

Ford Motor Company
Customer Relationship Center

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fordowner.com

Ford of Canada's
Customer Relationship Centre

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ford.ca

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

learn more about
your C-MAX Energi

To put QR tags to work for you, use your mobile phone's browser or app store link to download a QR tag reader. Scan the QR tag and see your vehicle's features come to life through animation and video.

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.



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fuel tips

MAXIMIZE YOUR FUEL ECONOMY

Get the Best Fuel Economy When You Utilize These Few Tips

1. Use smooth acceleration and braking.

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

2. Carry the bare essentials.

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

3. Seasonal fuel makes a difference.

Winter fuel contains slightly less energy than

summer fuel, so the fuel blend you fill up with can impact your efficiency.

4. Idling burns fuel, too.

You can burn up to half a gallon (1.9 liters) of fuel per hour while idling. Minimize your morning warm-ups and parking lot waits, and get the most from your fill-ups.

5. Avoid extreme temperatures.

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

6. Use fewer accessories.

Heated seats, the rear defroster, the air conditioner

and other power features draw electrical energy. When you operate your accessories, you may notice that the gasoline engine needs to start. Check out your "Accessory Power" screen in your SmartGauge to see how much electricity is being used to power your vehicle's accessories.

7. Check your tires.

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

C-MAX Energi smart start



SMARTGAUGE® WITH ECOGUIDE

Delivers specific information about various systems on your vehicle using menus that build on previous data. Use your left, 5-way steering controls to scroll through your menu choices:

Vehicle

Range: indicates the estimated distance the vehicle will travel with the energy currently on-board. The total range equals the range available in Hybrid Mode fueled by gasoline, plus the electric range available in Plug-in Power Mode. Changes in driving pattern and climate control use may cause the values to vary.

Inform: provides average fuel economy, fuel levels and battery status.

Enlighten: adds power demand and instant fuel economy.

Engage: adds gas/electric power-split information.

Empower: adds an engine on/off threshold to the power demand gauge from Enlighten. See how much power you request by how far you press the accelerator pedal.

MyView: lets you customize your menu options, allowing you to select key information into one, combined screen.

EcoGuide: displays leaf graphics within the right-hand cluster, showing you when you're driving efficiently. More leaves equals better driving habits!

Energy Use: provides an instantaneous energy use gauge that coaches you to achieve your electric range estimate when you are operating in EV Now mode.

fuel tips 2

C-MAX Energi smart start 3-4

unique C-MAX Energi features 5

instrument panel 6-7

SYNC with MyFord Touch 8-12

driver aids 13

convenience 14

C-MAX Energi power management 15

comfort 16

function 17

essential information 18-19

C-MAX Energi smart start (continued)

PLUG-IN POWER

- » C-MAX Energi comes equipped with a 120-volt convenience cord, located in the floor compartment behind the driver's seat. This cord allows you to charge the battery using a standard, 120-volt, grounded, three-pronged household outlet. See your *Owner's Manual* for more details.
- » For faster charge times, the available 240-volt charging station provides a full charge in approximately 2.5 hours. See your *Dealer* for more information.

CHARGE PORT DOOR/LIGHT RING

The charge port is located between the front left-side door and wheel well. To open, use your thumb to press in and release the indentation on the charge port door. To close, use your thumb to press and hold the indentation until the door rotates and closes.



TO CHARGE C-MAX ENERGI

1. Put your vehicle in **P** (Park) and turn the ignition off.
2. Open the charge port door.
3. Plug the charging coupler into the vehicle's charge port, making sure the button clicks to latch into the port. Plug the three-prong electrical plug into a standard, 120-volt outlet.
4. The charge port/light ring will flash twice, and then pulse slowly when charging.

5. When charging is complete, the light ring will turn off. Press the coupler button and remove it from the vehicle's charge port.

CHOOSE YOUR C-MAX ENERGI MODE

Your vehicle contains driver-selectable Electric Vehicle (EV) modes controlled through the EV button on the center of the instrument panel, below the climate controls.

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



- » **Auto EV:** automatically selects high-voltage battery power during the drive, staying in electric mode when possible and running the engine when needed. This mode will be the only one available if the plug-in power has been depleted.
- » **EV Now:** puts your vehicle into an all-electric power experience, after the vehicle has been charged by plug-in power.
- » **EV Later:** provides gasoline-hybrid driving power, and saves most of the high-voltage battery plug-in power for future use when the driver is ready to switch later to **Auto EV** or **EV Now** modes.

To make the most of your C-MAX Energi and the electric vehicle lifestyle, please visit PlugintoFord.com.

unique C-MAX Energi features

THE BRAKE COACH



Appears after the vehicle has come to a stop. It coaches you to brake in a manner which maximizes the amount of energy returned through the regenerative braking system. The percentage displayed indicates the regenerative braking efficiency.

EV+ MODE



Recognizes your frequent destinations and allows for more EV driving. The EV indicator displays **EV+** when this mode is active. You should see this approximately 1/8 mile (200 meters) from a frequent destination. Frequent destinations are learned by your vehicle after two to four weeks of use.



ECO CRUISE CONTROL

Saves vehicle energy by slowing down acceleration compared to standard cruise control. Your vehicle may relax its speed temporarily when going uphill. This feature can be turned on and off through the Driver Assist section of the Settings menu.

EFFICIENCY LEAVES



The right vehicle information display provides a visual representation of your driving behavior. The leaves grow as driving habits and efficiency improve.

THE BATTERY GAUGE



During Plug-in Power Mode, a full charge fill represents the total amount of energy you can get from an external charge (plugging your vehicle in).

The electric range estimate is based on the present charge level, your driving habits and climate control use. When the level reaches empty, your vehicle will automatically enter Hybrid Mode and the battery icon will change to a simpler graphic.

SILENT KEY START (SKS)

When you turn the ignition on, your engine may not sound like it has started because your hybrid vehicle is equipped with silent key start. This fuel-saving feature allows your vehicle to be ready to drive without requiring your gas engine to be running. Look for the 'ready to drive' indicator light in your instrument cluster. When the light illuminates, your vehicle has been successfully started and is ready to drive.

instrument panel

1 CRUISE CONTROL

To Set a Cruise Control Speed

1. Press the **ON** button and release.
2. Accelerate to the desired speed.
3. Press the **SET +** and release, then take your foot off the accelerator.

After your speed has been set, you can press **SET +** or **SET -** to adjust cruise speed. To disable, press the **OFF** button, tap the brake pedal or pull the **CAN** control toward you.

2 LEFT VEHICLE INFO DISPLAY

Provides specific information about various systems on your vehicle. Use the left-hand, 5-way controls to use SmartGauge®, customize views, and choose and confirm settings and messages. Refer to the *Information Displays* chapter of your *Owner's Manual* for more information.

3 TILT/TELESCOPE STEERING COLUMN

Unlock the steering wheel by pulling the lever down. Adjust the steering wheel to your desired position. Push the lever up to lock the steering wheel in place.



4 RIGHT VEHICLE INFO DISPLAY

Access information about Entertainment, Phone, Navigation* or the *animated EcoGuide and efficiency leaves* by using the right-hand, 5-way controls. Scroll through the menu, highlight selections and make adjustments. Press **OK** to confirm your choices. Refer to the *MyFord Touch®* chapter in your *Owner's Manual* for more information.

5 STEERING WHEEL MEDIA CONTROLS

Volume: Press **+** to increase or **-** to decrease volume levels. Press **◀▶** to access the next/previous radio station, CD track or preset satellite radio channel*.

- Pull to access voice recognition.
- Press to access phone mode or to answer a call.
- Press to confirm your selection.

6 PUSH BUTTON START

While keys remain in your pocket, purse or back pack, you can still start your vehicle. With your vehicle in **P** (Park) and you pressing the brake pedal, press the **ENGINE START/STOP** button. Press the button again to turn the engine off.

NOTE Your intelligent access key must be inside the vehicle for the ignition to start.

7 DOOR LOCK INDICATOR LIGHT

Illuminates when all of the doors are locked, and will not light when a door remains open or unlocked. The central door locks can be found on both driver and front-passenger doors, or on a keyless remote.

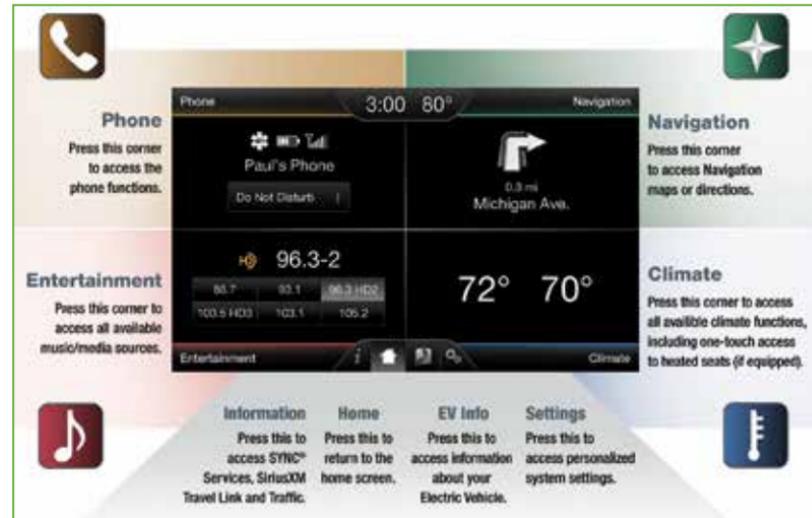
8 EV REFUEL BUTTON

Press to open the fuel door. It may take up to 15 seconds to open.

9 EV MODE BUTTON

SYNC® with MyFord Touch®

A REVOLUTIONARY WAY TO CONNECT WITH YOUR VEHICLE.



GETTING STARTED, UNDERSTANDING SYNC WITH MYFORD TOUCH

Use the four-corner, four-color touchscreen to explore and interact with your vehicle. The screen works the same way as traditional controls, knobs and buttons do. Press the various corners on your touchscreen firmly and accurately to personalize the many features and settings of your vehicle. The system provides easy interaction with your cellular phone, multimedia entertainment, climate controls and navigation system*.

*if equipped

Before You Get Started

- » Pair your phone to SYNC before using MyFord Touch (see the *Getting Started with Your SYNC System* section for instructions on how to do this).
- » If you have the navigation SD card, make sure that it is inserted into the media port or your navigation will not work.

Plug-in Hybrid Screen Information

Press the "road and leaf" icon to select from the Power Flow screen and Charge Settings screen.

- » The Power Flow screen shows you where your vehicle power is coming from and where it is being used.
- » The Charge Settings screen lets you schedule charging and GO Times, schedule charging and conditioning times, view charge status and more.



CREATE YOUR ACCOUNT

1. Set up your owner account at **SyncMyRide.com** (U.S.) or **SyncMyRide.ca** (Canada). Register by following the on-screen instructions. After registering, you can learn about the services available to you.
2. SYNC uses a wireless connection called **Bluetooth®** to communicate with your phone. Turn **Bluetooth** mode on in your phone's menu options. This lets your phone find SYNC. If you need more details on setting up your phone with SYNC, visit **SyncMyRide.com** (U.S.) or **SyncMyRide.ca** (Canada), or your phone manufacturer's website.

WHY DO I NEED A SYNC OWNER ACCOUNT?

A SYNC owner account is required for Vehicle Health Report activation and the ability to view your reports online. You'll also be able to take advantage of all of SYNC's Services and personalization features, such as saving your Favorites and Points of Interest (POI). You'll receive the latest software updates that add new places, directions and information; and if you have questions, you'll get free customer support. Some services may not be available in your area. Create your account

by visiting the website or calling the toll-free number for more information.

For U.S. customers: visit **SyncMyRide.com** or call **1-800-392-3673** (select Option 1 or 2 for language, then Option 3).
For Canadian customers: visit **SyncMyRide.ca** or call **1-800-565-3673** (select Option 1 or 2 for language, then Option 3).

PAIRING YOUR PHONE WITH SYNC®

In order to use many of the features of SYNC, you must first pair and connect your phone with SYNC. Make sure your vehicle is in **P** (Park) and both your ignition and radio are turned on, then:

1. Touch **Add Phone** in the upper left, corner of your touchscreen. **Find SYNC** appears on the screen and instructs you to begin the pairing process from your device.
2. Make sure that **Bluetooth** is set to **ON** and your cellular phone is in the proper mode. See your phone's manual if necessary. Select SYNC, and a six-digit PIN appears on your device.
3. If you are prompted to enter a PIN on your device, it does not support Secure Simple Pairing. To pair, enter the PIN displayed on the touchscreen. Skip the next step.

4. When prompted on your phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your cellular phone.
5. The display indicates when the pairing is successful.

NOTE The System May Prompt You to

- » Set your phone as the **primary/favorite** (the primary phone will receive messages and voicemail).
- » Download your phone book (this is required to use the full set of voice commands).
- » Turn on 911 Assist®.

TIPS

- » Make sure you accept SYNC's request to access your phone.
- » To pair subsequent phones, please refer to *Pairing Subsequent Phones* in the SYNC chapter of your *Owner's Manual*.
- » If you are experiencing pairing problems, try performing a clean pairing by deleting your services from SYNC and deleting the SYNC connection from your phone, and then repeat the process.

SYNC® with MyFord Touch® continued

GET IN TOUCH USING YOUR FOUR-CORNER TOUCHSCREEN

Phone, Navigation, Climate and Entertainment are the four main features of SYNC with MyFord Touch. Each feature has its own corner represented by its own color.

PHONE

Voice-control your phone for hands-free calling with your phone securely put away. With SYNC, you won't even need to know the phone number. Just say the name of the person you want from your contacts.

Your Phone Connects You with Many Other Features and SYNC Services

- » Connect to SYNC Services for traffic, directions, business searches and information favorites.
- » Connect to Operator Assist to help locate a listing or destination.
- » Call for a Vehicle Health Report.
- » Connects directly to a 911 Operator in the event of an accident (feature must be set to ON prior to an incident).
- » Transfer calls seamlessly from SYNC to phone as you get in or out of your vehicle.

Refer to the SYNC chapter of your *Owner's Manual* for complete details.

USING MY PHONE WITH SYNC

NOTE You must download your phone book to make phone calls with voice command by name. Remember to say the contact name exactly as it is listed in your phone book.

Making a Phone Call

Use SYNC to make a phone call to anyone in your phone book by pulling the voice control  and when prompted, give a voice command.

For example, you could say **"Call Jake Smith at home"**. SYNC repeats the command back to you and dials the number.

NOTE You can make phone calls by pulling the voice control  and when prompted, give the voice command **"Dial"**, again to initiate the call.

Answering Incoming Calls

Whenever you have an incoming call, you will be able to see the name and number of the person calling in the display. Press the  button to answer an incoming call. You can hang up at any time by pressing and holding the  button.

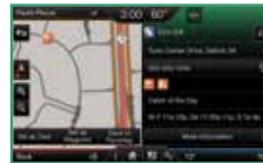
Do Not Disturb Mode

This feature blocks incoming calls and text messages, and saves them for later. You still have access to outgoing calls when this feature is active. Say the voice command **"Do not disturb on"** to enable and **"Do not disturb off"** to disable.



NAVIGATION*

Get started with your navigation system by pressing the upper-right, green corner.



The available voice-activated navigation system includes:

- » SiriusXM Traffic
- » SiriusXM Travel Link
- » GPS (Global Positioning System) technology
- » 3-D mapping
- » Turn-by-turn navigation

Some features require activation. Refer to the *MyFord Touch* chapter of your *Owner's Manual* for complete details.

TIPS

- » Save your favorite locations by touching **"Save to Favorites"**.
- » Change your map views from Direction Headed, North Up or 3D.

Set a Destination

Set a destination on your touchscreen by using a street address, a city center, a place on the map or a point of interest (POI). The easiest way, however, is by voice.

1. Pull the voice control  .
When prompted, say **"Destination street address"**.
2. The system will ask you to say the full address and will display an example on-screen.
3. You can then speak the address naturally, such as: **"One two three Main Street, Anytown"**.

You can also use the touchscreen to enter a destination and narrow your choices by city or street as you type.

You can choose from up to three different types of routes:

- » **Fastest:** Uses the fastest moving roads possible.
- » **Shortest:** Uses the shortest distance possible.
- » **Eco (EcoRoute):** Uses the most fuel-efficient route.

CLIMATE

SYNC with MyFord Touch controls the temperature, airflow direction, fan speed, and activates other climate features like heated front seats for you and your passenger. To use voice commands to operate climate, say a voice command like **"Climate temperature 72 degrees"** and MyFord Touch will make that adjustment.

Set Your Temperature

- » Touch the lower-right, blue Climate corner on the touchscreen.
- » Set your exact, desired temperature by using the **+** or **-** buttons.



*if equipped

SYNC® with MyFord Touch® continued



ENTERTAINMENT



No matter how you store your music, SYNC makes it yours to enjoy when you're behind the wheel. Just press the lower-left, red corner of the touchscreen. From here, you can easily go between AM/FM, Sirius and other media sources.

Set Your Radio Presets

- » Touch the Entertainment corner on the touchscreen.
- » Touch **FM**.
- » Touch **Direct Tune**.
- » Enter the desired station and touch **Enter**.
- » Touch **Presets** and then touch and hold one of the memory preset buttons to save it. The sound will mute briefly and return once the station is saved.

Bring in Your Own Music

Gain access to any audio source by voice and even control how each operates, like changing radio stations, CD tracks or music on one of the following devices:

- » USB
- » Bluetooth® Streaming
- » SD Card
- » A/V In

USING SYNC TO ACCESS DIGITAL MEDIA

Plug in your USB media devices, such as phones and MP3 players, and use SYNC to play all of your favorite music.



Using Voice Commands to Play Music

1. Plug your media player into your USB port.
2. Pull the voice control . When prompted, say "USB", then follow-up by saying one of the voice commands.

Refer to the *MyFord Touch* chapter in your *Owner's Manual*, visit the website or call the toll-free number for more information. See the *Why do I Need a SYNC Owner Account?* page in this guide for more details.



driver aids

FORWARD* AND REVERSE* SENSING SYSTEMS

Sounds an audible warning tone if there is an obstacle near the vehicle's front or rear bumpers. As the vehicle moves closer to the obstacle, the rate of the warning tone increases in frequency.

NOTE The driver is always responsible for controlling the vehicle, supervising the system and intervening if required. Visibility aids do not replace the need to watch where the vehicle is moving. Refer to your *Owner's Manual* for safety information, more details and limitations.



REAR VIEW CAMERA*

Provides a visual display of the area behind the vehicle. The display automatically appears in the touchscreen when the vehicle is in **R** (Reverse) and uses colored guides to alert you of your proximity to objects.

ACTIVE PARK ASSIST*

Can detect an available parallel parking space and automatically steer the vehicle into that space (hands-free). The system instructs the driver with visual and/or audible instructions with regard to braking, accelerating and shifting gears in order to safely park the vehicle.

- » To start active park assist, press the button located in the instrument panel below the audio system.
- » To stop the parking procedure, grab the steering wheel or press the control again. For complete information, refer to the *Parking Aids* chapter of your *Owner's Manual*.

*if equipped

convenience

INTELLIGENT ACCESS*

NOTE Your intelligent access key must be within 3 feet (1 meter) of the vehicle for intelligent access to function properly.



To lock or unlock the vehicle, touch the inside of the front exterior door handle. To unlock and open the liftgate, press the luggage compartment button. The intelligent access key also contains a mechanical key blade, which can be used to unlock the driver's door, if necessary.

REMOTE START

To Remote Start Your Vehicle

1. Press the lock button to lock all the doors.
2. Press the remote start button twice. The exterior lamps will flash twice.

NOTE If you remote start your vehicle with an integrated keyhead transmitter, you must switch the ignition on before driving your vehicle. If you remote start your vehicle with an intelligent access transmitter, you must press the **START/STOP** button on the instrument panel once while applying the brake pedal before driving your vehicle. For complete information, refer to the *Remote Control* chapter in your *Owner's Manual*.



MYKEY®

MyKey allows you to program certain driving restrictions in order to promote good driving habits. You can program things like: speed restrictions, limited volume levels and safety belt reminders. For complete information, refer to the *MyKey* chapter in your *Owner's Manual*.

110-VOLT AC POWER POINT*



The power point is located on the rear of the center console and can be used to power your smaller electrical devices that require up to 150 watts. This feature is available to use when your ignition is turned on and the battery voltage is above 11 volts. When the indicator light is on, the power point is working and ready to use.

120-VOLT CONVENIENCE CORD/ CARGO STORAGE

Your vehicle is equipped with two under-floor storage compartments that are located in front of the rear seats. The compartment behind the driver seat contains the plug-in charge cord. The compartment behind the passenger seat can be used to store items discretely. Secure the lids so items stay in place while you drive.



C-MAX Energi power management

SMART POWER-SPLIT ARCHITECTURE

City Driving: In stop and go driving and at low speeds, the electric motor provides the necessary power. The gas engine kicks in only to recharge the battery or when more power is needed.

Accelerating: Step on the accelerator pedal and get all the responsiveness of a traditional gasoline engine.

Cruising/Highway Driving: Due to greater power demands at highway speeds, your vehicle will use the gasoline engine more frequently than it will while driving at city traffic speeds. This is normal.

Braking: For added efficiency, the energy created by friction during braking is recycled to the battery.

Stopped: To save energy, the gasoline engine will shut off and the electric motor will stop drawing current.



MYFORD® MOBILE APP FOR SMARTPHONES

The downloadable MyFord Mobile app lets you know the status of your charge, and upcoming charge schedules at any time, from anywhere.

Use The App To

- » See your charge status.
- » Set charging schedules when utility rates are low with the Value Charging feature.
- » Set your cabin temperature remotely or through your touchscreen with preconditioning while your vehicle is still plugged in.

NOTE Cabin conditioning effectiveness may be reduced by extreme outside temperatures or when using 120V charging. Register your smartphone by visiting MyFordmobile.com to download your free app.



comfort

DUAL CLIMATE CONTROLS



With the dual climate controls, you have the flexibility to operate the temperature with one control, called mono mode, or two, where both driver and front passenger can select independent temperatures using their own rotary dials.

To operate the dual temperature control: Use the rotary control on the passenger's side. Mono mode automatically shuts off.

To return back to mono mode: Press and hold the **AUTO** button. The passenger's side temperature automatically adjusts to the driver's side temperature setting, and both sides will then remain linked to the driver's control.

HEATED SEATS*



The front heated seat controls are located on the center console near the gearshift lever. Rotate the dial to select your preferred heat mode.



TO FOLD THE REAR SEATBACK

1. Fold the outboard head restraints and lower the center head restraint.
2. Pull the lever up to fold the seat back forward.
3. To unfold the seat back, simply pull up on the seatback to raise it to the upright position.

function

MANUAL LIFTGATE

To open the liftgate manually from outside of your vehicle, press the button located in the top of the liftgate pull cup handle to unlatch the liftgate, and then pull on the outside hands. You can also use the remote control to open your liftgate. Press the button twice within three seconds. Use the molded handle inside the liftgate to help with closing.

POWER LIFTGATE*

You can open power liftgate from the instrument panel by pressing the button, or with the remote control by pressing the button. If the vehicle is running, the liftgate will only operate with the transmission in **P** (Park). Three warning tones will sound once as the liftgate begins to power close. Five short tones indicate a problem with the open or close request, caused by:

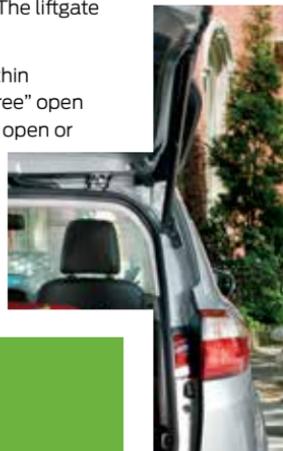
- » the ignition is on and the transmission is not in **P** (Park);
- » the battery voltage is below the minimum operation voltage;
- » or the vehicle speed is at or above 3 mph (5 km/h).



HANDS-FREE POWER LIFTGATE*

To open your liftgate hands-free while you are at the liftgate: Move your leg toward and under, then away from the rear bumper (similar to a kicking motion). The liftgate will power open or close.

NOTE Your intelligent access key must be within 3 feet (1 meter) of the liftgate for the "hands-free" open feature to work, and the liftgate will not power open or close under specific conditions. Refer to the **Locks** chapter in your *Owner's Manual* for more information.





essential information

FUEL TANK CAPACITY/ FUEL INFO

C-MAX Energi has a 14.0 gallon (53L) fuel tank capacity, in addition to its high-voltage battery system.

Use only UNLEADED fuel or UNLEADED fuel blended with a maximum of 15% ethanol. **Do not use ethanol (E85), diesel, fuel-methanol, leaded fuel or any other fuel because it could damage or impair the emission control system.** Leaded fuel use is prohibited by law.

REFUELING



Your vehicle features a locking fuel door and an auto-sealing feature that locks the fuel tank refueling valve.

1. Put your vehicle into **P** (Park) and turn off the ignition.
2. Press the button  located on the center console. Pressing this button will unlock the fuel tank refueling valve, allowing the fuel filler door to open so that the fuel filler nozzle can be inserted into the fuel inlet.
3. Wait up to 15 seconds before opening the fuel filler door. During this time, a **Please Wait to Refuel** message will appear in the Information display.
4. When the door is open a **Ready to Refuel** message will appear in the information display indicating that the vehicle is ready to be filled. The vehicle will remain ready to refuel for approximately 20 minutes. If more than 20 minutes are required, the refueling button will need to be pressed again. You may experience the fuel pump shutting off if the refuel button is not pressed again.
5. Open the fuel filler door.
6. Slowly insert the fuel filler nozzle fully into the fuel system, and leave the nozzle



fully inserted to open both doors until you are done pumping. Hold the handle higher during insertion for easier access.

7. After you are done pumping fuel, slowly remove the fuel filler nozzle. Allow approximately 5–10 seconds after pumping fuel before removing the fuel filler nozzle. This allows residual fuel to drain back into the fuel tank and not spill onto the vehicle.

NOTE When refilling with a portable container, only use the funnel that comes with your vehicle. Do not use aftermarket funnels as they will not work with the Easy Fuel® system and may cause damage. Extra funnels can be purchased from your authorized dealer.

FUEL FRESHNESS MODE

This feature helps keeps the fuel system functional and the fuel in your tank fresh.

If you operate your vehicle mainly in plug-in power mode using electricity from plugging in without refueling, the gasoline in your tank eventually becomes old. Old fuel can damage the engine and fuel system.

To prevent the fuel from becoming old, your vehicle will automatically enter fuel freshness mode. In fuel freshness mode operates, your vehicle will operate in hybrid mode causing the gasoline engine to run in order to consume the fuel in the fuel tank.

NOTE If new fuel is not added during an 18 month period, fuel freshness mode will consume fuel until about 1 gallon (3.8 liters) is left in the tank.

During Fuel Freshness Mode

- » The information display screen will indicate that fuel freshness mode is active.
- » The vehicle will only run in hybrid mode. **EV Now** will not be available.
- » Most of the plug-in power will be stored until fuel freshness mode is completed.

NOTE **EV Now** can resume if less than 1 gallon (3.8 liters) of fuel is left in the tank.

NOTE In most cases, when the fuel level is below 1/4 tank, refueling the vehicle will end fuel freshness mode and **EV Now** will now become available. Refueling after consuming a full tank in fuel freshness mode will end the mode.

NOTE It is recommended to use a fuel stabilizer if you consume less than a full tank of fuel during an 18 month period.

OIL MAINTENANCE MODE

The Oil Maintenance mode automatically keeps the engine oil quality in good condition when you drive the vehicle with limited engine use. When you start the vehicle in Oil Maintenance mode, a message will appear in the instrument

cluster. While the vehicle is in Oil Maintenance mode, the vehicle will run the engine as necessary. That means if you select the **EV Now** mode while the vehicle is in the Oil Maintenance mode, **EV Now** mode will be suspended for as long as you are in Oil Maintenance mode. You can suspend the Oil Maintenance mode by getting regular oil changes and resetting the oil life monitoring system.

TIRE PRESSURE MONITORING SYSTEM

Your vehicle illuminates a low tire pressure warning light  in your instrument cluster when one or more of your tires are significantly under-inflated. If this happens stop and check your tires as soon as possible. Inflate them to the proper pressure. Refer to the *Inflating Your Tires* section in the *Wheels and Tires* chapter of your *Owner's Manual* for more information.

TIRE MOBILITY KIT

C-MAX Energi is equipped with a tire mobility kit that is located under the front passenger seat. It consists of an air compressor to reinflate the tire and a sealing compound in a canister that will seal most punctures caused by nails or similar objects. Refer to the *Wheels and Tires* chapter of your *Owner's Manual* for more details.



ROADSIDE ASSISTANCE

Your new Ford vehicle comes with the assurance and support of 24-hour emergency roadside assistance.

To receive roadside assistance in the United States, call **1-800-241-3673**. In Canada, call **1-800-665-2006**.

TOWING YOUR VEHICLE

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