE shall have the right to terminate Client’s license with respect to the Jordan Data. |

B. Jordan Data. Client and its permitted sublicensees (if any) are restricted from licensing and/or otherwise distributing HERE’s database for the country of Jordan (“Jordan Data”) for use in Enterprise Applications to (i) non-Jordanian entities for use of the Jordan Data solely in Jordan or (ii) Jordan-based customers. In addition, Client, its permitted sublicensees (if any) and End-Users are restricted from using the Jordan Data in Enterprise Applications if such party is (i) a non-Jordanian entity using the Jordan Data solely in Jordan or (ii) a Jordan-based customer. For purposes of the foregoing, “Enterprise Applications”

shall mean Geomarketing applications, GIS applications, mobile business asset management applications, call center applications, telematics applications, public organization Internet applications or for providing geocoding services.

## V. Europe Territory

### A. Use of Certain Traffic Codes in Europe

1. General Restrictions Applicable to Traffic Codes. Client acknowledges and agrees that in certain countries of the Europe Territory, Client will need to obtain rights directly from third party RDS-TMC code providers to receive and use the Traffic Codes in the Data and to deliver to End-Users Transactions in any way derived from or based on such Traffic Codes. For such countries, HERE shall deliver the Data incorporating Traffic Codes to Client only after receiving certification from Client of its having obtained such rights.

# Customer Information

2. Display of Third Party Rights Legends for Belgium. Client shall, for each Trans-action that uses Traffic Codes for Belgium, provide the following notice to the End-User: "Traffic Codes for Belgium are provided by the Ministerie van de Vlaamse Gemeenschap and the Ministère de l'Équipement et des Trans-ports."

B. Paper Maps. With respect to any license granted to Client relating to making, selling or distributing paper maps (i.e., a map fixed on a paper or paper-like medium): (a) such license with respect to Data for the Territory of Great Britain is conditioned on Client's entering into and complying with a separate written agreement with the Ordnance Survey ("OS") to create and sell paper maps, Client's paying to the OS any and all applicable paper map royalties, and Client's complying with the OS copy-right notice requirements; (b) such license for selling or otherwise distributing for charge with respect to Data for the Territory of Czech Republic is conditioned on Client's obtaining prior written consent from Kartografie a.s.; (c) such license for selling or distributing with respect to Data for the Territory of Switzerland is condi-tioned on Client's obtaining a permit from

Bundesamt für Landestopografie of Switzerland; (d) Client is restricted from using Data for the Territory of France to create paper maps with a scale between 1:5,000 and 1:250,000; and (e) Client is restricted from using any Data to create, sell or distribute paper maps that are the same or substantially similar, in terms of data content and specific use of color, symbols and scale, to paper maps published by the European national mapping agencies, including without limitation, Landervermessungämter of Germany, Topografische Dienst of the Netherlands, Nationaal Geografisch Instituut of Belgium, Bundesamt für Landestopografie of Switzerland, Bundesamt für Eich-und Vermessungswesen of Austria, and the National Land Survey of Sweden.

C. OS Enforcement. Without limiting Section IV(B) above, with respect to Data for the Territory of Great Britain, Client acknowledges and agrees that the Ordnance Survey ("OS") may bring a direct action against Client to enforce compli-ance with the OS copyright notice (see Section IV(D) below) and paper map requirements (see Section IV(B) above) contained in this Agreement.

D. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

| Country(ies) Notice   |   |
|---|---|
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| Croatia<br>Cyprus,<br>Estonia,<br>Latvia,<br>Lithuania,<br>Moldova,<br>Poland,<br>Slovenia<br>and/or<br>Ukraine | "© EuroGeographics"   |
| France  | "source: © IGN 2009 – BD TOPO ®"  |
| Germany   | "Die Grundlagendaten wurden mit Genehmigung der zuständigen Behörden entnommen" |

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Contains Royal Mail data © Royal Mail copyright and database right 2010”

Greece “Copyright Geomatics Ltd.”

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Norway “Copyright © 2000; Norwegian Mapping Authority”

Portugal “Source: IgeoE – Portugal”

Spain “Información geográfica propiedad del CNIG”

Sweden “Based upon electronic data © National Land Survey Sweden.”

Switzerland “Topografische Grundlage: © Bundesamt für Landestopographie.

E. Respective Country Distribution. Client acknowledges that HERE has not received approvals to distribute map data for the following countries in such respective countries: Albania, Belarus, Kyrgyzstan, Moldova and Uzbekistan. HERE may update such list from time to time. The license rights granted to Client under this TL with respect to the Data for such countries are contingent upon Client’s compliance with all applicable laws and regulations, including, without limitation, any required licenses or approvals to distribute the Application incorporating such Data in such respective countries.

### VI. Australia Territory

A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

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Product incorporates data which is © 20XX Telstra Corporation Limited, GM Holden Limited, Intelmatics Australia Pty Ltd and Continental Pty Ltd.

B. Third Party Notices for Australia. In addition to the foregoing, the End-User Terms for any Application containing RDS-TMC Traffic Codes for Australia shall contain the following notice: “Product incorporates traffic location codes which is © 20XX Telstra Corporation Limited and its licensors.”

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UNDERLYING CARRIER; OR (D) DAMAGE OR INJURY CAUSED BY A FAILURE OR DELAY IN CONNECTING A CALL TO ANY ENTITY, INCLUDING 911 OR ANY OTHER EMERGENCY SERVICE, TO THE FULL EXTENT ALLOWED BY LAW, THE END USER RELEASES, INDEMNIFIES AND HOLDS THE UNDERLYING CARRIER HARMLESS FROM AND AGAINST ANY AND ALL CLAIMS OF ANY PERSON OR ENTITY FOR DAMAGES OF ANY NATURE ARISING IN ANY WAY FROM OR RELATING TO, DIRECTLY OR INDIRECTLY, SERVICES PROVIDED BY THE UNDERLYING CARRIER OR ANY PERSON'S USE THEREOF, INCLUDING CLAIMS ARISING IN WHOLE OR IN PART FROM THE ALLEGED NEGLIGENCE OF THE UNDERLYING CARRIER.

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#### *Personal Use Only*

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#### *Limited Warranty*

NAV2 warrants that (a) the Data will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, and (b) any support services provided by NAV2 shall be substantially as described in applicable written materials provided to you by NAV2, and NAV2's support engineers will make commercially reasonable efforts to solve any problem issues.

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NAV2 and its suppliers' entire liability and your exclusive remedy shall be, at NAV2's sole discretion, either (a) return of the price paid, if any, or (b) repair or replacement of the Data that do not meet NAV2's Limited Warranty and that are returned to NAV2 with a copy of your receipt. This Limited Warranty is void if failure of the Data has resulted from accident, abuse, or misapplication. Any replacement Data will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Neither these remedies nor any product support services offered by NAV2 are available without proof of purchase from an authorized international source.



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### **Export Control**

You agree not to export to anywhere any part of the Data provided to you or any direct product thereof except in compliance with, and with all licenses and approvals required under, applicable export laws, rules and regulations.

### **IP Protection**

The Data are owned by NAV2 or its suppliers and are protected by applicable copyright and other intellectual property law and treaties. The Data are provided solely on the basis of a license to use, not sale.

### **Entire Agreement**

These terms and conditions constitute the entire agreement between NAV2 (and its licensors, including their licensors and suppliers) and you pertaining to the subject matter hereof, and supersedes in their entirety any and all written or oral agreements previously existing between us with respect to such subject matter.

### **Governing Law.**

The above terms and conditions shall be governed by the laws of the People's Republic of China, without giving effect to (i) its conflict of laws provisions, or (ii) the United Nations Convention for Contracts for the International Sale of Goods, which is explicitly excluded. Any dispute arising from or in connection with the Data provided to you hereunder shall be submitted to the Shanghai International Economic and Trade Arbitration Commission for arbitration.

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## Taiwan Territory

According to the "Technical Specifications for Low Power Radio Frequency Equipment" formulated by the National Communications and Communication Committee of the Executive Yuan: 3.8.2. For the low-power radio frequency equipment that has obtained the verification certificate, the company, firm or user shall not change the frequency, increase the power or change the characteristics and functions of the original design without authorization.

The use of low-power radio frequency equipment must not affect flight safety and interfere with legal communications: when the system detects interference, immediately stop using it until there is no interference.

The aforementioned legal communication refers to the wireless communication operated in accordance with the provisions of the Telecommunications Management Law. Low-power radio frequency equipment needs to endure the interference of legal communication or industrial, scientific and medical radio wave radiation electrical equipment.

## SUNA TRAFFIC CHANNEL – TERMS AND CONDITIONS

By activating, using and/or accessing the SUNA Traffic Channel, SUNA Predictive or other content or material provided by Intelmatics (together, **SUNA Products and/or Services**), you must accept certain terms and conditions. The following is a brief summary of the terms and conditions that apply to you. To view the full terms and conditions relevant to your use of the SUNA Products and/or Services, please consult:

| Website  |
|--|
| <a href="http://www.sunattraffic.com.au/termsandconditions/">www.sunattraffic.com.au/termsandconditions/</a> |

### 1. Acceptance

By using SUNA Products and/or Services, you will be deemed to have accepted and agreed to be bound by the terms and conditions fully detailed at:

| Website  |
|--|
| <a href="http://www.sunattraffic.com.au/termsandconditions/">www.sunattraffic.com.au/termsandconditions/</a> |

### 2. Intellectual Property

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SUNA Products and/or Services are for your personal use. You may not record, or retransmit the content, nor use the content in association with any other traffic information or route guidance service or device not approved by Intelematics. You obtain no right of ownership in any Intellectual Property Rights (including copyright) in the data that is used to provide SUNA Products and/or Services.

### 3. Appropriate Use

SUNA Products and/or Services are intended as an aid to personal motoring and travel planning, and do not provide comprehensive or accurate information on all occasions. On occasions, you may experience additional delay as a result of using SUNA Products and/or Services. You acknowledge that it is not intended, or suitable, for use in applications where time of arrival or driving directions may impact the safety of the public or yourself.

### 4. Use of SUNA Products and Services while driving

You, and other authorized drivers of the vehicle in which SUNA Products and/or Services are available or installed and active, remain at all times responsible for observing all relevant laws and codes of safe driving. In particular, you agree to only actively operate SUNA Products and/or Services when the Vehicle is at a complete stop and it is safe to do so.

### 5. Service Continuity and Reception of the SUNA Traffic Channel

We will use reasonable endeavors to provide the SUNA Traffic Channel 24 hours a day, 365 days a year. The SUNA Traffic Channel may occasionally be unavailable for technical reasons or for planned maintenance. We will try to perform maintenance at times when congestion is light. We reserve the right to withdraw SUNA Products and/or Services at any time.

Also, we cannot assure the uninterrupted reception of the SUNA Traffic Channel RDS-TMC signal at any particular location.

### 6. Limitation of Liability

Neither Intelematics (nor its suppliers or the manufacturer of your device (the “**Suppliers**”)) shall be liable to you or to any third party for any damages either direct, indirect, incidental, consequential or otherwise arising out of the use of or inability to use SUNA Products and/or Services even if Intelematics or a Supplier has been advised of the possibility of such damages. You also acknowledge that neither Intelematics nor any Supplier guarantees nor make any warranties that relate to the availability, accuracy or completeness of SUNA Products and/or Services, and to the extent which it is lawful to do so, both Intelematics and each Supplier excludes any warranties which might otherwise be implied by any State or Federal legislation in relation to SUNA Products and/or Services.

### 7. Please Note

Great care has been taken in preparing this manual. Constant product development may mean that some information is not entirely up-to-date. The information in this document is subject to change without notice.

## Appendices

### ELECTROMAGNETIC COMPATIBILITY



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



**WARNING:** Do not fasten antenna cables to vehicle wiring, fuel pipes and brake pipes.



**WARNING:** Keep antenna and power cables at least 10 cm (4 in) from any electronic modules and airbags.

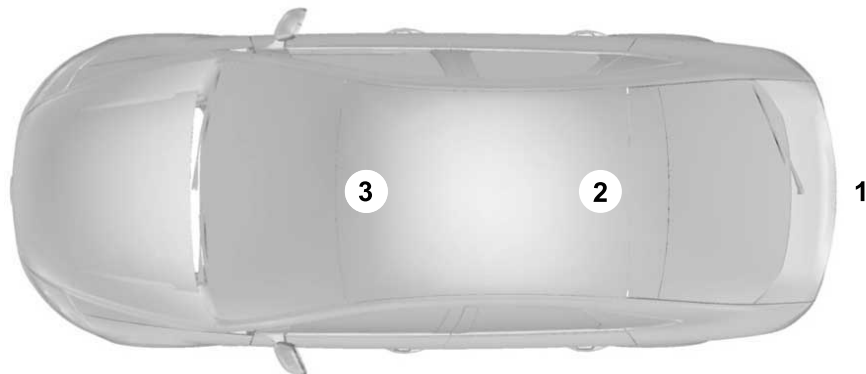
**Note:** We test and certify your vehicle to meet electromagnetic compatibility legislation. It is your responsibility to make sure that any equipment an authorized dealer installs on your vehicle complies with applicable local legislation and other requirements. Installation of some aftermarket electronic devices could degrade the performance of vehicle functions, which use radio frequency signals such as broadcast radio receiver, tire pressure monitoring system, push button start, **Bluetooth**® connectivity or satellite navigation.

**Note:** Any radio frequency transmitter equipment in your vehicle (such as cellular telephones and amateur radio transmitters) must keep to the parameters in the following illustrations and table. We do not provide any other special provisions or conditions for installations or use.

## Appendices

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### Car/SUV



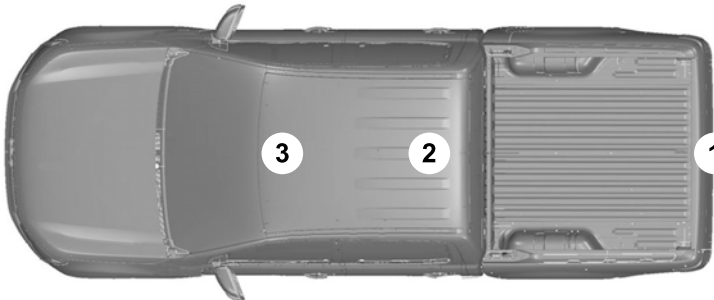
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# Appendices

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