



Ford Motor Company  
Customer Relationship Center

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Ford of Canada's  
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(FORD)

[ford.ca](http://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 occupants. 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 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 new C-MAX

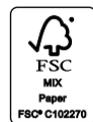


[FORDOWNER.COM](http://FORDOWNER.COM)  
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To put QR tags to work for you, use your mobile phone's browser or app store link to download a QR tag reader. Then follow the directions to scan the QR tag and see your vehicle's features come to life.

**WARNING**

Driving while distracted can result in loss of vehicle control, accident and injury. Ford Motor Company strongly recommends that drivers use extreme caution when using any device or feature that may take their focus off the road of the vehicle. Your primary responsibility is the safe operation of any hand-held device while driving. We encourage the use of voice-operated systems when possible and that you become aware of applicable state and local laws that may affect use of electronic devices while driving.



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# quick tips



The **Brake Coach** overlay appears after you have brought the vehicle to a stop. It displays the percentage of available energy that you have recovered and returned to the battery.

## SMARTGAUGE® WITH ECOGUIDE

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

- 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 much you press on 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!

## FUEL HISTORY AND COACH

Within the information displays, you'll be able to see how your driving style directly impacts your fuel economy.

**The instant fuel economy gauge** provides a snapshot of your current MPGe. Select intervals from every 1, 2 or 6 minutes and see results from previous driving times.

**The fuel coach gauge** gives feedback on how your recent acceleration, braking and cruising behavior relate to your current fuel economy.

## 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:** The gasoline engine provides the power you need for highway driving while the electric motor charges.

**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.



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# 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.

### ECO Cruise Control\*

Saves vehicle energy by slowing down acceleration compared to standard cruise control. Your vehicle may lose speed temporarily when going uphill. This feature can be controlled through the information display.

## 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.



\*if equipped

## 3 RIGHT VEHICLE INFO DISPLAY\*

Access information about Entertainment, Phone, Climate, Navigation\* or the animated EcoGuide\* by using the right-hand, 5-way controls. Scroll through the menu, highlight selections and make adjustments. Press **OK** to confirm your choices.

## 4 STEERING WHEEL MEDIA CONTROLS\*

▲ (Volume): Press to increase (+) or 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 end a phone call.

**OK**: Press to confirm your selection.

## 5 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.

## 6 PUSH BUTTON SILENT START\*

Allows you to go into "Ready to Drive" mode by pressing the **POWER START/STOP** button while fully pressing down on the brake pedal. A green "Ready to Drive" indicator light will appear in the instrument cluster after you start the vehicle. This lets you know that the vehicle is turned on and ready for driving. Press the **POWER START/STOP** button again to turn the vehicle off.

**NOTE:** Your intelligent access key must be inside the vehicle to put the vehicle in accessory mode or "Ready to Drive".

## 7 HAZARD CONTROL

## 8 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\*.

\*if equipped

# getting started with your SYNC® system

SYNC is a hands-free, voice recognition system used for entertainment, information and communication. SYNC....Say the word.

## Before you get started:

1. Set up your owner account at [SyncMyRide.com](http://SyncMyRide.com) (U.S.) or [SyncMyRide.ca](http://SyncMyRide.ca) (Canada). Register by following the on-screen instructions. After registering you can see which complimentary services you are eligible for.
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](http://SyncMyRide.com) (U.S.) or [SyncMyRide.ca](http://SyncMyRide.ca) (Canada), or your phone manufacturer's website.

## 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.

### To pair your phone for the first time:

1. Make sure that your vehicle is in (P) park and both your ignition and radio are turned on.
2. Press the  button; when the display indicates **No Phone Found** press **OK**.
3. Take out your mobile phone and turn on Bluetooth. When **Add Bluetooth Device?** appears in the SYNC display, press **OK**.
4. Select SYNC in the list of Bluetooth devices on your phone and enter the code shown on the display. The code connects your phone to your car.
5. The display will indicate 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 voice mails).
- » 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, deleting the SYNC connection from your phone, and then repeating the **Pairing Your Phone with SYNC** process.



## 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. Create your account by visiting the website or calling the toll-free number for more information. See the **C-MAX Commonly Used Voice Commands** page of this guide for more details.

## USING MY PHONE WITH SYNC

**NOTE:** Enter your phone book contacts with both first and last names to increase SYNC's ability to select the correct contact. 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 a list of voice commands say **"What can I say?"**

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"**, then verbally say the phone number.

### 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.

## 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. For a list of voice commands, say **"What can I say?"**

## C-MAX Hybrid Commonly Used Voice Commands

### SYNC®...Say the Word.

Pull the  voice control on the steering wheel, and then say:



#### Basic Commands

- » What can I say?
- » List of commands
- » Main menu
- » Previous
- » Next
- » Go back
- » Exit
- » Help
- » Vehicle health
- » Pair my phone



#### Phone

- » Phone list of commands
- » Dial
- » Call <name> on cell/at home/at work
- » Call voicemail
- » Do not disturb
- » Listen to text message (phone-dependent feature)



#### Entertainment

- » Audio list of commands
  - You can also get detailed lists of commands for radio, USB, Bluetooth® audio, Sirius and SD Card.
- » Audio <On/Off>
- » Radio
  - FM <87.7-107.9>
  - FM preset <#>
- » CD
  - Play track <1-152>
  - Shuffle <On/Off>
- » USB
  - Play song <name>
  - Play album <name>
- » SiriusXM
  - <channel name>
- » Preset <#>



#### Navigation\*\*

- » Navigation list of commands (if equipped)
  - Destination street address <number, name, city>
  - Destination home
  - Navigation voice <On/Off>
  - Navigation volume <increase/decrease>
  - Repeat instruction
  - Show <map/north-up/heading-up/3-D>
- » Travel Link list of commands
  - Traffic
  - Weather
  - Movie Listings
  - Fuel prices
  - Sports <headlines/scores/schedule>

\*\*Available only with MyFord Touch.



#### SYNC Services

Say "Services" first, and then "What can I say?"

- » Traffic
- » Directions
- » Business search
- » Operator (for direction or business search)
- » Favorites
- » News, sports, weather, horoscopes, stock quotes, movies or travel
- » Help



#### Climate

- » Climate control list of commands
- » Climate <On/Off>
- » Climate my temperature
- » Climate temperature <60-85> degrees



## SYNC® with MyFord Touch®\*

A REVOLUTIONARY WAY TO CONNECT WITH YOUR CAR



#### GENERAL TIPS:

- » Press the home icon  at any time to return to your home screen.
- » For additional support, refer to your **Owner's Manual**, visit the website or call the toll-free number. See the **C-MAX Hybrid Commonly Used Voice Commands** page of this guide for more details.

#### 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.

### GETTING STARTED, UNDERSTANDING SYNC WITH MY FORD TOUCH

Use the four-corner, four-color touch screen to explore and interact with your vehicle. The touch screen works the same way as traditional controls, knobs and buttons do. Press the various corners on your touch screen 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

Refer to your **Owner's Manual**, visit the website or call the toll-free number for more information.

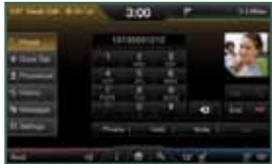
**For U.S. customers:** visit [SyncMyRide.com](http://SyncMyRide.com) or call 1-800-392-3673 (select Option 1 or 2 for language, then Option 3).

**For Canadian customers:** visit [SyncMyRide.ca](http://SyncMyRide.ca) or call 1-800-565-3673 (select Option 1 or 2 for language, then Option 3).

# SYNC® with MyFord Touch\* continued

## 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.



With SYNC, you won't even need to know the phone number. Just say the name of the person you want from your contacts.

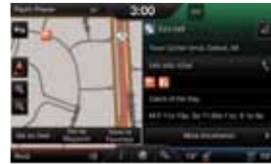
### Your phone connects you with many other features and SYNC services:

- » 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.

## 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
- » Global positioning system (GPS) technology
- » 3-D mapping
- » Turn-by-turn navigation

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 touch screen 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 , then 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 touch screen 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.

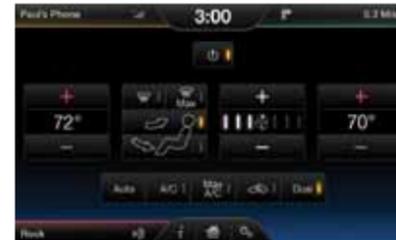
\*if equipped

## GET IN TOUCH USING YOUR FOUR-CORNER TOUCH SCREEN

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.

## CLIMATE

SYNC with MyFord Touch controls the temperature, airflow direction, fan speed, and activates other climate features 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 touch screen.
- » Set your exact, desired temperature by using the **+** or **-** buttons.

## 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 touch screen. From here, you can easily go between AM/FM, Sirius and other media sources.

### Set Your Radio Presets

- » Touch the Entertainment corner on the touch screen.
- » 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:



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

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 **C-MAX Hybrid Commonly Used Voice Commands** page of this guide for more details.



## convenience

### INTELLIGENT ACCESS\*

**NOTE:** Your Intelligent Access key must be within three feet of the vehicle for intelligent access to function properly.

**To unlock the driver's door:** Pull the front exterior door handle. Touch the raised sensor on the driver's door handle to lock your vehicle.

**To unlock and open the trunk:** Press the exterior trunk release button near the license plate. The intelligent access key also contains a mechanical key blade, which can be used to unlock the driver's door if necessary. For complete information, refer to the **Keys and 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 do not exceed 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.



### CARGO STORAGE

Your vehicle is equipped with two under-floor storage compartments that are located in front of the rear seats. You can use these compartments to store smaller items discretely. With the lids secured, your items will stay in place while you drive.

### 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.

\*if equipped

### FOLDING THE REAR SEAT BACK\*

To fold the rear seat back:

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 seat back to raise it to the upright position.



### PANEL ROOF WITH SUNSHADE\*

The sun shade controls are located on the overhead console. The sun shade has a one-touch open and close feature. To stop motion during one-touch operation, press the control a second time.

#### Opening and Closing the Sun Shade

Fully press and release the front of the control to open the sun shade. Fully press and release the rear of the control to close the sun shade. For more complete information, see the **Windows and Mirrors** chapter of your **Owner's Manual**.



\*if equipped

### 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.

### SETTING THE LIFTGATE OPEN HEIGHT

To change your liftgate opening height:

1. Open the liftgate.
2. Manually move the liftgate to the desired height.
3. Press and hold the control button on the liftgate until a chime is heard, indicating the new height has been programmed. The new open liftgate height will now be recalled when the power liftgate is opened.
4. To change the programmed height, repeat the above procedure. Once the power liftgate is opened, it can be manually moved to a different height.





## driver aids

### 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*.

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



### REARVIEW CAMERA\*

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

### THE 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. See the *Parking Aids* chapter in your *Owner's Manual* for complete information on your vehicle's sensing systems.



\*if equipped

## essential information

### TIRE MOBILITY KIT

C-MAX 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. See the *Wheels and Tires* section of your *Owner's Manual* for more details.

### FUEL TANK CAPACITY/ FUEL INFO

C-MAX Hybrid has a 13.5 gallon (51.1L) 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.

### EASY FUEL® SYSTEM

With this system, you simply open the fuel door, insert the nozzle and begin fueling. It is self-sealing and therefore protected against dust, dirt, water, snow and ice. Wait 10 seconds from the time the refueling nozzle is shut-off until you remove the nozzle from the vehicle to allow residual fuel in the nozzle to drain into the tank.

**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.



### 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**.

### SOS POST-CRASH ALERT SYSTEM™

Provides audible and visual alarms when a crash causes the deployment of airbags or the activation of the safety belt pretensioners. The turn signals will flash and the horn will sound. To deactivate, press the hazard flasher control or the panic button  on your keyfob.

### 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 underinflated. 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.

\*if equipped