

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.

Ford Motor Company Customer Relationship Center
U.S. • 1-800-392-3673 (FORD)
(TDD for the hearing impaired: 1-800-232-5952)
fordowner.com

Ford of Canada's Customer Relationship Centre
Canada • 1-800-565-3673 (FORD)
ford.ca



FORDOWNER.COM



FORD.CA

LEARN HOW TO SYNC YOUR RIDE

SYNC is a voice-activated technology personalized by you. It is a hands-free, voice recognition system used for entertainment, information and communication.

SYNCFMYRIDE.COM (U.S.)

SYNCFMYRIDE.CA (CANADA)

WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.



2014 FLEX QUICK REFERENCE GUIDE



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COMMONLY USED SYNC® VOICE COMMANDS



SYNC® Say the Word.

Touch the  voice button 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 <On/Off>
- Listen to text message (phone-dependent feature)



Climate**

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



SYNC® Services*

Must 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



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 <87.9-107.9>
 - FM preset <#>
- CD:
 - Play track <1-512>
 - Shuffle <On/Off>
- USB:
 - Play song <name>
 - Play album <name>
- SiriusXM:
 - <channel name>
 - Preset <#>

*If equipped

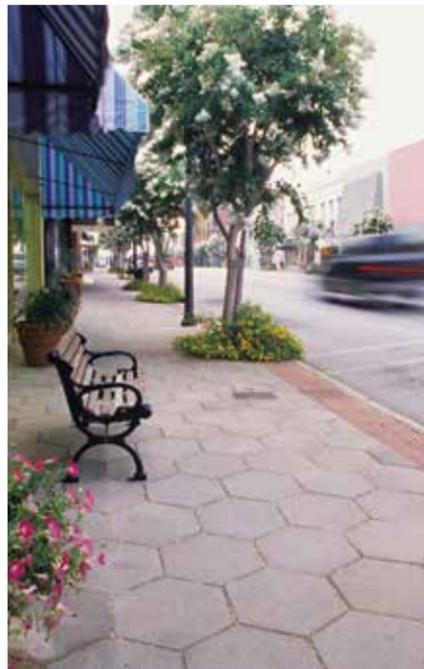
**Available only with MyFord Touch

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

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.com or call **1-800-565-3673** (select option 1 or 2 for language, then Option 3).

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1 POWER TILT TELESCOPE STEERING COLUMN*/ ADJUSTABLE PEDALS*

Use your controls to adjust the steering wheel and pedals to the desired position.

2 CRUISE CONTROL

To set your cruise control speed:

1. Press the **ON** control up and release.
 2. Accelerate to the desired speed.
 3. Press the **SET** control up and release, then take your foot off the accelerator.
- After your speed has been set, you can press **SET +/-** to adjust cruise speed. To disable, press the **OFF** control down.

ADAPTIVE CRUISE CONTROL*

Allows you to set a 'gap distance' between your vehicle and the vehicle in front of you in the same lane during highway driving. When your cruise control is active, press **GAP** up or down to select the gap distance. Refer to the *Cruise Control* chapter of your *Owner's Manual* for more information.

Note: Driving aids do not replace the need to watch where the vehicle is moving and brake where necessary. Refer to your *Owner's Manual* for safety information, more detail and limitations.

*IF EQUIPPED

3 LEFT VEHICLE INFORMATION DISPLAY

Provides information about various systems on your vehicle. Use the left, 5-way controls located on the steering wheel to choose and confirm settings and messages. Refer to the *Information Displays* chapter of your *Owner's Manual* for more information.

4 SERVICE VEHICLE SOON LIGHT

☾ Illuminates briefly when the ignition is turned on. If it remains on or is blinking after the engine is started, the on-board diagnostics system (OBD-II) has detected a malfunction. Drive in a moderate fashion and contact your authorized dealer as soon as possible.

5 RIGHT VEHICLE INFORMATION DISPLAY*

Displays information about Entertainment, Phone and Navigation*. Use the right, 5-way controls located on your steering wheel to scroll

through, highlight and make minor adjustments within a selected menu. Refer to the *MyFord Touch* chapter in your *Owner's Manual* for more information.

6 STEERING WHEEL AUDIO CONTROLS

Press **VOL +/-** to increase/decrease volume levels. Press **SEEK ▼/▲** to access the next/previous radio station preset, CD track or preset satellite radio channel*.

- ☎ Press to access voice recognition.
- 📞 Press to connect/disconnect a phone call.

7 PUSH BUTTON START*

Allows you to start your vehicle by pressing the **ENGINE START/STOP** button while fully pressing down on the brake pedal. Press the button again to turn the engine off. If your vehicle has been idling for

an extended period of time, it will automatically shut down. Before the engine shuts down, a message appears in the information display, allowing the driver to override the shutdown feature.

Note: Your intelligent access key* must be inside the vehicle for the ignition to start.

8 HAZARD CONTROL

9 SELECTSHIFT AUTOMATIC* TRANSMISSION

Gives you the ability to manually change gears if you'd like. To use, move the gearshift lever from D (Drive) to S (Sport). Then use the paddle shifters* located on your steering wheel to make shifts quickly. Pull the right paddle (+) to upshift, pull the left paddle (-) to downshift. If your vehicle is equipped with +/- thumb switch on your gearshift lever, press (+) to upshift; press (-) to downshift.

*IF EQUIPPED

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

SYNC® Say the Word.

Before You Get Started

- 1) Visit SyncMyRide.com (U.S.) or SyncMyRide.ca (Canada) to set up your owner account. Register by following the on-screen instructions. After registering, you can see what available 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 (U.S.) or 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 phone button . When the display indicates no phone is paired, press **OK**.
- 3) When **Find SYNC** appears in the display, press **OK**.
- 4) Put your phone into *Bluetooth* discovery mode. See your phone's user guide, if necessary.
- 5) When prompted on your phone's display, enter the six-digit PIN provided by SYNC in the radio display.
- 6) The display will indicate when the pairing is successful.

Note: The system may prompt you to:

- Set your phone as *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 device from SYNC, deleting the SYNC connection from your phone, and then repeating the process.

USING VOICE COMMANDS

Every time you want to give SYNC a voice command, you must first press the voice button . When prompted, speak your voice command. For a list of voice commands, say "What can I say?"

Tips

- Make sure the interior of the vehicle is as quiet as possible.
- After pressing the voice button, wait until after the tone sounds and "Listening" appears in your vehicle's display before saying a command.
- Speak naturally, without long pauses between words.
- At any time, you can interrupt the system while it is speaking by pressing the voice button .

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's listed in your phone book.

Making a Phone Call: Use SYNC to make a phone call to anyone in your phone book by pressing the voice button . 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 also make phone calls from outside of your address book by pressing the voice button . 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 your display. Press the phone button  to answer an incoming call. You can hang up at any time by pressing and holding the phone button .

Do Not Disturb Mode: This feature blocks incoming calls and text messages and sends them to your voice mail and saves text messages 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

SYNC has a media hub with multiple inputs allowing you to access personal media from your digital devices. Plug in your USB media devices such as phones and MP3 players, and use SYNC to play all of your favorite music.

Note: SYNC indexes your music; the more information that is stored on your USB device, the longer it takes SYNC to index.

Using Voice Commands to Play Music

- 1) Plug your media player into your USB port.
- 2) Press the voice button . When prompted say "USB", then follow-up saying one of the voice commands.
- 3) You will hear the command repeated back to you and the selected item will play.

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. Visit the website or call the toll-free number for more information. See the inside front cover of this guide for details.

*IF EQUIPPED



A REVOLUTIONARY WAY TO CONNECT WITH YOUR VEHICLE.



Use the four-corner, four-color touchscreen to explore and interact with your vehicle. The touchscreen works the same way that traditional controls, knobs and buttons do. Press the various corners on your touchscreen to personalize the many features and settings of your vehicle all in one place, and press the home icon at any time to return to your home screen. The system provides easy interaction with your cellular phone, multimedia entertainment, climate controls and navigation system*.

Before You Get Started

- Pair your phone to SYNC before using MyFord Touch.
- If you have the navigation SD card, make sure that it is inserted into the media port or your navigation will not work.

Pair Your Phone with MyFord Touch
Make sure that your vehicle is in P (Park) and both your ignition and radio are turned on.

- 1) Touch **Add Phone** in the upper left corner of the touchscreen.
- 2) Make sure that your cellular phone's **Bluetooth** is set to **On**.
- 3) Select **SYNC** on your cellular phone, and a six-digit PIN appears on your device.
- 4) You may be prompted to enter a PIN on your device. To pair, enter the PIN displayed on the touchscreen.
- 5) Confirm that the PIN provided by SYNC matches the PIN displayed on your cellular phone.
- 6) The display will indicate when the pairing is successful.

*IF EQUIPPED

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 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.
- Automatically connects with a 911 Operator in the event of an accident (feature needs to be activated prior to the event.)
- 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™
- Sirius Travel Link™
- GPS (Global Positioning System) technology
- 3-D mapping
- Turn-by-turn navigation

Refer to the MyFord Touch chapter of your Owner's Manual for complete details.

Set a Destination

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

- 1) Press the voice button . 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".

While your vehicle is in P (Park), 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.



Tips

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

*IF EQUIPPED

A REVOLUTIONARY WAY TO CONNECT WITH YOUR VEHICLE.

Climate

SYNC with MyFord Touch controls the temperature, airflow direction, fan speed, and activates other climate features like heated/cooled 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 MyTemp*

- Touch the lower-right, blue Climate corner on the touchscreen.
- Set your exact, desired temperature using the arrows.
- Press and hold the MyTemp button until the background color goes solid.

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.



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

Set Your Radio Presets

- Touch the lower-left, red 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. You'll hear a brief mute and the sound will return once the station is saved.

For additional support, refer to your *Owner's Manual*, visit the website or call the toll-free number. See the inside front cover of this guide for details.

*IF EQUIPPED

CONVENIENCE

RAIN-SENSING WIPERS*

If activated, your wipers will automatically turn on when moisture is present on the windshield. The wiper speed will vary based on the amount of moisture detected and on the sensitivity setting. To deactivate, turn your wiper controls off.

Note: Make sure that this feature is turned off before entering a car wash.

INTEGRATED KEYHEAD TRANSMITTER (IKT) AND INTELLIGENT ACCESS (IA) REMOTE ENTRY ICONS*

- Press once to lock all doors. Press again within three seconds to confirm all doors are locked.
- Press once to unlock the driver's door. Press again within three seconds to unlock all doors.
- Press to activate the panic alarm. Press again or turn on the ignition to deactivate.
- Press twice within three seconds to open the liftgate.
- Car finder: Press twice within three seconds to locate your vehicle. The horn will sound and the lamps will flash.

INTELLIGENT ACCESS (IA) KEY*

Note: Your intelligent access key must be within 3 feet (1 meter) of the vehicle for intelligent access to function properly. Pull a front exterior door handle, and the door will unlock. To lock the doors, press and hold the door handle lock sensor. To unlock and open the liftgate, press the exterior liftgate release button underneath the liftgate handle and 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.

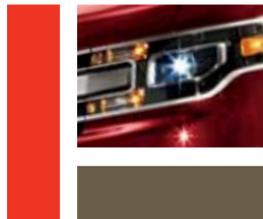
REMOTE START*

Remote start allows you to start the engine from outside your vehicle using your key. To start, press and then press twice within three seconds. Once inside, apply the brake while pressing the **ENGINE START/STOP** button. Shift into D (Drive) and go. If you have an integrated keyhead transmitter, simply insert the key into the ignition and turn the ignition on as you normally would before driving. To turn the engine off from outside the vehicle after using your remote start, press once. You can personalize your settings within the Information Display. For complete information, refer to the *Information Display* 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*.

*IF EQUIPPED



ESSENTIAL INFORMATION

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. When using a portable fuel container, slowly insert the fuel funnel (located in the spare tire compartment) and pour the fuel into the funnel.

Note: Do not use aftermarket funnels as they will not work with the Easy Fuel system and may cause damage. Properly clean the funnel after each use.

FUEL TANK CAPACITY/FUEL INFO

Your vehicle has an 18.6 gallon (70.4L) fuel tank capacity. Use only "Regular" unleaded gasoline with an octane rating of 87 or higher. **Do not use E85 fuels because your vehicle was not designed to run on fuels with more than 15% ethanol.**

COLLISION WARNING SYSTEM*

This system is designed to alert you of certain collision risks. A radar detects if your vehicle is rapidly approaching another vehicle traveling in the same direction as yours. If it is, a red warning light illuminates and an audible warning tone sounds.

TIRE PRESSURE MONITORING SYSTEM

Your vehicle illuminates a low tire pressure warning light (⚠) in your instrument cluster when one or more of your tires is 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

FLEX



ESSENTIAL INFORMATION

FUEL-EFFICIENT TRANSMISSION

Your vehicle has been designed to improve fuel economy by reducing fuel usage while coasting or decelerating. This may be perceived as a light to medium braking sensation when removing your foot from the accelerator pedal.

LOCATION OF SPARE TIRE AND TOOLS

Your spare tire and tools are located beneath third row seats under the floor panel (you will need to unstore the seats to access). The spare tire is designed for emergency use only and should be replaced as soon as possible. For complete details on changing your tire, refer to *Changing a road wheel* section in the *Wheels and Tires* chapter of your *Owner's Manual*.

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.

TRAILER TOW*

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

Note: Do not tow with the mini spare tire installed or exceed the GVWR or the GAWR specified on the certification label.

TRAILER SWAY CONTROL*

This system helps to reduce trailer sway while towing, by applying brake force to individual wheels and, if necessary, reducing engine power. If the trailer does begin to sway, **Trailer Sway Reduce Speed** will appear in the information display. Safely pull to the side of the road and check that your equipment is properly secured.

TOWING YOUR FLEX

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*.

REAR WINDOW BUFFETING

When one or both of your rear windows are open, you may hear a wind throb or buffeting noise. To alleviate this, lower a front window until buffeting subsides.

*IF EQUIPPED



REAR VIEW CAMERA*

This system displays what is behind your vehicle when you place the transmission in R (Reverse). The system uses fixed guidelines which show the actual path the vehicle is moving in while reversing in a straight line. This can be helpful when backing into a parking space or aligning the vehicle with another object behind the vehicle. For non-touchscreen vehicles, the image will appear in the 4.2-inch instrument panel display.

REVERSE SENSING SYSTEM

This system sounds a warning tone if there is an obstacle near the vehicle's rear bumper when the vehicle is in R (Reverse) and is traveling less than 3 mph (5 km/h). The warning tone will increase in frequency as the object gets closer.

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

CONSOLE REFRIGERATOR/FREEZER*

Before using, flip the console lid forward and then remove the cover (make sure to reinstall the cover to help maintain the temperature). For the refrigerator, press the **COOL** control. For the freezer, press the **FREEZE** control. Press the selected control again to turn the system off.

Note: Ford recommends only using this feature when the engine is running.

BLIND SPOT INFORMATION SYSTEM (BLIS®) WITH CROSS TRAFFIC ALERT (CTA)*

BLIS uses radar sensors to help you determine if a vehicle may be in your blind spot zone. The CTA feature alerts you if a car is coming toward you when you are backing out of a parking space. BLIS and CTA will display a yellow indicator light in your exterior mirrors and the CTA also sounds an alarm and displays messages to warn you which direction vehicles are approaching. Refer to the *Driving Aids* chapter in your *Owner's Manual* for more information.

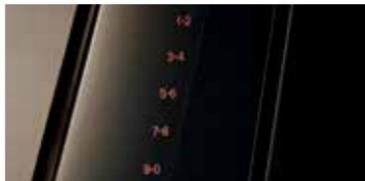
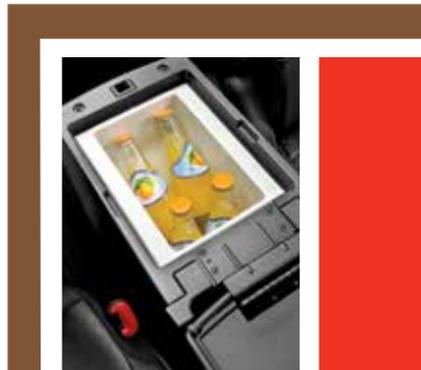
SECURICODE™ KEYLESS ENTRY KEYPAD

Allows you to lock or unlock the doors, recall memory features* and arm or disarm the anti-theft alarm*. The keypad, located near the driver window, is invisible until touched and then it lights up so you can see and touch the buttons. To get started, you will need your five-digit factory code found on your owner's wallet card (located in the glove box). Entering this code unlocks the driver door. To lock all the doors, press and hold **7-8** and **9-0** at the same time. For complete information, refer to the *SecuriCode Keyless Entry Keypad* section in the *Locks* chapter of your *Owner's Manual*.

*IF EQUIPPED

POWER LIFTGATE*

Your liftgate has an automatic open and close feature. To open remotely, press  twice on your keyhead within three seconds. Press  twice again to close or reverse the movement. You can also operate the liftgate by pressing the  button on the instrument panel.



HEATED AND COOLED FRONT SEATS*

To access, press the Climate corner on your touchscreen*. Press the heated  or cooled  seat icon(s) repeatedly to cycle through the various heat or cool modes and off. For non-touchscreen vehicles, use the hard button controls (indicated by the same symbols) to cycle through the various modes and off.

SECOND-ROW HEATED SEATS*

The second-row heated seat controls are located on the rear of the floor console. Press the  control repeatedly to cycle through the various heat modes and off. A light on the control will illuminate when the system is turned on.

POWERFOLD® THIRD-ROW SEAT*

Note: The powerfold seats work only when the vehicle is in P (Park) and the liftgate is open.

The third-row seat features a power one-touch operation that allows you to adjust the seats with the touch of a button. The buttons are located behind the third-row seats on the left-side, quarter-trim panel. To use, press the **RH/BOTH/LH** button to select

*IF EQUIPPED

the right seat, the left seat or both seats you want to move. Then, select the desired seat position:

- Press the **STOW** button to stow the seat into the tub floor.
- Press the **FOLD** button (the top portion of the button) to fold down the seatback.
- Press the **NORMAL** button to return the seat to the normal seating position.

MEMORY FUNCTION*

Use the memory controls located on the driver's door to program and then recall memory positions. To program position 1, press and hold  until you hear a tone. To set a second position, press and hold  until the same tone sounds. You can now use these controls to recall the set positions.

TILTING HEAD RESTRAINTS

Your vehicle's front-row head restraints can be adjusted. Pull up to raise the head restraint. To lower, press the head restraint down while pressing and holding the guide sleeve adjust/release button. Tilt the head restraint for additional comfort by gently pulling the top of the head restraint forward. Once it is in the forward-most position, tilting it forward once more will release it to the upright position.

Note: Do not attempt to force the head restraint backward after it is tilted. Instead, continue tilting it forward until the head restraint releases to the upright position.

MULTI-PANEL VISTA ROOF**

The multi-panel Vista Roof is equipped with a one-touch, express opening and closing feature. To open the front part of the Vista Roof, press the **SLIDE** control. To close, pull the **SLIDE** control. To stop motion at any time, press the control a second time. To vent the moonroof, press and release the **TILT** control. Pull and hold the **TILT** control to close the moonroof. The sliding shade can be manually opened or closed when the moonroof is closed.

