U.S. ROADSIDE ASSISTANCE

FOR COMPLIMENTARY HELP CALL 1-800-241-3673

Quick access to the information below will get help to you faster. Know your vehicle's mileage and specific location.

NAME

VIN

Roadside Assistance services are available from the warranty start date and last for 5 years or 60,000 miles, whichever comes first.

CANADA ROADSIDE ASSISTANCE

NAME

VIN

See Warranty Guide for complete details.

Download the Sykes4Ford Roadside Assistance App for access to your roadside assistance services.

Ford Motor Company reserves the right to modify or discontinue Roadside Assistance at any time. Certain restrictions apply to Roadside Assistance benefits.

For further details, call
1-800-241-3673 (United States)
1-800-665-2006 (Canada)

ROADSIDE ASSISTANCE

FLAT TIRES
It does seem that today nobody gets a flat tire, but what if you did? Roadside Assistance will change your tire for you. Tire change service requires the customer to have a usable spare tire.

DEAD BATTERIES
Sure, even a good battery can go dead for one reason or another. Roadside Assistance will give your vehicle the jump-start it needs.

LOCK OUTS
It's embarrassing, but it happens. We'll get you back in, fast... and it's free. Key replacement cost is the customer's responsibility.

TOWING
Your car's not working... and you don't know why. Just make the call and we'll be there. Warranty Towing, Non-warranty Towing and Collision Towing are available.

FUEL DELIVERY
You ran out of gas with no fuel station in sight. We'll bring the gas to you FREE. Limited to two, no-charge occurrences within a 12-month period. For the amount provided, please see your Owner's Manual.

TRAILERS
If your vehicle requires towing while hauling a trailer, Roadside Assistance provides coverage for towing up to a maximum per event. Please see your Owner's Manual for details.

WINCH OUT
If you should get stuck we'll pull you out (limited to events occurring within 100 feet (30 m) of a paved/county-maintained surface). Does not include winch out from standing water (recoveries).

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 NEW VEHICLE
To put QR tags to work for you, use your mobile phone's browser or app store to download a QR tag reader. Then follow the directions to scan the QR tag and see your vehicle's features come to life.

owner.ford.com (U.S.)

ford.ca (Canada)

UNITED STATES
Ford Customer Relationship Center
1-800-392-3673 (FORD)
(TDD for the hearing impaired:
1-800-232-5952)
owner.ford.com
@FordService

CANADA
Ford Customer Relationship Centre
1-800-565-3673 (FORD)
(TDD for the hearing impaired:
1-888-658-6805)
ford.ca
@FordServiceCA

WARRANTY INFORMATION
Your vehicle comes with a New Vehicle Limited Warranty. The express warranties of the New Vehicle Limited Warranty are in substitution for and exclude all other liabilities of any kind whether arising under statute, in tort, by implication of law or otherwise including, to the full extent as may be allowed by law, liability for any other representations respecting the vehicle, statutory warranties or implied warranties or conditions as to its merchantability or fit.

Download a FREE electronic copy or order one FREE printed copy of the most up-to-date Warranty Guide by visiting the Owner Manuals section of owner.ford.com. (United States)

For Canada, visit ford.ca/warranty.

For Limo/Livery/Hearse vehicles: View and download your Warranty Guide by visiting the Warranty Information section of the Fleet website, fleet.ford.com/limo. (United States only)

March 2019
First Printing
Litho in U.S.A.

FSC MIX Paper FSC® C102270

LL2J 19G217 AA

2020

QUICK REFERENCE GUIDE

EXPLORER

COMMONLY USED VOICE COMMANDS

GENERAL

- Cancel
- Help
- Main Menu
- List of Commands

AUDIO

- Radio
- AM <frequency number>
- FM <frequency number>
- **Bluetooth** Stereo
- USB

NAVIGATION [1]

- Find an Address
- Find a Place
- Drive Home
- Drive to Work
- Show Previous Destinations
- Cancel Route
- Show Route
- Repeat Instruction
- Show Map

PHONE

- Pair Phone
- Call <contact name>
- Call <contact name> at <location>
- Dial <number>

SIRIUSXM® TRAFFIC AND TRAVEL LINK [1, 2]

- Show Traffic
- Show Weather Map
- Show Fuel Prices
- Show 5-Day Forecast

APPS

- Mobile Applications
- List Applications
- Find Applications
- <Application Name> Help

[1] if equipped

[2] SiriusXM may not be available in all markets. Activation and a subscription are required.

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 more information.

For U.S. customers: visit **owner.ford.com** or call **1-800-392-3673**.

For Canadian customers: visit **syncmyride.ca** or **syncmaroute.ca** or call **1-800-565-3673.**

TABLE OF CONTENTS

COMMONLY USED VOICE COMMANDS	2
INSTRUMENT PANEL	4 – 6
SYNC 3	7 – 9
FEATURES	10 – 12
CONVENIENCE	13
FUNCTION	14 – 19
HYBRID ELECTRIC VEHICLE INFORMATION	20 – 21
ENERGY SAVING TIPS	22
ESSENTIAL FEATURES	23

WARNING

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

INSTRUMENT PANEL

1. LIGHTING CONTROL

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

- Lamps off.
- Parking lamps, instrument panel lamps, license plate lamps and rear lamps.
- Autolamp
- Headlamps on.

NOTE: The lighting control defaults to autolamps each time you switch your vehicle on.

2. ADAPTIVE CRUISE CONTROL*

Adaptive Cruise Control adjusts your speed to maintain a set distance between your vehicle and the vehicle in front of you in the same lane. You can select from one of four gap settings by pressing the gap controls on the steering wheel.

To set a cruise speed, switch cruise control on, accelerate to the desired speed and press the **SET+** or **SET-** button. An indicator light, the current gap setting and your set speed appear in the information display. Press to cancel cruise control, press the **RES** button to return to the set speed and gap setting. Press the cruise control button or switch off the ignition to turn cruise control off. The system can also bring your vehicle to a complete stop and may resume going forward in stop-and-go traffic. Adaptive cruise control with lane centering* is designed to help keep your vehicle in the center of the lane by applying continuous assistance steering torque input toward the lane center on highways. To switch it on press the button.

Intelligent adaptive cruise control allows you to set the vehicle speed to the speed limit detected by the speed sign recognition system.

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

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

3. SERVICE ENGINE SOON LIGHT

Illuminates briefly when you switch the ignition on. If it remains on or blinks after you start the engine, the On-Board Diagnostics (OBD-II) system has detected a problem. Drive in a moderate fashion and contact your authorized dealer as soon as possible.

4. STEERING WHEEL CONTROLS

- Press to increase or to decrease volume levels.
- or Press to access the previous or next media selection.
- Press to silence the current media.
- Press to access voice recognition.
- Press to exit a submenu.
- Press to access phone mode or to answer a phone call.
- Press to end a phone call.
- Press to enter the submenu.

You can also use the steering wheel buttons to control the audio, settings, navigation and information display options. Use the control and the OK button to select and confirm options for SYNC 3.

5. AUTOWIPERS*

The autowiper system turns the wipers on only when moisture is present on the windshield. Use the rotary control to adjust the sensitivity of the autowipers. A low sensitivity means the wipers turn on when the system detects a large amount of moisture on the windshield. A high sensitivity means the wipers turn on when the rain sensor detects a small amount of moisture on the windshield. Autowipers default to on and remain on until you switch them off in the information display.

NOTE: Make sure that you switch off this feature before entering a car wash.

**if equipped*

INSTRUMENT PANEL

6. KEYLESS STARTING

You can start your vehicle by pressing the **START STOP** button while fully pressing down on the brake pedal. Press the button again, without applying the brake, to switch the engine off. If you leave your vehicle idling for an extended period of time, the engine shuts down automatically.

Before this happens, a message appears in the information display, allowing you time to override the shutdown feature. If you try to leave the vehicle when it is still on, the horn will sound twice.

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

7. CLIMATE CONTROLLED FRONT SEATS*

For heated front seats, press repeatedly to cycle through the various heat modes and off. For ventilated front seats, press repeatedly to cycle through the various cooling modes and off.

8. 360 DEGREE CAMERA*

The button allows you to toggle through different camera views. The front and rear cameras have multiple screens that include Normal View with 360, Normal View and Split View. When in park (P), neutral (N) or drive (D), only the front images display when you press the button. When in reverse (R), only the rear images display when you press the button.

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

9. HAZARD WARNING FLASHER

**if equipped*

SYNC 3®

SYNC 3 allows you to interact with a variety of features using the touchscreen and voice commands. The system provides easy use of the system elements like audio, phone, mobile apps and settings.

USING THE TOUCHSCREEN

Use the touch screen to navigate the SYNC 3 features. The status bar on the top of the screen contains the home button, clock, outside temperature and status bar icons that inform you about the system. The feature bar allows you to select system features like audio and settings. For your safety, some features are speed-dependent. Their use is limited to when your vehicle speed is less than 3 mph (5 km/h).

UPDATING YOUR SYSTEM

System updates are available through the local Ford website using a USB or by connecting your vehicle to a Wi-Fi network connection. With a network connection, you can have your SYNC 3 system update automatically as well. Please see the *SYNC 3* section of your *Owner's Manual* for more information on updating your system.

USING VOICE RECOGNITION

Using voice commands allows you to keep your hands on the wheel and focus on what is in front of you. To activate the SYNC 3 voice commands, press the voice button on the steering wheel and wait for the prompt.

- Press the button during any system voice prompt to interrupt the prompt and begin your voice command.
- To adjust the volume of the system voice prompts, turn the volume control when a voice prompt is playing.
- To use Siri on your iOS device, press and hold the voice control button on the steering wheel.

You can find the available voice commands in the *SYNC 3* chapter of *your Owner's Manual* or in the *Commonly Used Voice Commands in this guide.*

**if equipped*

SYNC 3®

PAIRING YOUR PHONE FOR THE FIRST TIME

Switch on **Bluetooth** on your device to begin pairing. Check the compatibility of your device on the local Ford website.

To add to phone:

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

To pair subsequent phones, please see the *SYNC 3* chapter in your *Owner's Manual*.

USING YOUR CONNECTED PHONE

To make calls, select from your contacts, recent calls or dial the number on the phone keypad. From the phone menu you can also adjust phone settings, change devices or mute your phone. The do not disturb mode rejects all incoming calls and switches off ring tones and alerts.

APPLE CARPLAY AND ANDROID AUTO

To use Apple CarPlay and Android Auto connect your device to a USB port and follow the instructions on the touchscreen.

Certain SYNC 3 features are not available when you are using Apple CarPlay or Android Auto.

Android Auto may need to be enabled from the settings menu. You can switch Apple CarPlay or Android Auto off through the settings menu. See the *SYNC 3* chapter of your *Owner's Manual* for more information.

AUDIO

You can select from a variety of entertainment options including AM/FM radio, USB, **Bluetooth** Stereo and Apps.

PRESETS

To set a new preset, tune to the station and then press and hold one of the preset buttons. The audio mutes briefly while the system saves the station and then returns. To access additional presets, swipe left.

NAVIGATION

You can set your destination using the text entry or map screen. Using text entry, you can search by entering all or part of the destination, such as the address, intersection or city. Using the map screen, you can select a location on the map, then select Start to begin the route guidance.

You can adjust the map to display in two dimensional or three dimensional mode. You can also zoom in or out of the map by using a pinching gesture. During route guidance you will see a turn indicator, points of interest on the map, your current road and an option to mute the guidance prompts. You can press the button in the top right-hand corner of the main map to display estimated time of arrival, remaining travel time or distance to your destination

NETWORK CONNECTIVITY

The modem allows you to connect your vehicle to the Internet to use when you are on the road. See your Owner's Manual to enable the modem using the FordPass App. Once the modem is enabled, you can locate and remotely start, lock and unlock your vehicle. You can also access automatic system updates. More information is available through the FordPass App.

The modem has a SIM. The modem was enabled when your vehicle was built and periodically sends messages to stay connected to the cell phone network, receive automatic software updates and send vehicle-related information to us, for example diagnostic information. These messages could include information that identifies your vehicle, the SIM and the electronic serial number of the modem. Cell phone network service providers could have access to additional information, for example cell phone network tower identification. For additional information about our privacy policy, visit **www.FordConnected.com** or refer to your local Ford website.

SETTINGS

Under the Settings menu, you can access and adjust the settings for many of the system features. Once you select a tile, press the **i** to view an explanation of the feature or setting.

**if equipped*

FEATURES

STABILITY CONTROL AND TRACTION CONTROL WITH ROLL STABILITY CONTROL

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

TILTING HEAD RESTRAINTS

The front head restraints tilt for extra comfort. To tilt the head restraint, do the following:

1. Adjust the seatback to an upright driving or riding position.
2. Pivot the head restraint forward toward your head to the desired position. After the head restraint reaches the forward-most tilt position, pivoting it forward again releases it to the rearward, un-tilted position.

POWER ADJUSTABLE STEERING COLUMN*

Use the control on the side of the steering column to adjust the position.

AMBIENT LIGHTING*

To access and adjust:

1. Press the Settings icon then Ambient Lighting on the touchscreen.
2. Touch the desired color.
3. Drag the color up or down (horizontal controls) or left or right (vertical controls) to increase or decrease the intensity.

To switch ambient lighting off, press the active color once or drag the active color all the way down to zero intensity.

ADJUSTING THE THIRD ROW POWER SEATS*

These seats feature a power, one-touch operation that allow you to fold and stow the seats. See the ***Seats*** chapter in your ***Owner's Manual*** for details.

MEMORY FUNCTION

The memory function allows a one-touch recall of personalized memory features, including the driver seat, power mirrors and power steering column*. Use the memory controls on the driver door to program and then recall memory positions. To program a position, switch the ignition on. Adjust the memory features to your desired positions. Press and hold the desired preset button until you hear a single tone. You can now use these controls to recall the set memory positions. You can also program your memory seat to your transmitter. That way, when you unlock your door with the transmitter, your memory features automatically move into your saved positions.

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

FOLDING THE THIRD-ROW MANUAL SEAT*

NOTE: Make sure that the area under the seat is free of objects before stowing it.

To fold and stow the third-row seat:

1. Remove all objects from the seat and floor stowage tub area.
2. Fold the head restraint by pulling the head restraint release strap.
3. From the rear of the vehicle, fold the seatback by pulling and holding the red strap while pushing the seatback forward. Release the strap when the seatback starts rotating forward.

UNFOLDING THE THIRD-ROW MANUAL SEAT*

NOTE: Make sure that the area is free of objects before unstowing it.

1. To return the seatback to the upright position, pull the red strap. Then while holding the red strap, pull the long strap located on the back of the seat to raise the seatback.
2. Pull the head restraints up to their normal positions.

SECOND-ROW HEATED SEATS*

To operate, press on the rear of the floor console repeatedly to cycle through the various heat settings and off. More lights indicate warmer settings. See the ***Seats*** chapter in your ***Owner's Manual*** for details.

**if equipped*

FEATURES

INTELLIGENT ACCESS* REMOTE ENTRY ICONS

- Press once to lock all doors. Press again within three seconds to confirm that you locked all doors.
- Press once to unlock the driver door. Press again within three seconds to unlock all doors.
- Press to activate the panic alarm. Press again or switch the ignition on to deactivate.
- Press twice within three seconds to open the liftgate.
- Car finder: Press twice within three seconds to locate your vehicle. The horn sounds and the direction indicators flash.

NOTE: The intelligent access transmitter also contains a mechanical key blade that you can use to unlock the driver door, if necessary.

INTELLIGENT ACCESS*

You can unlock and lock the vehicle without taking the key out of your pocket or bag when your intelligent access key is within 3 feet (1 meter) of your vehicle.

To unlock, touch the unlock sensor on the back of the door handle for a brief period and then pull on the door handle, being careful to not touch the lock sensor at the same time or pull the door handle too quickly.

To lock, touch the door handle lock sensor on the door for approximately one second, being careful to not touch the unlock sensor on the back of the door handle at the same time.

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. Before driving your vehicle, you must press the push button ignition switch on the instrument panel while applying the brake pedal. You can also turn your vehicle off from outside after a remote start by pressing once. If your vehicle is equipped with remote feedback, an LED on the key provides status feedback of remote start or stop commands. A solid green light means the remote start or extension was successful while a blinking red light means the remote start or stop has failed. A solid red light means that the remote stop was successful and the engine is off. When the system is waiting for a status update from the vehicle, you will see a blinking green light.

**if equipped*

CONVENIENCE

REMOTE CONTROL FRONT WINDOWS*

You can open the front windows for a short time after you unlock your vehicle with the remote control. After you unlock your vehicle, press and hold the remote control unlock button to open the windows. Release the button once movement starts. Press the remote control lock or unlock button to stop movement.

NOTE: To operate this feature, accessory delay must not be active. You can switch this feature on and off in the information display, or see an authorized dealer.

110 VOLT AC POWER POINT

The power point on the rear of the center console can be used for electric devices that require up to 150 watts. When the indicator light on the power point is:

On: The power point is working, the ignition is on and a device is plugged in.

Off: The power point is off, the ignition is off or no device is plugged in.

Flashing: The power point is in fault mode.

POWER LIFTGATE

Your liftgate has an automatic open and close feature. To open remotely, press twice on your remote control within three seconds. You can also operate the liftgate by pressing the button on the instrument panel. To close the liftgate, press and release the liftgate control button on the liftgate.

HANDS-FREE LIFTGATE OPERATION*

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

Do not move your foot sideways or the sensors may not detect the motion.

NOTE: In vehicles that have the towing package, kick your foot between the trailer hitch and the exhaust system. Do not kick under the trailer hitch.

MOONROOF*

The moonroof controls are on the overhead console and have a one-touch open and close feature. To stop the movement during one-touch operation, press the control a second time.

- Press and release to open the moonroof.
- VENT Press and release to vent or close the moonroof.
- Press and release to open the sunshade. The sunshade opens automatically with the moonroof. You can also open the sunshade with the moonroof closed.
- Press and release to close the sunshade

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.

**if equipped*

FUNCTION

DRIVER ALERT

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

LANE KEEPING SYSTEM*

When you switch the system on and the system detects an unintentional drift out of your lane is likely to occur, the system notifies or assists you to stay in your lane through the steering system and information display. Depending on the feature operation mode you select, the system provides a warning by vibrating the steering wheel (Alert Mode) or a steering assistance (Aid Mode) by gently counter steering your vehicle back into the lane. The system can also provide both warning (vibrating the steering wheel) and steering assistance (gently counter steering your vehicle back into the lane) while Aid+Alert mode is selected. You can switch the system on or off by pressing the button on the direction indicator. Refer to the *Driving Aids* chapter of your *Owner's Manual* for system operation and limitations.

BLIND SPOT INFORMATION SYSTEM (BLIS) WITH TRAILER TOW AND CROSS TRAFFIC ALERT*

This system is designed to aid you in detecting vehicles that may have entered the detection area 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. Cross traffic alert warns you of vehicles approaching from the sides when the transmission is in reverse (R). When a trailer is attached and you have set up a Blind Spot Trailer, the system becomes active when driving forward above 6 mph (10 km/h).

NOTE: NEVER use BLIS or cross traffic alert as a replacement for using the interior and exterior mirrors and looking over your shoulder before changing lanes. The systems are not replacements.

Refer to the *Driving Aids* chapter in your *Owner's Manual* for more information.

PRE-COLLISION ASSIST*

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

Alert: When activated, a flashing visual warning displays and an audible warning chime sounds.

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

Active Braking: Active braking may activate if the system determines that a collision is imminent. The system may help the driver reduce impact.

FRONT, REAR AND SIDE PARKING AIDS*

These systems warn you of obstacles within a certain range of your vehicle. As you move closer to the detected obstacle, the rate of the warning tone increases in frequency. The system turns on automatically whenever you switch the ignition on. The side sensing system uses the front and rear side sensors to detect and map obstacles that are near the sides of your vehicle. The front sensors are active when the transmission is in any position other than park (P). The rear sensors are active when the vehicle is in reverse (R) and your vehicle is traveling at a low speed. Keep the sensors, located on the bumper or fascia, free from snow, ice and large accumulations of dirt. If the sensors are covered, the system's accuracy can be affected. Do not clean the sensors with sharp objects. See the *Parking Aids* chapter in your *Owner's Manual* for complete information on your vehicle's sensing systems.

REVERSE BRAKING ASSIST*

Using the radar sensors on the rear bumpers, this system can help reduce or avoid a collision. The system is active when your vehicle is in reverse and is traveling between 1 and 7 mph (1.5 and 12 km/h). If the system detects an obstacle behind your vehicle, it provides a warning through the rear parking aid or cross traffic alert system. If the system determines that a collision with the obstacle may occur, full braking may be applied automatically. A warning message is also displayed. You can switch the system on and off through the information display or the touchscreen. See the *Parking Aids* chapter in your *Owner's Manual* for additional information.

REAR VIEW CAMERA

The Rear View Camera system provides a video image of the area behind the vehicle. The image appears when the transmission is in reverse (R) and uses a variety of guidelines to alert you of your proximity to objects. If your vehicle is equipped with the Obstacle Distance Indicator, the system provides an image of your vehicle and the red, yellow and green sensor zones. For more information about the Rear View Camera, please see the *Parking Aids* chapter of your *Owner's Manual*.

NOTE: Switching on the rear washer also turns on the rear camera washer.

**if equipped*

FUNCTION

ACTIVE PARK ASSIST WITH PERPENDICULAR AND PARALLEL PARKING AND PARALLEL PARK OUT ASSIST*

Detects an available parking space and automatically steers the vehicle into the space. The system then steers, accelerates, brakes and shifts gear as required to maneuver into or out of a parking space.

To use active park assist, press the button just below the display screen, then touch the Active Park Assist icon on the display screen to bring up full screen notifications. Then press either the parking button or the soft keys on the display screen to switch between Parallel Park In, Perpendicular Park IN or Parallel Park Out parking modes.

Use the direction indicator to select from which direction you want to begin searching, either to the left- or right-hand side of your vehicle.

Drive your vehicle approximately 3 ft (1 m) away from and parallel to the other parked vehicles when searching for a parking space. A tone sounds and a message appears in the information display when active park assist finds a suitable parking space. To park, press and hold the brake pedal then release the steering wheel and shift into neutral (N). Press and hold the active park assist button. Release the brake pedal to allow the vehicle to park.

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

Use the park out assist feature when your vehicle is at rest in a parallel parking space. Press the active park assist button and use the direction indicator lever to choose the direction to exit the space. Press and hold the brake pedal. Release the steering wheel and shift into neutral (N). You can then release the parking brake and press and hold the active park assist button. Release the brake pedal to allow the vehicle to move.

NOTE: After the system drives your vehicle to a position where you can exit the parking space in a forward movement, a message appears instructing you to take full control of your vehicle.

For complete information, refer to the *Parking Aids* chapter of your *Owner's Manual.*

AUTO HOLD

Auto Hold can assist you while stopping at traffic lights or while in traffic jams by holding the brakes when you stop the vehicle. Press the button to switch the system on. The Auto Hold button illuminates. When the system is on and actively holding the vehicle, **AUTO HOLD** displays in the instrument cluster. When you press the accelerator pedal, Auto Hold automatically releases the brakes. In certain situations, Auto Hold may apply the electric parking brake and illuminate the brake warning lamp in the instrument cluster. Auto Hold turns off when you power down your vehicle, or you can switch the feature off manually by pressing the Auto Hold button. Switch Auto Hold off if you are towing a trailer or having the vehicle towed.

See the *Brakes* chapter of your *Owner's Manual* for more details.

ELECTRIC PARKING BRAKE

The electric parking brake switch replaces the conventional hand brake. The switch is on the center console. To apply the electric parking brake, pull the switch up. The brake system warning lamp flashes then illuminates to confirm that you applied the parking brake. To release the electric parking brake manually, switch the ignition on, press the brake pedal and then press the switch down. The brake system warning lamp turns off. Your vehicle automatically releases the parking brake when the driver door is closed, the accelerator pedal is pressed and no faults are detected in the parking brake system.

NOTE: If the electric parking brake warning lamp stays on, then the electric parking brake did not automatically release. You must release the electric parking brake using the switch.

DRIVE MODE CONTROL

The drive mode control optimizes steering, handling and powertrain response. The system automatically tailors your vehicle configuration for each mode you select. Use the drive mode switch on the center console to select or change a drive mode.

Available modes may include:

Normal – For everyday driving.

Sport – For spirited and aggressive on-road driving situations.

Eco – For efficient and responsible driving.

Tow Haul – For improved transmission operation when towing a trailer or a heavy load.

Slippery – For firm surfaces covered with loose or slippery material.

Deep Snow / Sand – For deep snow or soft dry sand.

Trail Mode – For use on off-road trails.

POST CRASH ALERT SYSTEM

The system flashes the direction indicators and sounds the horn (intermittently) in the event of a serious impact that deploys an airbag equipped on your vehicle.

The horn and lamps turn off when:

- You press the hazard control button.
- You press the panic button on the remote entry transmitter*.
- Your vehicle runs out of power.

ADAPTIVE HEADLAMPS*

When you are steering around a curve, if the camera detects lane markings indicating a curve or traffic signs indicating an intersection or a roundabout, the headlamps adapt to help you see better at night. Set the lighting control to the autolamps position to use the adaptive headlamps. You can switch this feature on or off in the touchscreen.

FRONT FOG LAMPS*

You can switch on the front fog lamps by pressing the button on the lighting control.

NOTE: Only use fog lamps during reduced visibility, for example heavy fog, snow or heavy rain.

*if equipped

FUNCTION

WIRELESS CHARGING*

This feature supports wireless charging-compatible devices. You can only charge one device at a time on the charging area. You can charge a device if the vehicle is off, in accessory mode or if SYNC 3 is on. To begin charging your device, place the device on the center of the charing surface with the charging side down. The charging stops after your device reaches a full charge.

For more information, see the *Auxiliary Power Points* chapter of your *Owner's Manual*.

HILL DESCENT CONTROL™*

Hill descent control allows the driver to set and maintain vehicle speed while descending steep grades on various surface conditions. To switch the system on, press on the center console. The icon lights up and a tone sounds when the system is on. Use your pedals to increase or decrease your speed as you normally would, until you reach your desired speed. Remove your feet from the pedals to maintain your speed.

DAYTIME RUNNING LAMPS*

The LED lights automatically turn on when you switch on the ignition, the transmission is not in park (P) and the headlamps are not on.

SECURICODE™ KEYLESS ENTRY SYSTEM

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

To Unlock the Driver Door

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

To Unlock All Doors

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

To Lock All Doors

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

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

MYKEY™

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

USB PORT

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

CARGO MANAGEMENT SYSTEM

The system is located in the floor of the cargo area. Lift the handle to open. In vehicles with a spare tire, the front of the load floor can be placed either on or below the ledges behind the rear seats.

REAR PASSENGER CLIMATE CONTROLS

The rear passengers have access to a control panel that allows them to adjust the climate. The rear climate controls allow rear passengers to adjust the temperature, fan speed and air distribution for the rear seating area. You can select the rear control lock on the touchscreen to restrict the control of the rear settings to the front control.

**if equipped*

SELECTSHIFT® AUTOMATIC TRANSMISSION*

With SelectShift automatic transmission, you can use the paddles on your steering wheel or gear shift to change gears without a clutch.

Pull the (+) paddle on the steering wheel to activate SelectShift.

To change gears with steering wheel paddles:

- Pull the right paddle (+) to upshift.
- Pull the left paddle (–) to downshift.

For more information and system operation, please see the *Transmission* chapter of your *Owner's Manual*.

TIRE PRESSURE MONITORING SYSTEM

The tire pressure monitoring system allows you to view the tire pressure readings through the information display. When one or more of your tires are under-inflated, your vehicle turns on the low tire pressure warning light in the instrument cluster. If this happens, stop and check your tires as soon as possible. Inflate them to the proper pressure. Refer to the *Tire Pressure Monitoring System* section in the *Wheels and Tires* chapter of your *Owner's Manual* for more information.

HYBRID ELECTRIC VEHICLE FEATURES*

SILENT KEY START

When starting your vehicle, you may not hear your engine because your hybrid-electric vehicle is equipped with silent key start. This fuel-saving feature allows your vehicle to be ready to drive without requiring your gas engine to be running. Look for the *Ready* indicator light in your information display. When the light displays, your vehicle has started and is ready to drive.

UNIQUE DRIVING CHARACTERISTICS HEV

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

Conditions that may cause the engine to start up or remain running include:

When the charge level of the high voltage battery is low, high or low outside temperatures in order to provide system heating or cooling, towing a trailer, certain selectable drive modes, use of the paddle shifters while in drive (D), considerable vehicle acceleration, ascending a hill and when the engine is not warm enough to provide a requested cabin temperature.

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

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

Stopping: The gas engine may shut off to conserve fuel as you come to a stop. Restarting the vehicle is not required. Simply step on the accelerator when you are ready to drive.

POWER FLOW

Your system has hybrid-specific screens that display your vehicle power settings. Press the Power Flow button on the Apps menu to see this screen. It shows you where your vehicle power is coming from and where it is being used.

TRANSMISSION OPERATION

The engine and electric motor together propel the vehicle through the automatic transmission. This is normal hybrid operating and helps deliver fuel efficiency and performance.

REFUELING A HYBRID VEHICLE

To open your fuel door, press the button on the left side of the instrument panel. The fuel door may take up to 15 seconds to open. If the fuel filler door fails to open, a message appears in the information display. See the *Fuel and Refueling* chapter of your *Owner's Manual* for troubleshooting information. You must complete the refueling process within 20 minutes. After 20 minutes you must press the button on the left side of the instrument panel again. The fuel pump nozzle may automatically shut off if you do not press the button again.

HYBRID BATTERY

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.

A cool battery maintains battery life and provides the best possible performance. The high voltage battery is cooled by the vehicle's air conditioning system. When in operation, there may be cool air flowing from the climate control vents even if the cabin air conditioning or blower is off.

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

ENERGY SAVING TIPS

HELP MAXIMIZE YOUR FUEL ECONOMY BY UTILIZING THESE FEW TIPS

1. **Use smooth acceleration and braking.**
   According to the United States Department of Energy, aggressive driving can lower your gas mileage by up to 33 percent at highway speeds and 5 percent in the city.
2. **Carry the bare essentials.**
   The Department of Energy estimates that an extra 100 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 when idling. Minimize your morning warm-up and parking lot waits to get the most out of filling your tank.
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.
6. **Use accessories wisely.**
   Heated seats, the rear defroster, the air conditioner and other power features draw electrical energy. When you operate your accessories, you may notice that the gasoline engine needs to start. Choose Accessory Power when configuring your MyView screen to see how much electricity you are using to power your vehicle's accessories.
7. **Check your tires.**
   Proper tire inflation can help you improve your fuel economy by up to 3.3 percent, according to the Department of Energy, while under-inflation 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.

ESSENTIAL FEATURES

REFUELING

When refueling your vehicle:

1. Place your vehicle in park (P) and make sure the ignition is switched off.
2. If your vehicle is an HEV, press the button to open the fuel filler door. For gas-only vehicles, press the lower rear corner of the fuel door to open.
3. Insert the fuel filler nozzle into the fuel system up to the first notch, and leave the nozzle inserted and resting against the cover of the fuel tank until you are done pumping.
4. Make sure you keep the fuel pump nozzle in a level position when refueling or it may impact the flow of the fuel. Improper positioning can also cause the fuel pump to shut off before the fuel tank is full.
5. When you finish refueling, slowly raise and remove the fuel pump nozzle. Fully close the fuel door. If you are refilling your tank from a fuel container, make sure you use the fuel filler funnel included with your vehicle. Using an aftermarket funnel may not work with the capless system and could cause damage to your vehicle. For more information and for your fuel filler funnel location, please see the *Fuel and Refueling* chapter of your *Owner's Manual*.

FUEL TANK CAPACITY AND FUEL INFO

Depending on your vehicle, your fuel tank size varies based on the engine configuration. Refer to the *Capacities and Specifications* chapter in your *Owner's Manual* for more details. If your vehicle has a yellow fuel filler cap, a yellow bezel around the fuel filler inlet, a yellow fuel filler housing or a yellow E85 label on the fuel tank filler door, you have a flex fuel vehicle and can use either regular unleaded fuel, E85 ethanol fuel or any mixture of the two. See the *Fuel and Refueling* chapter in your *Owner's Manual* for complete flex fuel usage details. For non-flex fuel vehicles, we recommend regular unleaded gasoline with a pump (R+M)/2 octane rating of 87. To provide improved performance, we recommend premium fuel for severe duty usage such as trailer towing.

TOWING YOUR VEHICLE

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

REAR WINDOW BUFFETING

When just one of the windows is open, you may hear a pulsing noise. Lower the opposite window until the noise subsides.

LOCATION OF SPARE TIRE AND TOOLS

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

Ford Motor Company gives you peace of mind with the complimentary Roadside Assistance Program. Services are available from the warranty start date and last for 5 years or 60,000 miles (100,000 km), whichever occurs first.

Roadside Assistance is honored throughout the 50 states, Puerto Rico and Canada.

Towing services are available to any qualified Ford or Lincoln dealer within the distance limits stated in your Owner's Manual.

If you're out of warranty coverage but need Roadside Assistance, you can still access the service you need by paying a one-time fee.

For additional information please visit:

US:
https://owner.ford.com/service/roadside-assistance.html

Canada:
https://www.ford.ca/owners/packages/roadside-assistance

The Sykes4Ford Roadside App (Canada only) is available via the Apple App Store® or Google Play™

U.S. ROADSIDE ASSISTANCE

1-800-241-3673
24 hours a day, 7 days a week

- Towing
- Battery Jump-Start
- Fuel Delivery
- Lock-out Assistance
- Flat Tire Change
- Winch Out
- Other Roadside Services

CANADA ROADSIDE ASSISTANCE

1-800-665-2006 or download the Sykes4Ford app

- Towing
- Battery Boosting
- Fuel Delivery
- Lock-out Assistance
- Flat Tire Change
- Winch Out
- Other Roadside Services

For for future quick reference, enter your vehicle information on the back of your Roadside Assistance Card and place it in your wallet.