

# FORD **EXPLORER** Owner's Manual



Go Further





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# Introduction

## ACKNOWLEDGMENTS

Your vehicle could have components that use open source software. For additional information, visit <http://corporate.ford.com/ford-open-source.html>.

## ABOUT THIS MANUAL

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



**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.

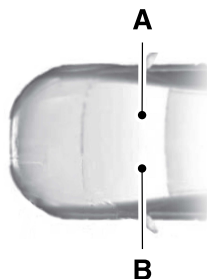
**Note:** This manual describes product features and options available throughout the range of available models, sometimes even before they are generally available. It may describe options not fitted to the vehicle you have purchased.

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

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

**Note:** Pass on this manual when selling your vehicle. It is an integral part of your vehicle.

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



- A Right-hand side.  
B Left-hand side.

## SYMBOLS GLOSSARY

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



Safety alert.



See the Owner's Manual.



Air conditioning system.



Anti-lock braking system.



Avoid smoking, flames or sparks.

# Introduction

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Battery.



Battery acid.



Brake fluid level.



Brake system.



Brake failure.



Cabin air filter.



Check fuel cap.



Child safety door lock.



Child safety door unlock.



Child seat lower anchor.



Child seat tether anchor.



Cruise control.



Do not open when hot.



Electronic power steering malfunction.



Engine air filter.



Engine coolant.



Engine coolant temperature.



Engine oil.



Explosive gas.



Fan warning.



Fasten seatbelt.



Front airbag.



Front fog lamps.



Fuel pump reset.



Fuse compartment.



Hazard warning flashers.



Heated rear window.



Heated windshield.



Interior luggage compartment release.



Jack.

# Introduction

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Keep out of reach of children.



Lighting control.



Low tire pressure warning.



Maintain correct fluid level.



Panic alarm.



Parking aid.



Parking brake.



Power steering fluid.



Power windows.



Power window lockout.



Malfunction indicator lamp (MIL).



Service engine soon.



Side airbag.



Shield the eyes.



Stability control.



Windshield wash and wipe.

## REPLACEMENT PARTS RECOMMENDATION

We have built your vehicle to the highest standards using quality parts. We recommend that you demand the use of genuine Ford and Motorcraft parts whenever your vehicle requires scheduled maintenance or repair. You can clearly identify genuine Ford and Motorcraft parts by looking for the Ford, FoMoCo or Motorcraft branding on the parts or their packaging.

## Scheduled Maintenance and Mechanical Repairs

One of the best ways for you to make sure that your vehicle provides years of service is to have it maintained in line with our recommendations using parts that conform to the specifications detailed in this Owner's Manual. Genuine Ford and Motorcraft parts meet or exceed these specifications.

## Collision Repairs

We hope that you never experience a collision, but accidents do happen. Genuine Ford replacement collision parts meet our stringent requirements for fit, finish, structural integrity, corrosion protection and dent resistance. During vehicle development we validate that these parts deliver the intended level of protection as a whole system. A great way to know for sure you are getting this level of protection is to use genuine Ford replacement collision parts.

# Introduction

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## MOBILE COMMUNICATIONS EQUIPMENT



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

Using mobile communications equipment is becoming increasingly important in the conduct of business and personal affairs. However, you must not compromise your own or others' safety when using such equipment. Mobile communications can enhance personal safety and security when appropriately used, particularly in emergency situations. Safety must be paramount when using mobile communications equipment to avoid negating these benefits. Mobile communication equipment includes, but is not limited to, cellular phones, pagers, portable email devices, text messaging devices and portable two-way radios.





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

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

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

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

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

Data recorded includes, for example:

- Operating states of system components, for example fuel level, tire pressure and battery charge level.
- Vehicle and component status, for example wheel speed, deceleration, lateral acceleration and seatbelt status.

- Events or errors in essential systems, for example headlamps and brakes.
- System responses to driving situations, for example airbag deployment and stability control.
- Environmental conditions, for example temperature.

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

## Services That We Provide

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

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

## Services That Third Parties Provide

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

## SERVICE DATA

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

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

## EVENT DATA

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

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

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

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

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

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

## SETTINGS DATA

Your vehicle has electronic control units that have the ability to store data based on your personalized settings. The data is stored locally in the vehicle or on devices that you connect to it, for example, a USB drive or digital music player. You can delete some of this data and also choose whether to share it through the services to which you subscribe. See **Settings** (page 348).

### Comfort and Convenience Data

Data recorded includes, for example:

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

### Entertainment Data

Data recorded includes, for example:

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

## CONNECTED VEHICLE DATA



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

**Note:** *The modem continues to send this information unless you disable the modem or stop the modem from sharing vehicle data by changing the modem settings. See **Connected Vehicle** (page 314).*

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

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

## MOBILE DEVICE DATA

If you connect a mobile device to your vehicle, you can display data from your device on the touchscreen for example, music and album art. You can share your vehicle data with mobile apps on your device through the system. See **Apps** (page 346).

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

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

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

The cell phone profile, media device index and diagnostic log remain in your vehicle unless you delete them and are generally accessible only in your vehicle when you connect your cell phone or media device. If you no longer plan to use the system or your vehicle, we recommend you use the master reset function to erase the stored information. See **Settings** (page 348).

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

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

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

## EMERGENCY CALL SYSTEM DATA

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

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

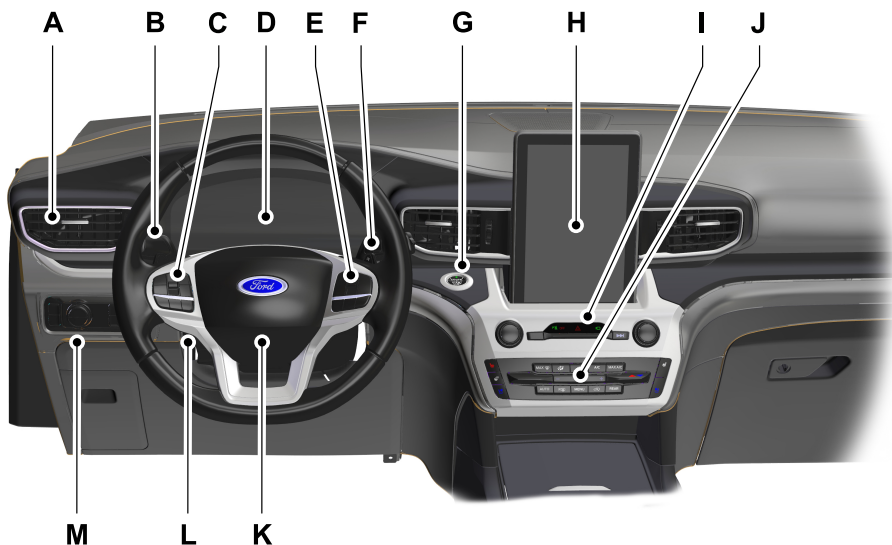
## **PROTECTING THE ENVIRONMENT**

You should play your part in protecting the environment. Correct vehicle usage and the authorized disposal of waste, cleaning and lubrication materials are significant steps toward this aim.

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

# At a Glance

## INSTRUMENT PANEL



E282065

- A Air vents.
- B Direction indicator. See **Direction Indicators** (page 71).
- C Cruise control. See **Cruise Control** (page 63). Audio control. See **Audio Control** (page 63).
- D Information display. See **General Information** (page 90).
- E Information display control. See **Information Display Control** (page 64).
- F Wiper lever. See **Windshield Wipers** (page 65).
- G Ignition switch. See **Keyless Starting** (page 141).
- H Information and Entertainment display.
- I Hazard flasher switch. See **Hazard Flashers** (page 252).
- J Climate control. See **Automatic Climate Control** (page 114).
- K Horn.



## At a Glance

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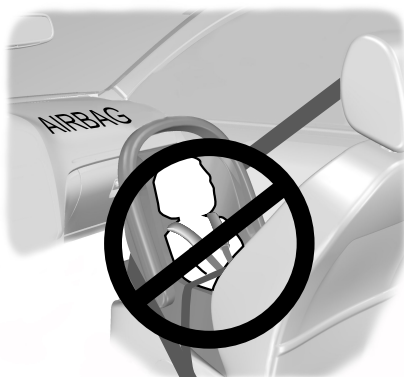
- L Steering wheel adjustment. See **Adjusting the Steering Wheel** (page 62).
- M Lighting control. See **Lighting Control** (page 68). Power liftgate release. See **Power Liftgate** (page 56).

# Child Safety

## INSTALLING CHILD RESTRAINTS



E161855



E68916

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

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

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

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

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

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

**Note:** When using a rearward-facing child restraint on the front seat, always make sure the passenger airbag off indicator is illuminated. See **Front Passenger Sensing System** (page 33).

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

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

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

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

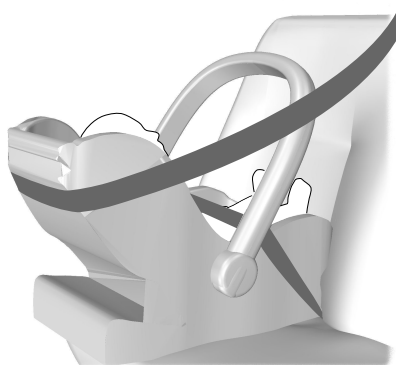
**Note:** When using a child restraint on a second row seat, adjust both seating rows in a position to prevent contact with the child's feet, legs or the child restraint. When using a child restraint on a third row seat, adjust the second row outermost seat in a position to prevent contact with the child's feet, legs, or the child restraint.

# Child Safety

## Child Restraints for Different Mass Groups

Use the correct child restraint as follows:

### Rearward Facing Baby Safety Seat



E68918

Secure children that weigh less than 13 kg (29 lb) in a rearward facing baby safety seat (Group 0+) on the rear seat.

### Child Safety Seat



E68920

Secure children that weigh between 13 kg (29 lb) and 18 kg (40 lb) in a child safety seat (Group 1) on the rear seat.

## Booster Seats

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

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

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

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

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

**WARNING:** Make sure the child restraint rests tightly against the vehicle seat. If necessary, adjust the seat backrest to an upright position. It may also be necessary to lift or remove the head restraint.

See **Head Restraints** (page 121).

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

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

# Child Safety

## Booster Seat (Group 2)



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

## Booster Cushion (Group 3)

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



Secure children that weigh greater than 22 kg (50 lb) but are less than 150 cm (60 in) tall on a booster cushion.

## ISOFIX Anchor Points



**WARNING:** Use an anti-rotation device when using the ISOFIX system. Failure to follow this instruction could result in personal injury or death.



E174928

Your vehicle has ISOFIX anchor points that accommodate universally approved ISOFIX child restraints.

Follow the child restraint manufacturer's instructions for installing a child restraint with a top tether.

The ISOFIX system has two rigid attachment arms on the child restraint. These attach to anchor points on the rear seats where the cushion and backrest meet.

**Note:** If you are purchasing an ISOFIX child restraint, make sure that you know the correct mass group and ISOFIX size class for the intended seating locations. See **Child Restraint Positioning** (page 23).

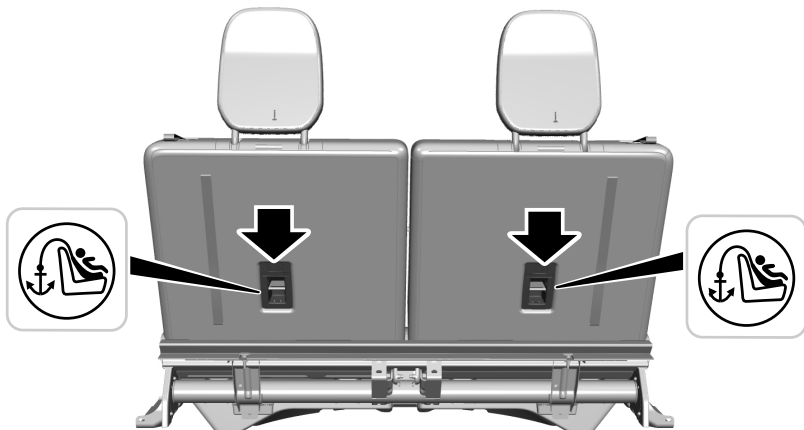
# Child Safety

## Top Tether Anchor Points

### Second Row Seating Positions



### Third Row Seating Positions



For child restraints with a top tether, tether anchor points are at the rear of the second row outermost and third row seats.

# Child Safety

## Attaching a Child Restraint With Top Tethers

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

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

**Note:** You may need to lift or remove the head restraint to ease installation. See **Head Restraints** (page 121).

1. Route the tether strap under the head restraint to the anchor point.



E87145

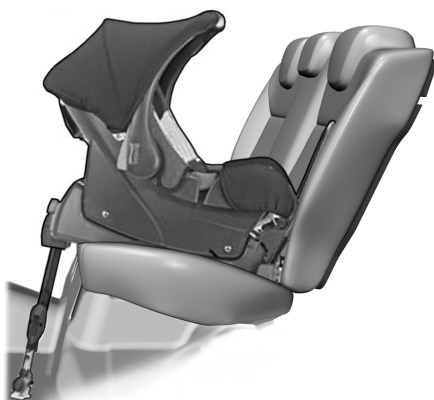
2. Push the child restraint back firmly to engage the ISOFIX lower anchor points.
3. Tighten the tether strap in line with the child restraint manufacturer's instructions.

## Attaching a Child Restraint With a Support Leg

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

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

**WARNING:** Make sure that the child restraint manufacturer lists your vehicle as suitable for use with this type of child restraint.



E185352

Always follow the manufacturer's instructions for installing a child restraint with a support leg.



# Child Safety

## CHILD RESTRAINT POSITIONING



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



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



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



**WARNING:** Make sure the child restraint rests tightly against the vehicle seat. If necessary, adjust the seat backrest to an upright position. It may also be necessary to lift or remove the head restraint.



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

See **Head Restraints** (page 121).

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

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

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

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

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

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

# Child Safety

## ISOFIX Child Restraints

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

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

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

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

# Child Safety

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## Recommended Child Restraints

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

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

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

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

# Child Safety

## I-Size Child Restraints

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

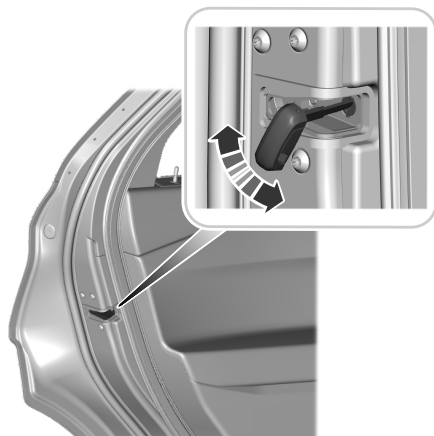
<sup>1</sup>The fixture is defined for booster child restraint systems. You can see the identification letters on i-Size boosters.

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

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

## CHILD SAFETY LOCKS

When these locks are set, you cannot open the rear doors from the inside.



E287259

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

### Left-Hand Side

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

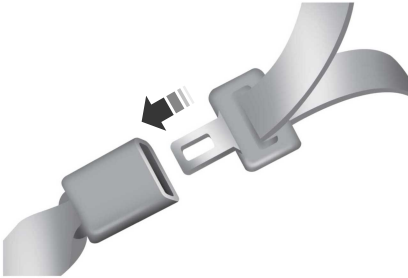
### Right-Hand Side

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

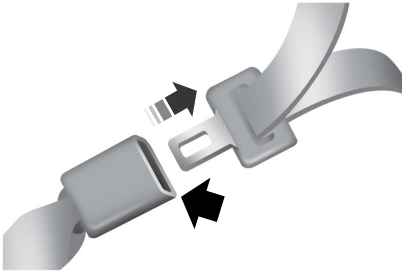
# Seatbelts

## FASTENING THE SEATBELTS

The front outermost and rear safety restraints in the vehicle are combination lap and shoulder belts.



1. Insert the belt tongue into the proper buckle (the buckle closest to the direction the tongue is coming from) until you hear a snap and feel it latch. Make sure you securely fasten the tongue in the buckle.

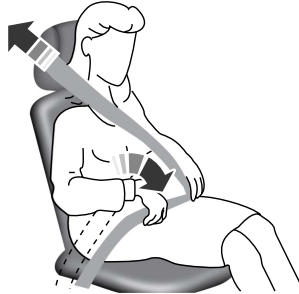


2. To unfasten, press the release button and remove the tongue from the buckle.

## Using Seatbelts During Pregnancy



**WARNING:** Always ride and drive with your seatback upright and properly fasten your seatbelt. Fit the lap portion of the seatbelt snugly and low across the hips. Position the shoulder portion of the seatbelt across your chest. Pregnant women must follow this practice. See the following figure.



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

## Seatbelt Locking Modes



**WARNING:** If your vehicle is involved in a crash, have the seatbelts and associated components inspected as soon as possible. Failure to follow this instruction could result in personal injury or death.

# Seatbelts



**WARNING:** You must replace the seatbelt if the automatic locking retractor or any other seatbelt function is not operating correctly. Failure to replace the seatbelt and retractor assembly could increase the risk of injury in a crash.

All safety restraints in your vehicle are combination lap and shoulder belts. The driver seatbelt, front outermost passenger and rear seatbelts have vehicle sensitive locking mode.

## Vehicle Sensitive Mode

This is the normal retractor mode, which allows free shoulder belt length adjustment to your movements and locking in response to vehicle movement. For example, if the driver brakes suddenly or turns a corner sharply, or the vehicle receives an impact of about 8 km/h (5 mph) or more, the combination seatbelts lock to help reduce forward movement of the driver and passengers.

In addition, the retractor is designed to lock if you pull the webbing out too quickly. If this occurs, let the belt retract slightly and pull the webbing out again in a slow and controlled manner.

## Seatbelt Extension Assembly



**WARNING:** Do not use extensions to change the way the seatbelt fits across the torso, over the lap or to make the seatbelt buckle easier to reach.

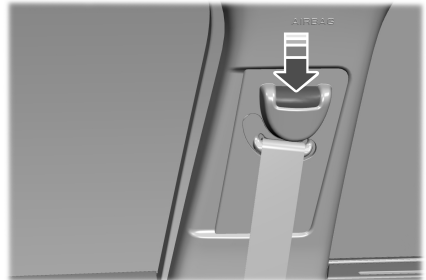
If the seatbelt is too short when fully extended, you can obtain a seatbelt extension assembly from an authorized dealer.

Use only extensions manufactured by the same supplier as the seatbelt. Manufacturer identification is on a label either at the end of the webbing or on the retractor behind the trim. Also, use the seatbelt extension only if the seatbelt is too short when you fully extend it.

## SEATBELT HEIGHT ADJUSTMENT



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



1. Adjust the height of the shoulder belt so the belt rests across the middle of your shoulder.
2. Slide the adjuster up to raise the belt. Press the button and slide it down to lower the belt.

# Seatbelts

## SEATBELT REMINDER

### Fasten Seatbelt Warning Lamp

A warning lamp illuminates if the ignition is on, a front seat is occupied and the seatbelt has not been fastened.



The warning lamp illuminates until you fasten your seatbelt.

### Fasten Seatbelt Audible Warning

A warning tone sounds if the warning lamp illuminates and your vehicle exceeds a relatively low speed.

The warning tone sounds for up to five minutes or until you fasten your seatbelt.

## Switching the Audible Warning Off

We recommend that you contact an authorized dealer.

## Seatbelt Status



• — A



• — B



• — C

E267667

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

**To view the seatbelt status, use the information display controls on the steering wheel to select the following:**

Menu Item	Action
Settings	Press the menu button.
Information	Press the <b>OK</b> button.
Seatbelts	Press the <b>OK</b> button.

## Seatbelt Status Information Messages

Message	Description
Rear Belt Monitor Malfunction Service Required	The system has detected a fault that requires service. Have your vehicle checked as soon as possible.



# Personal Safety System™

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This system provides an improved overall level of frontal crash protection to front seat occupants and is designed to help further reduce the risk of airbag-related injuries. The system analyzes different occupant conditions and crash severity before activating the appropriate safety devices to help better protect occupants in a variety of frontal crash situations.

Your vehicle's Personal Safety System consists of:

- Driver and passenger dual-stage airbag supplemental restraints.
- Front seat outermost seatbelts with pretensioners, energy management retractors and seatbelt usage sensors.
- Front passenger sensing system.
- Passenger airbag off and on indicators.
- Front crash severity sensors.
- Restraints control module with impact and safing sensors.
- Restraint system warning light and tone.
- The electrical wiring for the airbags, crash sensors, seatbelt pretensioners, front seatbelt usage sensors, front passenger sensing system and indicator lights.

## **How Does the Personal Safety System Work?**

The Personal Safety System can adapt the deployment strategy of the safety devices according to crash severity and occupant conditions. A collection of crash and occupant sensors provides information to the restraints control module. During a crash, the restraints control module may deploy the seatbelt pretensioners, one or both stages of the dual-stage airbags based on crash severity and occupant conditions.

# Supplementary Restraints System

## PRINCIPLE OF OPERATION

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

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

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

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

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

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

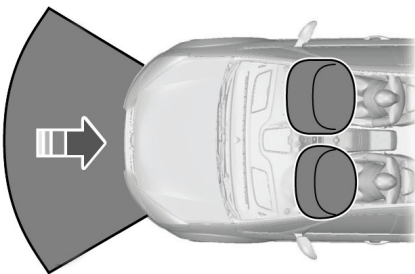


**WARNING:** Accessory seat covers not released by Ford Motor Company could prevent the deployment of the airbags and increase the risk of injuries in a crash.

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

For routine cleaning, wipe the surface with a soft, damp cloth.

## DRIVER AIRBAG

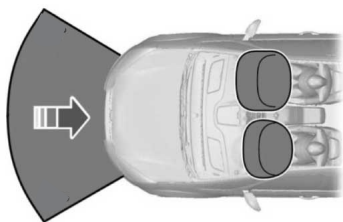


E74302

The airbag will deploy during significant frontal and near frontal collisions. The airbag will inflate within a few thousandths of a second and deflate on contact with the occupant, thus cushioning forward body movement. During minor frontal collisions, overturns, rear collisions and side collisions, the airbag will not deploy.

# Supplementary Restraints System

## PASSENGER AIRBAG



The passenger airbag will deploy during significant frontal or near-frontal collisions. The airbag will inflate within a few thousandths of a second and deflate on contact with the occupant, thus cushioning forward body movement. During minor frontal collisions, overturns, rear collisions and side collisions, the front passenger airbag will not deploy.

## FRONT PASSENGER SENSING SYSTEM



**WARNING:** Sitting improperly, out of position or with the seatback reclined too far can take weight off the seat cushion and affect the decision of the passenger sensing system, resulting in serious injury or death in the event of a crash. Always sit upright against your seat back, with your feet on the floor.



**WARNING:** Do not stow objects in the seatback map pocket or hang objects off a seatback if a child is in the front passenger seat. Do not place objects under the front passenger seat or between the seat and the center

console. Check the passenger airbag indicator lamp for proper airbag status. Failure to follow these instructions may interfere with the front passenger seat sensing system and increase the risk of serious injury.

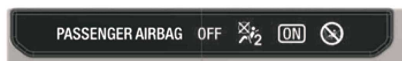


**WARNING:** Any alteration or modification to the front passenger seat may affect the performance of the front passenger sensing system. This could seriously increase the risk of injury or death.

This system works with sensors that are part of the front passenger seat and seatbelt. It is designed to detect the presence of a child restraint and disable the passenger airbag.

The front passenger sensing system uses passenger airbag status indicators that illuminate indicating that the front passenger frontal airbag is either on (enabled) or off (disabled).

The indicators are on the overhead console.



After you have installed a rearward facing child restraint, make sure the passenger airbag indicator OFF illuminates.

If the passenger airbag indicator ON illuminates, remove the rearward-facing child restraint from the front passenger seat.

**Note:** *The passenger airbag status indicators illuminate for a short period of time when you first switch the ignition on to confirm it is functional.*

## Supplementary Restraints System

The front passenger sensing system is also designed to disable (will not inflate) the front passenger frontal airbag when the front passenger seat is unoccupied.

- When the front passenger sensing system disables (will not inflate) the front passenger frontal airbag, the passenger airbag status indicator illuminates the off indicator and stays lit to remind you that the front passenger frontal airbag is disabled.
- If you install a rearward facing child restraint and the passenger airbag status illuminates the on indicator, switch the vehicle off, remove the child restraint from the vehicle and reinstall the restraint following the child restraint manufacturer's instructions. If the passenger airbag status indicator still indicates the on status, you cannot use the child restraint on the front passenger seat. Use a rearward facing ISOFIX child restraint on the rear seat. Make sure the child restraint manufacturer lists your vehicle as compatible with this ISOFIX child restraint. If the child weighs 9 kg (20 lb) or more, you can also use a forward facing child restraint on the front passenger seat. You must move the front passenger seat to the farthest rear position.

The front passenger sensing system is designed to enable (may inflate) the front passenger frontal airbag anytime the system senses that a person of adult size is sitting properly in the front passenger seat.

- When the front passenger sensing system enables (may inflate) the front passenger frontal airbag, the passenger airbag status indicator illuminates the on lamp and remains illuminated.

If a person of adult size is sitting in the front passenger seat, but the airbag off indicator is lit, it is possible that the person is not sitting properly in the seat. If this happens:

- Switch the vehicle off and ask the person to place the seat backrest in the full upright position.
- Have the person sit upright in the seat, centered on the seat cushion, with the person's legs comfortably extended.
- Restart the vehicle and have the person remain in this position for about two minutes. This allows the system to detect that person and enables (may inflate) the passenger frontal airbag.
- If the status indicator off remains lit even after this, advise the person to ride in the rear seat.

Occupant	Passenger Airbag Status Indicator	Passenger Airbag
Empty	OFF: Lit	Disabled
	ON: Unlit	
Child	OFF: Lit	Disabled
	ON: Unlit	
Adult	OFF: Unlit	Enabled
	ON: Lit	

## Supplementary Restraints System

After all occupants have adjusted their seats and put on seatbelts, it is very important that they continue to sit properly. A properly seated occupant sits upright, leaning against the seat backrest, and centered on the seat cushion, with their feet comfortably extended on the floor. Sitting improperly can increase the chance of injury in a crash event. For example, if an occupant slouches, lies down, turns sideways, sits forward, leans forward or sideways, or puts one or both feet up, the chance of injury during a crash greatly increases.

If you think that the status of the passenger airbag off indicator is incorrect, check for the following:

- Objects lodged underneath the seat.
- Objects between the seat cushion and the center console.
- Objects hanging off the seat backrest.
- Objects stowed in the seat backrest map pocket.
- Objects placed on the occupant's lap.
- Cargo interference with the seat.
- Other passengers pushing or pulling on the seat.
- Rear passenger feet and knees resting or pushing on the seat.

The conditions listed above may cause the weight of a properly seated occupant to be incorrectly interpreted by the front passenger sensing system. The person in the front passenger seat may appear heavier or lighter due to the conditions described in the list above.



Make sure the front passenger sensing system is operating properly.

If the airbag readiness light is lit, do the following:

The driver and adult passengers should check for objects lodged underneath the front passenger seat, or cargo interfering with the seat.

If there are lodged objects, or cargo is interfering with the seat, take the following steps to remove the obstruction:

- Pull the vehicle over.
- Switch the vehicle off.
- Driver and adult passengers should check for any objects lodged underneath the front passenger seat or cargo interfering with the seat.
- Remove the obstruction(s) (if found).
- Restart the vehicle.
- Wait at least two minutes and verify that the airbag readiness light is no longer illuminated.
- If the airbag readiness light remains illuminated, this may or may not be a problem due to the front passenger sensing system.

Do not attempt to repair or service the system. Take your vehicle immediately to an authorized dealer.

### SIDE AIRBAGS





**WARNING:** Do not place objects or mount equipment on or near the airbag cover, on the side of the front or rear seatbacks, or in areas that may come into contact with a deploying airbag. Failure to follow these instructions may increase the risk of personal injury in the event of a crash.




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

# Supplementary Restraints System

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

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

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

The side airbags are on the outermost side of the front seat backrests. In certain sideways crashes or rollover events, the side airbags will be inflated. The airbag was designed to inflate between the door panel and occupant to further enhance the protection provided to occupants in side impact crashes.



The system consists of the following:

- A label or embossed side panel indicating that your vehicle has side airbags.
- Side airbags inside the driver and front passenger seat backrests.



Crash sensors and monitoring system with readiness indicator.

The design and development of the side airbag system included recommended testing procedures that were developed by a group of automotive safety experts known as the Side Airbag Technical Working Group. These recommended testing procedures help reduce the risk of injuries related to the deployment of side airbags.

## PASSENGER KNEE AIRBAG

The knee airbag is located under the instrument panel. During a crash, the restraints control module may activate the passenger knee airbag based on crash severity and occupant conditions. Under certain crash and occupant conditions, the passenger knee airbag may deploy but the passenger front airbag may not activate.

As with front and side airbags, it is important to be properly seated and restrained to reduce the risk of death or serious injury.

## SAFETY CANOPY™



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

## Supplementary Restraints System

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

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

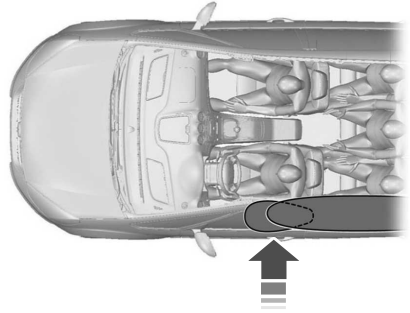
**WARNING:** All occupants of your vehicle, including the driver, should always properly wear their seatbelts, even when an airbag supplemental restraint system is provided. Failure to properly wear your seatbelt could seriously increase the risk of injury or death.

**WARNING:** To reduce risk of injury, do not obstruct or place objects in the deployment path of the airbag.

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

The Safety Canopy will deploy during significant side crashes or when a certain likelihood of a rollover event is detected by the rollover sensor. The Safety Canopy is mounted to the roof side-rail sheet metal, behind the headliner, above each row of seats. In certain sideways crashes or rollover events, the Safety Canopy will

be activated, regardless of which seats are occupied. The Safety Canopy is designed to inflate between the side window area and occupants to further enhance protection provided in side impact crashes and rollover events.



The system consists of the following:

- Safety canopy curtain airbags above the trim panels over the front and rear side windows identified by a label or wording on the headliner or roof-pillar trim.
- A flexible headliner which opens above the side doors to allow air curtain deployment



- Crash sensors and monitoring system with readiness indicator.

Always properly restrain children 12 years old and under in the rear seats. The Safety Canopy will not interfere with children restrained using a properly installed child or booster seat because it is designed to inflate downward from the headliner above the doors along the side window opening.

## **Supplementary Restraints System**

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The design and development of the Safety Canopy included recommended testing procedures that were developed by a group of automotive safety experts known as the Side Airbag Technical Working Group. These recommended testing procedures help reduce the risk of injuries related to the deployment of side airbags (including the Safety Canopy).



# **Pedestrian Protection**

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## **PEDESTRIAN ALERT SYSTEM**

Due to the quiet operation of hybrid and electric vehicles at low speeds, the system creates a subtle sound to alert pedestrians.

The system is on when your vehicle is running and not in park (P). Some sound may be audible in the passenger compartment.

## WHAT IS ECALL

eCall is an emergency call system that complies with European Union Regulation (EU) 2015/758. See **eCall User Information** (page 363).

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

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

## HOW DOES ECALL WORK

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

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

During an emergency call, the system transmits vehicle data to the emergency service. See **Emergency Call System Data** (page 14).

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

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

## EMERGENCY CALL REQUIREMENTS

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

## EMERGENCY CALL LIMITATIONS

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

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

## MANUALLY MAKING AN EMERGENCY CALL



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

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

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

4. Speak to the operator.

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

## EMERGENCY CALL INDICATORS



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



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

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

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

## CHANGING THE BACKUP BATTERY

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

## ECALL – TROUBLESHOOTING

### eCall – Information Messages

Message	Description
Emergency Call System Fault Service Required	The system has malfunctioned. Have your vehicle checked as soon as possible.

# Keys and Remote Controls

## GENERAL INFORMATION ON RADIO FREQUENCIES

**Note:** *Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*

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

A decrease in operating range could be caused by:

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

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

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

**Note:** *If you are in range, the remote control operates if you press any button unintentionally.*

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

## Declaration of Conformity

Some components that come in your vehicle transmit and receive radio waves and are subject to European Directive 2014/53/EU.

## REMOTE CONTROL

### Passive Key

**Note:** *You may not be able to shift out of park (P) unless the passive key is inside your vehicle.*



The remote control operates the power locks and liftgate. The key must be in your vehicle to use the push button start.

### Removable Key Blade

The remote control also contains a removable key blade that you can use to unlock your vehicle.

# Keys and Remote Controls



Press the release button and pull the key blade out.



**Note:** Your vehicle keys came with a security label that provides important key cut information. Keep the label in a safe place for future reference.

## Replacing the Battery

**Note:** Refer to local regulations when disposing of remote control batteries.

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

**Note:** Replacing the battery does not erase the programmed key from your vehicle. The remote control should operate normally.

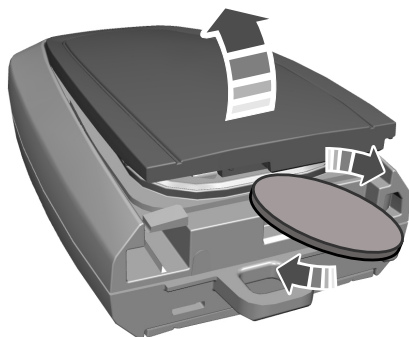
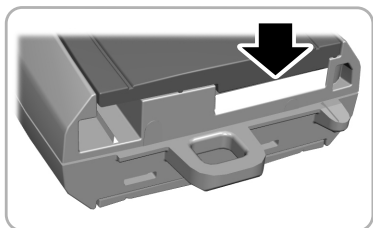
A message appears in the information display when the battery is low. See **General Information on Radio Frequencies** (page 43).

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

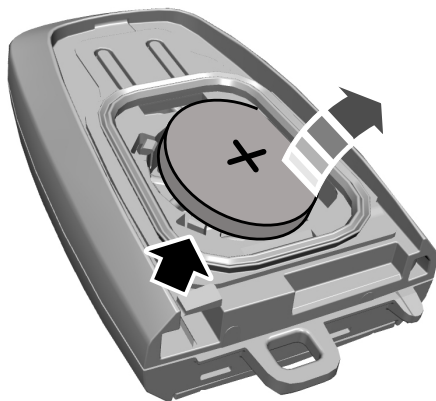


1. Push the release button and pull the key blade out.

## Keys and Remote Controls



2. Twist a thin coin under the tab hidden behind the key blade head to remove the battery cover.



3. Insert a suitable tool, for example a screwdriver, in the position shown and carefully remove the battery.
4. Install a new battery with the + facing upward.
5. Reinstall the battery cover and the key blade.

### Memory Feature

You can use the remote control or passive key to recall memory positions.

If programmed to a pre-set position, the remote control recalls memory positions when you unlock your vehicle. If you have the easy entry and exit feature enabled and the ignition is off, the seat moves to the easy entry position. The seat moves to the driver memory position when you switch the ignition on.

### Linking a Preset Position to Your Passive Key

See **Memory Function** (page 127).

# Keys and Remote Controls

---

## Car Finder



Press the button twice within three seconds. The horn sounds and the direction indicators flash. We recommend you use this method to locate your vehicle.

## REPLACING A LOST KEY OR REMOTE CONTROL

Replacement keys or remote controls can be purchased from an authorized dealer. Authorized dealers can program remote controls for your vehicle.



## PRINCIPLE OF OPERATION

MyKey allows you to program keys with restricted driving modes to promote good driving habits. You can program the restrictions to all keys except one. Any keys that you did not program are administrator keys or admin keys.

You can use admin keys to:

- Create a MyKey with certain vehicle restrictions.
- Program certain MyKey settings.
- Clear all MyKey restrictions.

After you program a MyKey, you can view the following information through the information display:

- The total number of admin keys and MyKeys for your vehicle.
- The total distance a MyKey driver traveled with your vehicle.

**Note:** *Every MyKey receives the same restrictions and settings. You cannot program them individually.*

**Note:** *For vehicles equipped with a push-button start switch: When both a MyKey and an admin key are present when you start your vehicle, the system recognizes the admin key only.*

## Standard Settings

Not every vehicle includes the features listed below. If your vehicle has this equipment, then you cannot change the following settings when using a MyKey:

- Seatbelt reminder or Belt-Minder™. MyKey mutes the audio system until drivers, and in some instances, passengers, fasten their seatbelts. **Note:** If your vehicle includes an AM/FM radio or a very basic audio system, then the radio may not mute.
- Earlier low-fuel warning. The low-fuel warning activates earlier for MyKey drivers, giving them more time to refuel.
- Certain driver alerts, stability systems or parking aids turn on automatically when you use the MyKey system. For example, Blind Spot Information System (BLIS), cross traffic alert, lane departure warning or forward collision warning. **Note:** MyKey drivers may be able to turn the lane departure warning feature off, but this feature turns back on automatically with every new key cycle.
- Restricted touchscreen operation in some markets. For example, MyKey may prevent manual navigation destination input while the vehicle is in any gear other than park (P) or when the vehicle reaches a certain rate of speed.
- Satellite radio adult content restrictions, if this feature is available in your market.

## Optional Settings

You can configure certain vehicle feature settings when you first create a MyKey. You can also change the settings afterward with an admin key.

**Note:** *Not every feature applies to every vehicle in every market. When they are available for your vehicle, then they appear in your information display, providing choices to switch them on or off, or to select a more specific setting.*

- Various vehicle speed limits so the MyKey driver cannot exceed certain speeds. The information display shows warnings followed by an audible tone when the MyKey driver reaches the set speed. You cannot override the set speed by fully depressing the set speed by fully depressing the accelerator pedal.



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

- Various vehicle speed reminders so MyKey drivers know when their vehicle speed approaches the limits. Warnings appear in your information display and a tone sounds when the MyKey drivers exceed the set vehicle speed.
- The audio system's maximum volume limits to 45% so MyKey drivers can concentrate on the road. A message appears in the information display when MyKey drivers attempt to exceed the limited volume. MyKey also disables the automatic volume control.  
**Note:** If your vehicle includes an AM/FM radio or a very basic audio system, then the radio may not limit.
- Always on setting. This setting forces certain features to remain on and active for MyKey drivers. For example, E911 or emergency assistance and the do not disturb features stay on even if a MyKey driver uses the feature's control to switch it off. When selected, you will not be able to turn off Advance Trac or traction control (if your vehicle has this feature).

## CREATING A MYKEY

Use the touchscreen to create a MyKey:

1. Insert the key you want to program into the ignition. If your vehicle has a push-button start, place the remote control into the backup slot. See **Starting a Hybrid Electric Vehicle System** (page 142).
2. Switch the ignition on.
3. Access the main menu in the touchscreen and then scroll through the menus to change the settings of your MyKey. From the MyKey menu, select the option Create MyKey. See **Settings** (page 348).

4. Press Yes if you want to create the key as a MyKey. A confirmation message appears on the screen.
5. Switch the ignition off.

You have successfully created a MyKey. Make sure you label it so you can distinguish it from the admin keys.

You can also program configurable settings for the key.

## Programming and Changing Configurable Settings

Use the touchscreen to access your configurable MyKey settings.

1. Switch the ignition on using an admin key or the remote control you want to program.
2. Access the main menu in the information display and then scroll through the menus to change the settings of your MyKey. See **Settings** (page 348).
3. Follow the instructions in the touchscreen.

The programmed restrictions apply when you switch the vehicle off, open and close the driver door and restart your vehicle with the programmed key or remote control.

**Note:** *You can clear or change your MyKey settings at any time during the same key cycle as you created the MyKey. Once you have switched the vehicle off, however, you need an admin key to change or clear your MyKey settings. When you make any changes to your MyKey settings, you change the settings for every MyKey. You cannot make individual changes to apply to specific MyKeys.*

## CLEARING ALL MYKEYS

When you clear your MyKeys, you remove all restrictions and return all MyKeys to their original admin key status at once. To clear all MyKeys of all MyKey settings, use the touchscreen.

1. Switch the ignition on using an admin key.
2. Access the main menu in the touchscreen and then scroll through the menus to begin clearing your MyKey programming. See **Settings** (page 348).
3. Follow the instructions in the display.
4. A confirmation message appears in the display after you finish clearing your MyKeys.

**Note:** *When you clear your MyKeys, you remove all restrictions and return all MyKeys to their original admin key status. You cannot remove the MyKey restrictions individually.*

## CHECKING MYKEY SYSTEM STATUS

You can find information about your programmed MyKeys by using the touchscreen. See **Settings** (page 348).

### MyKey Distance

Tracks the distance when drivers use a MyKey. The only way to delete the accumulated distance is by using an admin key to clear all MyKeys. If the distance does not accumulate as expected, then the intended user is not using the MyKey, or an admin key user recently cleared and then recreated a MyKey.

## Number of MyKeys

Indicates the number of MyKeys you have programmed to your vehicle. Use this feature to detect how many MyKeys you have for your vehicle and determine when you have deleted all MyKeys.

## Number of Admin Keys

Indicates how many admin keys you have programmed to your vehicle. Use this feature to determine how many admin keys you have for your vehicle, and detect if an additional MyKey has been programmed.

## USING MYKEY WITH REMOTE START SYSTEMS

MyKey is not compatible with non Ford-approved, aftermarket remote start systems. If you choose to install a remote start system, see an authorized dealer for a Ford-approved remote start system.

## MYKEY – TROUBLESHOOTING

Condition	Potential Causes
I cannot create a MyKey.	The key or transmitter used to start the vehicle does not have admin privileges. Vehicles with keyless start: Make sure you place the transmitter into the backup slot. See <b>Passive Anti-Theft System</b> (page 60). The key or transmitter used to start the vehicle is the only admin key. There always has to be at least one admin key. The passive anti-theft system is disabled or in unlimited mode.
I cannot program the configurable settings.	The transmitter used to start your vehicle does not have admin privileges. There are no MyKeys programmed to the vehicle. See <b>Creating a MyKey</b> (page 48).
I cannot clear the MyKeys.	The key or transmitter used to start the vehicle does not have admin privileges. No MyKeys are created. See <b>Creating a MyKey</b> (page 48).
I lost the only admin key.	Purchase a new key or transmitter from an authorized dealer.

Condition	Potential Causes
I lost a key.	Program a spare key or transmitter. You may need to see an authorized dealer. See <b>Passive Anti-Theft System</b> (page 60).
The MyKey distance does not accumulate.	The MyKey user is not using the MyKey. An admin key holder cleared the MyKeys and created new MyKeys. The key system has been reset.
No MyKey functions with the transmitter.	An admin transmitter is present at vehicle start. There are no MyKeys programmed to your vehicle. See <b>Creating a MyKey</b> (page 48).

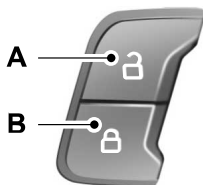
# Doors and Locks

## LOCKING AND UNLOCKING

You can use the power door lock control or the remote control to lock and unlock your vehicle.

### Power Door Locks

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



- A    Unlock.
- B    Lock.

### Remote Control

You can use the remote control at any time.

#### Unlocking the Doors



Press the button to unlock the driver door.

Press the button again within three seconds to unlock all doors. The direction indicators flash.

Press and hold both the lock and unlock buttons on the remote control for three seconds to change between driver door or all doors unlock mode. The direction indicators flash twice to indicate a change to the unlocking mode. Driver door mode

only unlocks the driver door when you press the unlock button once. All door mode unlocks all doors when you press the unlock button once. The unlocking mode applies to the remote control, keyless entry keypad and keyless entry.

#### Locking the Doors



Press the button to lock all doors. The direction indicators flash.

Press the button again within three seconds to confirm that all the doors close. The doors lock again, the horn sounds and the direction indicators flash if all the doors and the liftgate close.

**Note:** If any door or the liftgate is open, or if the hood is open on vehicles with an anti-theft alarm or remote start, the horn sounds twice and the direction indicators do not flash.

#### Double Locking the Doors



**WARNING:** Do not use double locking when passengers or animals are inside your vehicle. The doors cannot be unlocked or opened from the inside when double locked.

Double locking is a theft protection feature that prevents someone from opening the doors from the inside. The doors only double lock after they all close.



Press the button twice within three seconds.

#### Automatic Relocking

The doors automatically relock if you do not open a door within 45 seconds of unlocking the doors with the remote control. The door locks and the alarm returns to its previous state.

# Doors and Locks

## Locking and Unlocking the Doors with the Key Blade

### Locking with the Key

Turn the top of the key toward the front of your vehicle.

### Unlocking with the Key

Turn the top of the key toward the rear of your vehicle.

**Note:** *If the child safety locks are on and you pull the interior handle, only emergency locking turns off, not the child safety lock. You can only open the doors using the external door handle.*

### Keyless Entry

You can unlock and lock your vehicle without taking the keys out of your pocket or purse when the passive key is within 1 m (3 ft) of your vehicle. Keyless entry uses a sensor on the back of the door handle for unlocking and a separate sensor on the face of each door handle for locking.

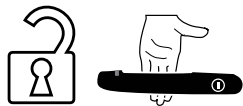
The system does not operate if:

- The vehicle battery has no charge.
- The remote control battery has no charge.
- The remote control frequencies jam.

**Note:** *The system may not operate if the passive key is close to metal objects or electronic devices, for example keys or a cell phone.*

**Note:** *If the system does not operate, use the key blade to lock and unlock your vehicle. See **Remote Control** (page 43).*

## Unlocking Using Keyless Entry



With your passive key within 1 m (3 ft) of your vehicle, touch the unlock sensor on the back of the door handle for a brief period. Pull on the door handle to unlock. Be careful not to touch the lock sensor at the same time or pull the door handle too quickly. The keyless entry system requires a brief delay to authenticate the passive key.

## Locking Using Keyless Entry



With your passive key within 1 m (3 ft) of your vehicle, touch the outer door handle lock sensor for approximately one second to lock. Be careful not to touch the unlock sensor on the back of the door handle at the same time. After locking, immediately pull on the door handle to confirm locking occurred without inadvertently unlocking.

## Opening the Liftgate

Press the exterior liftgate release button on the top of the liftgate pull-cup handle. See **Power Liftgate** (page 56).

## Smart Unlocks for Passive Keys

This helps to prevent you from locking the passive key inside the passenger compartment or rear cargo area.

# Doors and Locks

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If the system finds a passive key, all the doors immediately unlock and the horn sounds twice, indicating that a passive key is inside. When you electronically lock your vehicle with any door open, the transmission in park (P) and the ignition off, the system searches for a passive key in the passenger compartment after you close the last door.

You can override smart unlock and intentionally lock the passive key inside your vehicle.

To override smart unlock, close all doors and lock your vehicle in any of the following ways:

- Use the keyless entry keypad.
- Press the lock button on another passive key.
- Touch the locking area on the front of the door handle with another passive key in your hand.

When you open one of the front doors and lock your vehicle using the power door lock control, all doors lock then unlock if:

- The ignition is on.
- The ignition is off and the transmission is not in park (P).

## **Autolock (If Equipped)**

Autolock locks all the doors when:

- All doors close.
- The ignition is on.
- You shift into any gear putting your vehicle in motion.
- Your vehicle reaches a speed greater than 20 km/h (12 mph).

Autolock repeats when:

- You open then close any door when the ignition is on and the speed is 15 km/h (9 mph) or lower.
- Your vehicle reaches a speed greater than 20 km/h (12 mph).

## **Autounlock**

Autounlock unlocks all the doors when:

- Your vehicle comes to a stop and you switch the ignition off or to the accessory position.
- You open the driver door within 10 minutes of switching the ignition off or to accessory.

**Note:** *The doors do not autounlock if you electronically lock your vehicle after you switch the ignition off and before you open the driver door.*

## **Enabling or Disabling Autounlock**

Enable or disable autounlock using the vehicle settings on your touchscreen, or an authorized dealer can do it for you.

## **Illuminated Entry**

The interior lamps and some exterior lamps illuminate when you unlock the doors with the remote control.

The lamps turn off if:

- The ignition is on.
- You press the remote control lock button.
- 25 seconds have elapsed.

The lamps do not turn off if:

- You switch them on with the lighting control.
- Any door is open.

## **Illuminated Exit**

The interior lamps and some exterior lamps illuminate when all doors close and you switch the ignition off.

The lamps turn off if all the doors remain closed and:

- 25 seconds have elapsed.
- You lock your vehicle from the outside.



### **Battery Saver**

If you leave the courtesy lamps, interior lamps or headlamps on, the battery saver shuts them off 10 minutes after you switch the ignition off.

### **Battery Saver for Passive Keys**

If you leave the ignition on and the engine is not running, the battery saver turns the ignition off when it detects a certain amount of battery drain, or after 45 minutes have elapsed.

# Liftgate

## POWER LIFTGATE



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



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



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

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

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

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

The liftgate only operates with the transmission in park (P).

If there is a problem with the open or close request, a tone sounds for one of the following reasons:

- The ignition is on and the transmission is not in park (P).
- The battery voltage is below the minimum operating voltage.
- The liftgate is not fully closed and your vehicle speed is at or above 5 km/h (3 mph).

If the liftgate starts to close after it has fully opened, this indicates there may be excessive weight on the liftgate or a possible strut failure. A repetitive tone sounds and the liftgate closes under control. If the liftgate continues to close after opening, have the system checked by an authorized dealer. Remove any excessive weight from the liftgate.

## Opening and Closing the Liftgate



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

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

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

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

# Liftgate

## Opening from the Instrument Panel



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

## Opening with the Remote Control



Press the button twice within three seconds.

## Opening with the Outside Control Button

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



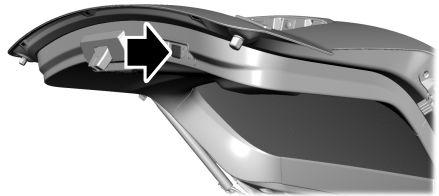
2. Press the control button to the right of the rear view camera.

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

## Closing the Liftgate



**WARNING:** Keep clear of the liftgate when using the rear switch.



E291351

Press and release the liftgate button.

## Stopping the Liftgate Movement

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

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

- Pressing the liftgate control button.
- Pressing the liftgate button on the remote control twice.
- Pressing the liftgate button on the instrument panel.
- Moving your foot under and away from the center rear bumper in a single-kick motion.\*

# Liftgate

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\*This method only works for vehicles with the hands-free liftgate feature.

## Setting the Liftgate Open Height

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

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

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

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

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

The new open liftgate height is recalled when the power liftgate is opened. To change the programmed height, repeat the above procedure. Once you open the power liftgate, you can manually move it to a different height.

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

When operating the power liftgate after you have programmed a lower height than fully open, you can fully open the liftgate by manually pushing it upward to the maximum open position.

## Obstacle Detection

**Note:** *Entering your vehicle while the liftgate is closing can cause your vehicle to bounce and activate obstacle detection. To prevent this, let the power liftgate close completely before you enter your vehicle. Before driving off, check the instrument cluster for a liftgate or door ajar message or warning indicator. Failure to do this could result in unintentionally leaving the liftgate open while driving.*

## When Closing

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

## When Opening

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

## Switching the Power Liftgate On or Off

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

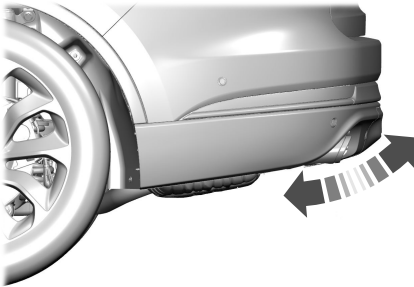
When switched off, the liftgate only unlatches and will not power open or close.

## Hands-Free Feature (If Equipped)

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

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

# Liftgate



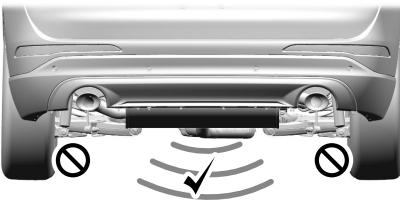
## 3. The liftgate opens or closes.

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

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

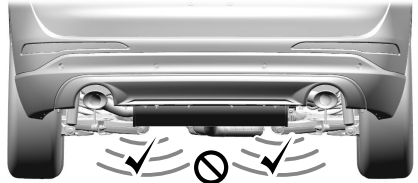
### Detection Zones

#### Vehicles Without a Trailer Hitch



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

#### Vehicles With a Trailer Hitch



The detection area is on the left-hand side and right-hand side of the hitch, between the exhaust and the hitch.

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

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

## PASSIVE ANTI-THEFT SYSTEM

**Note:** The system is not compatible with non-Ford aftermarket remote start systems. Use of these systems may result in vehicle starting problems and a loss of security protection.

**Note:** Metallic objects, electronic devices or a second coded key on the same key chain may cause vehicle starting problems if they are too close to the key when starting the engine. Prevent these objects from touching the coded key while starting the engine. Switch the ignition off, move all objects on the key chain away from the coded key and restart the engine if a problem occurs.

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

### SecuriLock®

The system is an engine immobilization system. It is designed to help prevent the engine from being started unless a coded key programmed to your vehicle is used. Using the wrong key may prevent the engine from starting. A message may appear in the information display.

If you are unable to start the engine with a correctly coded key, a malfunction has happened and a message may appear in the information display.

### Automatic Arming

The vehicle arms immediately after you switch the ignition off.

### Automatic Disarming

Switching the ignition on with a coded key disarms the vehicle.

## Replacement Keys

**Note:** Your vehicle comes equipped with two integrated keyhead transmitters or two intelligent access keys.

The integrated keyhead transmitter functions as a programmed ignition key that operates all the locks and starts the vehicle, as well as a remote control.

The intelligent access key functions as a programmed key that operates the driver door lock and activates the intelligent access with push button start system, as well as a remote control.

If your programmed transmitters or standard SecuriLock coded keys (integrated keyhead transmitters only) are lost or stolen and you do not have an extra coded key, you will need to have your vehicle towed to an authorized dealer. You need to erase the key codes from your vehicle and program new coded keys.

Store an extra programmed key away from the vehicle in a safe place to help prevent any inconveniences. See your authorized dealer to purchase additional spare or replacement keys.

### Programming a Spare Intelligent Access Key

See your authorized dealer to have additional keys programmed to your vehicle.

## ANTI-THEFT ALARM

The system will warn you of an unauthorized entry to your vehicle. It will be triggered if any door, the luggage compartment or the hood is opened without using the key, remote control or keyless entry keypad.

The direction indicators will flash and the horn will sound if unauthorized entry is attempted while the alarm is armed.

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

## **Arming the Alarm**

The alarm is ready to arm when there is not a key in your vehicle. Electronically lock your vehicle to arm the alarm.

## **Disarming the Alarm**

Disarm the alarm by any of the following actions:

- Unlock the doors or luggage compartment with the remote control or keyless entry keypad.
- Switch your vehicle on or start your vehicle.
- Use a key in the driver door to unlock your vehicle, then switch your vehicle on within 12 seconds.

# Steering Wheel

## ADJUSTING THE STEERING WHEEL



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

**Note:** Make sure that you are sitting in the correct position. See **Sitting in the Correct Position** (page 121).



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

To adjust:

- Tilt: Press the top or bottom of the control.
- Telescope: Press the front or rear of the control.

### End of Travel Position

The steering column stops just short of the end of the column travel to prevent damage to the steering column. A new stopping position sets if it encounters an object when tilting or telescoping.

To reset the steering column to its normal stopping position:

1. Confirm there is nothing obstructing the motion of the steering column.
2. Press and hold the steering column control until the steering column stops moving.
3. Press the steering column control again.

**Note:** The steering column may begin to move again.

4. When the steering column stops, continue holding the control for a few seconds.
5. Repeat for each direction as necessary.

A new stopping position sets. The next time you tilt or telescope the steering column, it stops just short of the end of the column travel.

### Memory Feature

You can save and recall the steering column position with the memory function. See **Memory Function** (page 127).

Pressing the adjustment control during a memory recall cancels the operation.

### Easy Entry and Exit Feature

The column moves up when you switch the ignition off. Switch the ignition on to return the system to its previous settings. You can switch this feature on or off through the touchscreen. See **Settings** (page 348).

**Note:** If you press any adjustment or memory button when in easy exit mode, the system cancels the operation.

**Note:** Depending on your vehicle, the column may move up and in.



# Steering Wheel

## AUDIO CONTROL



### You can operate the following functions with the control:



Press to decrease volume level.



Press to increase volume level.



Press to silence the current media



Press to access phone mode or to answer a phone call.



Press to end a phone call.



Press to access the previous media selection.



Press to access the next media selection.

## VOICE CONTROL

The controls are on the steering wheel.



Press and release to activate voice recognition.

## CRUISE CONTROL - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH STOP AND GO



See **How Does Adaptive Cruise Control With Stop and Go Work** (page 206).

# Steering Wheel

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## INFORMATION DISPLAY CONTROL



E280795

See **Information Displays** (page 90).

## HEATED STEERING WHEEL

The heated steering wheel button is on the climate controls.



Press the button to switch the heated steering wheel on and off.

**Note:** You can use the heated steering wheel only when the engine is running.

**Note:** The system uses a sensor and is designed to control the temperature of the steering wheel and to prevent it from overheating.

**Note:** In warm temperatures, the steering wheel quickly reaches its maximum temperature and the system reduces the current to the heating element. This could cause you to think that the system has stopped working but it has not. This is normal.

# Wipers and Washers

## WINDSHIELD WIPERS



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



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

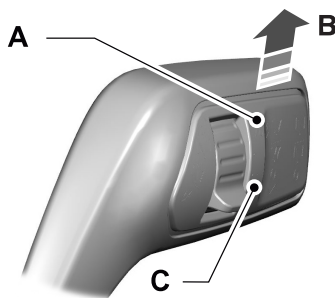
**Note:** Fully defrost the windshield before you switch the windshield wipers on.

**Note:** Make sure that you switch the windshield wipers off before entering a car wash.

**Note:** If streaks or smears appear on the windshield, clean the windshield and the wiper blades. If that does not resolve the issue, install new wiper blades.

**Note:** Do not operate the wipers on a dry windshield. This may scratch the glass, damage the wiper blades or cause the wiper motor to burn out. Always use the windshield washers before wiping a dry windshield.

## Intermittent Wipe



- A Shortest wipe interval.
- B Intermittent wipe.
- C Longest wipe interval.

Use the rotary control to adjust the intermittent wipe interval.

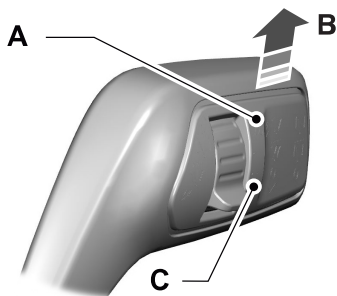
## Speed Dependent Wipers

When your vehicle speed increases, the interval between wipes decreases.

## AUTOWIPERS

Wet or winter driving conditions with ice, snow or salty road mist can cause inconsistent and unexpected wiping or smearing.

# Wipers and Washers



- A High sensitivity.
- B Autowipers On.
- C Low sensitivity.

Use the rotary control to adjust the sensitivity of the autowipers. When you select low sensitivity, the wipers operate when the sensor detects a large amount of water on the windshield. When you select high sensitivity, the wipers operate when the sensor detects a small amount of water on the windshield.

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

In these conditions, you can do the following:

- Lower the sensitivity of the autowipers to reduce the amount of smearing on the windshield.
- Switch to normal or high-speed wipe.
- Switch autowipers off.

**Note:** Fully defrost the windshield before you switch the windshield wipers on.

**Note:** Make sure that you switch the windshield wipers off before entering a car wash.

**Note:** If streaks or smears appear on the windshield, clean the windshield and the wiper blades. If that does not resolve the issue, install new wiper blades.

**Note:** If you switch autolamps and autowipers on, the headlamps turn on when the windshield wipers continuously operate.

## Autowipers Settings

Autowipers defaults to on and remains on until you switch it off in the information display. When you switch off autowipers, the wipers operate in intermittent mode.

## WINDSHIELD WASHERS



E242323



Pull the lever toward you to operate the windshield washers.

When you release the lever, the wipers operate for a short time. When activated, a courtesy wipe occurs a short time after the wipers stop to clear any remaining washer fluid.

**Note:** You can switch courtesy wipe on or off in the touchscreen. See **Settings** (page 348).

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

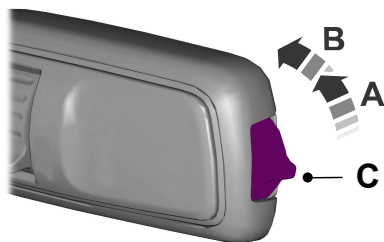
# Wipers and Washers

## Front Camera Washer (If Equipped)

Operating the windshield washer also turns on the front camera washer.

## REAR WINDOW WIPER AND WASHERS

### Rear Window Wiper



E242324

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

Depending on your vehicle, when you switch on the front wipers and move the gearshift lever to reverse (R), the rear intermittent wipe may turn on.

**Note:** Make sure you switch the rear window wiper off before entering a car wash.

### Rear Window Washer



E242432

Push the lever away from you to operate the rear window washer. When you release the lever, the wipers operate for a short time.

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

### Rear Camera Washer (If Equipped)

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

# Lighting

## GENERAL INFORMATION

### Condensation in the Exterior Front Lamps and Rear Lamps

Exterior front lamps and rear lamps have vents to accommodate normal changes in air pressure.

Condensation can be a natural by-product of this design. When moist air enters the lamp assembly through the vents, there is a possibility that condensation can occur when the temperature is cold. When normal condensation occurs, a fine mist can form on the interior of the lens. The fine mist eventually clears and exits through the vents during normal operation.

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

Examples of acceptable condensation are:

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

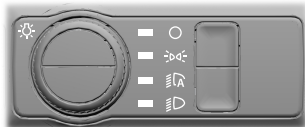
Examples of unacceptable condensation are:

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

If you see any unacceptable condensation, have your vehicle checked by an authorized dealer.

## LIGHTING CONTROL

### Lighting Control Selections



E281337

Turn the dial to make a selection.

**Note:** The indicator illuminates next to the active selection.



Lamps off.



Parking lamps, instrument panel lamps, license plate lamps and rear lamps.



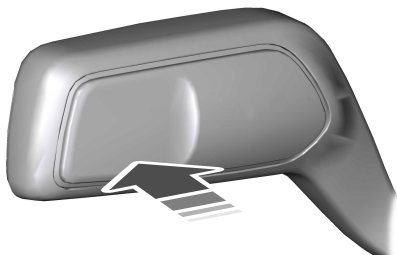
Autolamps.



Headlamps on.

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

### Switching High Beam Headlamps On and Off

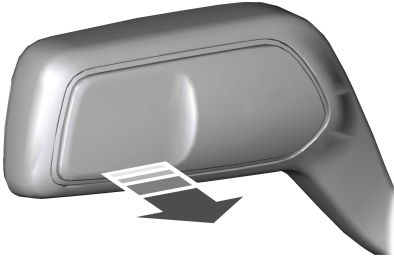


Push the lever away from you to switch the high beam on.

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

# Lighting

## Flashing High Beam Headlamps



E248604

Pull the lever toward you and release it to flash the high beam headlamps.

## AUTOLAMPS



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

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



Switch the lighting control to the autolamps position.

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

The headlamps remain on for a period of time after you switch the ignition off. Use the touchscreen to adjust the period of time that the headlamps remain on.

**Note:** If you switch the autolamps on, you cannot switch the high beams on until the system turns the low beams on.

## Windshield Wiper Activated Headlamps

When you switch the autolamps on, the headlamps turn on within 10 seconds of switching the wipers on. They turn off approximately 60 seconds after you switch the windshield wipers off.

The headlamps do not turn on with the wipers:

- During a single wipe.
- When using the windshield washers.
- If the wipers are in intermittent mode.

**Note:** If you switch the autolamps and the autowipers on, the headlamps turn on when the windshield wipers continuously operate.

## INSTRUMENT LIGHTING DIMMER

The instrument lighting dimmer buttons are on the lighting control.



Repeatedly press one of the buttons to adjust the brightness.



## HEADLAMP EXIT DELAY

After you switch the ignition off, you can switch the headlamps on by pulling the direction indicator lever toward you. You will hear a short tone. The headlamps will switch off automatically after three minutes with any door open or 30 seconds after the last door has been closed. You can cancel this feature by pulling the direction indicator lever toward you again or switching the ignition on.

# Lighting

## DAYTIME RUNNING LAMPS



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

The system turns the lamps on in daylight conditions.

To switch the system on, switch the lighting control to any position except headlamps.

## FRONT FOG LAMPS

### Switching the Front Fog Lamps On or Off

Only switch the front fog lamps on during reduced visibility.

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

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

The front fog lamp button is on the lighting control.



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

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

## Front Fog Lamp Indicator



It illuminates when you switch the front fog lamps on.

## REAR FOG LAMPS

### Switching the Rear Fog Lamps On or Off



**WARNING:** Do not use the rear fog lamps when it is raining or snowing and visibility is more than 50 m (164.0 ft).

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

- You switched the front fog lamps on.
- You set the lighting control to the headlamps position.
- You set the lighting control to the autolamps position and the headlamps are on.

The rear fog lamp button is on the lighting control.



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

## Rear Fog Lamp Indicator



It illuminates when you switch the rear fog lamps on.

## HEADLAMP LEVELING

This vehicle is equipped with a dynamic automatic leveling system. The headlamps do not require additional aim adjustment.



# Lighting

## DIRECTION INDICATORS

### Switching the Direction Indicators On and Off



Push the lever up or down to switch the direction indicators on.

**Note:** Tap the lever up or down to make the direction indicators flash three times.

Set the lever to the middle position to switch the direction indicators off.

### Direction Indicator



Flashes when you switch the direction indicators on.

**Note:** An increase in the rate of flashing warns of a failed indicator bulb.

## INTERIOR LAMPS

The lamps turn on under the following conditions:

- You open any door.
- You press a button on the remote control.
- You press the all lamps on button on the overhead console.

## Front Interior Lamp



The front interior lamp switches are on the overhead console.

**Note:** The position of each button on the overhead console depends on your vehicle.

### All Lamps On or Off



Press to switch all interior lamps on or off.

### Individual Map Lamps



Press to switch the left-hand individual dome lamp on and off.



Press to switch the right-hand individual dome lamp on and off.

### Interior Lamp Function



Press to switch the interior lamp function on and off.

When the interior lamp function is off and you open a door, the courtesy and door lamps stay off.

When the interior lamp function is on and you open a door, the courtesy and door lamps turn on.

**Note:** The indicator lamp lights amber when the door function is off.

# Lighting

## Rear Interior Lamps



The rear interior lamps may be above the rear seat or above the rear windows.



Press to switch the lamps on or off.

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

## AMBIENT LIGHTING - VEHICLES WITH: 8 INCH INFORMATION AND ENTERTAINMENT DISPLAY SCREEN

Use the touchscreen to select the following:



Select the settings option on the feature bar.



Select ambient lighting.



E260369

## Switching Ambient Lighting On

Touch a color once.

## Changing the Color

Touch any color once.

## Adjusting the Brightness

Drag the selected color up or down.

## Switching Ambient Lighting Off

Touch the selected color once or drag the selected color down to zero brightness.

## AMBIENT LIGHTING - VEHICLES WITH: 10.1 INCH INFORMATION AND ENTERTAINMENT DISPLAY SCREEN

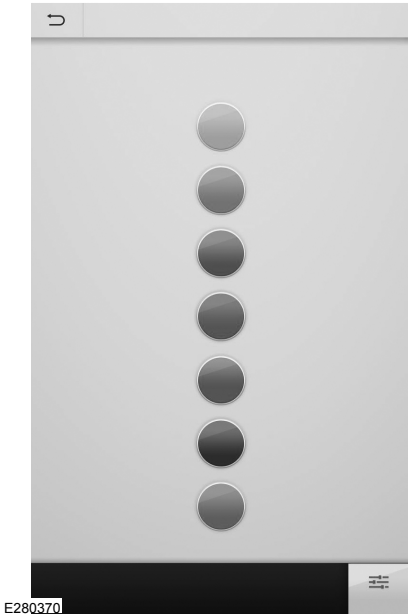
Use the touchscreen to select the following:



Select the settings option on the feature bar.



Select ambient lighting.



## **Switching Ambient Lighting On**

Touch a color once.

## **Changing the Color**

Touch any color once.

## **Adjusting the Brightness**

Drag the selected color left or right.

## **Switching Ambient Lighting Off**

Touch the selected color once or drag the selected color left to zero brightness.

# Automatic High Beam Control

## WHAT IS AUTOMATIC HIGH BEAM CONTROL

The system turns on high beams if it is dark enough and no other traffic is present. If it detects an approaching vehicle's headlamps or tail lamps, or street lighting ahead, the system turns the high beams off. Low beams remain on.

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

## SWITCHING AUTOMATIC HIGH BEAM CONTROL ON AND OFF



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

Use the touchscreen to select the following:

1. Select **Settings**.
2. Select **Vehicle**.
3. Select **Lighting**.

## Activating the Automatic High Beam Control



Switch the lighting control to the autolamps position. See **Autolamps** (page 69).

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

When active, the high beams turn on if all the following conditions occur:

- The ambient light level is low enough.
- There is no traffic in front of your vehicle.
- The vehicle speed is greater than approximately 40 km/h (25 mph).

When active, the high beams turn off if at least one of the following conditions occur:

- The ambient light level is high enough that you do not require high beams.
- The system detects an approaching vehicle's headlamps or tail lamps.
- The system detects severe rain, snow or fog.
- A blocked vehicle camera.
- The vehicle speed falls below approximately 30 km/h (20 mph).

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

**Note:** Certain curvy road situations may delay high beam reactivation.

**Note:** If you have a blocked sensor, the system may not operate properly. Keep the windshield free from obstruction or damage.

**Note:** The system may not operate properly in cold or inclement conditions. You can switch on the high beams by overriding the system.

**Note:** If the system detects a blockage, for example bird droppings, bug splatter, snow or ice, the system goes into low beam mode until you clear the blockage. If you have a blocked camera, a message may appear in the information display.

**Note:** Using much larger tires or equipping vehicle accessories such as snowplows can modify your vehicle's ride height and degrade automatic high beam control performance.

# Automatic High Beam Control

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## AUTOMATIC HIGH BEAM CONTROL INDICATORS



The indicator illuminates to confirm when the system is ready to assist.

## OVERRIDING AUTOMATIC HIGH BEAM CONTROL



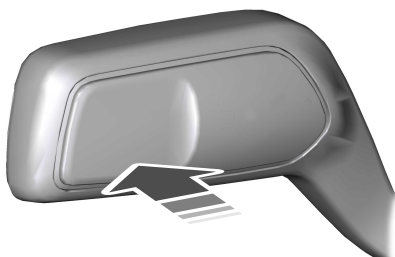
**WARNING:** The system does not relieve you of your responsibility to drive with due care and attention. You may need to override the system if it does not turn the high beams on or off.



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




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




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

# Windows and Mirrors

## POWER WINDOWS

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

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



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

**Note:** *If you hear a pulsing noise when just one of the windows is open. Lower the opposite window slightly to reduce this noise.*

### One-Touch Down

**Note:** *One-touch down applies to the front windows only.*

Fully press the switch and release it. Press again or lift it to stop the window.

### One-Touch Up

**Note:** *One-touch up applies to the front windows only.*

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

### Resetting One-Touch Up

Start the engine.


1. Lift and hold the window switch until you fully close the door window. Continue to hold the switch for a few seconds after you close the window.
2. Release the window switch.

3. Press and hold the window switch until you fully open the door window.
4. Release the window switch.
5. Lift and hold the window switch until you fully close the window.
6. Test for correct window operation by carrying out the one-touch down and one-touch up features.

### Bounce-Back

The window stops when closing. It reverses some distance if there is an obstacle in the way.

### Overriding the Bounce-Back Feature

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

The window stops if you release the switch before the window fully closes. Pull up the window switch and hold within a few seconds of the window reaching the bounce-back position. The window travels up with no bounce-back protection.

### Window Lock



# Windows and Mirrors

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

## Accessory Delay

You can use the window switches for several minutes after you switch the ignition off or until you open either front door.

## GLOBAL OPENING (IF EQUIPPED)

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

**Note:** You can enable or disable this feature in the information display, or see an authorized dealer. See **General Information** (page 90).

**Note:** To operate this feature, accessory delay must not be active.

## Remote Control Front Windows

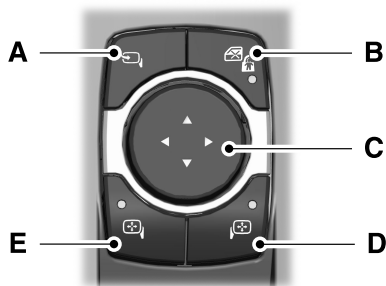
You can open the windows for a short time after you unlock your vehicle with the remote control. After you unlock your vehicle, press and hold the remote control unlock button to open the windows. Release the button once movement starts. Press the lock or unlock button to stop movement.

## EXTERIOR MIRRORS

### Power Exterior Mirrors



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



- A Power-folding mirror control.
- B Window lockout.
- C Adjustment control.
- D Right-hand mirror.
- E Left-hand mirror.

To adjust your mirrors, switch your vehicle on with the ignition in accessory mode or the engine running and then:

1. Select the mirror you want to adjust. The control light turns on.
2. Use the adjustment control to adjust the position of the mirror.
3. Press the mirror control again. The control light turns off.

### Fold-Away Exterior Mirrors

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

### Auto-Folding Mirrors (If Equipped)

The exterior mirrors fold in toward the glass after you place the transmission into park (P), turn off the vehicle and lock the vehicle. The exterior mirrors unfold and return to their driving position after you unlock the vehicle.

# Windows and Mirrors

You can switch this feature on and off through the information display. See **General Information** (page 90).

You can fold the mirrors on demand by pressing the power-folding mirror control on the door. The control lights and the mirrors fold in toward the glass. Press the control again to unfold the mirrors. The control light turns off.

**Note:** *If you use the power-folding control to fold the mirrors on demand with the auto fold feature on, you must use the control again to unfold them.*

## Loose Mirror

If you manually fold your power-folding mirrors, they may not work properly even after you re-position them. You need to reset them if:

- The mirrors vibrate when you drive.
- The mirrors feel loose.
- The mirrors do not stay in the folded or unfolded position.
- One of the mirrors is not in its normal driving position.

To reset the power-fold feature, use the power-folding mirror control to fold and unfold the mirrors. You may hear a loud noise as you reset the power-folding mirrors. This sound is normal. Repeat this process as needed each time you manually fold the mirrors.

## Heated Exterior Mirrors (If Equipped)

See **Heated Exterior Mirrors** (page 119).

## Memory Mirrors (If Equipped)

You can save and recall the mirror positions through the memory function. See **Memory Function** (page 127).

## Auto-dimming Feature (If Equipped)

The driver exterior mirror dims when the interior auto-dimming mirror turns on.

## Direction Indicator Mirrors (If Equipped)

When the vehicle is running, the forward-facing portion of the appropriate mirror housing blinks when you switch on the direction indicator.

## Puddle Lamps (If Equipped)

The lamps on the bottom part of the mirror housing light when you use your transmitter to unlock the doors or when you open a door.

## 360-Degree Camera (If Equipped)

See **360 Degree Camera** (page 203).

## Blind Spot Information System

See **Blind Spot Information System** (page 224).

## INTERIOR MIRROR



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

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

You can adjust the interior mirror to your preference. Some mirrors also have a second pivot point. This lets you move the mirror head up or down and from side to side.



# Windows and Mirrors

## Manual Dimming Mirror

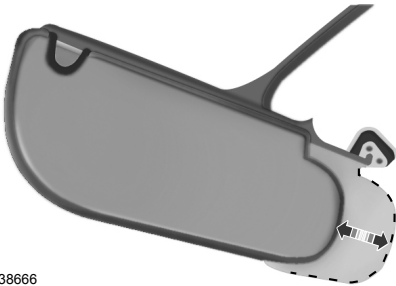
Pull the tab below the mirror toward you to reduce the effect of bright light from behind.

## Automatic Dimming Mirror (If Equipped)

**Note:** Do not block the sensors on the front and back of the mirror. A rear center passenger or raised rear center head restraint may also block light from reaching the sensor.

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

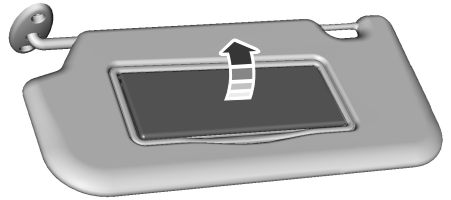
## SUN VISORS



E138666

Rotate the sun visor toward the side window and extend it rearward for extra shade.

## Illuminated Vanity Mirror



E162197

Lift the cover to switch the lamp on.

## MOONROOF (IF EQUIPPED)



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



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

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

# Windows and Mirrors

## Opening and Closing the Moonroof

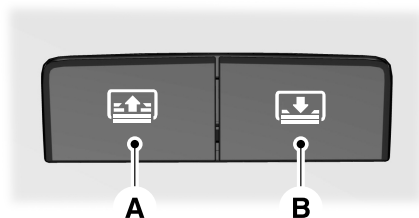


- A **Moonroof open.** Press and release to open the moonroof.
- B **Moonroof vent or close.** Press and release to vent or close the moonroof.
- C **Sunshade open.** Press and release to open the sunshade. The sunshade opens with the moonroof. You can also manually open the sunshade with the moonroof closed.
- D **Sunshade close.** Press and release to close the sunshade.

**Note:** The sunshade stops short of the fully open position for the comfort of rear passengers. To fully open the sunshade, press the control again.

**Note:** When closing, the sunshade stops at the first panel for the dual panel moonroof. Press and release again to continue to fully close the sunshade.

## Rear SunShade Opening and Closing (If Equipped)



- A **Sunshade close.** Press and release to close the sunshade.
- B **Sunshade open.** Press and release to open the sunshade. The sunshade opens with the moonroof. You can also manually open the sunshade with the moonroof closed.

**Note:** The rear sunshade open and close controls can be on the rear console or fold down armrest bezel.

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

## Bounce-Back

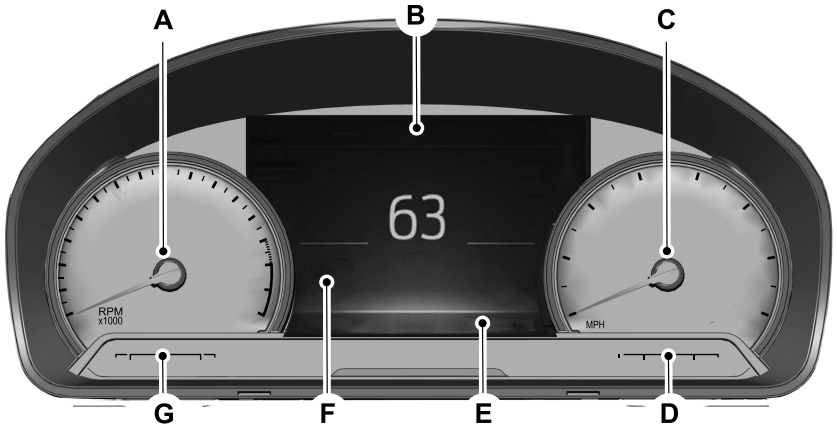
The moonroof reverses some distance if it detects an obstacle when closing.

To override this feature, press and hold the moonroof close control within two seconds after the roof comes to a stop following a bounce-back reversal.

# Instrument Cluster

## GAUGES - VEHICLES WITH: 6.5 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

**Note:** Displays may appear slightly different depending on region.



- A Tachometer.
- B Information bar.
- C Speedometer.
- D Fuel gauge.
- E Battery gauge and vehicle driving range.
- F Information display.
- G Engine coolant temperature gauge.

### Information Bar

Displays information related to the navigation, outside air temperature, odometer and distance to empty.

### Fuel Gauge

The fuel gauge indicates about how much fuel is in the fuel tank.

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

**Note:** The fuel gauge may vary slightly when your vehicle is moving or on a slope.

# Instrument Cluster

## Low Fuel Reminder

A low fuel level reminder displays and sounds when the distance to empty reaches 120 km (75 mi) to empty for MyKey, and at 80 km (50 mi), 40 km (25 mi), 20 km (10 mi) and 0 km (0 mi) for all vehicle keys.

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

## Battery Gauge

The high voltage battery gauge displays the total amount of charge associated with your available electric only driving range. A full fill represents the total amount of energy you can get from an external charge (plugging your vehicle in). When the fill reaches empty the powertrain system automatically switches to hybrid operation. See **Plug-In Hybrid Vehicle Operation** (page 146).

## Vehicle Driving Range



Vehicle range indicates the estimated distance your vehicle can travel with the energy currently onboard. Estimates vary based on the energy used while driving.

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

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

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

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

## Gasoline Distance to Empty

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

## Electric Range

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

## Information Display

Information that appears depends on your vehicle settings. See **General Information** (page 90).

## Engine Coolant Temperature Gauge

Indicates engine coolant temperature. At normal operating temperature, the level indicator will be in the normal range. If the engine coolant temperature exceeds the normal range, stop your vehicle as soon as safely possible, switch off the engine and let the engine cool.

# Instrument Cluster

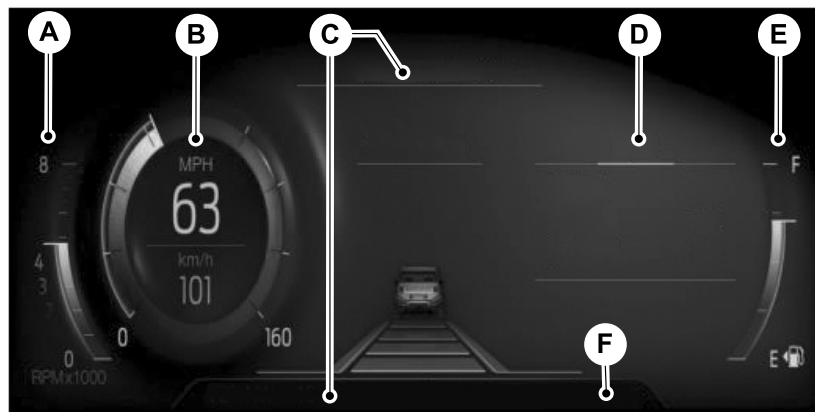


**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.

## GAUGES - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

**Note:** Clusters shown in single gauge view.

**Note:** Displays may appear slightly different depending on region.



- A Gauge display.
- B Speedometer.
- C Information bar.
- D Information display.
- E Fuel gauge.
- F Battery gauge and vehicle driving range.

### Gauge Display

Displays different gauge selections depending on supported options. Options include Tachometer and Engine Coolant Temperature.

### Information Bar

Displays information related to the current audio source, navigation, outside air temperature and distance to empty.

# Instrument Cluster

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

## Information Display

Information that appears depends on current gauge view and on-demand settings. See **General Information** (page 90).

## Engine Coolant Temperature Gauge



**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.

Indicates engine coolant temperature. At normal operating temperature, the level indicator will be in the normal range. If the engine coolant temperature exceeds the normal range, stop your vehicle as soon as safely possible, switch off the engine and let the engine cool.

## Fuel Gauge

The fuel gauge indicates about how much fuel is in the fuel tank.

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

**Note:** *The fuel gauge may vary slightly when your vehicle is moving or on a slope.*

## Low Fuel Reminder

A low fuel level reminder displays and sounds when the distance to empty reaches 120 km (75 mi) to empty for MyKey, and at 80 km (50 mi), 40 km (25 mi), 20 km (10 mi) and 0 km (0 mi) for all vehicle keys.

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

## Battery Gauge

The high voltage battery gauge displays the total amount of charge associated with your available electric only driving range. A full fill represents the total amount of energy you can get from an external charge (plugging your vehicle in). When the fill reaches empty the powertrain system automatically switches to hybrid operation. See **Plug-In Hybrid Vehicle Operation** (page 146).

## Vehicle Driving Range



Vehicle range indicates the estimated distance your vehicle will travel with the energy currently onboard. Estimates will vary based on the energy used while driving.

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

# Instrument Cluster

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

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

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

## Gasoline Distance to Empty

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

## Electric Range

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

## WARNING LAMPS AND INDICATORS

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

**Note:** *Some warning indicators appear in the information display and function the same as a warning lamp, but do not display when you start your vehicle.*

## Adaptive Cruise Control



The speed control system indicator light changes color to indicate what mode the system is in. See **How Does Adaptive Cruise Control With Stop and Go Work** (page 206).

On (white light): Illuminates when you switch on the adaptive cruise control system. Turns off when the speed control system is turned off.

Engaged (green light): Illuminates when you engage the adaptive cruise control system. Turns off when you disengage the speed control system.

## Anti-Lock Braking System



If it illuminates when you are driving, this indicates a system error. You continue to have the normal braking (without ABS) unless the brake system warning lamp also illuminates. Have the system checked by an authorized dealer.

## Automatic High Beam Control



Illuminates when this feature is on. See **Switching Automatic High Beam Control On and Off** (page 74).

## Auto Hold Active



Illuminates when the system holds your vehicle stationary.

## Auto Hold Unavailable



Illuminates when the system is on, but unavailable to hold your vehicle stationary.

# Instrument Cluster

## Battery



If it illuminates while driving, it indicates a system error. Switch off all unnecessary electrical equipment and have the system checked by an authorized dealer immediately.

## Blind Spot Monitor



Illuminates when you switch this feature off or in conjunction with a message. See **Blind Spot Information System** (page 224).

## Brake System Warning Lamp



**WARNING:** Driving your vehicle with the warning lamp on is dangerous. A significant decrease in braking performance may occur. It may take you longer to stop your vehicle. Have your vehicle checked as soon as possible. Driving extended distances with the parking brake engaged can cause brake failure and the risk of personal injury.

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

This lamp is a dual function lamp and illuminates when:

- You apply the parking brake with the ignition on.
- Your vehicle has a brake fault or low brake fluid level, regardless of parking brake position.



If the lamp illuminates when you are moving, you may have the parking brake applied. Make sure the parking brake is off. Have your vehicle checked as soon as possible if the lamp continues to illuminate.

## Cruise Control



Illuminates when you switch this feature on.

## Direction Indicator



Illuminates when you switch on the left or right direction indicator or the hazard flasher. If the indicators stay on or flash faster, check for a burned out bulb. See **Changing a Bulb** (page 282).

## Door Ajar



Illuminates when the ignition is on and any door is not completely closed.

## Electric Park Brake



Illuminates or flashes when the electric parking brake has a system error. See **Electric Parking Brake** (page 178).

## Engine or Motor Coolant Temperature



Illuminates when the engine or motor coolant temperature is high. Stop your vehicle as soon as possible, switch your vehicle off and let it cool. See **Engine Coolant Check** (page 273).

## Engine Oil



If it illuminates with the engine running or when you are driving, this indicates a system error. Stop your vehicle as soon as it is safe to do so and switch the engine off. Check the engine oil level. See **Engine Oil Check** (page 271).



# Instrument Cluster

**Note:** Do not resume your journey if it illuminates despite the level being correct. Have the system checked by an authorized dealer immediately.

## EV Charge



Illuminates when you switch on this feature. See **Plug-In Hybrid Vehicle Operation** (page 146).

## EV Later



Illuminates when you switch on this feature. See **Plug-In Hybrid Vehicle Operation** (page 146).

## EV Now



Illuminates when you switch on this feature. See **Plug-In Hybrid Vehicle Operation** (page 146).

## Fasten Seatbelt



Illuminates and a tone sounds to remind you to fasten your seatbelt. See **Seatbelt**

**Reminder** (page 30).

## Fasten Rear Seatbelt



Illuminates and a tone sounds to signal the rear seatbelts are not fastened.

## Front Airbag



If it fails to illuminate when you start your vehicle, continues to flash or remains on, it indicates there is a system error. Have the system checked as soon as possible.

## Front Fog Lamps



Illuminates when you switch the front fog lamps on.

## Frost Warning Lamp (If Equipped)



**WARNING:** Even if the temperature rises to above 4°C (39°F) there is no guarantee that the road is free of hazards caused by inclement weather.



Illuminates when the outside air temperature is 4°C (39°F) or below.

## High Beam



Illuminates when you switch the high beam headlamps on. It flashes when you use the headlamp flasher.

## Hill Descent



Illuminates when you switch hill descent on.

## Hood Ajar



Illuminates when the ignition is on and the hood is not completely closed.

## Lamps On



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

## Liftgate Ajar



Illuminates when the liftgate is not completely closed.

## Low Beam Warning



Illuminates when the low beam headlamp bulb is not functioning properly.

# Instrument Cluster

## Low Fuel Level



Illuminates when the fuel level is low or the fuel tank is nearly empty. Refuel as soon as possible.

## Low Tire Pressure Warning



Illuminates when your tire pressure is low. If the lamp remains on with the engine running or when driving, check your tire pressure as soon as possible.

It also illuminates momentarily when you switch the ignition on to confirm the lamp is functional. If it does not illuminate when you switch the ignition on, or begins to flash at any time, have the system checked by an authorized dealer.

## Low Washer Fluid



Illuminates when the windshield washer fluid is low.

## Powertrain Fault



Illuminates when the system detects a powertrain or an 4WD fault. Contact an authorized dealer as soon as possible.

## Rear Fog Lamps (If Equipped)



Illuminates when you switch the rear fog lamps on.

## Ready to Drive (If Equipped)



Illuminates when you switch on the vehicle and it is ready to drive. A corresponding message may appear stating ready to drive.

## Service Engine Soon



It illuminates when you switch the ignition on prior to engine start to check the bulb and to indicate whether your vehicle is ready for Inspection and Maintenance (I/M) testing.

Normally, it illuminates until the engine is cranked and automatically turns off if no system errors are present. However, if after 15 seconds it flashes eight times, this indicates that your vehicle is not ready for Inspection and Maintenance (I/M) testing. See **Catalytic Converter** (page 157).

If it illuminates when the engine is running this indicates a system error. The On Board Diagnostics system has detected an error in the vehicle emission control system.

If it flashes, engine misfire may be occurring. Continuing to drive your vehicle may cause reduced power or the engine to stop. Failure to respond to the warning lamp may cause component damage not covered by the vehicle Warranty. Have your vehicle checked as soon as possible.

## Speed Limiter



Illuminates when you switch on the speed limiter system.

## Stability Control



It flashes when the system is active. If it remains illuminated or does not illuminate when you switch the ignition on, this indicates a system error. During a system error the system switches off. Have the system checked by an authorized dealer immediately. See **Using Stability Control** (page 189).

# Instrument Cluster

## Stability Control Off



Illuminates when you switch the system off. It goes out when you switch the system back on or when you switch the ignition off. See **Using Stability Control** (page 189).

## Stop Safely Now



Illuminates if an electrical component requires service or a failure that causes your vehicle to shutdown or enter into a limited operating mode. Stop your vehicle as soon as it is safe to do so. Have your vehicle checked as soon as possible.

## Traffic Sign Recognition Speed Limit (if Equipped)



Illuminates when the current speed limit is detected by the traffic sign recognition system. If the traffic sign speed warning is enabled, the light flashes when you have exceeded the speed limit detected by the traffic sign recognition system.

## Vehicle Plugged in



Illuminates when your vehicle is plugged in. A corresponding message may display after attempting to start your vehicle.

## AUDIBLE WARNINGS AND INDICATORS

### Engine On Warning Chime

A warning chime will sound when any door is opened if the vehicle exceeds a relatively low speed.

### Keyless Warning Alert

Sounds the horn twice when you exit the vehicle and the keyless vehicle is in RUN, indicating the vehicle is still on.

### Headlamps On Warning Chime

Sounds when you remove the key from the ignition and open the driver's door and you have left the headlamps or parking lamps on.

### Parking Brake On Warning Chime

Sounds when you have left the parking brake on and drive your vehicle. If the warning chime remains on after you have released the parking brake, have the system checked by your authorized dealer immediately.

### Automatic Transmission Warning Chime

Sounds when you have not moved the transmission selector lever to position **P**. A message will be shown in the display.

# Information Displays

## GENERAL INFORMATION - VEHICLES WITH: 6.5 INCH INSTRUMENT CLUSTER DISPLAY SCREEN

### 6 Inch Display Menu



This icon gives you the ability to switch a feature on or off. A

check in the box indicates the feature is on, and unchecked indicates the feature is off.

**Note:** Some menus may show features used in different models, some may appear different to you on your vehicle.

**Note:** Some MyKey menu options only appear if MyKey is enabled and at least one MyKey is programmed.

### Select Screens

Select Screens
Menu options covered in Personalized Settings. See <b>Personalized Settings</b> (page 94).

### Audio

Audio
Menu options covered in the SYNC chapter. See <b>General Information</b> (page 323).

### Navigation

Navigation
Menu options covered in the SYNC chapter. See <b>General Information</b> (page 323).

### Phone

Phone
Menu options covered in the SYNC chapter. See <b>General Information</b> (page 323).

# Information Displays

## Settings

Settings	
Brake Coach	
Oil Life	Percent Oil Life Indication XXX% Hold Ok to Reset
Tire Monitor	Hold Ok to Reset
Neutral Tow	Hold Ok to Initialize

**Note:** Additional vehicle settings are available through your touchscreen. See **Settings** (page 348).

## Display Setup

Display Setup	
Speedometer units	
Driving History <sup>1</sup>	Select Your Setting

<sup>1</sup>Hybrid only

**Note:** Additional display settings are available through your touchscreen. See **Settings** (page 348).

## Hybrid Display Information (If Equipped)

Unique hybrid vehicle information displays on your information display when you shut off your vehicle or come to a stop.

### Brake Coach

The Brake Coach appears after the vehicle has come to a stop. It coaches you to brake in a manner that maximizes the amount of energy returned through the regenerative braking system.

The percent displayed is an indication of the regenerative braking efficiency with 100% representing the maximum amount of energy recovery. Brake Coach can be turned on or off in the settings menu.

### Trip Summary

The trip summary displays upon shutting off your vehicle. The values are cumulative since you last started your vehicle.

The information shown is the same as the This Trip on demand screen. See **Personalized Settings** (page 94).

# Information Displays

## Vehicle Charging Status

For plug-in vehicles only, vehicle charging status displays when you turn on your vehicle while plugged in. Charging status includes the charge start or charge end time as appropriate. You can modify your vehicles charge settings through the touchscreen.

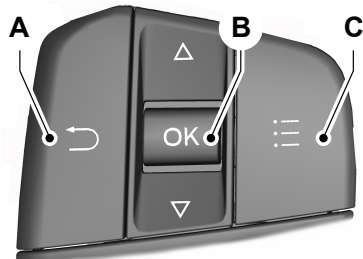
## GENERAL INFORMATION - VEHICLES WITH: 12.3 INCH INSTRUMENT CLUSTER DISPLAY SCREEN



**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.

You can control various systems on your vehicle using the information display controls on the steering wheel. Corresponding information appears in the information display.

## Information Display Controls



E250032

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

### Return Button

Use the return button to go back or to exit.

### OK Button

Use the **OK** button to make a selection. You can also use it to scroll through a menu.

### Menu Button

Use the menu button on the main screen to display the submenu.

## 12 Inch Display Menu



This icon gives you the ability to switch a feature on or off. A check in the box indicates the feature is on, and unchecked indicates the feature is off.

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

**Note:** Some MyKey menu options only appear if MyKey is enabled and at least one MyKey is programmed.

# Information Displays

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## Select Screens

Select Screens
Menu options covered in Personalized Settings. See <b>Personalized Settings</b> (page 94).

## Audio

Audio
Menu options covered in the SYNC chapter. See <b>General Information</b> (page 323).

## Navigation

Navigation
Menu options covered in the SYNC chapter. See <b>General Information</b> (page 323).

## Phone

Phone
Menu options covered in the SYNC chapter. See <b>General Information</b> (page 323).

## Settings

Settings	
Brake Coach	
Oil Life	Percent Oil Life Indication XXX% Hold Ok to Reset
Tire Monitor	Hold Ok to Reset
Neutral Tow	Hold Ok to Initialize

**Note:** Additional vehicle settings are available through your touchscreen. See **Settings** (page 348).

# Information Displays

## Display Setup

Display Setup	
Add Tachometer to View	
Speedometer units	
Driving History <sup>1</sup>	Select Your Setting

<sup>1</sup>Hybrid only

**Note:** *Additional display settings are available through your touchscreen. See **Settings** (page 348).*

## Hybrid Display Information (if

### Equipped)

Unique hybrid vehicle information displays on your information display when you shut off your vehicle or come to a stop.

## Brake Coach

The Brake Coach appears after the vehicle has come to a stop. It coaches you to brake in a manner that maximizes the amount of energy returned through the regenerative braking system.

The percent displayed is an indication of the regenerative braking efficiency with 100% representing the maximum amount of energy recovery. Brake Coach can be turned on or off in the settings menu.

## Trip Summary

The trip summary displays upon shutting off your vehicle. The values are cumulative since you last started your vehicle.

The information shown is the same as the This Trip on demand screen. See **Personalized Settings** (page 94).

## Vehicle Charging Status

For plug-in vehicles only, vehicle charging status displays when you turn on your vehicle while plugged in. Charging status includes the charge start or charge end time as appropriate. You can modify your vehicles charge settings through the touchscreen.

## PERSONALIZED SETTINGS

Select one of these options to display on your main screen.

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

**Note:** *EV Now information is only available when in EV Now mode.*

Select Screens
Calm Screen
Fuel Economy
Trip 1



# Information Displays

Select Screens
Trip 2
This Trip <sup>1</sup>
EV Coach <sup>1</sup>
Electric Efficiency <sup>1</sup>
Tire Pressure
Intelligent AWD
Off Road
Trailer Light Check
Seatbelts
Auto StartStop <sup>2</sup>
Now Playing
EV Now <sup>1</sup>

<sup>1</sup>Hybrid only

<sup>2</sup>Non-hybrid only

After making your selection

- Some features offer more information. Press the **OK** button.

**Note:** Press and hold the **OK** button on the controls on the steering wheel to reset your trip information.

## Fuel Economy

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

Hybrid features:

- When the gasoline engine is off the instant fuel economy gauge is replaced with a electric driving message.
- For Plug-in vehicles, both electric only and hybrid operation are included in the calculation. More electric only driving will result in greater average fuel economy.

**Note:** Press and hold the **OK** button on the controls on the steering wheel to reset your trip information.

# Information Displays

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## Trip 1 and 2

Provides trip timer, trip average fuel economy and total trip distance traveled. For hybrid vehicles, the trip also shows the distance traveled on electric power only.

## Hybrid Information (If Equipped)

### This Trip

Provides trip timer, trip average fuel economy, total trip distance traveled, and distance traveled on electric power only with the engine off. If the gasoline engine has not turned on during the trip then trip average fuel economy is not shown. This Trip automatically resets each time you start your vehicle.

### EV Coach

EV Coach can help you to get the most out of your vehicle's electric driving and regenerative braking capabilities.

When you are accelerating or maintaining speed you will see a blue or white solid bar indicating vehicle power. You may also see a blue rectangular box which shows the power level at which the engine will turn on.

- When your power level is within the box the color of the bar will be blue. This means you are in Electric operation and the engine is off.
- When your power level is outside of the box the color of the bar will be white. This means you are in Hybrid operation with a combination of the electric motor and the engine providing vehicle power.

When you are decelerating with either your foot off the accelerator pedal or on the brake pedal you will see a green or white solid bar indicating the power being used to slow down the vehicle. You may also see a green rectangular box which shows the amount of power that can be recaptured by the regenerative braking system and returned to the high voltage battery.

- When your power level is completely within the box the color of the bar will be all green. This means that the regenerative braking system is being used to efficiently slow the vehicle down and return the maximum percentage of energy to the high voltage battery.
- When your power level is outside of the green box then the bar will be white. This means that both the regenerative braking system and conventional braking system are being used.

## Electric Efficiency

**Note:** *This feature applies to Plug-in vehicles only.*

This screen shows your average driving distance per kWh of electricity used on your plug-in hybrid vehicle. The value is calculated only when your available electric range is being used and the gasoline engine is off.

Distance per full charge is also shown. This is an estimate of the electric range you would have if you plugged in and fully charged your vehicle right now. The higher your electric efficiency, the higher your distance per full charge.

# Information Displays

Your electric efficiency is affected by your driving style and route, climate control use, outside temperature and other factors. Best efficiency is achieved in mild ambient temperatures with mild to moderate acceleration and braking, moderate speeds and low climate control usage.



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## INFORMATION MESSAGES

**Note:** Depending on your vehicle options and instrument cluster type, not all of the messages display or will be available. Certain messages may be abbreviated or shortened depending upon which cluster type you have.

Press the **OK** button to acknowledge and remove some messages from the information display. Other messages will be removed automatically after a short time.

Certain messages need to be confirmed before you can access the menus.

### Active Park (If Equipped)

Message	Action
Active Park Fault	The system requires service. Have the system checked as soon as possible.

### Adaptive Cruise Control (If Equipped)

Message	Action
Adaptive Cruise Malfunction	A radar malfunction is preventing the adaptive cruise from engaging. See <b>Adaptive Cruise Control – Information Messages</b> (page 215).
Front Sensor Not Aligned	
Adaptive Cruise Not Available	Conditions exist such that the adaptive cruise cannot function properly. See <b>Adaptive Cruise Control – Information Messages</b> (page 215).
Adaptive Cruise Not Available Sensor Blocked See Manual	The radar is blocked because of poor radar visibility due to bad weather or ice/mud/water in front of radar. Driver can typically clean the sensor to resolve. See <b>Adaptive Cruise Control – Information Messages</b> (page 215).

# Information Displays

Message	Action
Normal Cruise Active Adaptive Braking Off	Displayed when the automatic braking has been disabled.
Adaptive Cruise - Driver Resume Control	Displayed when the adaptive cruise has reinstated controls to the driver.
Adaptive Cruise Speed Too Low to Activate	Displays when the vehicle speed is too slow to activate the adaptive cruise.

## AdvanceTrac™ and Traction Control

Message	Action
Service AdvanceTrac	The system detects a condition that requires service. Have the system checked as soon as possible.
AdvanceTrac Off	The status of the AdvanceTrac system after you switched it off.
AdvanceTrac On	The status of the AdvanceTrac system after you switched it on.
AdvanceTrac OFF in 4x4 LOW	The system is off while the vehicle is in 4x4 low.
AdvanceTrac SPORT MODE	The status of the AdvanceTrac sport mode after you switched it on.
Traction Control Off	The status of the traction control system after you switched it off.
Traction Control On	The status of the traction control system after you switched it on.

## Alarm

Message	Action
Vehicle Alarm To Stop Alarm, Start Vehicle.	Alarm triggered due to unauthorized entry. See <b>Anti-Theft Alarm</b> (page 60).

# Information Displays

## Battery and Charging System (12 volt)

Message	Action
Check Charging System	The charging system needs servicing. If the warning stays on or continues to come on, have the system checked as soon as possible.
Charging System Service Soon	The charging system needs servicing. If the warning stays on or continues to come on, have the system checked as soon as possible.
Charging System Service Now	The charging system needs servicing. Have the system checked as soon as possible.
Battery State of Charge Low	The battery management system determines that the 12V battery is at a low state of charge. Start the engine to charge the battery or charge the battery using an aftermarket battery charger. This message clears once you restart your vehicle and the battery state of charge has recovered.
Turn Power Off To Save Battery	The battery management system determines that the battery is at a low state of charge. Turn the ignition off as soon as possible to protect the battery. This message will clear once the vehicle has been started and the battery state of charge has recovered. Turning off unnecessary electrical loads will allow faster battery state-of-charge recovery.

## Battery and Charging System (High Voltage) (If Equipped)

Message	Action
Vehicle Plugged In ? Yes No	Your vehicle needs confirmation it is unplugged before allowing a start. You must make sure your vehicle is unplugged and you respond to the message prompt before starting your vehicle.
Unplug Prior to Starting Vehicle	Your vehicle detects it is still plugged in after you attempt to start it.
EV Now All Electric Driving	You selected EV Now mode with the EV button.
EV Later {###} % Electric Energy Saved for Later	You selected EV Later mode with the EV button.
EV Charge Battery Charged by Engine	You selected EV Charge mode with the button.

## Information Displays

Message	Action
Auto EV Normal Operation	You selected Auto EV mode with the EV button.
Engine Enabled Due to Defrost Setting	Your vehicle enables the engine due to the climate control defrost setting. This is normal operation.
Press EV Button for Full Defrost	For full defrost heat press the EV button to select either EV Later or EV Auto. The engine may run to provide more cabin heat.
Engine Enabled for System Performance	Your vehicle enables the engine for system performance. This is normal operation.
Press OK to Enable Engine	You can press OK to enable the engine temporarily for increased performance when in EV Now mode.
Stop Safely Now	Displays when the stop safely hazard warning lamp is illuminated. This indicates an electrical component fault/failure that will cause the vehicle to shut down or enter into limited operating mode. Stop your vehicle as soon as it is safe to do so and switch the vehicle off. Have your vehicle checked as soon as possible.

### Blind Spot Information and Cross Traffic Alert System (If Equipped)

Message	Action
Blind Spot System Fault	A system error has occurred. Have the system checked as soon as possible.
Blind Spot Not Available Sensor Blocked See Manual	The system sensors are blocked. See <b>Blind Spot Information System</b> (page 224).
Cross Traffic Alert Applying Brakes	The system detects a vehicle and automatically applied the brakes.
Cross Traffic Not Available Sensor Blocked See Manual	The blind spot information system and cross traffic alert system sensors are blocked. See <b>Cross Traffic Alert</b> (page 228).

# Information Displays

Message	Action
Cross Traffic System Fault	A system error has occurred. Have the system checked as soon as possible.
Cross Traffic Alert Deactivated Trailer Attached	The system automatically turns off and displays this message when you connect a trailer to the vehicle that does not have a trailer blind spot system or when you switch the trailer blind spot system off through the information display. See <b>Cross Traffic Alert</b> (page 228).
Blind Spot Alert Deactivated Trailer Attached	The system automatically turns off and displays this message when you connect a trailer to the vehicle that does not have a trailer blind spot system or when you switch the trailer blind spot system off through the information display. See <b>Blind Spot Information System</b> (page 224).

## Doors and Locks

Message	Action
Driver Door Ajar	The driver door is not completely closed.
Passenger Door Ajar	The passenger door is not completely closed.
Rear Left Door Ajar	The rear left door is not completely closed.
Rear Right Door Ajar	The rear right door is not completely closed.
Liftgate Ajar	The liftgate is not completely closed.
Hood Ajar	The hood is not completely closed.
Switches Inhibited Security Mode	The system has disabled the door switches.
Doors Locked Unlock Before Opening	Displays when the door lock is turned on and you attempt to open the door.
Driver Door Fault Use Inside Override Lever In Map Pocket	Indicates a driver door fault that requires manually opening the door by the override lever. Have the system checked as soon as possible.
Door Fault Service Required	Indicates a fault with the electronic door system. Have the system checked as soon as possible.
Child Lock Malfunction Service Required	There is a system malfunction with the child locks. Have the system checked as soon as possible.

# Information Displays

Message	Action
Child Lock ON	Indicates that the rear seat interior door release switches and power windows are switched off, preventing rear seat occupants from opening the doors or windows.
Child Lock OFF	Indicates that the rear seat interior door release switches and power windows are switched on.
Factory Keypad Code {X X X X X}	The factory keypad code displays in the information display after the system resets the keypad. See <b>Passive Anti-Theft System</b> (page 60).

## Driver Alert

Message	Action
Driver Alert Warning Rest Now	Stop and rest as soon as it is safe to do so.
Driver Alert Warning Rest Suggested	Take a rest soon.

## Fuel

Message	Action
Fuel Level Low	An early reminder of a low fuel condition.
Check Fuel Fill Inlet	The fuel fill inlet may not be properly closed.
Fuel Door Opening	Wait for up to 15 seconds while the fuel system depressurizes.
Fuel Door Open	The fuel system has finished depressurizing and you can begin to refuel.
Close Fuel Door to Avoid ""Check Engine"" Light	A reminder to close the fuel door. Failure to follow this instruction can cause the check engine light to illuminate.
Refuel Error See Manual	There is an error in attempting to refill your vehicle.



# Information Displays

## Hill Descent Control (If Equipped)

Message	Action
Hill Descent Control OFF	Displays when you deactivate hill descent control mode.
For Hill Descent Reduce Speed 20 MPH or Less	Displays when hill descent speed exceeds 32 km/h (20 mph).
For Hill Descent Reduce Speed 32 Km/h or Less	Displays when hill descent speed exceeds 32 km/h (20 mph).
For Hill Descent Select Gear	Displays when hill descent control mode requires you to shift the transmission into gear.
Hill Descent Driver Resume Control	Displays when the hill control mode requires you to resume control.
Hill Descent Control Fault	Displays when a hill descent system fault is present.
Hill Descent Control Off System Cooling	Displays when you disable the hill descent control mode to cool the brake system.
Hill Descent Control Ready	Displays when hill descent control mode is ready.
Hill Descent Control Active	Displays when you activate the hill descent control mode.

## Hill Start Assist

Message	Action
Hill Start Assist Not Available	Hill start assist is not available. Have the system checked as soon as possible. See <b>Hill Start Assist</b> (page 180).

## Keys and Passive Key

Message	Action
To START Press Brake	A reminder to press the brake while starting your vehicle.
No Key Detected	The system does not detect the key. See <b>Keyless Starting</b> (page 141).
Restart Now or Key is Needed	The Start Stop button is pressed to shut off the engine and an Intelligent Access key is not detected inside your vehicle.

## Information Displays

Message	Action
Full Accessory Power Active	Your vehicle is in the accessory ignition state.
Starting System Fault	There is a problem with your vehicle's starting system. Have the system checked as soon as possible.
Key Program Successful	During spare key programming, an intelligent access key is programmed to the system.
Max Number of Keys Learned	During spare key programming, the maximum number of keys have been programmed.
Key Program Failure	Displayed during spare key programming, when an intelligent access key has failed to be programmed.
Not Enough Keys Learned	Displayed during spare key programming when not enough keys have been programmed.
Key Battery Low Replace Soon	Displays when the key battery is low. Change the battery as soon as possible.
Vehicle Switched Off	Displays when the vehicle is switched off.
Vehicle is ON	Informs you that upon exiting your vehicle that the vehicle is still on.

### Lane Keeping System (If Equipped)

Message	Action
Lane Keeping Sys. Malfunction Service Required	The system has malfunctioned. Have the system checked as soon as possible.
Front Camera Temporarily Not Available	The system has detected a condition that has caused the system to be temporarily unavailable.
Front Camera Low Visibility Clean Screen	The system has detected a condition that requires the windshield to be cleaned to operate properly.
Front Camera Malfunction Service Required	The system has malfunctioned. Have the system checked as soon as possible.
Keep Hands on Steering Wheel	The system requests the driver to keep their hands on the steering wheel.

# Information Displays

## Maintenance

Message	Action
Low Engine Oil Pressure	Stop your vehicle as soon as safely possible, turn off the engine. Check the oil level. If the warning stays on or continues to come on with your engine running, have the system checked as soon as possible.
Change Engine Oil Soon	The engine oil life remaining is 10% or less.
Oil Change Required	The oil life left reaches 0%.
Brake Fluid Level Low	The brake fluid level is low and the brake system should be inspected immediately. See <b>Brake Fluid Check</b> (page 278).
Check Brake System	The brake system needs servicing. Stop the vehicle in a safe place. Have the system checked as soon as possible.
Engine Coolant Over Temperature	The engine coolant temperature is excessively high. Stop your vehicle as soon as it is safe to do so and switch the vehicle off. Have your vehicle checked as soon as possible.
Washer Fluid Level Low	The washer fluid is low and needs to be refilled.
Transport Mode Contact Dealer	Indicates that your vehicle is still in Transport mode. This may not allow some features to operate properly. Have the system checked as soon as possible.
Factory Mode Contact Dealer	Indicates that your vehicle is still in Factory mode. This may not allow some features to operate properly. Have the system checked as soon as possible.
See Manual	Informs the driver that the powertrain needs service due to a powertrain malfunction.
Power Reduced to Lower Engine Temp	The engine has reduced power to help reduce high engine temperature.
Brake Applied Power Reduced	The brake system has reduced stopping power.
Motor Coolant Over Temperature	The motor electronics are overheating. Stop your vehicle as soon as safely possible, turn off your vehicle and let it cool. If the warning stays on or continues to come on, have the system checked as soon as possible.
Engine ON Due to Low Use Normal Operation	EV functionality is disabled and the engine is running to maintain oil quality. See <b>Plug-In Hybrid Vehicle Operation</b> (page 146).

# Information Displays

## MyKey

Message	Action
MyKey not Created	You cannot program a MyKey.
MyKey Active Drive Safely	MyKey is active.
Speed Limited to {avg speed XXXX} km/h	When switching on your vehicle and MyKey is in use, displays that the MyKey speed limit is on.
Near Vehicle Top Speed	MyKey is in use and the MyKey speed limit is on and the vehicle speed is approaching 130 km/h (81 mph).
Vehicle at Top Speed of MyKey Setting	You have reached the speed limit set for your MyKey.
Check Speed Drive Safely	You have an active MyKey with a programmed set speed limit.
Buckle Up to Unmute Audio	Belt-Minder turns on with a MyKey in use.
AdvanceTrac On - MyKey Setting	With a MyKey in use, AdvanceTrac turns on.
Traction Control On - MyKey Setting	With a MyKey in use, traction control turns on.
MyKey Park Aid Cannot be Deactivated	With a MyKey in use, park aid is always on.
Lane Keeping Alert On MyKey Setting	With a MyKey in use, lane keeping alert turns on.

## Park Aid

Message	Action
Check Front Park Aid	The system detects a condition that requires service. Have your vehicle checked as soon as possible.
Check Rear Park Aid	The system detects a condition that requires service. Have your vehicle checked as soon as possible.
Rear Park Aid Not Available Sensor Blocked See Manual	The radar is blocked due to bad weather, ice, mud or water in front of radar. You can typically clean the sensor to resolve. See <b>Rear Parking Aid</b> (page 192).

# Information Displays

Message	Action
Front Park Aid Not Available Sensor Blocked See Manual	The radar is blocked due to bad weather, ice, mud or water in front of radar. You can typically clean the sensor to resolve. See <b>Front Parking Aid</b> (page 194).
Park Aid Not Available Sensor Blocked See Manual	The radar is blocked due to bad weather, ice, mud or water in front of radar. You can typically clean the sensor to resolve. See <b>Principle of Operation</b> (page 192).
Front Park Aid On Off	Displays the park aid status.
Rear Park Aid On Off	Displays the park aid status.

## Park Brake

Message	Action
Park Brake Engaged	The parking brake is set, the engine is running and you drive your vehicle more than 5 km/h (3 mph). If the warning stays on after the parking brake is released, have the system checked as soon as possible.
To Release: Press Brake and Switch	The electric parking brake is set and a manual release is attempted without the brake pedal being pressed.
Park Brake Use Switch to Release	The electric parking brake is set and an automatic release is attempted but cannot be performed. Perform a manual release.
Release Park Brake	The electric parking brake is set and your vehicle speed exceeds 5 km/h (3 mph). Release park brake before continued driving.
Park Brake Not Applied	The electric parking brake is not fully applied.
Park Brake Not Released	The electric parking brake is not fully released.
Park Brake Maintenance Mode	The electric parking brake system has been put into a special mode that is used to allow service of the rear brakes. Have the system checked as soon as possible.

# Information Displays

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Message	Action
Park Brake Limited Function Service Required	The electric park brake system has detected a condition that requires service. Some functionality may still be available. Have the system checked as soon as possible.
Park Brake Malfunction Service Now	The electric parking brake system has detected a condition that requires service. Have the system checked as soon as possible.
Park Brake System Overheated	Numerous park brake applies have overheated the system. Wait 2 minutes before attempting to apply again.

## Power Steering

Message	Action
Steering Fault Service Now	The power steering system has detected a condition that requires service. Have the system checked as soon as possible.
Steering Loss Stop Safely	The power steering system is not working. Stop your vehicle in a safe place. Have the system checked as soon as possible.
Steering Assist Fault Service Required	The power steering system has detected a condition within the power steering system or passive entry or passive start system requires service. Have the system checked as soon as possible.
Steering Lock Malfunction Service Now	The steering lock system has detected a condition that requires service. Have the system checked as soon as possible.

## Pre-Collision Assist

Message	Action
Pre-Collision Assist Not Available Sensor Blocked	You have a blocked sensor due to bad weather, ice, mud or water in front of the radar sensor. You can typically clean the sensor to resolve.
Pre-Collision Assist Not Available	A fault with the system has occurred. Have the system checked as soon as possible.

# Information Displays

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## Remote Start (If Equipped)

Message	Action
To Drive: Press Brake and Gear Shift Button	Displays as a reminder to apply the brake and push the gear shift button to drive the vehicle after a remote start.

## Seats

Message	Action
Occupant Sensor BLOCKED Remove Objects Near Passenger Seat	Objects are by the passenger seat. After the objects are moved away from the seat, if the warning stays on or continues to come on have the system checked as soon as possible.
Memory Recall Not Permitted While Driving	Displays as a reminder that memory seats are not available while driving.
Memory {0} Saved	Displays to show where your memory setting has been saved.

## Starting System

Message	Action
To START Press Brake	Displays when starting the vehicle as a reminder to apply the brake.
Cranking Time Exceeded	Displays when the starter has exceeded its cranking time in attempting to start the vehicle.
Engine Start Pending Please Wait	Displays when the starter is attempting to start the vehicle.
Pending Start Cancelled	Displays when the pending start has been cancelled.

# Information Displays

## Tire Pressure Monitoring System

Message	Action
Tire Pressure Low	One or more tires on your vehicle have low tire pressure. See <b>Tire Pressure Monitoring System</b> (page 293).
Tire Pressure Monitor Fault	The tire pressure monitoring system is malfunctioning. If the warning stays on or continues to come on, have the system checked as soon as possible. See <b>Tire Pressure Monitoring System</b> (page 293).
Tire Pressure Sensor Fault	A tire pressure sensor is malfunctioning, or your spare tire is in use. For more information on how the system operates under these conditions, See <b>Tire Pressure Monitoring System</b> (page 293). If the warning stays on or continues to come on, have the system checked as soon as possible.

## Trailer (If Equipped)

Message	Action
Trailer Connected	A correct trailer connection is sensed during a given ignition cycle.
Trailer Disconnected	A trailer connection becomes disconnected, either intentionally or unintentionally, and has been sensed during a given ignition cycle.
Trailer Sway Reduce Speed	The trailer sway control has detected trailer sway.
Trailer Wiring Fault	There are certain faults in your vehicle wiring and trailer wiring/brake system. See <b>Towing a Trailer</b> (page 245).
Trailer Left Turn Lamps Fault Check Lamps	There is a fault with your trailer turn lamp. Check your lamp.
Trailer Right Turn Lamps Fault Check Lamps	There is a fault with your trailer turn lamp. Check your lamp.
Trailer Battery Not Charging See Manual	There is a fault with your trailer battery. See <b>Towing a Trailer</b> (page 245).
Trailer Lighting Module Fault See Manual	There is a fault with your vehicle trailer lighting module. See <b>Towing a Trailer</b> (page 245).



# Information Displays

## Transmission

Message	Action
Shift to Park	You switched the engine off and shift select lever is in any position other than park (P).
Transmission Warming Up Please Wait	Transmission is too cold. Wait for it to warm up before you drive.
Press Brake Pedal	Displays when the brake pedal needs to be depressed.
Transmission Over Temperature Stop Safely	The transmission is overheating and needs to cool. Stop in a safe place as soon as it's possible.
Transmission Service Required	Have the system checked as soon as possible.
Transmission Too Hot Press Brake	The transmission is overheating and needs to cool. Stop in a safe place as soon as it's possible.
Transmission Limited Function See Manual	The transmission has limited functionality. Have the system checked as soon as possible.
Transmission Not in Park	A reminder to shift into park. In addition, this message is typical after reconnecting or recharging the battery until you cycle the ignition to the on mode. See <b>Changing the 12V Battery</b> (page 279).
SHIFT SYS FAULT Confirm Park Brake Apply Before Exiting the Vehicle	Displays when there is a system fault and the park brake needs to be depressed before exiting the vehicle. Have the system checked as soon as possible.
SHIFT SYS FAULT Service Required	Have the system checked as soon as possible.
SHIFT SYS FAULT Vehicle is Shifting to Park	Displays when there is a system fault while the vehicle is shifting to park. Have the system checked as soon as possible.
SHIFT SYS FAULT Reverse Unavailable Service Required	Displays when there is a system fault while the vehicle is shifting to reverse. Have the system checked as soon as possible.
SHIFT SYS FAULT Drive Unavailable Select S for Drive Service Required	Have the system checked as soon as possible.

## Information Displays

Message	Action
SHIFT SYS FAULT Neutral Unavailable Service Required	Have the system checked as soon as possible.
SHIFT SYS FAULT Sport Unavailable Service Required	Have the system checked as soon as possible.
Invalid Gear Selection	Displays when an invalid gear has been selected.
Depress Brake to Shift from Park	Displays when the brake pedal needs to be depressed to enable the transmission to shift from park.
Neutral Tow Engaged Turn Ignition Off for Towing	Reminder to switch off the ignition while in neutral tow.
Neutral Tow Engaged Depress Brake and Select Park to Exit Neutral Tow	Displays when neutral hold is active and you want to exit neutral tow.
Neutral Tow Remove Park Brake for Towing	Reminder to remove park brake while in neutral tow.
Neutral Tow Disengaged	Displays when the neutral tow is off.
Neutral Tow Enabled Leave Transmission in Neutral	Displays when neutral tow is on.

### 4WD

Message	Action
4WD Temporarily Disabled	The four wheel drive system has automatically disabled itself due to the system overheating.
4WD Temporarily Locked	The four wheel drive system is locking up the torque transfer clutch to help reduce clutch temperature.
4WD Off	The four wheel drive system has automatically disabled itself due to the system overheating or you are using the spare tire.
4WD Restored	The four wheel drive system resumes normal function and clears this message after driving a short distance with the road tire re-installed or after the system cools.

## Information Displays

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Message	Action
4WD Fault Service Required	The four wheel drive system is not operating properly and the powertrain fault indicator illuminates. If the warning stays illuminated or continues to illuminate, have the system checked as soon as possible.
Change 4WD Power Transfer Unit Lube	Displayed when the transfer case fluid requires service.
4WD Power Transfer Unit Lube Set to New	Displayed when the transfer case fluid has been changed and reset to new.

# Climate Control

## AUTOMATIC CLIMATE CONTROL



**Note:** Depending on your vehicle option package, the controls may look different from what you see here.

**Note:** You can switch temperature units between Fahrenheit and Celsius.

**Note:** You can control some of the climate features through the touchscreen.

**Note:** For Hybrid Electric Vehicle (HEV) and Plug-In Hybrid Electric Vehicle (PHEV) vehicles, the air conditioning compressor may run, and you may feel airflow when the climate control is off to provide cooling to the battery.

### Accessing the Air Distribution Controls



Press and release the button to activate the selection screen.

From the screen, switch directed air from the windshield, instrument panel or footwell vents on or off. You can direct air through any combination of these vents. See **Climate** (page 333).

### Accessing the Menu



Press and release the button to access different climate features.

## Smart Zone - Hybrid Electric Vehicle (HEV), Plug-In Hybrid Electric Vehicle (PHEV)

If there is not an occupant in the front passenger seat, the climate control system may default to single zone to improve fuel economy, if you were previously in dual zone operation. When this occurs, dual zone turns off and the passenger set point changes to match the driver set point.

Press the dual zone button on the touchscreen or adjust the passenger set point normally to use dual zone operation without a passenger present. The system remains in dual zone operation until you switch the vehicle off.

You can disable or re-enable the Smart Zone feature by pressing and holding the dual zone button on the touchscreen. Both set point displays begin flashing to signify when the feature disables. The system returns to previous state after you release the dual zone button.

### Accessing Rear Climate Controls



Press and release the button to access additional controls for the rear climate system.

### Setting the Blower Motor Speed



Press and release **+** or **-** to adjust the volume of air circulated in the vehicle.

# Climate Control

## Setting the Temperature



Press the toggle button on the left-hand side of the climate control upward or downward to set the left-hand temperature.

**Note:** *This control also adjusts the right-hand side temperature when you switch off dual zone mode.*

Press the toggle button on the right-hand side of the climate control upward or downward to set the right-hand temperature.

## Switching Auto Mode On and Off



Press and release the button to switch on automatic operation. Repeatedly press the button to adjust auto mode.

The system adjusts the blower motor speed, air distribution, air conditioning operation, and outside or recirculated air to reach and maintain the temperature you have set.

Under high humidity conditions, the system adjusts the blower motor speed, air distribution and air conditioning operation to reduce window fogging.

**Note:** *The system starts at the previous setting when you switch on **AUTO** mode.*

**Note:** *You can also switch off dual zone mode by pressing and holding the button for more than two seconds.*

## Auto Mode Indicator Status

Auto Mode Indicator Status	Description
One indicator illuminated.	<ul style="list-style-type: none"><li>• The blower motor speed is reduced.</li><li>• Use this setting to minimize the amount of noise from the blower motor.</li><li>• This setting increases the time taken to cool the interior.</li></ul>
Two indicators illuminated.	<ul style="list-style-type: none"><li>• The blower motor speed is moderate.</li></ul>
Three indicators illuminated.	<ul style="list-style-type: none"><li>• The blower motor speed is increased.</li><li>• Use this setting to reduce the time taken to cool the interior.</li><li>• This setting increases the amount of noise from the blower motor.</li></ul>

# Climate Control

## Switching the Air Conditioning On and Off



Press and release the button.

Use air conditioning with recirculated air to improve cooling performance and efficiency.

**Note:** In certain conditions, for example, maximum defrost, the air conditioning compressor may continue to operate even though you switch off the air conditioning.

**Note:** The **A/C** LED light may turn on and off based on the temperature setting or the current conditions.

## Switching the Climate Control On and Off



Press and release the button.

## Switching Maximum Air Conditioning On and Off



Press and release the button for maximum cooling.

The driver and passenger temperatures are set to LO, recirculated air flows through the instrument panel air vents, air conditioning turns on and the blower motor adjusts to the highest speed.

## Switching Maximum Defrost On and Off



Press and release the button for maximum defrosting.

The driver and passenger temperatures are set to HI, air flows through the windshield air vents, and the blower motor adjusts to the highest speed.

**Note:** Depending on your region, air conditioning turns on.

You can also use this setting to defog and clear the windshield of a thin covering of ice.

**Note:** To prevent window fogging, you cannot select recirculated air when maximum defrost is on.

**Note:** The heated rear window also turns on when you select maximum defrost.

## Switching Recirculated Air On and Off



Press and release the button to switch between outside air and recirculated air.

The air currently in the passenger compartment recirculates. This may reduce the time needed to cool the interior, when used with **A/C**, and reduce unwanted odors from entering your vehicle.

**Note:** Recirculated air may turn off, or prevent you from switching on, in all air flow modes except **MAX A/C** to reduce the risk of fogging. Recirculation may also turn on and off in various air distribution control combinations during hot weather to improve cooling efficiency.

## HINTS ON CONTROLLING THE INTERIOR CLIMATE

### General Hints

**Note:** Prolonged use of recirculated air may cause the windows to fog up.

**Note:** You may feel a small amount of air from the footwell air vents regardless of the air distribution setting.

**Note:** To reduce humidity build-up inside your vehicle, do not drive with the system switched off or with recirculated air always switched on.

# Climate Control

**Note:** Do not place objects under the front seats as this may interfere with the airflow to the rear seats.

**Note:** Remove any snow, ice or leaves from the air intake area at the base of the windshield.

**Note:** To improve the time to reach a comfortable temperature in hot weather, drive with the windows open until you feel cold air through the air vents.

## Automatic Climate Control

**Note:** Adjusting the settings when your vehicle interior is extremely hot or cold is not necessary. Automatic mode is best recommended to maintain set temperature.

**Note:** The system adjusts to heat or cool the interior to the temperature you select as quickly as possible.

**Note:** For the system to function efficiently, the instrument panel and side air vents should be fully open.

**Note:** If you select **AUTO** during cold outside temperatures, the system directs air flow to the windshield and side window air vents. In addition, the blower motor may run at a slower speed until the engine warms up.

**Note:** If you select **AUTO** during hot temperatures and the inside of the vehicle is hot, the system uses recirculated air to maximize interior cooling. Blower motor speed may also reduce until the air cools.

## Quickly Heating the Interior

1. Press and release **AUTO**.
2. Adjust the temperature function to the setting you prefer.

## Recommended Settings for Heating

1. Press and release **AUTO**.

2. Adjust the temperature function to the setting you prefer. Use 22°C (72°F) as a starting point, then adjust the setting as necessary.

## Quickly Cooling the Interior

1. Press and release **MAX A/C**.

## Recommended Settings for Cooling

1. Press and release **AUTO**.
2. Adjust the temperature function to the setting you prefer. Use 22°C (72°F) as a starting point, then adjust the setting as necessary.

## Defogging the Side Windows in Cold Weather

1. Press and release defrost or maximum defrost.
2. Adjust the temperature control to the setting you prefer. Use 22°C (72°F) as a starting point, then adjust the setting as necessary.

## REAR PASSENGER CLIMATE CONTROLS



**Note:** Depending on your vehicle option package, the controls may look different from what you see here.

# Climate Control

## Directing Air to the Overhead Air Vents



Press and release the button to direct airflow to the overhead air vents.

## Directing Air to the Rear Footwell Air Vents



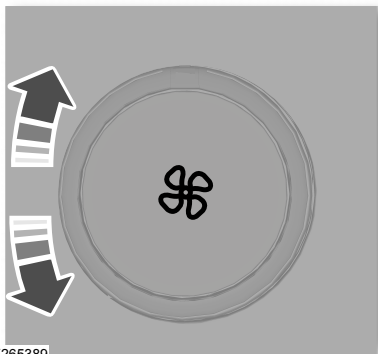
Press and release the button to direct airflow to rear footwell air vents.

## Rear Climate Control Lock Indicator



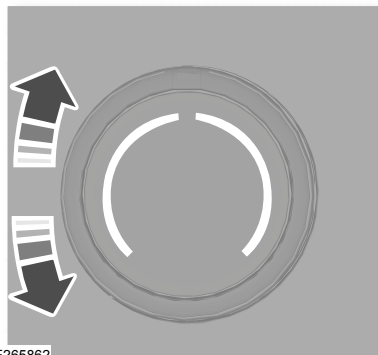
When illuminated, you can only operate the rear passenger settings through the front controls.

## Setting the Rear Blower Motor Speed



Turn the control to adjust the volume of air circulated in the rear passenger compartment.

## Setting the Rear Temperature



Turn the control to set the temperature in the rear passenger compartment.

## Switching the Rear Climate Control On and Off



Press and release the button.

## Switching the Rear Heated Seats On and Off (If Equipped)



See **Heated Seats** (page 132).

## HEATED WINDSHIELD



Press the button to clear the windshield of thin ice and fog. The heated windshield turns off after a short period of time.

**Note:** Make sure that the engine is running before switching the heated windshield on.

**Note:** The system does not operate if the battery charge level is low.



## Windshield Wiper De-Icer



When you switch the heated rear window on, the windshield wiper de-icer turns on.

## HEATED REAR WINDOW



Press the button to clear the rear window of thin ice and fog. The heated rear window turns off after a short period of time.

**Note:** Do not use harsh chemicals, razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window. The vehicle warranty may not cover damage to the heated rear window grid lines.

## HEATED EXTERIOR MIRRORS

When you switch the heated rear window on, the heated exterior mirrors turn on.

**Note:** Do not remove ice from the mirrors with a scraper or adjust the mirror glass when it is frozen in place.

**Note:** Do not clean the mirror housing or glass with harsh abrasives, fuel or other petroleum-based cleaning products. The vehicle warranty may not cover damage caused to the mirror housing or glass.

## WHAT IS THE CABIN AIR FILTER

The cabin air filter improves the quality of air in your vehicle by trapping dust, pollen and other particles.

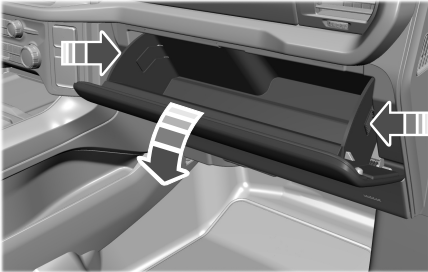
## REPLACING THE CABIN AIR FILTER

Replace the filter at regular intervals.

The cabin air filter is behind the glove compartment.

To remove the lower glove compartment and access the filter:

1. Open the glove compartment.



2. Press the tab on each side.
3. Fully lower the glove compartment.
4. Pull the glove compartment toward you.

## SITTING IN THE CORRECT POSITION



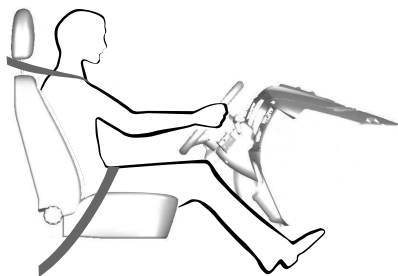
**WARNING:** Do not recline the seat backrest too far as this can cause the occupant to slide under the seatbelt, resulting in personal injury in the event of a crash.



**WARNING:** Always sit upright against your seatback with your feet on the floor.



**WARNING:** Do not place objects higher than the top of the seat backrest. Failure to follow this instruction could result in personal injury or death in the event of a sudden stop or crash.



When you use them properly, the seat, head restraint, seatbelt and airbags will provide optimum protection in the event of a crash.

We recommend that you follow these guidelines:

- Sit in an upright position with the base of your spine as far back as possible.
- Do not recline the seat backrest so that your torso is more than 30 degree from the upright position.
- Adjust the head restraint so that the top of it is level with the top of your head and as far forward as possible. Make sure that you remain comfortable.
- Keep sufficient distance between yourself and the steering wheel. We recommend a minimum of 25 cm (10 in) between your breastbone and the airbag cover.
- Hold the steering wheel with your arms slightly bent.
- Bend your legs slightly so that you can press the pedals fully.
- Position the shoulder strap of the seatbelt over the center of your shoulder and position the lap strap tightly across your hips.

Make sure that your driving position is comfortable and that you can maintain full control of your vehicle.

## HEAD RESTRAINTS



**WARNING:** Fully adjust the head restraint before you sit in or operate your vehicle. This will help minimize the risk of neck injury in the event of a crash. Do not adjust the head restraint when your vehicle is moving.

# Seats



**WARNING:** The head restraint is a safety device. Whenever possible it should be installed and properly adjusted when the seat is occupied. Failure to adjust the head restraint properly could reduce its effectiveness during certain impacts.

**Note:** Adjust the seat backrest to an upright driving position before adjusting the head restraint. Adjust the head restraint so that the top of it is level with the top of your head and as far forward as possible. Make sure that you remain comfortable. If you are extremely tall, adjust the head restraint to its highest position.

## Adjusting the Head Restraints

### Front Seat Head Restraints



The head restraints consist of:

- A An energy absorbing head restraint.
- B Two steel stems.
- C Guide sleeve adjust and release button.

### Raising the Head Restraint

Pull the head restraint up.

### Lowering the Head Restraint

1. Press and hold the C button.
2. Push the head restraint down.

### Tilting Head Restraints

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

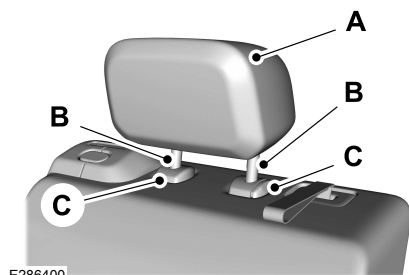


1. Adjust the seat backrest to an upright driving or riding position.
2. Pivot the head restraint forward toward your head to the position you prefer.

After the head restraint reaches the forward-most tilt position, pivot it forward again to release it to the rearward, un-tilted position.

# Seats

## Second Row Center Seat Head Restraint (If Equipped)



The head restraints consist of:

- A An energy absorbing head restraint.
- B Two steel stems.
- C Guide sleeve adjust and release buttons.

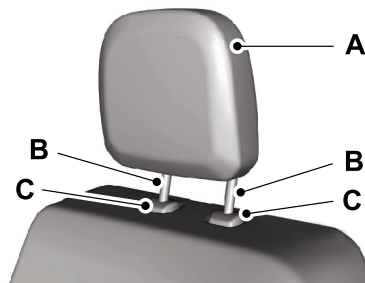
### Removing the Head Restraint

1. Press and hold the C buttons.
2. Pull the head restraint up.

### Installing the Head Restraint

Align the steel stems into the guide sleeves and push the head restraint down until it locks.

## Second Row Outermost Seat Head Restraints



The head restraints consist of:

- A An energy absorbing head restraint.
- B Two steel stems.
- C Guide sleeve unlock and remove buttons.

### Removing the Head Restraint

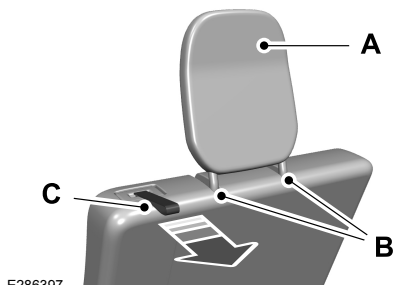
1. Press and hold the C buttons.
2. Pull the head restraint up.

### Installing the Head Restraint

Align the steel stems into the guide sleeves and push the head restraint down until it locks.

# Seats

## Third Row Seat Head Restraints



E286397

The head restraints consist of:

- A An energy absorbing head restraint.
- B Two steel stems.
- C Fold strap.

## Folding the Head Restraint

Pull the fold strap (C). Pull the head restraint back up to reset.

**Note:** Press the stow or fold button on the power folding seats to fold the head restraint.

## POWER SEATS



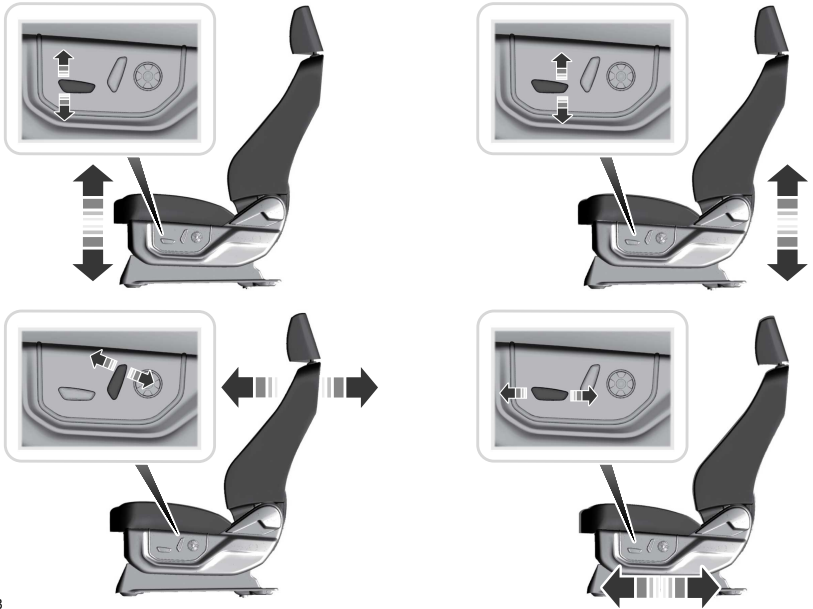
**WARNING:** Do not adjust the driver seat or seat backrest when your vehicle is moving. This may result in sudden seat movement, causing the loss of control of your vehicle.



**WARNING:** Do not place cargo or any objects behind the seatback before returning it to the original position.

# Seats

## 10-Way Seat Controls



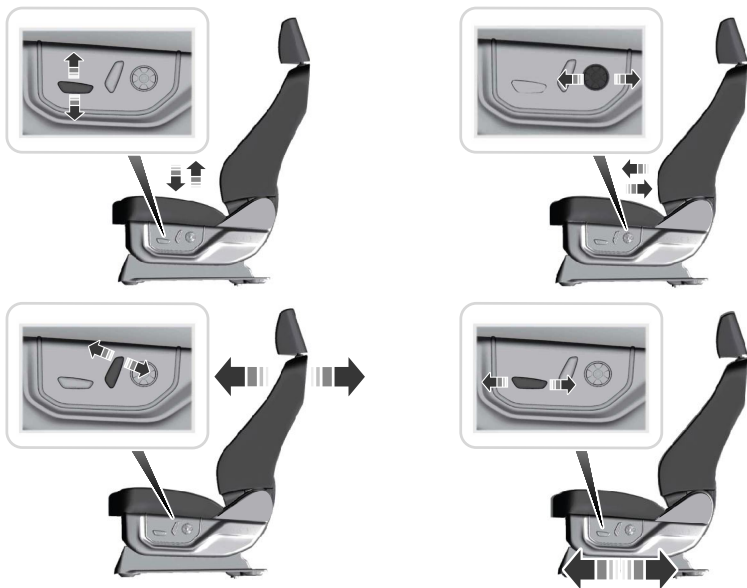
E176038

## Adjusting the Lumbar Support (If Equipped)



# Seats

## 8-Way Seat Controls

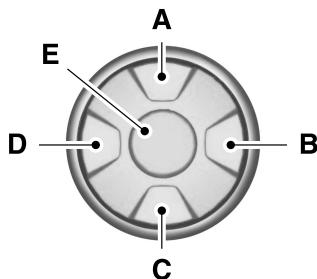


E291152

## Adjusting the Multi-Contour Front Seats With Active Motion (If Equipped)

**Note:** The engine must be running or the vehicle must be in accessory mode to activate the seats.

**Note:** Allow a few seconds for any selection to activate. The seat backrest and cushion massage cannot function at the same time.





# Seats

	Message Mode	Lumbar and Bolster Mode
A	Back massage intensity adjustment	Upper lumbar
B	Massage intensity decrease and off*	Lumbar decrease
C	Cushion massage intensity adjustment	Lower lumbar**
D	Massage intensity increase	Lumbar increase
E	On and off	-

\*The massage feature defaults to an alternating massage mode with back massage intensity adjustment. The lumbar and bolster feature defaults to the middle lumbar mode.

\*\*Press C a second time to adjust the back bolster. Press C a third time to adjust the cushion bolster.

You can also adjust this feature through the touchscreen. When switched on, the system displays directions for you to adjust the lumbar settings in your seat or to set the massage function.

- Driver seat.
- Power mirrors.
- Optional power adjustable foot pedals.
- Optional power steering column.

The memory control is on the driver door.



## MEMORY FUNCTION



**WARNING:** Before activating the memory seat, make sure that the area immediately surrounding the seat is clear of obstructions and that all occupants are clear of moving parts.



**WARNING:** Do not use the memory function when your vehicle is moving.

This feature automatically recalls the position of the following:

### Saving a PreSet Position

1. Switch the ignition on.
2. Adjust the memory features to your desired position.
3. Press and hold the desired preset button until you hear a single tone.

You can save up to three preset memory positions. You can save a memory preset at any time.

## Recalling a PreSet Position

Press and release the preset button associated with your desired driving position. The memory features move to the position stored for that preset.

**Note:** *You can only recall a preset memory position when the ignition is off, or when the transmission is in park (P) or neutral (N) and the vehicle is not moving if the ignition is on.*

You can also recall a preset memory position by:

- Pressing the unlock button on your intelligent access key fob if it is linked to a preset position.
- Unlocking the intelligent driver door handle if a linked key fob is present.

**Note:** *Using a linked key fob to recall your memory position when the ignition is off moves the seat to the Easy Entry position.*

**Note:** *Pressing any active memory feature adjustment control, or any memory button during a memory recall, cancels the operation.*

## Linking a PreSet Position to your Intelligent Access Key Fob

You can save preset memory positions for up to three intelligent access (IA) keys.

1. With the ignition on, move the memory positions to the desired positions.
2. Press and hold the desired preset button for about five seconds. A tone sounds after about two seconds. Continue holding until you hear a second tone.
3. Within three seconds, press the lock button on the key fob you are linking.

**Note:** *If more than one linked intelligent access key is in range, the memory function moves to the settings of the first key to recall a memory position.*

## Easy Entry and Exit Feature

If you enable the easy entry and exit feature, it automatically moves the driver seat position rearward up to 5 cm (2 in) when you switch the ignition off.

The driver seat returns to the previous position when you switch the ignition on.

You can enable or disable this feature through the information display. See **Information Displays** (page 90).

## REAR SEATS

### Adjusting the Second Row Rear Seats



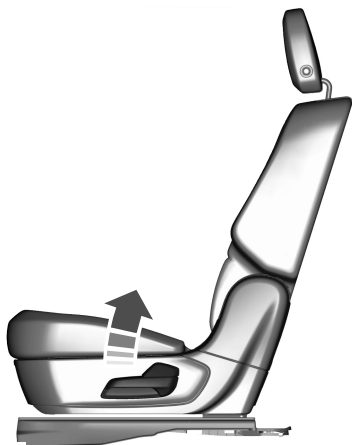
**WARNING:** Always drive and ride with your seatback upright and the lap belt snug and low across the hips.



**WARNING:** Do not recline the seat backrest too far as this can cause the occupant to slide under the seatbelt, resulting in personal injury in the event of a crash.

# Seats

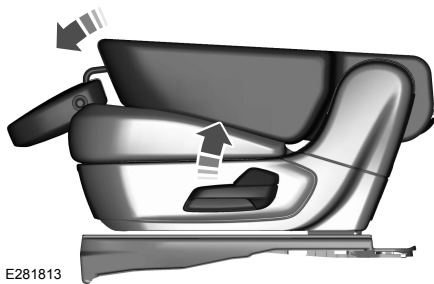
## Adjusting the Seat Backrest



E281809

Lift the handle and adjust the seat backrest rearward or forward.

## Folding the Seat Backrest Flat



E281813

Lift the handle and fold the seat backrest forward until it is flat.

**Note:** For bench seats, make sure that you unbuckle the center seatbelt before folding the seat backrest.

## Moving the Seat Backward and Forward (If Equipped)



E190838

## Adjusting the Second Row Seats for Easy Entry

**WARNING:** Do not drive your vehicle with a seat that is unlatched or in the folded position. Failure to follow this instruction could result in personal injury or death in the event of a sudden stop or crash.

**WARNING:** Do not place cargo or any objects behind the seat backrest before returning it to the original position. Pull on the seat backrest to make sure that it has fully latched after returning the seat backrest to its original position. An unlatched seat may become dangerous if you stop suddenly or have a crash.

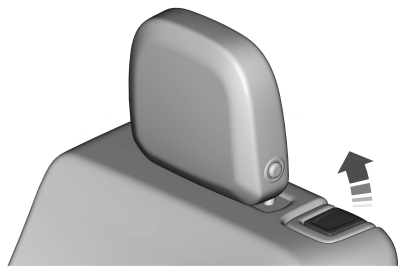
**WARNING:** Do not adjust a seat or release a seat floor latch when the vehicle is moving. Failure to follow this instruction could result in personal injury or death in a sudden stop or crash.

**Note:** You may have to move the front row seat forward to allow the second row seat to be fully folded.

# Seats

**Note:** You can move the second row outermost seats forward to allow access to the third row seats.

This feature allows for easier entry and exit to and from the third row seat.



E281814

1. Lift the handle on top of the seat backrest. The seat backrest folds forward and engages the seat track.



E281818

2. Push the seat forward.

3. To return the seat to the seating position, push the seat backrest and move the track rearward. Make sure the seat backrest locks in the upright position.

## Folding the Second Row Center Seat

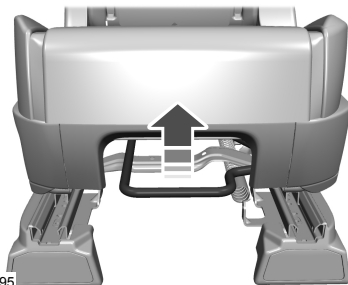


E281821

Pull the strap to fold the seat backrest flat.

To return the seat to the upright position, rotate the seat backrest until it locks.

## Adjusting the Second Row Center Seat



E286395

Lift the handle to move the seat forward or rearward.

# Seats

## Exiting the Third Row Seats

**WARNING:** Do not place cargo or any objects behind the seatback before returning it to the original position.

**WARNING:** Check under the seat cushion to make sure no cargo or objects are under the seat cushion before returning the seat cushion to its original position, and that the seat cushion locks into place. Failure to do so may prevent the seat from operating properly in the event of a crash, which could increase the risk of serious injury.

**WARNING:** Do not adjust a seat or release a seat floor latch when the vehicle is moving. Failure to follow this instruction could result in personal injury or death in a sudden stop or crash.

**WARNING:** Do not drive your vehicle with a seat that is unlatched or in the folded position. Failure to follow this instruction could result in personal injury or death in the event of a sudden stop or crash.



E291067

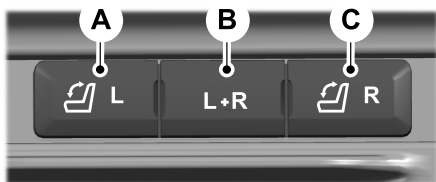
1. Pull the strap on the back of the second row seat. This moves the seat forward.
2. To return the seat to the seating position, push the seat backrest and move the track rearward. Make sure the seat backrest locks in the upright position.

## Adjusting the Third Row Power Seats

**Note:** The power rear seat functions disable 10 minutes after you switch the ignition off. The transmission must be in park (P) and the liftgate must be open to operate the seats.

# Seats

The control buttons are inside the liftgate area.



E291063

- A Press to fold the left-hand third row seat.
- B Press to fold and unfold both third row seats.
- C Press to fold the right-hand third row seat.

To return the third-row seat backrest to the original position, press the corresponding control again.

If the seats are inoperable, do the following:

1. Make sure that the engine is running and the tailgate is open.
2. Make sure that there are no objects on the seats that would prevent them from folding completely.
3. Press and hold button B for one minute until both seats completely fold and unfold.
4. Press button A and button C to confirm each seat is operational.

**Note:** During this procedure, the seat may appear to be fully unfolded. Continue holding the switch for a few seconds.

If the power rear seat disables after 10 minutes, you can enable the seat by:

- Opening any door.
- Pressing the unlock button on the key fob.

- Pressing any keyless entry keypad button.
- Switching the ignition on.

## HEATED SEATS



**WARNING:** Use caution when using the heated seat if you are unable to feel pain to your skin because of advanced age, chronic illness, diabetes, spinal cord injury, medication, alcohol use, exhaustion or other physical conditions. The heated seat could cause burns even at low temperatures, especially if used for long periods of time. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not poke sharp objects into the seat cushion or seat backrest. This could damage the heated seat element and cause it to overheat. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not place anything on the seat that blocks the heat, for example a seat cover or a cushion. This could cause the seat to overheat. Failure to follow this instruction could result in personal injury.

## Front Seats

Do not do the following:

- Place heavy objects on the seat.
- Operate the heated seat if water or any other liquid spills on the seat. Allow the seat to dry thoroughly.

**Note:** The engine must be running to use this feature.

# Seats



Press the heated seat symbol to cycle through the various heat settings and off. More indicator lights indicate warmer settings.

**Note:** The heated seats switch on during a remote start if they are enabled.

**Note:** The heated seats may switch on when you start your vehicle if they were on when you previously switched your vehicle off.

## Automatic Climate Controlled Seats (If Equipped)

When you switch on the auto setting, the seats switch between the heated seats and ventilated seats to match your climate control setting.

### Second Row Heated Seats

The heated seat controls are on the rear of the center console.



Press this symbol to cycle through the various ventilation settings and off. More indicator lights indicate higher fan speeds.

**Note:** The ventilated seats switch on during a remote start if they are enabled.

**Note:** The ventilated seats may switch on when you start your vehicle if they were on when you previously switched your vehicle off.

If the engine falls below 350 RPM when the ventilated seats are on, the system turns off. You need to switch it back on.

**Note:** To improve comfort, use the ventilated seats along with the vehicle's air conditioning system.

## Automatic Climate Controlled Seats (If Equipped)

When you switch on the auto setting, the seats switch between the heated seats and ventilated seats to match your climate control setting.

## VENTILATED SEATS

Do not do the following:

- Spill liquid on the front seats. This may cause the air vent holes to become blocked and not work properly.
- Place cargo or objects under the seats. They may block the air intake causing the air vents to not work properly.

The engine must be running to use this feature.

# Rear Occupant Alert System (If Equipped)

## WHAT IS THE REAR OCCUPANT ALERT SYSTEM

The rear occupant alert system monitors vehicle conditions and notifies you to check for rear seat occupants when you switch the ignition off.

## HOW DOES THE REAR OCCUPANT ALERT SYSTEM WORK

The system monitors when rear doors have been opened and closed to indicate the potential presence of an occupant in the rear seat.

A message displays in the information and entertainment display screen and an audible warning sounds when you switch the ignition off after any of the following conditions have been met:

- A rear door is opened or closed while the ignition is on.
- You switch the ignition on within 15 minutes of a rear door opening and closing.
- You switch the ignition on within 15 minutes of the alert having displayed or sounded.

## REAR OCCUPANT ALERT SYSTEM PRECAUTIONS



**WARNING:** On hot days, the temperature inside the vehicle can rise very quickly. Exposure of people or animals to these high temperatures for even a short time can cause death or serious heat related injuries, including brain damage. Small children are particularly at risk.



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

## REAR OCCUPANT ALERT SYSTEM LIMITATIONS

The system does not detect the presence of objects or passengers in the rear seat. It monitors when rear doors are opened and closed.

**Note:** *It is possible to receive an alert when there is no rear seat occupant, but alert conditions are met.*

**Note:** *It is possible to receive no alert when there is an occupant in the rear seat, if alert conditions are not met. For example, if a rear seat occupant does not enter the vehicle through a rear door.*

**Note:** *The audible warning does not sound when the front door is opened before you switch the ignition off.*

## SWITCHING REAR OCCUPANT ALERT SYSTEM ON AND OFF

1. Press **Settings** on the touchscreen.
2. Press **Vehicle**.
3. Switch **Rear Occupant Alert** on or off.

**Note:** *The default setting is on.*

**Note:** *When you switch the system off, a message appears every six months as a reminder that the system is off. You can switch the system back on or leave it off.*

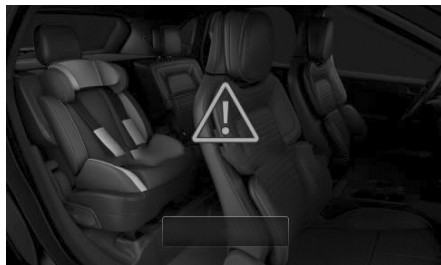
**Note:** *Performing a master reset causes the system to switch on again.*



## Rear Occupant Alert System (If Equipped)

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### REAR OCCUPANT ALERT SYSTEM INDICATORS



Message
Check rear seats for occupants.

Displays when you switch your vehicle off after the alert conditions are met.

The message displays for a short period of time. Press **Close** to acknowledge and remove the message.

### REAR OCCUPANT ALERT SYSTEM AUDIBLE WARNINGS

Sounds when you switch your vehicle off after the alert conditions are met.

The warning sounds for a short period of time.

# Auxiliary Power Points

## 12 Volt DC Power Point



**WARNING:** Do not plug optional electrical accessories into the cigar lighter socket. Incorrect use of the cigar lighter can cause damage not covered by the vehicle warranty, and can result in fire or serious injury.

**Note:** When you switch the ignition on, you can use the socket to power 12 volt appliances with a maximum current rating of 15 amps.

**Note:** If the power supply does not work after you switch the ignition off, switch the ignition on.

**Note:** Do not hang any accessory from the accessory plug.

**Note:** Do not use the power point over the vehicle capacity of 12 volt DC 180 watts or a fuse may blow.

**Note:** Always keep the power point caps closed when not in use.

Do not insert objects other than an accessory plug into the power point. This damages the power point and may blow the fuse.

Run the vehicle for full capacity use of the power point.

To prevent the battery from running out of charge:

- Do not use the power point longer than necessary when the vehicle is not running.
- Do not leave devices plugged in overnight or when you park your vehicle for extended periods.

## USB Port and Power Point Locations

USB Ports and Power Points may be in the following locations:

- On the lower instrument panel.
- Inside the center console.
- On the front of the center console.
- On the rear of the center console.
- In the cargo area.
- On the passenger side floor panel.
- 3rd row on the quarter trim panels.

**Note:** Some of the USB ports may not have data transfer capabilities.

**Note:** Incorrect use of the USB ports can cause damage not covered by the vehicle warranty.

## 230 Volt AC Power Point (If Equipped)

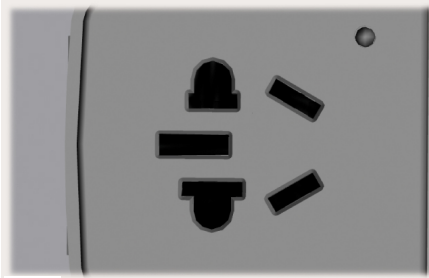


**WARNING:** Do not keep electrical devices plugged in the power point whenever the device is not in use. Do not use any extension cord with the 230 volt AC power point, since it will defeat the safety protection design. Doing so may cause the power point to overload due to powering multiple devices that can reach beyond the 150 watt load limit and could result in fire or serious injury.

**Note:** The power point turns off when you switch off the ignition, when the vehicle is not in accessory mode or when the battery voltage drops below 11 volts.

You can use the power point for electric devices that require up to 150 watts. It is on the rear of the center console.

# Auxiliary Power Points



E247589

When the indicator light on the power point is:

- On: The power point is working, the ignition is ON or the vehicle is in accessory mode.
- Off: The power point is OFF, the ignition is OFF or the vehicle is not in accessory mode.
- Flashing: The power point is in fault mode.

Due to the different technologies used on its construction, some devices may exceed the capacity shown on its label when they are initially plugged-in.

The power outlet temporarily turns off power when in fault mode if the device exceeds the 150 watt limit. Unplug your device and switch the ignition off. Switch the ignition back on, but do not plug your device back in. Let the system cool off and switch the ignition off to reset the fault mode. Switch the ignition back on and make sure the indicator light remains on.

Do not use the power point for certain electric devices, including:

- Cathode-ray, tube-type televisions.
- Motor loads, such as vacuum cleaners, electric saws and other electric power tools or compressor-driven refrigerators.

- Measuring devices, which process precise data, such as medical equipment or measuring equipment.
- Other appliances requiring an extremely stable power supply such as microcomputer-controlled electric blankets or touch-sensor lamps.

## WIRELESS ACCESSORY CHARGER



**WARNING:** Wireless charging devices can affect the operation of implanted medical devices, including cardiac pacemakers. If you have any implanted medical devices, we recommend that you consult with your physician.

**Note:** *Devices without built-in Qi wireless charging receivers require an additional Qi receiver or sleeve.*

**Note:** *For compatible devices with built-in Qi wireless charging capability, the charging performance may be affected if your device is in a case. It may be necessary to remove the case to wirelessly charge your device.*

The system supports one Qi wireless charging compatible device on the charging area.

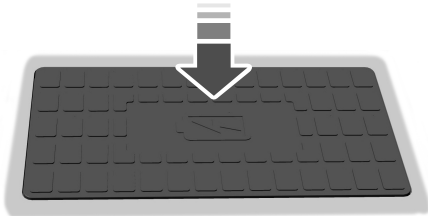
Keep the charging area clean and remove foreign objects prior to charging a device.

Do not place items with a magnetic strip, for example passports, parking tickets or credit cards, near the charging area when charging a device. Damage may occur to the magnetic strip.

Do not place metal objects, for example remote controls, coins and candy wrappers, on or near the charging area when charging a device. Metal objects may heat up and degrade the charging performance.

## Auxiliary Power Points

**Note:** This device controls the rate of charge, or charging power. During charging, the device and the charger may heat up, this is normal. If the battery gets hotter than usual, the charger may stop charging.



The charging area is on the center console or lower instrument panel.

You can charge a device if the vehicle is on, when in accessory, mode or when SYNC is on.

To begin charging, place the device on the center of the charging surface with the charging side down. The charging stops after your device reaches a full charge.

**Note:** If the system detects a foreign object or if the device is misaligned on the charging area, a message appears in the display.

**Note:** Software and firmware updates may affect device compatibility, including the use of unofficial software or firmware. Customers should verify charging functionality with their specific devices in-vehicle.

Message	Behavior	Description
Wireless Charger Active	Message on screen display or pop-up window.	This message appears when wireless charging begins.
Charging Terminated Phone misaligned or object between phone and charger detected. Correct the condition to resume charging.	Pop-up window.	The system stops charging your device if the system detects the phone is misaligned, or a foreign metal object is on the charging surface.

FCC ID: L2C0066T

This equipment has been tested and found to comply with part 18 of the FCC Rules.

- This equipment generates, uses and can radiate radio frequency energy and may cause harmful interference to radio communications. There is no guarantee that the interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, please consult the dealer.
- This product is not end-user serviceable.

## Auxiliary Power Points

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This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

**Note:** *Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The term "IC" before the radio certification number only signifies that Industry Canada technical specifications were met.*

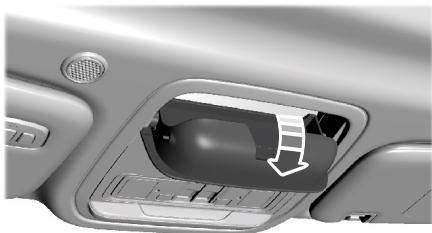
# Storage Compartments

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## CUP HOLDERS

**Note:** *Stow items in the cupholders carefully as items may become loose during hard braking, acceleration or crashes, including hot drinks which may spill.*

## OVERHEAD CONSOLE



Press near the rear edge of the door to open it.

# Starting and Stopping the Engine

## GENERAL INFORMATION



**WARNING:** Extended idling at high engine speeds can produce very high temperatures in the engine and exhaust system, creating the risk of fire or other damage.



**WARNING:** Do not park, idle or drive your vehicle on dry grass or other dry ground cover. The emission system heats up the engine compartment and exhaust system, creating the risk of fire.



**WARNING:** Do not start the vehicle in a closed garage or in other enclosed areas. Exhaust fumes can be toxic. Always open the garage door before you start the vehicle.



**WARNING:** If you smell exhaust fumes inside your vehicle, have your vehicle checked by an authorized dealer immediately. Do not drive your vehicle if you smell exhaust fumes.

If you disconnect the battery, your vehicle may exhibit some unusual driving characteristics for approximately 8 km (5 mi) after you reconnect it. This is because the engine management system must realign itself with the engine. You can disregard any unusual driving characteristics during this period.

The powertrain control system meets all Canadian interference-causing equipment standard requirements regulating the impulse electrical field or radio noise.

When you start your vehicle, avoid pressing the accelerator pedal until the ready to drive indicator illuminates. Only use the accelerator pedal when you have difficulty starting your vehicle.

## KEYLESS STARTING

**Note:** The system may not function if the remote control is close to metal objects or electronic devices, for example keys or a cell phone.

**Note:** A valid remote control must be located inside your vehicle to switch the ignition on and start your vehicle.

**Note:** If the remote remains motionless for 40 or more seconds you need to move the remote for the passive entry feature to function. If the remote remains motionless for 8 or more hours you need to move the remote for the push button start feature to function.

### Ignition Modes



E144447

The keyless starting system has three modes:

**Off:** Turns the ignition off.

- Without applying the brake pedal, press and release the button once when the ignition is in the on mode, or when your vehicle is running but is not moving.

**On:** All electrical circuits are operational and the warning lamps and indicators illuminate.

- Without applying the brake pedal, press and release the button once.

# Starting and Stopping the Engine

**Start:** Starts your vehicle. The engine may not start when your vehicle starts.

- Press the brake pedal, and then press the button for any length of time. An indicator light on the button illuminates when the ignition is on and when your vehicle starts.

## STARTING A HYBRID ELECTRIC VEHICLE SYSTEM

Before starting your vehicle, check the following:

- Make sure all occupants fasten their seatbelt.
- Make sure the headlamps and electrical accessories are off.
- Make sure the parking brake is on.
- Make sure the transmission is in park (P).

**Note:** *Do not touch the accelerator pedal.*

1. Fully press the brake pedal.
2. Press the push button ignition switch.

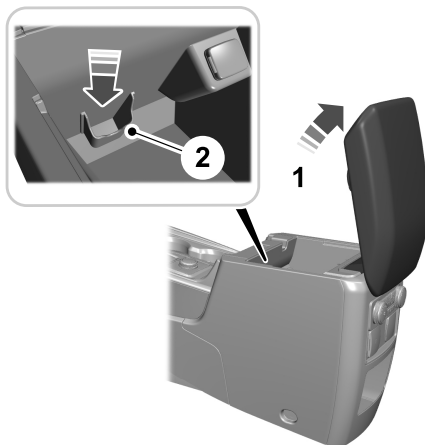
**Note:** *The green ready indicator illuminates letting you know that your vehicle is ready for driving. Since your vehicle comes with a silent key start, the engine may not start when your vehicle starts. See **Hybrid Vehicle Operation** (page 145).*

When the engine starts for the first time on your drive, the idle speed increases, this helps to warm up the engine. If the engine idle speed does not slow down, have your vehicle checked by an authorized dealer.

The system does not function if:

- The passive key frequencies are jammed.
- The key battery has no charge.

If you are unable to start your vehicle, do the following:



1. Open the floor console storage compartment lid.
2. Insert the passive key into the backup slot.
3. With the key in this position, press the brake pedal then press the push button ignition switch to switch the ignition on and start your vehicle.

## Fast Restart

The fast restart feature allows you to restart your vehicle within 20 seconds of switching it off, even if it does not detect a valid passive key.

Within 20 seconds of switching your vehicle off, press the brake pedal and press the push button ignition switch. After 20 seconds, you can no longer start your vehicle if it does not detect a valid passive key.

Once your vehicle starts, it remains running until you press the push button ignition switch, even if your vehicle does not detect a valid passive key. You cannot start your vehicle if the system does not detect a valid passive key within 20 seconds.



# Starting and Stopping the Engine

## Automatic Engine Shutdown

For vehicles with a keyless ignition, this feature shuts down the engine if it has been idling for an extended period. The ignition also turns off in order to save battery power. Before your vehicle shuts down, a message appears in the information display showing a timer counting down from 30 seconds. If you do not intervene within 30 seconds, your vehicle shuts down. Another message appears in the information display to inform you that your vehicle has shut down to save fuel. Start your vehicle as you normally do.

**Note:** *Automatic Engine Shutdown may be more frequent for hybrid vehicles.*

## Automatic Engine Shutdown Override

**Note:** *You cannot permanently switch off the automatic shutdown feature. When you switch it off temporarily, it turns on at the next ignition cycle.*

You can stop the shutdown, or reset the timer, at any point before the 30-second countdown expires by doing any of the following:

- You can reset the timer by interacting with your vehicle, for example pressing the brake or accelerator pedal.
- You can temporarily switch off the shutdown feature any time the ignition is on using the information display. See **Information Displays** (page 90). The feature only remains off for the current ignition cycle.
- During the 30-second countdown, the system prompts you to press OK or RESET to temporarily switch the feature off for the current ignition cycle only.

## Switching Off Your Vehicle When It Is Stationary

1. Put the transmission in park (P).
2. Press the push button ignition switch once.
3. Apply the parking brake.

**Note:** *This switches off the ignition, warning lamps and indicators.*

## Switching Off Your Vehicle When It Is Moving



**WARNING:** Switching off the engine when your vehicle is still moving results in a significant decrease in braking assistance. Higher effort is required to apply the brakes and to stop your vehicle. A significant decrease in steering assistance could also occur. The steering does not lock, but higher effort could be required to steer your vehicle. When you switch the ignition off, some electrical circuits, for example airbags, also turn off. If you unintentionally switch the ignition off, shift into neutral (N) and restart the engine.

1. Put the transmission into neutral (N) and use the brakes to bring your vehicle to a safe stop.
2. When your vehicle has stopped, put the transmission in park (P).
3. Press and hold the push button ignition switch for one second, or press it three times within two seconds.
4. Apply the parking brake.

# Starting and Stopping the Engine

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## Guarding Against Exhaust Fumes



**WARNING:** Exhaust leaks may result in entry of harmful and potentially lethal fumes into the passenger compartment. If you smell exhaust fumes inside your vehicle, have your vehicle inspected immediately. Do not drive if you smell exhaust fumes.

## Important Ventilating Information

If you stop your vehicle and then leave the engine idling for long periods of time, we recommend that you do one of the following:

- Open the windows at least 3 cm (1 in).
- Set your climate control to outside air.

# Unique Driving Characteristics

## HYBRID VEHICLE OPERATION

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

### Starting

**READY** When you start your vehicle, a green READY indicator light appears in the instrument cluster letting you know that your vehicle is ready for driving.

The engine may not start because your vehicle has a silent key start feature. This fuel saving feature allows your vehicle to be ready to drive without requiring the gas engine to be running. The indicator remains on when your vehicle is on, whether the engine is running or not, to indicate your vehicle is capable of movement using the electric motor, gas engine or both. Typically, the engine does not start unless the vehicle is cold, a climate control change is requested or you press the accelerator pedal.

### 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 your vehicle operates in electric-only mode.

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

- Considerable vehicle acceleration.
- Climbing a hill.
- Charge level of high voltage battery is low.

- High or low outside temperatures in order to provide system heating or cooling.
- Engine not warm enough to provide passenger requested cabin temperature.
- Towing a trailer.
- Selectable drive modes: Certain selectable drive modes may cause the engine to run. See **What Is Drive Mode Control** (page 238).
- Live in Drive: Use of the paddle shifters while in drive (D) may cause the engine to run. See **Automatic Transmission** (page 167).

### Stopping

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

### 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.

### Battery

Your hybrid is equipped with a high voltage battery. 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 the air conditioning system is on, you may notice a slight increase in air temperature coming from the climate control vents while the battery is cooling. You may also notice cool air flowing from the vents when the air conditioning or blower is off.

# Unique Driving Characteristics

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## Braking

Your hybrid is equipped with standard hydraulic braking and regenerative braking. Regenerative braking is performed by your transmission and it captures brake energy and stores it in the high voltage battery.

You may also notice during extending 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.

## Driving to Optimize Fuel Economy

**Note:** *Having your engine running is not always an indication of inefficiency. In some cases, it is actually more efficient than driving in electric mode.*

Your fuel economy should improve throughout your hybrid's break-in period. As with any vehicle, your driving habits and accessory usage can significantly impact your fuel economy. For best results, keep these tips in mind:

- Keep the tires properly inflated and only use the recommended size.
- Aggressive driving increases the amount of energy required to move your vehicle. In general, you can achieve better fuel economy with mild to moderate acceleration and deceleration. Moderate braking is particularly important since it allows you to maximize the energy captured by the regenerative braking system.

Additional Tips:

- Do not carry extra loads.
- Be mindful of adding external accessories that may increase aerodynamic drag.
- Observe posted speed limits.

- Perform all scheduled maintenance.
- There is no need to wait for your engine to warm up. The vehicle is ready to drive immediately after starting.

## PLUG-IN HYBRID VEHICLE OPERATION

Plug in your vehicle regularly for optimal use of the high voltage battery's electric-only range capability. Charging your vehicle adds electrical energy. This energy propels the vehicle.

You can see your estimated electric-only driving range in blue next to the gasoline range on the information display.

The system maximizes the use of electric-only operation in Normal drive mode. System conditions could require engine operation, however, the system uses the available electric range whenever possible.

When your electric-only range reaches zero, the powertrain system switches to hybrid operation. This means that you have depleted the energy you gained from plugging in and charging your vehicle. Both the gasoline engine and electric motor power your vehicle and maximize fuel economy during hybrid operation. You receive some electric-only driving with hybrid operation as the powertrain system maintains the high voltage battery charge within functional limits.

# Unique Driving Characteristics

## Electric Vehicle (EV) Modes



Your vehicle contains selectable electric vehicle (EV) modes. Press the button on the center console to change the mode. EV Now and EV Later modes are only available when you have electric-only driving range available.

**Note:** EV mode availability also depends on the state of the selectable drive mode system.

### Auto EV



This mode provides an automatic use of high voltage battery power during the drive, staying in electric mode when possible and running the engine when needed.

### EV Now



This mode provides an electric only driving experience. Do not use EV Now when towing a trailer. The electric drive system is not designed for towing. An EV Now information on demand screen appears. This screen allows you to enable your engine while in EV Now mode.

Your vehicle could accelerate slower and the top speed could be lower than when in Auto EV mode.

You can enable your engine at any time by using one of the following methods:

- Fully press the accelerator pedal. A pop-up message appears. Press the OK button on the steering wheel to enable the engine. When the engine is no longer needed, your vehicle returns to EV Now. The message disappears if you release the accelerator pedal.
- Press the EV button. This exits EV Now mode and permits engine operation. To return to EV Now mode, select it again using the EV button.

Your vehicle could enter Engine Enabled mode if system conditions require it. A message displays if this occurs. This is a normal function of the system and your vehicle returns to EV Now mode when possible.

When you enable EV Now mode, a blue EV Now icon appears in the information display. If your vehicle is in Engine Enabled mode, the EV Now icon is amber. EV Now exits when your available electric range reaches zero.

### EV Later



In EV Later, your vehicle runs on the engine as needed and saves most of the available electric range for later use in Auto EV or EV Now mode.

For example, your initial drive is at high speeds on open roads, but later your drive is at low speeds in an urban area where electric only driving is most efficient. In this case, you can select EV Later for the higher speed portion of your trip and then select Auto EV or EV Now for the urban portion.

When you enable EV Later, a white EV Later icon appears in the information display. EV Later resets to Auto EV when you switch off your vehicle. You may select EV Later again using the EV button during your next drive.

# Unique Driving Characteristics

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When you select EV Later with the vehicle fully charged or near fully charged, the battery uses some electric-only driving range to discharge the battery, and allows for full operation of the regenerative braking system.

## EV Charge



This mode uses your vehicle's engine to charge the high voltage battery versus plugging the vehicle into a utility grid.

The electric range gained through EV Charge allows you to switch to Auto EV or EV Now for full electric operation later in your drive. The battery cannot completely charge to 100% when in EV Charge mode. This is to allow for full operation of the regenerative braking system. When the battery reaches its EV Charge limit, the vehicle remains in EV Charge mode and maintains that charge level, until you select another EV Mode, or until you switch the vehicle off.

When you enable EV Charge, a white EV Charge icon appears in the information display.

EV Charge resets to Auto EV when you switch off your vehicle. You may select EV Charge again using the EV button during your next drive.

## Low Engine Use

The low engine use mode maintains proper engine lubrication at sufficient temperature, and activates when you drive your vehicle with limited engine operation. When in low engine use mode, your vehicle runs the engine as necessary. When low engine use mode begins, a message appears in the information display. If low engine use mode does not complete before you switch your vehicle off, it continues the next time you start your vehicle and the message reappears.

EV Now mode is not available during low engine use mode.

**Note:** Cold temperatures affect the engine warm up time and the low engine use mode could operate more frequently.

**Note:** You do not require an oil change, but it gives you the option of not running a low engine use cycle. Resetting the oil life monitoring system suspends the low engine use mode.

# Unique Driving Characteristics

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## HYBRID VEHICLE FREQUENTLY ASKED QUESTIONS

Question	Answer
What are the series of clicks from the cargo area when I first turn the key in the ignition?	The high voltage battery is electrically isolated from the rest of the vehicle when the key is off. When you switch the key on, high voltage contactors inside the battery are closed to make the electricity available to the motor and generator and enable the vehicle to drive. The clicks are the sound of these contactors as they close and open during start up and shut down.
Why does the engine sometimes start at key-on?	The vehicle's computer determines if an engine start is required at key-on. Silent key starts the engine if it is necessary for cabin heating, windshield defrost, or if the outside temperature is low.
Why does it take a long time before the engine shuts down?	There are several reasons the engine stays on for an extended amount of time when you first start it. One common reason is to make sure that the emissions components are warm enough to minimize tailpipe emissions. As the climate gets cooler, this engine-on time is extended.
Why does my engine stay on when it is extremely cold outside?	In order to make sure that the climate control system can begin heating the cabin or defrosting the windshield as soon as a driver requests it, the engine coolant temperature has to be kept sufficiently hot. Keeping the engine on is required to maintain the correct coolant temperature.

## Unique Driving Characteristics

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Question	Answer
What is the engine oil change service interval?	Change the engine oil according to your Intelligent Oil-Life Monitor recommendation which under normal driving conditions should be around 15,288 km (9,500 mi)-20,117 km (12,500 mi). Comply with the regular maintenance intervals.
Can I put E15 or E85 in my vehicle, and how will it affect my fuel economy?	Your hybrid vehicle can use E15 fuel (15% ethanol, 85% gasoline), but you may notice slightly reduced fuel economy because ethanol contains less energy per gallon than gasoline. Your hybrid vehicle is not designed to use E85 (85% ethanol).
How long will my high voltage battery last? Does it need maintenance?	The high voltage battery system is designed to last the life of the vehicle and requires no maintenance.



# Fuel and Refueling

## SAFETY PRECAUTIONS



**WARNING:** Do not overfill the fuel tank. The pressure in an overfilled tank may cause leakage and lead to fuel spray and fire.



**WARNING:** The fuel system may be under pressure. If you hear a hissing sound near the fuel filler inlet, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.



**WARNING:** Fuels can cause serious injury or death if misused or mishandled.



**WARNING:** Fuel may contain benzene, which is a cancer-causing agent.



**WARNING:** When refueling always shut the engine off and never allow sparks or open flames near the fuel tank filler valve. Never smoke or use a cell phone while refueling. Fuel vapor is extremely hazardous under certain conditions. Avoid inhaling excess fumes.

- Avoid inhaling fuel vapors. Inhaling fuel vapor can lead to eye and respiratory tract irritation. In severe cases, excessive or prolonged breathing of fuel vapor can cause serious illness and permanent injury.
- Avoid getting fuel in your eyes. If you splash fuel in your eyes, immediately remove contact lenses (if worn), flush with water for 15 minutes and seek medical attention. Failure to seek proper medical attention could lead to permanent injury.
- Fuels can be harmful if absorbed through the skin. If you splash fuel on your skin, clothing or both, promptly remove contaminated clothing and thoroughly wash your skin with soap and water. Repeated or prolonged skin contact causes skin irritation.
- Be particularly careful if you are taking Antabuse or other forms of Disulfiram for the treatment of alcoholism. Breathing fuel vapors could cause an adverse reaction, serious personal injury or sickness. Immediately call a physician if you experience any adverse reactions.

Follow these guidelines when refueling:

- Extinguish all smoking materials and any open flames before refueling your vehicle.
- Always switch the engine off before refueling.
- Automotive fuels can be harmful or fatal if swallowed. Fuel is highly toxic and if swallowed can cause death or permanent injury. If fuel is swallowed immediately call a physician, even if no symptoms are immediately apparent. The toxic effects of fuel may not be apparent for hours.

## FUEL QUALITY



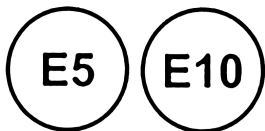
**WARNING:** Do not mix diesel with gasoline, gasohol or alcohol. This could cause an explosion.



**WARNING:** Do not use leaded gasoline or gasoline with additives containing other metallic compounds, for example manganese-based. They could damage the emission system.

Use minimum 95 octane unleaded gasoline that meets the specification defined by EN 228 or the equivalent national specification.

# Fuel and Refueling



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Your vehicle is suitable for use with ethanol blends up to 10% (E5 and E10).

**Note:** *We recommend that you only use high quality fuel.*

## Long-Term Storage

Most gasoline contains ethanol. We recommend that you fill the fuel tank with fuel that does not contain ethanol if you intend to store your vehicle for more than two months.

## FUEL FILLER FUNNEL LOCATION

The fuel filler funnel is in the spare wheel storage tray.

## RUNNING OUT OF FUEL

Running out of fuel can cause damage not covered by the vehicle Warranty.

If your vehicle runs out of fuel:

- Add a minimum of 5 L (1.1 gal) of fuel to restart the engine.
- You may need to switch the ignition from off to on several times after refueling to allow the fuel system to pump the fuel from the tank to the engine. When restarting, cranking time takes a few seconds longer than normal.

**Note:** *If your vehicle is on a steep slope, more fuel may be required.*

## Filling a Portable Fuel Container



**WARNING:** Flow of fuel through a fuel pump nozzle can produce static electricity. This can cause a fire if you are filling an ungrounded fuel container.

Use the following guidelines to avoid electrostatic charge build-up, which can produce a spark, when filling an ungrounded fuel container:

- Only use an approved fuel container to transfer fuel to your vehicle. Place the container on the ground when filling it.
- Do not fill a fuel container when it is inside your vehicle (including the cargo area).
- Keep the fuel pump nozzle in contact with the fuel container when filling it.
- Do not use a device that holds the fuel pump nozzle lever in the fill position.

## Adding Fuel From a Portable Fuel Container



**WARNING:** Do not insert the nozzle of a fuel container or an aftermarket funnel into the fuel filler neck. This may damage the fuel system filler neck or its seal and cause fuel to run onto the ground.



**WARNING:** Do not try to pry open or push open the capless fuel system with foreign objects. This could damage the fuel system and its seal and cause injury to you or others.



**WARNING:** Do not dispose of fuel in the household refuse or the public sewage system. Use an authorized waste disposal facility.

# Fuel and Refueling

When refueling the vehicle fuel tank from a fuel container, use the fuel filler funnel included with your vehicle. See **Fuel Filler Funnel Location** (page 152).

**Note:** Do not use aftermarket funnels as they may not work with the capless fuel system and can damage it.

When refueling the vehicle fuel tank from a fuel container, do the following:

1. Fully open the fuel filler door.
2. Fully insert the fuel filler funnel into the fuel filler inlet.



3. Add fuel to your vehicle from the fuel container.
4. Remove the fuel filler funnel.
5. Fully close the fuel filler door.
6. Clean the fuel filler funnel and place it back in your vehicle or correctly dispose of it.

**Note:** Extra funnels can be purchased from an authorized dealer if you choose to dispose of the funnel.

## REFUELING

**WARNING:** When refueling always shut the engine off and never allow sparks or open flames near the fuel tank filler valve. Never smoke or use a cell phone while refueling. Fuel vapor is extremely hazardous under certain conditions. Avoid inhaling excess fumes.

**WARNING:** The fuel system may be under pressure. If you hear a hissing sound near the fuel filler inlet, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.

**WARNING:** Do not pry open the fuel tank filler valve. This could damage the fuel system. Failure to follow this instruction could result in fire, personal injury or death.

**WARNING:** Do not remove the fuel pump nozzle from its fully inserted position when refueling.

**WARNING:** Stop refueling when the fuel pump nozzle automatically shuts off for the first time. Failure to follow this will fill the expansion space in the fuel tank and could lead to fuel overflowing.

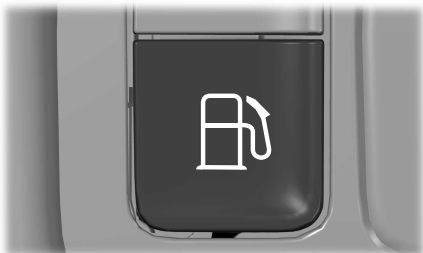
**WARNING:** Do not overfill the fuel tank. The pressure in an overfilled tank may cause leakage and lead to fuel spray and fire.

**WARNING:** Wait at least five seconds before removing the fuel pump nozzle to allow any residual fuel to drain into the fuel tank.

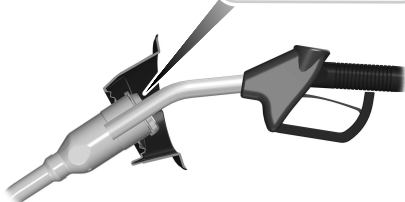
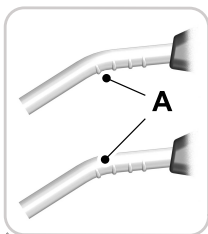
**WARNING:** Read and follow all the instructions on the pump island.

# Fuel and Refueling

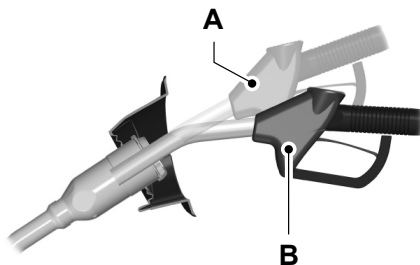
1. When you stop your vehicle, shift into park (P) and switch the ignition off.



2. Press the button on the left side of the instrument panel next to the headlamp switch to open the fuel filler door. The fuel filler door can take up to 15 seconds to open before you can insert a fuel filler nozzle.

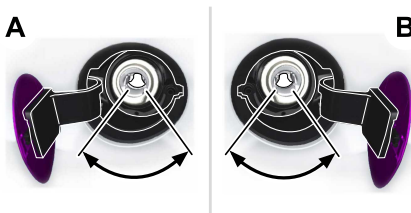


3. Insert the fuel pump nozzle up to the first notch on the nozzle A. Keep it resting on the cover of the fuel tank filler pipe opening.

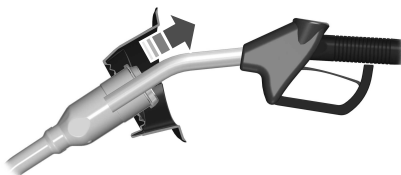


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4. Hold the fuel pump nozzle in position B when refueling. Holding the fuel pump nozzle in position A can affect the flow of fuel and shut off the fuel pump nozzle before the fuel tank is full.



5. Operate the fuel pump nozzle within the area shown.



6. When the pump shuts off, wait 5 seconds, then slowly lift and remove the nozzle.
7. Fully close the fuel filler door.

# Fuel and Refueling

**Note:** To close the fuel filler door, press the center rear edge of the fuel filler door and then release.

Complete the refueling process within 20 minutes. If 20 minutes elapses, press the button on the left side of the instrument panel again. Fuel pump nozzle automatic shut off could occur if you do not press the button on the left side instrument panel.

## System Warnings

If the fuel filler door fails to open, an information message appears in the information display.

Message	Description and Action
Refuel Error See Manual	A warning message appears in the information display when the fuel system fails to depressurize or the fuel filler door fails to open. You may have to use the fuel filler door manual override lever.

If the information message appears, do the following:

1. Check the fuel filler door for anything that may be obstructing its movement, for example ice or snow.
2. Remove any obstruction from the fuel filler door.
3. Press the button on the driver door to open the fuel filler door.
4. If the fuel filler door fails to open and the information message remains in the information display, use the fuel filler door manual override lever.

## Fuel Filler Door Manual Override Lever

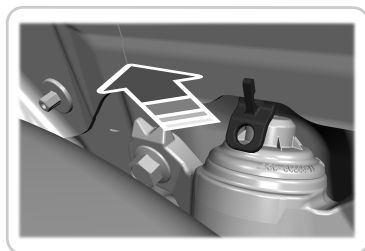


**WARNING:** The fuel system may be under pressure. If you hear a hissing sound near the fuel filler inlet, do not refuel until the sound stops. Otherwise, fuel may spray out, which could cause serious personal injury.

**Note:** The transmission must be in park (P) or neutral (N).

When using the manual override lever do the following:

1. Switch the ignition on.



**Note:** The manual override lever is in the driver side rear wheel well area.

2. Pull the manual override lever.

# Fuel and Refueling

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3. Switch the ignition off.
4. Complete the refueling process within 20 minutes.

## FUEL CONSUMPTION

We derive CO<sub>2</sub> and fuel consumption figures in laboratory tests according to Regulation (EC) 715/2007 or CR (EC) 692/2008 and subsequent amendments.

They are intended as a comparison between makes and models of vehicles. They are not intended to represent the real world fuel consumption you may get from your vehicle.

Real world fuel consumption is governed by many factors, for example driving style, high speed driving, stop-start driving, air conditioning usage, add-on accessories, payload and towing.

## Advertised Capacity

The advertised capacity is the maximum amount of fuel that you can add to the fuel tank when the fuel gauge indicates empty. See **Capacities and Specifications** (page 308).

In addition, the fuel tank contains an empty reserve. The empty reserve is an unspecified amount of fuel that remains in the fuel tank when the fuel gauge indicates empty.

**Note:** *The amount of fuel in the empty reserve varies and should not be relied upon to increase driving range.*

## Fuel Economy

Your vehicle calculates fuel economy figures through the trip computer average fuel function. See **General Information** (page 90).

The first 1,500 km (1,000 mi) of driving is the break-in period of the engine. A more accurate measurement is obtained after 3,000 km (2,000 mi).

## Impacting Fuel Economy

- Using fuel blended with alcohol. See **Fuel Quality** (page 151).
- Fuel economy may decrease with lower temperatures.
- Fuel economy may decrease when driving short distances.
- You may get better fuel economy when driving on flat terrain than when driving on hilly terrain.

# Engine Emission Control

## CATALYTIC CONVERTER



**WARNING:** Do not park, idle or drive your vehicle on dry grass or other dry ground cover. The emission system heats up the engine compartment and exhaust system, creating the risk of fire.



**WARNING:** The normal operating temperature of the exhaust system is very high. Never work around or attempt to repair any part of the exhaust system until it has cooled. Use special care when working around the catalytic converter. The catalytic converter heats up to a very high temperature after only a short period of engine operation and stays hot after the engine is switched off.



**WARNING:** Exhaust leaks may result in entry of harmful and potentially lethal fumes into the passenger compartment. If you smell exhaust fumes inside your vehicle, have your vehicle inspected immediately. Do not drive if you smell exhaust fumes.

Your vehicle has various emission control components and a catalytic converter that enables it to comply with applicable exhaust emission standards.

To avoid damaging the catalytic converter:

- Do not crank the engine for more than 10 seconds at a time.
- Do not run the engine with a spark plug lead disconnected.
- Do not push-start or tow-start your vehicle. Use booster cables. See **Jump Starting the Vehicle** (page 252).
- Do not switch the ignition off when your vehicle is moving.
- Do not use leaded fuel.
- Avoid running out of fuel.

**Note:** Resulting component damage may not be covered by the vehicle Warranty.

## On-Board Diagnostics System

Your vehicle has an on-board diagnostics system that monitors the emission control system. If any of the following warning lamps illuminate, this may indicate that the on-board diagnostics system has detected an emission control system malfunction.





Continuing to drive your vehicle may cause reduced power or the engine to stop. Failure to respond to a warning lamp may cause component damage not covered by the vehicle Warranty. Have your vehicle checked as soon as possible.


See **Warning Lamps and Indicators** (page 85).


# High Voltage Battery

## GENERAL INFORMATION

 **WARNING:** This battery pack should only be serviced by an authorized electric vehicle technician. Improper handling can result in personal injury or death.

 **WARNING:** Apply the parking brake, shift into park (P), switch the ignition off and remove the key before you open the hood or have any service or repair work completed. If you do not switch the ignition off, the engine could restart at any time. Failure to follow this instruction could result in personal injury or death.

 **WARNING:** Do not touch the electronic ignition system parts after you have switched the ignition on or when the engine is running. The system operates at high voltage. Failure to adhere to this warning could result in serious personal injury or death.

 **WARNING:** Keep your hands and clothing clear of the engine cooling fan.


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.

The high-voltage battery system is a high-voltage, lithium-ion battery system. The pack is located underneath the vehicle. The high voltage battery system uses an advanced active liquid heating and cooling system to regulate high voltage battery temperature and help maximize the life of the high voltage battery.


**Note:** *The high-voltage battery does not require regular service maintenance.*


## CHARGING THE HIGH VOLTAGE BATTERY


### IMPORTANT SAFETY INSTRUCTIONS


 **WARNING:** This equipment has arcing or sparking parts. Do not expose to flammable vapors. Position this equipment at least 450 mm (18 in) above the floor.

### RISK OF FIRE or ELECTRIC SHOCK

 **WARNING:** The AC wall plug must fit firmly into the AC outlet. If the connection feels loose, worn or the AC outlet is damaged, please have a qualified electrician replace the AC outlet. Using a convenience cord with a worn outlet may cause burns, property damage and increase the risk of electric shock.

 **WARNING:** Do not use the 240 V convenience cord with an extension cord, two-prong adapter, surge protector, timer or other adapter.

 **WARNING:** Do not allow charging equipment to be immersed in water or liquids. Failure to follow this warning could result in fire, serious personal injury or death.

 **WARNING:** Do not attempt to open the charging equipment. Failure to follow this instruction could result in personal injury, death or property damage.



# High Voltage Battery



**WARNING:** Do not use the charging equipment if it is faulty or has been damaged. Failure to follow this instruction could result in personal injury, death or property damage.



**WARNING:** You risk death or serious injury to yourself and others if you do not follow the instruction highlighted by the warning symbol. Failure to follow the specific warnings and instructions could result in personal injury.



**WARNING:** Install charging equipment in compliance with local regulations. Failure to follow this warning could result in fire, serious personal injury or death.



**WARNING:** Do not use an ungrounded wall outlet. If you suspect that the wall outlet is not properly grounded, have a qualified electrician inspect the wall outlet. Failure to follow this instruction could result in personal injury or death.



**WARNING:** Do not modify the convenience cord plug. If the convenience cord plug does not properly fit into the wall outlet, have a qualified electrician install the correct wall outlet. Failure to follow this instruction could result in personal injury or death.

**Note:** This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product comes with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

## OPERATION INSTRUCTIONS

- Read all the instructions before using this product.
- This device should be supervised when used around children.
- Do not put fingers into the electric vehicle (EV) connector.
- Do not use this product with the flexible power cord or EV cable frayed, broken insulation, or any other signs of damage.
- Do not use this product with the enclosure or the EV connector broken, cracked, open, or showing any other indication of damage.

## Charging Equipment

Your vehicle has a convenience cord in the luggage compartment.

**Note:** Do not use the 240 volt convenience cord with an extension cord, two-prong adapter, surge protector, timer or other adapter.

**Note:** If charging for your plug-in vehicle fails, please call the Customer Relationship Center, or click on Call for support or LiveChat at your regional vehicle manufacture's website.

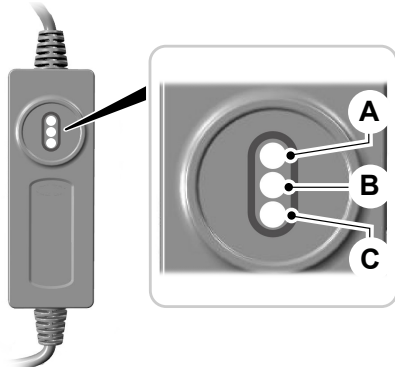
**Note:** Store the convenience cord in a clean, dry place between the temperature of -40–90°C (-40–194°F).

**Note:** You need to plug the convenience cord into a dedicated outlet.

**Note:** Firmly fit the AC wall plug into the AC outlet. If the connection feels loose, worn or the AC outlet is damaged, please have a qualified electrician replace the AC outlet. Using a convenience cord with a worn outlet could cause burns, property damage and increase the risk of electrical shock.

# High Voltage Battery

## Convenience Cord



- A. Power.
- B. Fault.
- C. Check Outlet.

**CAUTION: TO REDUCE THE RISK OF FIRE** The AC outlet must be a two-prong AC outlet that is properly grounded, and in good condition. Use a dedicated line. You cannot have other appliances connected to the same circuit. If you do not use a dedicated circuit, the circuit breaker could trip or open. If you do not have a dedicated circuit, contact a licensed professional electrician for proper installation.

European Countries Max Pilot Current Rating	Amperage Rating
Denmark	6A
France, Finland, Italy, Switzerland	8A
Rest of Europe	10A

Make sure that the convenience cord is completely unwrapped before charging. Always plug the cord into the AC outlet before connecting the charging coupler into the charge port on your vehicle.

**Note:** Make sure the electrical source meets the requirements for the high voltage batteries to charge.

**Note:** When the convenience cord is plugged into an outlet, use the following table to determine your vehicle charge status. If the power indicator light is off after plugging in the convenience cord, use a different outlet.

# High Voltage Battery

Convenience Cord LED Indicators			What it Means	What to Do
Power (Green)	Fault (Red)	Check Outlet (Amber)		
Off	Off	Off	If the LED indicators are off after plugging in the convenience cord and the plug is experiencing a no power condition from the wall outlet, use a different outlet.	Use a different wall outlet.
On	Off	Off	The convenience cord is plugged into the wall outlet and ready to charge your vehicle. Reference the charge port section below for information on vehicle charging. The charge cord performs a self-test.	No action required.
On	Flashing	On	The convenience cord AC plug is experiencing an overheat condition. Convenience cord is in retry mode to return to normal condition. If the fault persists, you have a bad wall outlet.	Check the outlet. If the problem persists, use a different outlet.
On	Off	Flashing	The convenience cord is charging at a reduced current rate due to a wall outlet over temperature condition.	Check the outlet. If the problem persists, use different outlet.
On	On	Flashing	The convenience cord AC plug has overheated. Cordset retry mode exhausted. Your vehicle is not charging. You have a bad wall outlet.	Have the outlet serviced.
On	On	Off	The convenience cord is experiencing a ground fault at the charge port. Your vehicle is not charging. Call for service.	Request vehicle service.

# High Voltage Battery

Convenience Cord LED Indicators			What it Means	What to Do
Power (Green)	Fault (Red)	Check Outlet (Amber)		
On	Flashing	Off	The convenience cord is experiencing a ground fault at the charge port. The convenience cord is in retry mode to return to normal condition. Your vehicle is not charging.	Unplug and re-plug into the vehicle charge port.
On	On/Two Flash Interval	Two Flash Interval	Missing ground at AC outlet. Your vehicle is not charging.	Connect to a properly grounded AC outlet.
On	On/Flashing	Off	Convenience cord internal fault. Call for service.	Request cordset service. Replace cordset.

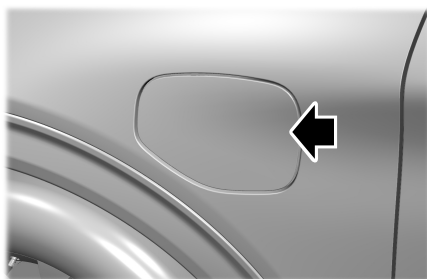
**Note:** Make sure that the electrical source outlet meets the convenience cord requirements for the high voltage batteries to charge properly.

## Charge Port



Charging connector shall be connected to the vehicle inlet where the same C identifier can be seen.

The charge port is between the front left-hand side door and front left-hand wheel well. To open, press the center, right edge of the charge port door and then release.



**Note:** Do not force the charge port door open or closed. Forcing the door open or closed will damage the charge port.

The charge status indicator around the charge port indicates the charge status of the high voltage battery in your vehicle.

Divided into five zones, the charge status indicator displays the state of charge in 20 percent increments.

# High Voltage Battery

The color white is used as a courtesy light to help with plugging in and to acknowledge actions such as plugging in, unplugging or pressing the charge times button.

The color blue is used when the vehicle is plugged in and either charging or waiting to charge.

The color orange is used to indicate charge faults.

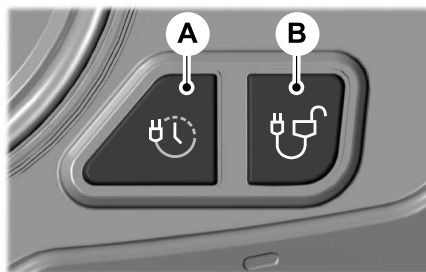


## Charge Times Button

Use the charge times button to either turn off or turn on your charge times settings for this location. Select charge settings on the home page of your touchscreen or under the vehicle settings menu to access charge preferences. See **SYNC™ 3** (page 323).

## Cord Unlock Button

Press the cord unlock button to unlock the charge cord. The vehicle will check for a nearby key. If the vehicle detects the key or you unlock the doors prior to pressing the cord unlock button, then the charge cord unlocks. If the cord fails to unlock, you can attempt to unlock the cord through the vehicle touchscreen. See Cord Unlock under Vehicle Settings on your touchscreen. See **SYNC™ 3** (page 323).



A	Charge times on and off button
B	Cord unlock button

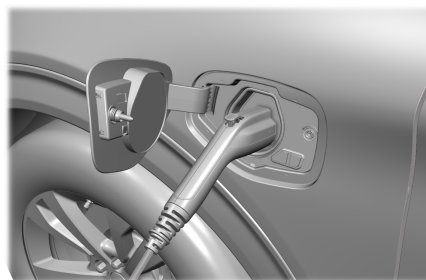
## Charging



To charge the high voltage battery:

1. Put the vehicle in park (P).
2. Press the center right edge of the charge port door and then release to open the door.
3. Plug the charging coupler into the charge port receptacle on your vehicle.

**Note:** You cannot disconnect the charging coupler until charging has been stopped or completed.



# High Voltage Battery

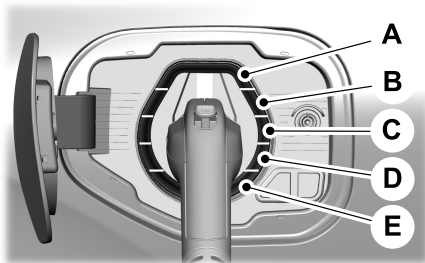
4. Verify that the cord acknowledgment feature activates. This indicates the beginning of a normal charge cycle. The charge status indicator lights up each zone alternately from bottom to top and from bottom to top again.
5. If using a charging station, follow the instructions on the charge station to begin the charging process.

**Note:** Your vehicle must be in park (P) to charge and for the charge status indicator to illuminate.

**Note:** Pump and fan noise could be present when charging the high voltage battery. The pump and fan noise is normal to hear as it circulates liquid and keeps your high voltage battery cool while charging.

The charge status indicator displays how far along the charge is:

- When the bottom zone is pulsing, the charge is between 0-20 percent.
- When the bottom zone illuminates and the next is pulsing, the charge is between 20-40 percent.
- When two zones illuminate and the next is pulsing, the charge is between 40-60 percent.
- When three zones illuminate, and the next is pulsing, the charge is between 60-80 percent.
- When four zones illuminate, and the top zone is pulsing, the charge is between 80-100 percent.
- When all zones illuminate, the charge is 100 percent.



- A. 80%-100% State of Charge.
- B. 60%-80% State of Charge.
- C. 40%-60% State of Charge.
- D. 20%-40% State of Charge.
- E. 0%-20% State of Charge.

**Note:** When charging stops, the charge status indicator shows all the completed zones solidly lit up in blue color for 30 seconds before turning off. For example, if charging stops at 70 percent, then the bottom three zones light up solidly to indicate a battery charge level of at least 60 percent but less than 80 percent. Charging stops when complete or when paused due to preferred charge settings or charge station actions.

**Note:** If the charge status indicator does not light up or pulse after plugging in, please verify that the charge port light setting is on. If you do not wish to have the charge status indicator light up at all while charging, then you can turn it off. See charge port light under vehicle settings on your touchscreen. See **SYNC™ 3** (page 323).

# High Voltage Battery



**Note:** Charging faults are identified by the color orange on the charge status indicator. Faults can occur within the vehicle charging system or outside the vehicle, such as with the charge cord, charge station or electrical supply.

**Note:** If the system detects a fault in the vehicle charging system at any point in a charge cycle, the entire charge status indicator lights up solidly in orange color for 30 seconds and then turns off. If this happens, unplug the charging coupler and then plug it back into the charge port receptacle. If the problem persists, contact your dealer.

**Note:** If the system detects a fault outside the vehicle, such as with the charge station or charge cord, the entire charge status indicator flashes continuously for 30 seconds and then turns off. If this happens, check the charge cord and the charge station or electrical supply.

## Waiting to Charge



Charging may not begin upon plugging in if you have set up preferred charge times for this vehicle location. Your vehicle could delay charging to take advantage of off-peak electricity rates. Your vehicle optimizes the charge schedule to be complete by your next departure time.

When waiting to charge, plugged in and not currently charging, the charge status indicator shows the present state of charge of the high voltage battery by lighting up all completed zones for 30 seconds before turning off. For example, if the battery is at

70 percent charge, then the bottom three zones solidly light up to indicate a battery charge level of at least 60 percent but less than 80 percent. Consequently, when the current state of charge is less than 20 percent, none of the zones light up.

**Note:** Select charge settings on the home page of your touchscreen or under the vehicle settings menu to access charge preferences. See **SYNC™ 3** (page 323).

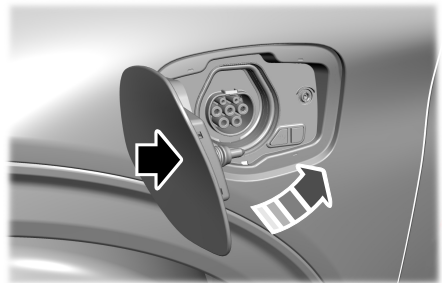
**Note:** When your vehicle is waiting to charge, the charge status indicator turns off 30 seconds after displaying the present state of charge. When your vehicle begins charging, the charge status indicator turns on and displays the charging progress.

## Disconnecting the Charging Coupler

1. Press the cord unlock button next to the charging receptacle. See cord unlock button.
2. Press and hold the button on the charging coupler and disconnect from the charging port.

**Note:** Do not try to disconnect the charging coupler with force. This could damage the charging port and charging coupler.

3. Press the center right edge of the charge port door to close.



**Note:** Do not pull the wall plug from the wall while your vehicle is charging. Doing so could damage the outlet and the cord.

# High Voltage Battery

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**Note:** *If you are still unable to disconnect the charging coupler after trying the cord unlock buttons at the port and on your vehicle touchscreen, press any available stop button on the charging system to disable the charge to your vehicle, then try again.*

## **MOVING AND STORAGE INSTRUCTIONS**

Make sure to completely wrap the convenience cord after charging.

When complete, replace convenience cord in the luggage compartment.

**Note:** *Do not hold convenience cord by flexible power cable.*

**Note:** *Store the convenience cord in a clean dry place between the temperature of -40–90°C (-40–194°F).*



# Transmission

## AUTOMATIC TRANSMISSION



**WARNING:** Always fully apply the parking brake and make sure you shift into park (P). Failure to follow this instruction could result in personal injury or death.



**WARNING:** Do not apply the brake pedal and accelerator pedal simultaneously. Applying both pedals simultaneously for more than a few seconds will limit engine performance, which may result in difficulty maintaining speed in traffic and could lead to serious injury.

### Understanding Your Transmission Selector Positions

Your vehicle has an electronic transmission shifter. The transmission selector is on the center console.



E227917

- P Park.
- R Reverse.
- N Neutral.

- D Drive.
- M Manual.

The instrument cluster displays the current gear.

### Park (P)

With the transmission in park (P), your vehicle locks the transmission and prevents the wheels from turning. Always come to a complete stop before putting your vehicle into and out of park (P).

When you switch the ignition off, your vehicle shifts into park (P). If you switch the ignition off while your vehicle is moving, the transmission first shifts into neutral (N) until it reaches a speed less than 5 km/h (3 mph) and then shifts into park (P).

The electric parking brake may apply when you shift to park (P) without the brake pedal fully pressed. The electric parking brake applies when you shift to park (P) on large slopes. The electric parking brake releases with the drive away release function or manually as described in the Releasing the Electric Parking Brake section. See **Electric Parking Brake** (page 178).

**Note:** A warning tone sounds if you open the driver door and you have not shifted the transmission selector to park (P).

### Reverse (R)

With the transmission selector in reverse (R), your vehicle moves backward. Always come to a complete stop before shifting into and out of reverse (R).

### Neutral (N)

With the transmission selector in neutral (N), you can start your vehicle and it is free to roll. Hold the brake pedal down when in this position.

# Transmission

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## Drive (D)

Drive (D) is the normal driving position for the best fuel economy and smoothness. Shift the transmission selector to drive (D) to allow your vehicle to move forward and shift automatically through the forward gears.

The transmission shifts to the appropriate gear for optimum performance based on ambient temperature, road slope, vehicle load and your input.

## Manual Mode (M)

With the transmission selector in manual (M), the driver can change gears up or down. After selecting the Manual (M) button while the transmission range selector is in the Drive (D) position, you now have control of selecting the gear you desire using shift buttons on the steering wheel. See Understanding your SelectShift Automatic™ transmission later in this section.

To exit manual mode, push the manual (M) button on your transmission selector.

## Automatic Return to Park

**Note:** *This feature does not operate when your vehicle is in Stay in Neutral mode or neutral tow.*

The transmission returns to park (P) if any of the following occur:

- You switch the ignition off.
- Your seatbelt is not fastened and you open the driver door.
- The driver door is open and you unfasten your seatbelt.

If you switch the ignition off when your vehicle is moving, your vehicle shifts into neutral (N) until it slows down enough to shift into park (P).

**Note:** *This feature may not work properly if the door ajar switch is malfunctioning. If your door ajar indicator does not illuminate when you open the driver door, or the indicator illuminates with the driver door closed, or the Transmission not in Park cluster message still displays when the shifter has already selected reverse (R), neutral (N), drive (D) and the driver door remains closed, see your authorized dealer.*

## Stay in Neutral Mode

**Note:** *Stay in neutral mode is a temporary vehicle state that works with the engine being in the running or OFF state. Once in this mode, sufficient battery voltage must be maintained or your vehicle returns to park. If the feature is left active for extended time when engine is OFF.*

Failure to follow this instruction could result in vehicle damage not covered by the vehicle Warranty.

**Note:** *When entering an automatic car wash, always enter the Stay in Neutral Mode. Stay in Neutral Mode must be enabled, if you are exiting the vehicle before the car wash.*

Extended usage of Stay in Neutral mode may result in a battery voltage reduction to level where the vehicle may no longer start.

Do not tow your vehicle in this mode.

With the transmission selector in Stay in Neutral Mode, you can start your vehicle and it is free to roll.

To enter Stay in Neutral mode, do the following:

1. Bring your vehicle to a complete stop.
2. Shift into neutral (N).
3. Press the manual (M) button within 5 seconds after shifting to Neutral.

# Transmission

**Note:** *Stay in Neutral Mode confirmation message appears in the information display when your vehicle has entered Stay in Neutral mode and the neutral (N) button on the transmission selector slowly blinks.*

To exit Stay in Neutral mode, press the brake pedal and shift to park (P) or start the engine and apply brakes to shift to another driving range, for example drive (D) or reverse (R).

## Tow Mode (If Equipped)

**TOW HAUL** To activate tow mode, use the drive mode switch on the center console. See **Selecting a Drive Mode** (page 238).

The indicator light illuminates and a message displays in the instrument cluster when the system becomes active. Select a different mode to turn the system off.

The Tow Mode Feature:

- Moves upshifts to higher engine speeds to reduce the frequency of transmission shifting.
- Provides engine braking in all forward gears, which slows your vehicle and assist you in controlling your vehicle when descending a grade.
- Depending on driving conditions and load conditions, may downshift the transmission, slow your vehicle and control your vehicle speed when descending a hill, without pressing the accelerator pedal. The amount of downshift braking provided varies based upon the amount the brake pedal is pressed.

The tow mode feature improves transmission operation when towing a trailer or a heavy load. All transmission gear ranges are available when using tow mode.

## SelectShift Automatic™ Transmission

Your vehicle has a SelectShift Automatic transmission. The SelectShift Automatic transmission gives you the ability to change gears up or down (without a clutch) as desired.

In order to prevent the engine from running at too low an RPM, which may cause it to stall, SelectShift still automatically makes some downshifts if it has determined that you have not downshifted in time. Although SelectShift makes some downshifts for you, it still allows you to downshift at any time as long as the SelectShift determines that damage to the engine from over-revving does not occur.

**Note:** *Engine damage may occur if you maintain excessive engine revving without shifting.*

**Note:** *Vehicles may have either steering wheel controls or gearshift lever controls.*

SelectShift may upshift if the engine reaches its RPM limit. It may also be upshifted by pressing the + button on the steering wheel or shift lever control.

**Pull the + paddle on the steering wheel or push the + button on the gearshift lever to activate SelectShift.**

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



# Transmission

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SelectShift in drive (D):

- Provides a temporary manual mode for performing more demanding maneuvers where you require extra control of gear selection is required, for example, when towing or overtaking. This mode holds a selected gear for a temporary period of time dependent on driver inputs, for example, steering or accelerator pedal input.
- You can exit SelectShift by holding the (+) for two seconds or by driving normally.

SelectShift in manual (M):

- Provides a permanent manual gear selection where full control of gear selection is required.
- You can exit SelectShift by pressing the manual (M) button plus holding the (+). This will shift you into the correct gear.

The instrument cluster displays your currently selected gear. If a gear requested but not available due to vehicle conditions for example, low speed, too high engine speed for requested gear selection, the current gear flashes three times.

**Note:** *At full accelerator pedal travel, the transmission automatically downshifts for maximum performance.*

## If Your Vehicle Gets Stuck in Mud or Snow

**Note:** *Do not rock the vehicle if the engine is not at normal operating temperature or damage to the transmission may occur.*

**Note:** *Do not rock the vehicle for more than a minute or damage to the transmission and tires may occur, or the engine may overheat.*

If your vehicle gets stuck in mud or snow, it may be rocked out by shifting between forward and reverse gears, stopping between shifts in a steady pattern. Press lightly on the accelerator in each gear.

# Four-Wheel Drive

## PRINCIPLE OF OPERATION

This system is a proactive system. It has the ability to anticipate wheel slip and transfer torque to the front wheels before slip occurs. Even when wheel slip is not present, the system is continuously adjusting to the torque distribution, in an attempt to improve straight line and cornering behavior, both on and off road.

The system automatically turns on every time you switch the ignition on.

If any component requires maintenance, a message appears in the information display.

## USING FOUR-WHEEL DRIVE



**WARNING:** Vehicles with a higher center of gravity (utility and four-wheel drive vehicles) handle differently than vehicles with a lower center of gravity (passenger cars). Avoid sharp turns, excessive speed and abrupt steering in these vehicles. Failure to drive cautiously increases the risk of losing control of your vehicle, vehicle rollover, personal injury and death.

The intelligent 4WD system continuously monitors vehicle conditions and adjusts the power distribution between the front and rear wheels. It combines transparent all-surface operation with highly capable four-wheel drive.

The 4WD system is always active and requires no driver input. It is capable of handling all road conditions including street and highway driving as well as off-road and winter driving. You can optimize more 4WD control by selecting different drive modes. See **Selecting a Drive Mode** (page 238).

**Note:** A warning message displays in the information display when a 4WD system fault is present. See **Information Messages** (page 97). A 4WD system fault causes the 4WD system to default to rear-wheel drive only mode. When this warning message is displayed, have your vehicle serviced at an authorized dealer.

**Note:** A warning message displays in the information display if the 4WD system overheats. See **Information Messages** (page 97). This condition could occur if the vehicle is operated in extreme conditions with excessive wheel slip, such as deep sand. To resume normal 4WD function as soon as possible, stop the vehicle in a safe location and stop the engine for at least 10 minutes. After the engine is restarted and the 4WD system is adequately cooled, the warning message turns off and normal 4WD function returns.

## Operating Four-Wheel Drive (4WD) Vehicles With Spare Tires

Do not use a different size spare tire other than the tire provided. If the mini-spare tire is installed, the 4WD system will disable and enter rear-wheel drive only mode to protect driveline components. Some limited 4WD traction could be provided if the mini-spare is installed on one of the front wheels. If you are in driving conditions where limited 4WD traction is needed while the mini-spare is installed, it is recommended the mini-spare be installed on the front axle. See **Information Messages** (page 97).

If the mini-spare is installed, this condition is indicated by a warning in the information display. If there is a warning message in the information display from using the spare tire, this indicator should turn off after reinstalling or replacing the normal road tire and cycling the ignition off and on. We recommended reinstalling or

## Four-Wheel Drive

replacing the normal road tire as soon as possible. Major dissimilar tire sizes between the front and rear axles could cause the 4WD system to stop functioning and default to rear-wheel drive or damage the 4WD system.

The slip response system could activate if the mini spare is installed on the front wheels. If the mini spare was installed on the rear wheels the slip response system will fully disable. In situations where there is a wintery mix or an off road situation, and you need to use a mini spare, you must install the mini spare in the front tire position and move a full size tire to the rear tire position for the slip response system to function.

### Operating Four-Wheel drive (4WD) Vehicles with Mismatched Tires



**WARNING:** Only use replacement tires and wheels that are the same size, load index, speed rating and type (such as P-metric versus LT-metric or all-season versus all-terrain) as those originally provided by Ford. The recommended tire and wheel size may be found on either the Safety Compliance Certification Label (affixed to either the door hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position), or the Tire Label which is located on the B-Pillar or edge of the driver's door. If this information is not found on these labels, then you should contact your authorized dealer as soon as possible. Use of any tire or wheel not recommended by Ford can affect the safety and performance of your vehicle, which could result in an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.

Major dissimilar tire sizes between the front and rear axles (for example, 17 inch low profile tires on the front axle and 22 inch high profile tires on the rear axle) could cause the 4WD system to stop functioning and default to rear-wheel drive or damage the 4WD system.

For optimum 4WD Performance, it is recommended to follow the tire rotation maintenance schedule. To avoid potential 4WD malfunction or 4WD system damage, it is recommended to replace all four tires rather than mixing significantly worn tires with new tires. For example, using 3 worn tread tires and 1 new tread tire all of the same original tire size/brand, can be tolerated by the 4WD system as long as the worn tires still have usable tread depth.

### How Your Vehicle Differs from Other Vehicles

Truck and utility vehicles can differ from some other vehicles. Your vehicle could be higher to allow it to travel over rough terrain without getting hung up or damaging underbody components.

The differences that make your vehicle so versatile also make it handle differently than an ordinary passenger car.

Maintain steering wheel control at all times, especially in rough terrain. Since sudden changes in terrain can result in abrupt steering wheel motion, make sure you grip the steering wheel from the outside. Do not grip the spokes.

Drive cautiously to avoid vehicle damage from concealed objects such as rocks and stumps.

You should either know the terrain or examine maps of the area before driving. Map out your route before driving in the area. To maintain steering and braking control of your vehicle, you must have all four wheels on the ground and they must be rolling, not sliding or spinning.

# Four-Wheel Drive

## Driving in Special Conditions With Four-Wheel drive (4WD)

**Note:** Use of the 4WD system in slippery, deep snow, and sand drive modes on dry surfaces could produce some vibration, driveline bind up, or excessive tire wear as these drive modes are intended for slippery and loose surfaces.

**Note:** The design of 4WD vehicles are for driving on sand, snow, mud and rough roads and have operating characteristics that are somewhat different from conventional vehicles, both on and off the highway.

### Basic Operating Principles in Special Conditions

- Drive slower in strong crosswinds which can affect the normal steering characteristics of your vehicle.
- Be extremely careful when driving on pavement made slippery by loose sand, water, gravel, snow or ice.

## If Your Vehicle Goes Off the Edge of the Pavement

- If your vehicle goes off the edge of the pavement, slow down, but avoid severe brake application, ease the vehicle back onto the pavement only after reducing your speed. Do not turn the steering wheel too sharply while returning to the road surface.
- It could be safer to stay on the apron or shoulder of the road and slow down gradually before returning to the pavement. You could lose control if you do not slow down or if you turn the steering wheel too sharply or abruptly.
- It often could be less risky to strike small objects, such as highway reflectors, with minor damage to your vehicle rather than attempt a sudden return to the pavement which could cause the vehicle to slide sideways out of control or rollover. Remember, your safety and the safety of others should be your primary concern.

## If Your Vehicle Gets Stuck



**WARNING:** Apply the parking brake, shift into park (P), switch the ignition off and remove the key before you leave your vehicle. Failure to follow this instruction could result in personal injury or death.



**WARNING:** If the parking brake is fully released, but the brake warning lamp remains illuminated, the brakes may not be working properly. Have your vehicle checked as soon as possible.



**WARNING:** Do not spin the wheels at over 55 km/h (34 mph). The tires may fail and injure a passenger or bystander.

# Four-Wheel Drive

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If your vehicle gets stuck in mud or snow you can rock it out by shifting between forward and reverse gears, stopping between shifts, in a steady pattern. Press lightly on the accelerator in each gear.

If your vehicle comes with AdvanceTrac® with Roll Stability Control™, it could be beneficial to disengage the AdvanceTrac® with Roll Stability Control™ system while attempting to rock the vehicle.

**Note:** *Do not rock the vehicle if the engine is not at normal operating temperature or damage to the transmission could occur.*

**Note:** *Do not rock the vehicle for more than a few minutes or damage to the transmission and tires could occur or the engine could overheat.*

## Emergency Maneuvers

- In an unavoidable emergency situation where a sudden sharp turn must be made, remember to avoid "over-driving" your vehicle (for example, turn the steering wheel only as rapidly and as far as required to avoid the emergency). Excessive steering can result in less vehicle control, not more. Additionally, smooth variations of the accelerator and/or brake pedal pressure should be utilized if changes in vehicle speed are called

for. Avoid abrupt steering, acceleration or braking which could result in an increased risk of loss of vehicle control, vehicle rollover and/or personal injury. Use all available road surface to return the vehicle to a safe direction of travel.

- In the event of an emergency stop, avoid skidding the tires and do not attempt any sharp steering wheel movements.
- If the vehicle goes from one type of surface to another (i.e., from concrete to gravel) there is a change in the way the vehicle responds to a maneuver (steering, acceleration or braking). Again, avoid these abrupt inputs.

## Sand

When driving over sand, try to keep all four wheels on the most solid area of the trail. Avoid reducing the tire pressures but shift to a lower gear and drive steadily through the terrain. Apply the accelerator slowly and avoid spinning the wheels.

Avoid excessive speed because vehicle momentum can work against you and cause the vehicle to become stuck to the point that assistance could be required from another vehicle. Remember, you could be able to back out the way you came if you proceed with caution.

## Mud and Water

If you must drive through high water, drive slowly. Traction or brake capability could be limited.

**Note:** *Driving through deep water could damage your vehicle.*

When driving through water, determine the depth; avoid water higher than the bottom of the hubs (if possible) and proceed slowly. If the ignition system gets wet, the vehicle could stall.



## Four-Wheel Drive

Once through water, always try the brakes. Wet brakes do not stop the vehicle as effectively as dry brakes. Drying can be improved by moving your vehicle slowly while applying light pressure on the brake pedal.

Be cautious of sudden changes in vehicle speed or direction when you are driving in mud. Even 4WD vehicles can lose traction in slick mud. As when you are driving over sand, apply the accelerator slowly and avoid spinning your wheels. If the vehicle does slide, steer in the direction of the slide until you regain control of the vehicle.

After driving through mud, clean off residue stuck to rotating driveshafts and tires. Excess mud stuck on tires and rotating driveshafts causes an imbalance that could damage drive components.



E143950

“Tread Lightly” is an educational program designed to increase public awareness of land-use regulations and responsibilities in our nations wilderness areas. Ford Motor Company joins the U.S. Forest Service and the Bureau of Land Management in encouraging you to help preserve our national forest and other public and private lands by “treading lightly.”

### **Driving on Hilly or Sloping Terrain**

Although natural obstacles could make it necessary to travel diagonally up or down a hill or steep incline, you should always try to drive straight up or straight down.

**Note:** *Avoid driving crosswise or turning on steep slopes or hills. A danger lies in losing traction, slipping sideways and possibly rolling over. Whenever driving on a hill, determine beforehand the route you will use. Do not drive over the crest of a hill without seeing what conditions are on the other side. Do not drive in reverse over a hill without the aid of an observer.*

When climbing a steep slope or hill, start in a lower gear rather than downshifting to a lower gear from a higher gear once the ascent has started. This reduces strain on the engine and the possibility of stalling.

If you do stall out, do not try to turn around because you might roll over. It is better to back down to a safe location.

Apply just enough power to the wheels to climb the hill. Too much power can cause the tires to slip, spin or lose traction, resulting in loss of vehicle control.



E143949

Descend a hill in the same gear you would use to climb up the hill to avoid excessive brake application and brake overheating. Do not descend in neutral; instead, disengage overdrive or manually shift to a lower gear. When descending a steep hill, avoid sudden hard braking as you could lose control. The front wheels have to be turning in order to steer the vehicle.

## Four-Wheel Drive

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Your vehicle has anti-lock brakes, therefore apply the brakes steadily. Do not “pump” the brakes.

### ***Driving on Snow and Ice***



**WARNING:** If you are driving in slippery conditions that require tire chains or cables, then it is critical that you drive cautiously. Keep speeds down, allow for longer stopping distances and avoid aggressive steering to reduce the chances of a loss of vehicle control which can lead to serious injury or death. If the rear end of your vehicle slides while cornering, steer in the direction of the slide until you regain control of your vehicle.

**Note:** *Excessive tire slippage can cause driveline damage.*

4WD vehicles have advantages over 2WD vehicles in snow and ice but can skid like any other vehicle.

Should you start to slide while driving on snowy or icy roads, turn the steering wheel in the direction of the slide until you regain control.

Avoid sudden applications of power and quick changes of direction on snow and ice. Apply the accelerator slowly and steadily when starting from a full stop.

Avoid sudden braking as well. Although a 4WD vehicle could accelerate better than a two-wheel drive vehicle in snow and ice, it will not stop any faster, because as in other vehicles, braking occurs at all four wheels. Do not become overconfident as to road conditions.

Make sure you allow sufficient distance between you and other vehicles for stopping. Drive slower than usual and consider using one of the lower gears. In emergency stopping situations, apply the brake steadily. Since your vehicle comes with a four wheel (ABS), do not “pump” the brakes. See **Hints on Driving With Anti-Lock Brakes** (page 178).

### ***Maintenance and Modifications***

The suspension and steering systems on your vehicle have been designed and tested to provide predictable performance whether loaded or empty and durable load carrying capability. For this reason, we strongly recommend that you do not make modifications such as adding or removing parts (such as lowering kits or stabilizer bars) or by using replacement parts not equivalent to the original factory equipment.

Any modifications to a vehicle that raise the center of gravity can make it more likely the vehicle will rollover as a result of a loss of control. We strongly recommend that caution be used with any vehicle equipped with a high load or device (such as ladder or luggage racks).

Failure to maintain your vehicle properly could void the warranty, increase your repair cost, reduce vehicle performance and operational capabilities and adversely affect driver and passenger safety. Frequent inspection of vehicle chassis components is recommended if the vehicle is subjected to off-highway usage.

# Brakes

## GENERAL INFORMATION

**Note:** Occasional brake noise is normal. If a metal-to-metal, continuous grinding or continuous squeal sound is present, the brake linings may be worn-out and an authorized dealer should check them. If the vehicle has continuous vibration or shudder in the steering wheel while braking, an authorized dealer should check your vehicle.

**Note:** Brake dust may accumulate on the wheels, even under normal driving conditions. Some dust is inevitable as the brakes wear and does not contribute to brake noise. See **Cleaning the Wheels** (page 289).

Wet brakes result in reduced braking efficiency. Gently press the brake pedal a few times when driving from a car wash or standing water to dry the brakes.

## Brake Over Accelerator

In the event the accelerator pedal becomes stuck or entrapped, apply steady and firm pressure to the brake pedal to slow the vehicle and reduce engine power. If you experience this condition, apply the brakes and bring your vehicle to a safe stop. Switch the engine off, move the transmission to park (P) and apply the parking brake. Inspect the accelerator pedal and the area around it for any items or debris that may be obstructing its movement. If none are found and the condition persists, have your vehicle towed to the nearest authorized dealer.

## Emergency Brake Assist

Emergency brake assist detects when you brake heavily by measuring the rate at which you press the brake pedal. It provides maximum braking efficiency as long as you press the pedal. Emergency brake assist can reduce stopping distances in critical situations.

**Note:** Depending on applicable laws and regulations in the country for which your vehicle was originally built, your brake lamps could flash during heavy braking. Following this, your hazard lights may also flash when your vehicle comes to a stop.

## Anti-lock Brake System

This system helps you maintain steering control during emergency stops by keeping the brakes from locking.



This lamp momentarily illuminates when you switch the ignition on or apply the parking brake. If the light does not illuminate during start up, remains on or flashes, except when you switch the ignition on or apply the parking brake, the anti-lock braking system may be disabled. Have the system checked by an authorized dealer. If the anti-lock brake system is disabled, normal braking is still effective.

See **Warning Lamps and Indicators** (page 85).

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



This lamp also illuminates momentarily when you switch the ignition on or apply the parking brake to confirm the lamp is functional. If it does not illuminate when you switch the ignition on, apply the parking brake, or if it begins to flash at any time, have the system checked by an authorized dealer. If the brake warning lamp illuminates with the parking brake released, have the system checked immediately.

## HINTS ON DRIVING WITH ANTI-LOCK BRAKES

The anti-lock braking system does not eliminate the risks when:

- You drive too closely to the vehicle in front of you.
- Your vehicle is hydroplaning.
- You take corners too fast.
- The road surface is poor.

**Note:** If the system activates, the brake pedal may pulse and may travel further. Maintain pressure on the brake pedal. You may also hear a noise from the system. This is normal.

## ELECTRIC PARKING BRAKE



**WARNING:** Always fully apply the parking brake and make sure you shift into park (P). Failure to follow this instruction could result in personal injury or death.



**WARNING:** If you drive extended distances with the parking brake applied, you could cause damage to the brake system.



**WARNING:** The electric parking brake does not operate if the vehicle battery is running out of charge.

Your vehicle has an electric parking brake. You operate it with a switch instead of a lever. The switch is on the center console or to the left-hand side of the steering wheel, on the lower part of the instrument panel.

**Note:** The electric parking brake makes noises during operation. This is normal.

## Applying the Electric Parking Brake



Pull the switch upward.



The red warning lamp flashes during operation and illuminates when the parking brake is applied.

**Note:** It remains illuminated for a short period of time after you switch the ignition off.

If it continues to flash or does not illuminate, the system has malfunctioned. Have your vehicle checked as soon as possible.

**Note:** You can apply the electric parking brake when the ignition is off.

**Note:** The electric parking brake could automatically apply when you shift into park (P). See **Automatic Transmission** (page 167).

## Applying the Electric Parking Brake in an Emergency

**Note:** Do not apply the electric parking brake when your vehicle is moving, except in an emergency. If you repeatedly use the electric parking brake to slow or stop your vehicle, you could cause damage to the brake system.

You can use the electric parking brake to slow or stop your vehicle in an emergency.



Pull the switch upward and hold it.



The red warning lamp illuminates, a tone sounds and the stoplamps turn on.

The electric parking brake continues to slow your vehicle down unless you release the switch.

# Brakes

## Manually Releasing the Electric Parking Brake

Switch the ignition on.

Press and hold the brake pedal.



Push the switch downward.



The red warning lamp turns off.

If it remains illuminated or flashes, the system has malfunctioned. Have your vehicle checked as soon as possible.

## Pulling Away on a Hill When Towing a Trailer

Press and hold the brake pedal.



Pull the switch upward and hold it.

Shift into gear.

Press the accelerator pedal until engine has developed sufficient torque to prevent your vehicle from rolling down the hill.



Release the switch and pull away in a normal manner.

## Automatically Releasing the Electric Parking Brake

Close the driver door.

Shift into gear.

Press the accelerator pedal and pull away in a normal manner.



The red warning lamp turns off.

If it remains illuminated or flashes, the electric parking brake has not released. Manually release the parking brake.

## Releasing the Electric Parking Brake if the Vehicle Battery is Running Out of Charge

Connect a booster battery to the vehicle battery to release the electric parking brake if the vehicle battery is running out of charge. See **Jump Starting the Vehicle** (page 252).

## Electric Parking Brake Information Messages

Message	Action
Park Brake Malfunction Service Now	The electric parking brake has malfunctioned. Have your vehicle checked as soon as possible.
Park Brake Not Released	The electric parking brake has not released. Manually release the electric parking brake. If the message continues to appear, have your vehicle checked as soon as possible.
Park Brake Not Applied	The electric parking brake has not applied. Apply the electric parking brake. If the message continues to appear, have your vehicle checked as soon as possible.
Park Brake Use Switch to Release	The electric parking brake has not automatically released. Manually release the electric parking brake.
To Release: Press Brake and Switch	You have not pressed the brake pedal. Press the brake pedal to release the parking brake.

# Brakes

Message	Action
Park Brake Limited Function Service Required	The electric parking brake has malfunctioned. Have your vehicle checked as soon as possible.
Park Brake System Overheated	The electric parking brake has overheated. Wait for the electric parking brake to cool down.
Park Brake Off	The electric parking brake is released.
Release Park Brake	The electric parking brake has not released. Manually release the electric parking brake. If the message continues to appear, have your vehicle checked as soon as possible.
Park Brake On	The electric parking brake is applied.

## HILL START ASSIST



**WARNING:** The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake.



**WARNING:** You must remain in your vehicle when the system turns on. At all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.



**WARNING:** The system will turn off if a malfunction is apparent or if you rev the engine excessively. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

The system makes it easier to pull away when your vehicle is on a slope without the need to use the parking brake.

When the system is active, your vehicle remains stationary on the slope for two to three seconds after you release the brake pedal. This allows time to move your foot from the brake to the accelerator pedal.

The system releases the brakes automatically once the engine has developed sufficient torque to prevent your vehicle from rolling down the slope. This is an advantage when pulling away on a slope, for example from a car park ramp, traffic lights or when reversing uphill into a parking space.

The system activates on any slope that causes your vehicle to roll.

**Note:** *There is no warning light to indicate the system is either on or off.*

### Using Hill Start Assist

1. Press the brake pedal to bring your vehicle to a complete standstill. Keep the brake pedal pressed and shift into first gear when facing uphill or reverse (R) when facing downhill.
2. If the sensors detect that your vehicle is on a slope, the system activates automatically.

# Brakes

3. When you remove your foot from the brake pedal, your vehicle remains on the slope without rolling away for about two to three seconds. This hold time automatically extends if you are in the process of driving off.
4. Drive off in the normal manner. The system releases the brakes automatically.

**Note:** When you remove your foot from the brake pedal and press the pedal again when the system is active, you will experience significantly reduced brake pedal travel. This is normal.

## Switching the System On and Off

### Vehicles with Manual Transmission

You can switch this feature on or off in the information display. The system remembers the last setting when you start your vehicle.

### Vehicles with Automatic Transmission

You cannot turn the system on or off. When you switch the ignition on, the system automatically turns on.

## AUTO HOLD



**WARNING:** The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake.



**WARNING:** You must remain in your vehicle when the system turns on. At all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.



**WARNING:** The system turns off if there is a malfunction or if you excessively rev the engine.

The system is designed to apply the brakes to hold your vehicle at a standstill after you stop your vehicle and release the brake pedal. This could be beneficial in certain situations, for example when waiting on a hill or in traffic.

## Switching Auto Hold On and Off



Press the button on the center console. The button illuminates when you switch the system on.

**Note:** You can only switch the system on after you close the driver door, and start the engine.

**Note:** The system remembers the last setting when you start your vehicle.

Make sure you switch the system off before towing with your vehicle or before using an automatic car wash.

## Using Auto Hold

1. Use the brakes to bring your vehicle to a complete stop. The auto hold active indicator illuminates in the information display.
2. Release the brake pedal. The system holds your vehicle at a standstill. The auto hold active indicator remains illuminated in the information display.

**Note:** The system only activates if you apply enough brake pressure. If your vehicle is on a steep slope, you might need to press the brake pedal harder before the system activates.

# Brakes

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**Note:** Under certain conditions, the system could apply the electric parking brake. The brake system warning lamp illuminates. The electric parking brake releases when you press the accelerator pedal. See **Electric Parking Brake** (page 178).

**Note:** If auto-start-stop turns off the engine, auto hold remains active.

**Note:** The system deactivates if you shift into reverse (R) and press the brake pedal.

3. Pull away in the normal manner. The system releases the brakes and the auto hold active indicator turns off.

## Auto Hold Indicator

The auto hold indicator illuminates in the information display when the system is on and is either active or unavailable.



Illuminates when the system is active. Your vehicle remains stationary after you release the brake pedal.



Illuminates when the system is on but unavailable to hold your vehicle at a standstill.



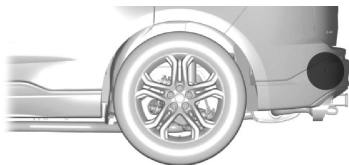
The system could be unavailable when any of the following occur:

- During an active park assist maneuver.
- Your vehicle is in stay in neutral mode.
- The driver door is open.
- You shift into reverse (R) before the system is active.



## Reverse Braking Assist (If Equipped)

### WHAT IS REVERSE BRAKING ASSIST



E205199

The system is designed to reduce impact damage or avoid a collision completely by using the sensors on the rear of your vehicle. The system functions when in reverse (R) and traveling at a speed of 1.5–12 km/h (1–7 mph).

If the system detects an obstacle behind your vehicle, it provides a warning through the rear parking aid or cross traffic alert system.

### REVERSE BRAKING ASSIST PRECAUTIONS

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

**WARNING:** To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.

**WARNING:** The system may not operate properly during severe weather conditions, for example snow, ice, heavy rain and spray. Always drive with due care and attention. Failure to take care may result in a crash.

**WARNING:** Traffic control systems, inclement weather, air brakes, external motors and fans may affect the correct operation of the sensing system. This may cause reduced performance or false alerts.

**WARNING:** Some situations and objects prevent hazard detection. For example low or direct sunlight, inclement weather, unconventional vehicle types, and pedestrians. Apply the brakes when necessary. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

**WARNING:** Do not use the system with accessories that extend beyond the front or rear of your vehicle, for example a trailer hitch or bike rack. The system is not able to make corrections for the additional length of the accessories.

The system only applies the brakes for a short period of time when an event occurs. Act as soon as you notice the brakes apply in order to remain in control of the vehicle.

**Note:** Certain add-on devices around the bumper or fascia may create false alerts. For example, large trailer hitches, bicycle or surfboard racks, license plate brackets, bumper covers or any other device that may block the normal detection zone of the system. Remove the add-on device to prevent false alerts.

**Note:** The system does not react to small or moving objects, particularly those close to the ground.

## Reverse Braking Assist (If Equipped)

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**Note:** The system does not operate during hard acceleration or steering.

**Note:** If your vehicle sustains damage to the bumper or fascia leaving it misaligned or bent, it could alter the sensing zone causing inaccurate measurement of obstacles or false alerts.

**Note:** Vehicle loading and suspension changes can impact the angle of the sensors and may change the normal detection zone of the system resulting in inaccurate measurement of obstacles or false alerts.

**Note:** When you connect a trailer, the system may detect the trailer and provide an alert, or the system turns off. If the system does not turn off, switch the system off manually after you connect the trailer.

**Note:** You may experience reduced system performance on road surfaces that limit deceleration. For example, roads with ice, loose gravel, mud or sand.

### SWITCHING REVERSE BRAKING ASSIST ON AND OFF

You can switch the system on or off through the touchscreen. See **Settings** (page 348).

**Note:** The system is unavailable when rear parking aid or cross traffic alert is off.

### OVERRIDING REVERSE BRAKING ASSIST

There could be instances when unexpected or unwanted braking occurs. Firmly pressing the accelerator pedal or switching the feature off overrides the system.

### REVERSE BRAKING ASSIST INDICATORS

If the system determines that a collision with an obstacle may occur, full braking may apply. Bring your vehicle to a stop a safe distance away from the obstacle.



A message and warning indicator appear when the system applies the brakes.

## Reverse Braking Assist (If Equipped)

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### REVERSE BRAKING ASSIST – TROUBLESHOOTING

#### Reverse Braking Assist – Information Messages

Message	Action
Reverse Brake Assist Not Available See Manual	Make sure that all doors, liftgate and hood are closed. Drive the vehicle on a straight road for a short period. If message remains, contact an authorized dealer.
Reverse Brake Assist Fault	Displays when a system error has occurred. Have your vehicle checked by an authorized dealer as soon as possible.
Reverse Brake Assist Off	Displays when reverse brake assist is off. Make sure the parking aids and cross traffic systems are on.

## Reverse Braking Assist (If Equipped)

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### Reverse Braking Assist – Frequently Asked Questions

**Note:** *If the frequently asked questions and answers that are shown in the following chart do not assist you in returning the system to available, contact an authorized dealer to have the system checked for proper operation.*

#### Why is the system off?

Make sure you switch the system on. See **Switching Reverse Braking Assist On and Off** (page 184).

#### Why is the system unavailable?

Make sure that the liftgate and all doors are closed.

#### Why is the system unavailable?

Make sure the cross traffic alert system is on. See **Cross Traffic Alert** (page 228).

#### Why is the system unavailable?

Make sure the rear parking aid system is on. See **Rear Parking Aid** (page 192).

#### Why is the system unavailable?

Make sure traction control is on. See **Using Traction Control** (page 187).

#### Why is the system unavailable?

The vehicle has sustained a rear end impact. Contact an authorized dealer to have the sensors checked for proper coverage and operation.

#### Why is the system unavailable?

An ABS, traction control or stability control event may have occurred. The system resumes operation when the event is complete.

#### Why is the system unavailable?

Make sure the rear view camera and 360 degree camera are not dirty or obstructed. If it is dirty, clean the camera. See **Rear View Camera** (page 200). See **360 Degree Camera** (page 203). If the message still appears after cleaning the camera, wait a short time and the message should clear. If the message does not clear, contact an authorized dealer.

#### Why is the system unavailable?

Make sure the sensors are not blocked or faulted. See **Cross Traffic Alert** (page 228). See **Rear Parking Aid** (page 192).

#### Why is the system unavailable?

You recently had your vehicle serviced, or the battery disconnected. Drive your vehicle a short distance to resume system operation.

#### Why does the system turn off when I connect a trailer?

The system does not function when you connect a trailer. Operation resumes when you disconnect the trailer.

# Traction Control

## PRINCIPLE OF OPERATION

The traction control system helps avoid drive wheel spin and loss of traction.

If your vehicle begins to slide, the system applies the brakes to individual wheels and, when needed, reduces engine power at the same time. If the wheels spin when accelerating on slippery or loose surfaces, the system reduces engine power in order to increase traction.

## USING TRACTION CONTROL



**WARNING:** The stability and traction control light illuminates steadily if the system detects a failure. Make sure you did not manually disable the traction control system using the information display controls or the switch. If the stability control and traction control light is still illuminating steadily, have the system serviced by an authorized dealer immediately. Operating your vehicle with the traction control disabled could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.

The system automatically turns on each time you switch the ignition on.

If your vehicle is stuck in mud or snow, switching traction control off may be beneficial as this allows the wheels to spin.

**Note:** When you switch traction control off, stability control remains fully active.

## Switching the System Off

When you switch the system off or on, a message appears in the information display showing system status.

You can switch the system off by either using the information display controls or the switch.

## Using the Information Display Controls

You can switch this feature off or on in the information display. See **General Information** (page 90).

## Using a Switch (If Equipped)

Use the traction control switch on the instrument panel to switch the system off or on.

## System Indicator Lights and Messages



The stability and traction control light:

- Temporarily illuminates on engine start-up.
- Flashes when a driving condition activates either of the systems.
- Illuminates if a problem occurs in either of the systems.



The stability and traction control off light temporarily illuminates on engine start-up and stays on when you switch the traction control system off.

# Stability Control

## PRINCIPLE OF OPERATION



**WARNING:** Vehicle modifications involving braking system, aftermarket roof racks, suspension, steering system, tire construction and wheel and tire size may change the handling characteristics of your vehicle and may adversely affect the performance of the electronic stability control system. In addition, installing any stereo loudspeakers may interfere with and adversely affect the electronic stability control system. Install any aftermarket stereo loudspeaker as far as possible from the front center console, the tunnel, and the front seats in order to minimize the risk of interfering with the electronic stability control sensors. Reducing the effectiveness of the electronic stability control system could lead to an increased risk of loss of vehicle control, vehicle rollover, personal injury and death.



**WARNING:** Remember that even advanced technology cannot defy the laws of physics. It's always possible to lose control of a vehicle due to inappropriate driver input for the conditions. Aggressive driving on any road condition can cause you to lose control of your vehicle increasing the risk of personal injury or property damage. Activation of the electronic stability control system is an indication that at least some of the tires have exceeded their ability to grip the road; this could reduce the operator's ability to control the vehicle potentially resulting in a loss of vehicle control, vehicle rollover, personal injury and death. If your electronic stability control system activates, SLOW DOWN.

The system automatically turns on each time you switch the ignition on.

If a driving condition activates either the stability control or the traction control system you may experience the following conditions:

- The stability and traction control light flashes.
- Your vehicle slows down.
- Reduced engine power.
- A vibration in the brake pedal.
- The brake pedal is stiffer than usual.
- If the driving condition is severe and your foot is not on the brake, the brake pedal may move as the systems applies higher brake forces.

The stability control system has several features built into it to help you maintain control of your vehicle:

### Electronic Stability Control

The system enhances your vehicle's ability to prevent skids or lateral slides by applying brakes to one or more of the wheels individually and, if necessary, reducing engine power.

### Roll Stability Control

The system enhances your vehicle's ability to prevent rollovers by detecting your vehicle's roll motion and the rate at which it changes by applying the brakes to one or more wheels individually.

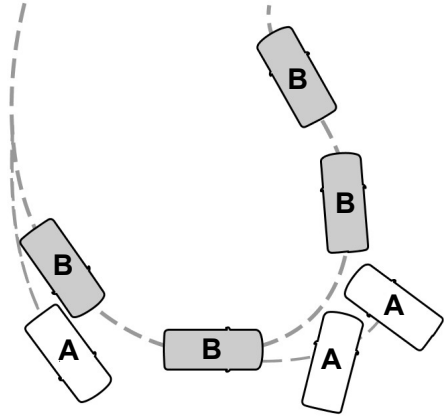
### Curve Control

The system enhances your vehicle's ability to follow the road when cornering severely or avoiding objects in the roadway. Curve Control operates by reducing engine power and, if necessary, applying brakes to one or more of the wheels individually.

# Stability Control

## Traction Control

The system enhances your vehicle's ability to maintain traction of the wheels by detecting and controlling wheel spin. See **Using Traction Control** (page 187).



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- A Vehicle without stability control skidding off its intended route.
- B Vehicle with stability control maintaining control on a slippery surface.

## USING STABILITY CONTROL

The system automatically turns on each time you switch the ignition on.

You cannot switch the stability control and roll stability control systems off, but when you shift into reverse (R), the systems deactivate.

You can switch the traction control system off or on. See **Using Traction Control** (page 187).

# Hill Descent Control

## WHAT IS HILL DESCENT CONTROL



**WARNING:** Hill descent control cannot control descent in all surface conditions and circumstances, such as ice or extremely steep grades. Hill descent control is a driver assist system and cannot substitute for good judgment by the driver. Failure to do so may result in loss of vehicle control, crash or serious injury.



**WARNING:** The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake and shift the transmission into park (P) for automatic transmission or first gear for manual transmission.

**Note:** *The system does not function below 5 km/h (3 mph).*

Hill descent control allows the driver to set and maintain vehicle speed while descending steep slopes in various surface conditions.

The system can maintain vehicle speeds on downhill slopes between 5–32 km/h (3–20 mph). Above 32 km/h (20 mph), the system remains on but the descent speed cannot be set or maintained.

The system requires a cool down interval after a period of sustained use. The amount of time that the system can remain active before cooling varies with conditions. The system provides a warning in the message center and a tone sounds when the system is about to disengage for cooling. At this time, manually apply the brakes as needed to maintain descent speed.

## SWITCHING HILL DESCENT CONTROL ON AND OFF



Press the button on the center console. A light illuminates in the control and a tone sounds when the system is active.

## SETTING THE HILL DESCENT SPEED



**WARNING:** The system does not replace the parking brake. When you leave your vehicle, always apply the parking brake and shift the transmission into park (P) for automatic transmission or first gear for manual transmission.



**WARNING:** The system does not control speed in low traction conditions or extremely steep slopes. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in personal injury.

To increase the descent speed, press the accelerator pedal until you reach the speed you prefer.

To decrease the descent speed, press the brake pedal until you reach the speed you prefer.

When you reach the speed you prefer, either by accelerating or decelerating, remove your feet from the pedals. The system maintains the chosen vehicle speed.



# Hill Descent Control

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## HILL DESCENT CONTROL INDICATOR



Illuminates when you switch hill descent control on.

# Parking Aids

## PRINCIPLE OF OPERATION



**WARNING:** To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.



**WARNING:** The system may not detect objects with surfaces that absorb reflection. Always drive with due care and attention. Failure to take care may result in a crash.



**WARNING:** Traffic control systems, inclement weather, air brakes, external motors and fans may affect the correct operation of the sensing system. This may cause reduced performance or false alerts.



**WARNING:** The system may not detect small or moving objects, particularly those close to the ground.

**Note:** If your vehicle has MyKey™, the sensing system cannot be switched off when a MyKey™ is present. See **Principle of Operation** (page 47).

**Note:** Keep the sensors 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.

**Note:** If your vehicle sustains damage to the bumper or fascia, leaving it misaligned or bent, the sensing zone may be altered causing inaccurate measurement of obstacles or false alerts.

**Note:** Certain add-on devices installed around the bumper or fascia may create false alerts. For example, large trailer hitches, bike or surfboard racks, license plate brackets, bumper covers or any other device that may block the normal detection zone of the system. Remove the add-on device to prevent false alerts.

**Note:** When you connect a trailer to your vehicle, the rear parking aid may detect the trailer and therefore provide an alert. Disable the rear parking aid when you connect a trailer to prevent the alert.

The sensing system warns the driver of obstacles within a certain range of your vehicle. The system turns on automatically whenever you switch the ignition on.

You can switch the system off through the touchscreen, information display or from the pop-up message that appears once you shift the transmission into reverse (R). If your vehicle has a parking aid button, you can switch the system off by pressing the button.

If a fault is present in the system, a warning message appears in the information display. See **Information Messages** (page 97).

## REAR PARKING AID



**WARNING:** The system may not detect objects with surfaces that absorb reflection. Always drive with due care and attention. Failure to take care may result in a crash.



**WARNING:** The system may not detect small or moving objects, particularly those close to the ground.

# Parking Aids



**WARNING:** To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.



**WARNING:** The parking aid system can only assist you to detect objects when your vehicle is moving at parking speeds. To help avoid personal injury you must take care when using the parking aid system.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

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

**Note:** Do not clean the sensors with sharp objects.

**Note:** If your vehicle sustains damage leaving the sensors misaligned, this may cause inaccurate measurements or false alerts.

**Note:** Some accessories, for example large trailer hitches or bike or surfboard racks can cause reduced performance or false alerts.

The sensors are on the rear bumper.

The sensors are active when the transmission is in reverse (R) and the vehicle speed is less than 5 km/h (3 mph). When the parking aid system sounds a tone, the audio system may reduce the set volume.

A warning tone sounds when your vehicle approaches an object. As your vehicle moves closer to an object, the rate of the tone increases. The warning tone continuously sounds when an object is 30 cm (12 in) or less from the center of the rear bumper.

**Note:** There is a decreased coverage area at the outer corners.



The sensor coverage area is up to 180 cm (70 in) from the rear bumper.

If the system detects a fault, a warning message appears in the information display.

The system detects large objects when you shift into reverse (R) and any of the following occur:

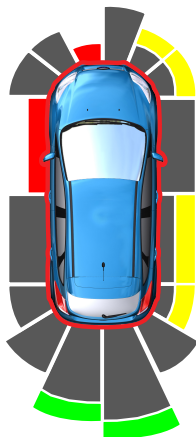
- Your vehicle is moving backward at low speed.
- Your vehicle is stationary but an object is approaching the rear of your vehicle at low speed.
- Your vehicle is moving backward at low speed and an object is moving toward your vehicle, for example another vehicle at low speed.

If your vehicle remains stationary for two seconds the audible warning turns off. If your vehicle moves backward the tone sounds again.

**Note:** If the detected object is 30 cm (12 in) or less from the rear bumper, the audible warning does not turn off.

# Parking Aids

## Object Distance Indicator (If Equipped)



The system provides object distance indication through the information display.

- As the distance to the object decreases, the indicator blocks illuminate and move toward the vehicle icon.
- If the system does not detect an object, the distance indicator blocks are gray.

When you shift into reverse (R), the system provides audible warnings and visual indication when your vehicle is moving and the detected object is moving toward your vehicle. When you stop your vehicle, the audible warnings stop after two seconds. Visual indication remains on when the transmission is in reverse (R).

## FRONT PARKING AID



**WARNING:** The system may not detect objects with surfaces that absorb reflection. Always drive with due care and attention. Failure to take care may result in a crash.



**WARNING:** The system may not detect small or moving objects, particularly those close to the ground.



**WARNING:** To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.



**WARNING:** The parking aid system can only assist you to detect objects when your vehicle is moving at parking speeds. To help avoid personal injury you must take care when using the parking aid system.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

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

**Note:** Do not clean the sensors with sharp objects.

**Note:** If your vehicle sustains damage leaving the sensors misaligned, this may cause inaccurate measurements or false alerts.

**Note:** Some accessories, for example large trailer hitches or bike or surfboard racks can cause reduced performance or false alerts.

The sensors are on the front bumper.

The sensors are active when the transmission is in any position other than park (P). When the parking aid system sounds a tone, the audio system may reduce the set volume.

# Parking Aids

A warning tone sounds when your vehicle approaches an object. As your vehicle moves closer to an object, the rate of the tone increases. The warning tone continuously sounds when an object is 30 cm (12 in) or less from the front bumper.

**Note:** *There is a decreased coverage area at the outer corners.*

The system turns off when the vehicle speed reaches 8 km/h (5 mph).



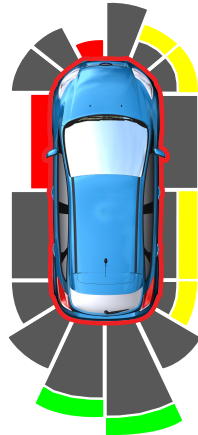
The sensor coverage area is up to 70 cm (28 in) from the center of the bumper.

If the transmission is in reverse (R), the system detects objects when your vehicle is moving at low speed or an object is moving toward your vehicle, for example another vehicle at low speed. When you stop your vehicle, the audible warning turns off after two seconds.

If the transmission is in any forward gear, the system provides audible warnings when your vehicle is moving and an object is within the detection area. When you stop your vehicle, the audible warning turns off after two seconds and the visual warning turns off after four seconds.

If the system detects a fault, a warning message appears in the information display.

## Object Distance Indicator (If Equipped)



The system provides object distance indication through the information display.

- As the distance to the object decreases, the indicator blocks illuminate and move toward the vehicle icon.
- If there is no object detected, the distance indicator blocks are gray.

When you shift into any forward gear, the system provides audible warnings and visual indication when your vehicle is moving at a speed of approximately 8 km/h (5 mph) or below and the system detects an object within the detection zone. When you stop your vehicle, the audible warnings stop after two seconds and visual indication stops after four seconds.

**Note:** *If the detected object is 30 cm (12 in) or less from your vehicle, visual indication remains on.*

# Parking Aids

When you shift into neutral (N), the system only provides visual indication if your vehicle is moving at a speed of approximately 8 km/h (5 mph) or below, for example, your vehicle is moving on a slope, and the system detects an object moving toward your vehicle. When you stop your vehicle, visual indication stops after four seconds.

## SIDE SENSING SYSTEM

**WARNING:** The system may not detect objects with surfaces that absorb reflection. Always drive with due care and attention. Failure to take care may result in a crash.

**WARNING:** The system may not detect small or moving objects, particularly those close to the ground.

**WARNING:** To help avoid personal injury, always use caution when in reverse (R) and when using the sensing system.

**WARNING:** The parking aid system can only assist you to detect objects when your vehicle is moving at parking speeds. To help avoid personal injury you must take care when using the parking aid system.

The system uses the front and rear outermost parking aid sensors to detect objects that are near to the sides of your vehicle. The system displays them on a virtual map in the information display as your vehicle moves past them.

The sensors are on the front and rear bumpers.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

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

**Note:** Do not clean the sensors with sharp objects.

**Note:** If your vehicle sustains damage leaving the sensors misaligned, this may cause inaccurate measurements or false alerts.

The system may not function if:

- You switch the ignition on, off and back on within a few seconds.
- Your vehicle remains stationary for over two minutes.
- The anti-lock brake system activates.
- The traction control system activates.

**Note:** If you switch traction control off, the side sensing system also turns off.

**Note:** Some accessories, for example large trailer hitches or bike or surfboard racks can cause reduced performance or false alerts.

To reinitialize the system, you may have to drive your vehicle approximately 3 m (10 ft).



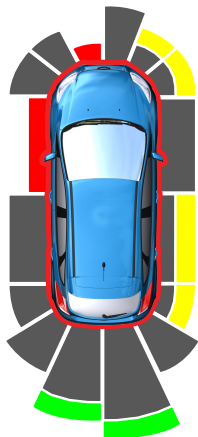
The sensor coverage area is up to 60 cm (24 in) from the side of your vehicle.

## Parking Aids

When the system detects an object within the coverage area and the driving path of your vehicle, an audible warning sounds. As your vehicle moves closer to the object, the rate of the tone increases.

**Note:** *The system does not detect an object that is moving toward the side of your vehicle, for example another vehicle moving at low speed, if it does not pass a front or rear sensor.*

### Object Distance Indicator (If Equipped)



The system provides object distance indication through the information display.

- As the distance to the object decreases, the indicator blocks illuminate and move toward the vehicle icon.
- If there is no object detected, the distance indicator blocks are gray.

When you shift into reverse (R), the system provides audible warnings and a visual indication when detected objects are within 60 cm (24 in) and are inside the driving path of your vehicle. When you stop your vehicle, the audible warnings turn off after two seconds.

When you shift into any forward gear, the system provides audible warnings and a visual indication when your vehicle is moving at a speed of approximately 8 km/h (5 mph) or below and the system detects an object within the detection zone. When you stop your vehicle, the audible warnings turn off after two seconds and the visual indication turns off after four seconds.

When you shift into neutral (N), the system only provides a visual indication if your vehicle is moving at a speed of approximately 8 km/h (5 mph) or below. For example, your vehicle is moving on a slope, and the system detects an object moving toward your vehicle. When you stop your vehicle, the visual indication turns off after four seconds.

If the system is not available, the side distance indicator blocks do not display.

### ACTIVE PARK ASSIST (IF EQUIPPED)



**WARNING:** You must remain in your vehicle when the system turns on. At all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.

# Parking Aids



**WARNING:** The sensors may not detect objects in heavy rain or other conditions that cause interference.



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

The system assists parking into and out of parking spaces. It uses sensors to detect parking spaces. The system then steers, accelerates, brakes and shifts gear as required to maneuver into or out of a parking space.

## Using Active Park Assist



The parking button is near the transmission selector on the center console.

Press the parking button to bring up full screen notifications. 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.

## Driving into a Parking Space

**Note:** When parking perpendicularly, the system backs your vehicle into parking spaces.

1. Press the active park assist button.

**Note:** The system does not recognize parking space lines and centers your vehicle between objects.

**Note:** The system detects other vehicles and curbs to find a parking space.

**Note:** The system searches for parallel parking spaces on the passenger side. Press the active park assist button again to make the system search for perpendicular spaces.

2. Use the direction indicator lever to search for a parking space on the driver or passenger side of your vehicle.
3. Drive your vehicle approximately 1 m (3 ft) away from and parallel to the other parked vehicles when searching for a parking space.

**Note:** A tone sounds and a message appears in the information display when active park assist finds a suitable parking space.

4. Press and hold the brake pedal.
5. Release the steering wheel and shift into neutral (N).
6. Press and hold the active park assist button.
7. Release the brake pedal to allow the vehicle to park.

**Note:** When parallel parking between objects, the system parks closer to the object in front of your vehicle to allow easier access to your luggage compartment.

**Note:** When perpendicular parking, the system aligns the front end of your vehicle with the object next to it.

**Note:** When perpendicular parking, if the system detects only one object, it allows enough distance to open the door on either side.

**Note:** You can slow down your vehicle at any time by pressing the brake pedal.

**Note:** When parking is complete the vehicle shifts into park (P).

## Leaving a Parking Space

The system assists leaving only parallel parking spaces.

1. Press the active park assist button.



# Parking Aids

2. Use the direction indicator lever to choose the direction to leave.
3. Press and hold the brake pedal.
4. Release the steering wheel and shift into neutral (N).
5. Release the parking brake.
6. Press and hold the active park assist button.
7. Release the brake pedal to allow the vehicle to move.

**Note:** *You can slow down your vehicle at any time by pressing the brake pedal.*

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

## Active Park Assist Troubleshooting

Symptom	Possible Cause
The system does not correctly operate.	The system is unable to detect a vehicle, curb or object to park next to, or in-between. This could occur because of sensors not operating correctly, not enough room for your vehicle, or the traction control is off.
The system does not search for a parking space.	You may have switched traction control off.
	The transmission is in reverse (R). Your vehicle must be moving forward to be able to detect a parking space.
The system does not offer a parking space.	There could be blockage on the sensors. For example, snow, ice or large accumulations of dirt. Blocked sensors can affect how the system functions.
	The sensors in the front or rear bumper could be damaged.
	There is not enough room in the parking space for your vehicle to safely park.
	There is not enough space for the parking maneuver on the opposite side of the parking space.
	The parking space is more than 1.5 m (5 ft) or less than 0.5 m (2 ft) away.

## Canceling Active Park Assist

To cancel parking assistance at any time, shift out of neutral (N).

**Note:** *If you turn the steering wheel or open the driver door the parking assistance also cancels.*

## Pausing Active Park Assist

To pause parking assistance at any time, release the active park assist button.

The vehicle stops moving until you press and hold the active park assist button again.

**Note:** *If you open the passenger or rear doors the parking assistance also pauses.*

## Parking Aids

Symptom	Possible Cause
	The vehicle speed is greater than 35 km/h (22 mph) for parallel parking or greater than 30 km/h (19 mph) for perpendicular parking.
	You recently disconnected or replaced the battery. After you reconnect the battery you must drive your vehicle on a straight road for a short period of time.
The system does not correctly position your vehicle in a parking space.	An irregular curb along the parking space prevents the system from correctly aligning your vehicle.
	Vehicles or objects bordering the space may not be correctly parked.
	Your vehicle stopped too far past the parking space.
	The tires may not be correctly installed or maintained. For example, not inflated correctly, improper size, or of different sizes.
	A repair or alteration changes the detection capabilities.
	A parked vehicle has a high attachment. For example, a salt sprayer, snowplow or moving truck bed.
	The parking space length or position of parked objects changes after your vehicle passes the space.
	You are using a spare tire or a tire more significantly worn than the other tires.
	The temperature around your vehicle quickly changes. For example, driving from a heated garage into cold outside temperature, or after leaving a car wash.

## REAR VIEW CAMERA



**WARNING:** The rear view camera system is a reverse aid supplement device that still requires the driver to use it in conjunction with the interior and exterior mirrors for maximum coverage.



**WARNING:** Objects that are close to either corner of the bumper or under the bumper, might not be seen on the screen due to the limited coverage of the camera system.



**WARNING:** Reverse your vehicle slowly. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

# Parking Aids



**WARNING:** Use caution when the rear cargo door is ajar. If the rear cargo door is ajar, the camera will be out of position and the video image may be incorrect. All guidelines disappear when the rear cargo door is ajar. Failure to follow this instruction could result in personal injury.



**WARNING:** Use caution when turning camera features on or off when the transmission is not in park (P). Make sure your vehicle is not moving.

**Note:** Some vehicles may not come equipped with guidelines.

The rear view camera system provides a video image of the area behind your vehicle.

During operation, lines appear in the display which represent your vehicle's path and proximity to objects behind your vehicle.



E253742

The camera is located on the luggage compartment door.

## Using the Rear View Camera System

The rear view camera system displays what is behind your vehicle when you place the transmission in reverse (R).

**Note:** The reverse sensing system is not effective at speeds above 5 km/h (3 mph) and may not detect certain angular or moving objects.

The system uses three types of guides to help you see what is behind your vehicle:

- Active guidelines (if equipped): Show the intended path of your vehicle when reversing.
- Fixed guidelines: Show the actual path your vehicle is moving in while reversing in a straight line. This can be helpful when backing into a parking space or aligning your vehicle with another object behind you.
- Centerline: Helps align the center of your vehicle with an object (for example, a trailer).

**Note:** If the transmission is in reverse (R) and the luggage compartment door or liftgate is open, no rear view camera features will display.

**Note:** When towing, the camera only sees what you are towing. This might not provide adequate coverage as it usually provides in normal operation and some objects might not be seen. In some vehicles, the guidelines may disappear when you connect the trailer tow connector.

The camera may not operate correctly under the following conditions:

- Nighttime or dark areas if one or both reverse lamps are not operating.
- Mud, water or debris obstructs the camera's view. Clean the lens with a soft, lint-free cloth and non-abrasive cleaner. You can also use the rear washer to clean the camera. See **Rear Window Wiper and Washers** (page 67).
- The rear of your vehicle is hit or damaged, causing the camera to become misaligned.

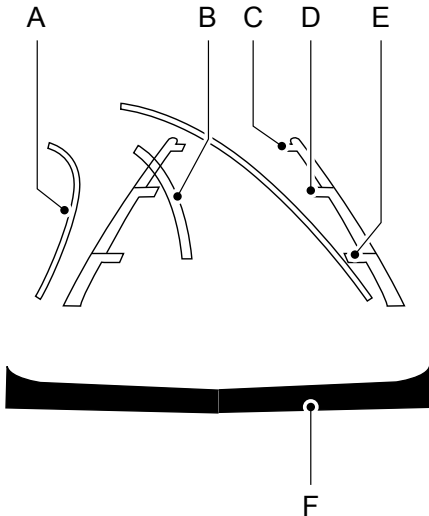
# Parking Aids

## Camera System Settings

The rear view camera system settings can be accessed through the touchscreen. See **Settings** (page 348).

## Camera Guidelines

**Note:** Active guidelines are only available when the transmission is in reverse (R).



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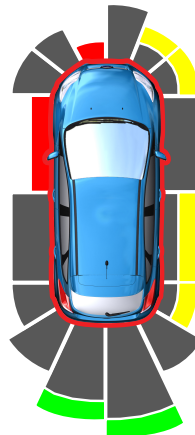
- A Active guidelines (If equipped)
- B Centerline
- C Fixed guideline: Green zone
- D Fixed guideline: Yellow zone
- E Fixed guideline: Red zone
- F Rear bumper

Active guidelines are only shown with fixed guidelines. To use active guidelines, turn the steering wheel to point the guidelines toward an intended path. If you change the steering wheel position while reversing, your vehicle might deviate from the original intended path.

The fixed and active guidelines fade in and out depending on the steering wheel position. The active guidelines do not display when the steering wheel position is straight.

Always use caution while reversing. Objects in the red zone are closest to your vehicle and objects in the green zone are farther away. Objects are getting closer to your vehicle as they move from the green zone to the yellow or red zones. Use the side view mirrors and rear view mirror to get better coverage on both sides and rear of the vehicle.

## Obstacle Distance Indicator (If Equipped)



# Parking Aids

The system will provide an image of your vehicle and the sensor zones. The zones will highlight green, yellow and red when the parking aid sensors detect an object in the coverage area.

## Manual Zoom



**WARNING:** When manual zoom is on, the full area behind your vehicle may not show. Be aware of your surroundings when using the manual zoom feature.

**Note:** *Manual zoom is only available when the transmission is in reverse (R).*

**Note:** *When you enable manual zoom, only the centerline is shown.*

Selectable settings for this feature are Zoom in (+) and Zoom out (-). Press the symbol in the camera screen to change the view. The default setting is Zoom OFF.

This allows you to get a closer view of an object behind your vehicle. The zoomed image keeps the bumper in the image to provide a reference. The zoom is only active while the transmission is in reverse (R).

## Rear Camera Delay

Selectable settings for this feature are ON and OFF.

The default setting for the rear camera delay is OFF.

When shifting the transmission out of reverse (R) and into any gear other than park (P), the camera image remains in the display until:

- Your vehicle speed reaches approximately 8 km/h (5 mph).
- You shift your vehicle into park (P).

## 360 DEGREE CAMERA



**WARNING:** The 360 degree camera system still requires the driver to use it in conjunction with looking out of the windows, and checking the interior and exterior mirrors for maximum coverage.



**WARNING:** Objects that are close to either corner of the bumper or under the bumper, might not be seen on the screen due to the limited coverage of the camera system.



**WARNING:** Use caution when turning camera features on or off when the transmission is not in park (P). Make sure your vehicle is not moving.



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

**Note:** *Use caution using the 360 view when any of the doors are ajar. If a door is ajar, the camera becomes out of position and the video image could be incorrect.*

The 360 degree camera system consists of front, side and rear cameras. The system:

- Allows you to see what is directly in front or behind your vehicle.
- Provides cross traffic view in front and behind your vehicle.

# Parking Aids

- Allows you to see a top-down view of the area outside your vehicle, including the blind spots.
- Provides you with visibility around your vehicle in parking maneuvers such as:
  - Centering in a parking space.
  - Obstacles near the vehicle.
  - Parallel parking.



The front camera enable button is near the display screen and turns on the front camera when your vehicle is not in reverse (R).

## Using the System

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

The front and rear cameras have multiple screens which consist of 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.



Press to access the different camera views.



**Normal + 360 view:** Contains the normal camera view next to a 360 degree camera view.



**Normal view:** Provides an image of what is directly in front of or behind your vehicle.

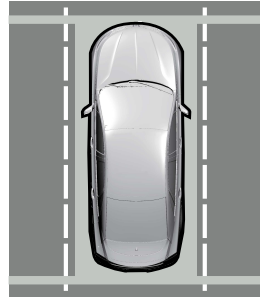


**Split view:** Provides an extended view of what is in front or behind your vehicle.



Zooms in on the image.

## Keep Out Zone



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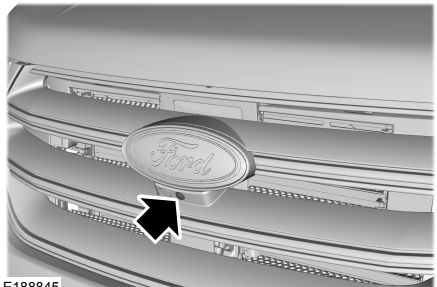
The yellow dotted lines running parallel to your vehicle represent the keep out zone.

## Front Camera



**WARNING:** The front camera system still requires the driver to use it in conjunction with looking out of your vehicle.

**Note:** The system turns off the front video image when your vehicle is in motion at low speeds, except when in reverse (R).



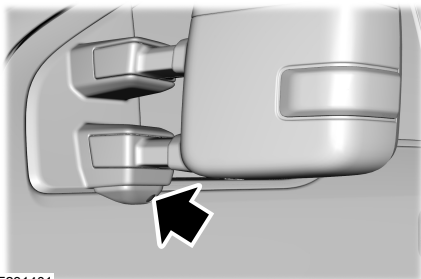
E188845

## Parking Aids

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The front video camera is on the grille and provides a video image of the area in front of your vehicle. To use the front video camera system, place the transmission in any gear except reverse (R). An image displays once you press the front camera enable button. The image on the screen may vary according to your vehicle's orientation or road condition.

### Side Camera



E231401

The side view camera, in the outside mirror, provides a video image of the area on the sides of your vehicle as part of the front 360 + normal view and rear 360 + normal view. It aids you while parking your vehicle either forward or backward.

# Adaptive Cruise Control

## HOW DOES ADAPTIVE CRUISE CONTROL WITH STOP AND GO WORK

Adaptive cruise control with stop and go uses radar and camera sensors to adjust the speed of your vehicle to maintain a set gap from the vehicle in front of you in the same lane while following it to a complete stop. You can also engage the system to follow a vehicle in front of you and adjust set speed while stopped.

## WHAT IS ADAPTIVE CRUISE CONTROL WITH LANE CENTERING

Adaptive cruise control with lane centering uses radar and camera sensors to help keep your vehicle in the lane by applying continuous assistance steering torque input toward the lane center on highways.

**Note:** *The adaptive cruise control gap setting operates normally.*

## WHAT IS INTELLIGENT ADAPTIVE CRUISE CONTROL

Intelligent adaptive cruise control combines speed sign recognition with adaptive cruise control to adjust the cruise set speed to the speed limit detected by the speed sign recognition system. For example, if the speed sign recognition system detects a 80 km/h (50 mph) speed limit, the cruise set speed is updated to 80 km/h (50 mph).

**Note:** *The adaptive cruise control gap setting operates normally.*

## ADAPTIVE CRUISE CONTROL PRECAUTIONS - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH LANE CENTERING

Adaptive cruise control precautions apply to lane centering unless stated otherwise or contradicted by a lane centering precaution. See **Adaptive Cruise Control Precautions** (page 206).



**WARNING:** Do not use the system when towing a trailer. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use the system if any changes or modifications to the steering wheel have been made. Any changes or modifications to the steering wheel could affect the functionality or performance of the system. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.

## ADAPTIVE CRUISE CONTROL PRECAUTIONS - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH STOP AND GO



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



# Adaptive Cruise Control



**WARNING:** Pay close attention to changing road conditions such as entering or leaving a highway, on roads with intersections or roundabouts, roads without visible lanes of travel, roads that are winding, slippery, unpaved, or steep slopes.



**WARNING:** The system does not control speed in low traction conditions or extremely steep slopes. The system is designed to be an aid and does not relieve you of your responsibility to drive with due care and attention. Failure to follow this instruction could result in personal injury.



**WARNING:** The system is not a crash warning or avoidance system.



**WARNING:** Do not use the system when towing a trailer that has aftermarket electronic trailer brake controls. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use tire sizes other than those recommended because this can affect the normal operation of the system. Failure to do so may result in a loss of vehicle control, which could result in serious injury.



**WARNING:** Do not use the system with a snow plow blade installed.



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

## When Following a Vehicle



**WARNING:** When following a vehicle that is braking, your vehicle does not always decelerate quickly enough to avoid a crash without driver intervention. Apply the brakes when necessary. Failure to follow this instruction could result in personal injury or death.

## Hilly Condition Usage

You should select a lower gear when the system is active in situations such as prolonged downhill driving on steep grades, for example in mountainous areas. The system needs additional engine braking in these situations to reduce the load on the vehicle's regular brake system to prevent it from overheating.

**Note:** *An audible alarm sounds and the system shuts down if it applies brakes for an extended period of time. This allows the brakes to cool. The system functions normally again after the brakes cool.*

## ADAPTIVE CRUISE CONTROL LIMITATIONS - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH LANE CENTERING

Adaptive cruise control limitations apply to lane centering unless stated otherwise or contradicted by a lane centering limitation. See **Adaptive Cruise Control Limitations** (page 208).

The system may not correctly operate in any of the following conditions:

- Your vehicle is not centered in the lane.
- The lane is too narrow or wide.

# Adaptive Cruise Control

- The system does not detect at least one lane marking or when lanes merge or split.
- You switch the direction indicator on.
- Limited steering torque input is applied.
- Areas under construction or new infrastructure.
- When modifications to the steering system have been made.
- When using a spare tire.

**Note:** *The driving assistance torque is limited and may not be sufficient for all driving situations such as driving through tight curves or driving through curves at high speeds.*

**Note:** *In exceptional conditions, the system may deviate from the center line.*

## ADAPTIVE CRUISE CONTROL LIMITATIONS - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH STOP AND GO

### Sensor Limitations

**WARNING:** On rare occasions, detection issues can occur due to the road infrastructures, for example bridges, tunnels and safety barriers. In these cases, the system may brake late or unexpectedly. At all times, you are responsible for controlling your vehicle, supervising the system and intervening, if required.

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

**WARNING:** Large contrasts in outside lighting can limit sensor performance.

**WARNING:** The system only warns of vehicles detected by the radar sensor. In some cases there may be no warning or a delayed warning. Apply the brakes when necessary. Failure to follow this instruction could result in personal injury or death.

**WARNING:** The system may not detect stationary or slow moving vehicles below 10 km/h (6 mph).

**WARNING:** The system does not detect pedestrians or objects in the road.

**WARNING:** The system does not detect oncoming vehicles in the same lane.

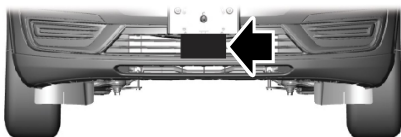
**WARNING:** The system may not operate properly if the sensor is blocked. Keep the windshield free from obstruction.

**WARNING:** The sensor may incorrectly track lane markings as other structures or objects. This can result in a false or missed warning.



The camera is mounted on the windshield behind the interior mirror.

# Adaptive Cruise Control



The radar sensor is in the lower grille.

**Note:** You cannot see the sensor. It is behind a fascia panel.

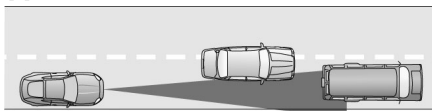
**Note:** Keep the front of your vehicle free of dirt, metal badges or objects. Vehicle front protectors, aftermarket lights, additional paint or plastic coatings could also degrade sensor performance.

A message displays if something obstructs the camera or the sensor. When something blocks the sensor, the system cannot detect a vehicle ahead and does not function. See **Adaptive Cruise Control – Information Messages** (page 215).

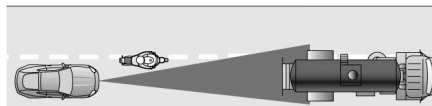
The radar sensor has a limited field of view. It may not detect vehicles at all or detect a vehicle later than expected in some situations. The lead vehicle image does not illuminate if the system does not detect a vehicle in front of you.

## Detection issues can occur:

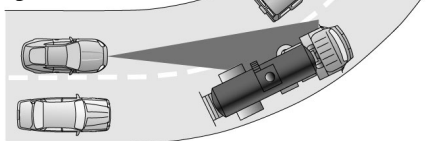
A



B



C



- A When driving on a different line than the vehicle in front.
- B With vehicles that edge into your lane. The system can only detect these vehicles once they move fully into your lane.
- C There may be issues with the detection of vehicles in front when driving into and coming out of a bend or curve in the road.

In these cases, the system may brake late or unexpectedly.

If something hits the front end of your vehicle or damage occurs, the radar-sensing zone may change. This could cause missed or false vehicle detection.

# Adaptive Cruise Control

Optimal system performance requires a clear view of the road by the windshield-mounted camera.

Optimal performance may not occur if:

- The camera is blocked.
- There is poor visibility or lighting conditions.
- There are bad weather conditions.

## SWITCHING ADAPTIVE CRUISE CONTROL ON AND OFF

The cruise controls are on the steering wheel. See **Cruise Control** (page 63).

### Switching Adaptive Cruise Control On



Press the button to set the system in standby mode.

The indicator, current gap setting and set speed appear in the information display.

### Switching Adaptive Cruise Control Off



Press the button when the system is in standby mode, or switch the ignition off.

**Note:** You erase the set speed when you switch the system off.

### Automatic Cancellation or Deactivation

The system may cancel if:

- The tires lose traction.
- You apply the parking brake.

The system may cancel and set the parking brake if:

- You unbuckle the seatbelt and open the driver door after you stop your vehicle.
- Your vehicle is at a stop continuously for more than three minutes.

The system may deactivate or prevent activating when requested if:

- The vehicle has a blocked sensor.
- The brake temperature is too high.
- There is a failure in the system or a related system.

## SETTING THE ADAPTIVE CRUISE CONTROL SPEED

Drive to the speed you prefer.



Press the toggle button upward or downward to set the current speed.



Take your foot off the accelerator pedal.

The indicator, current gap setting and set speed appear in the information display.



A vehicle image illuminates if there is a vehicle detected in front of you.

**Note:** When adaptive cruise control is active, the speedometer may vary slightly from the set speed displayed in the information display.

# Adaptive Cruise Control

## Setting the Adaptive Cruise Speed from a Complete Stop

SET+

Press the toggle button upward or downward while keeping the brake pedal fully pressed.

SET-

The set speed adjusts to 30 km/h (20 mph).

The indicator, current gap setting and set speed appear in the information display.

## Manually Changing the Set Speed

SET+

Press and release the toggle button upward to increase the set speed in small increments.

Press and hold the toggle button upward to increase the set speed in large increments. Release the button when you reach the speed you prefer.

SET-

Press and release the toggle button downward to decrease the set speed in small increments.

Press and hold the toggle button downward to decrease the set speed in large increments. Release the button when you reach the speed you prefer.

You can also press the accelerator or brake pedal until you reach the speed you prefer. Press the toggle button upward or downward to select the current speed as the set speed.

The system may apply the brakes to slow the vehicle to the new set speed. The set speed continuously displays in the information display when the system is active.

## SETTING THE ADAPTIVE CRUISE CONTROL GAP



Press the button to cycle through the four gap settings.



The selected gap appears in the instrument cluster display as shown by the bars in the image.

**Note:** The gap setting is time dependent and therefore, the distance adjusts with your vehicle speed.

**Note:** It is your responsibility to select a gap appropriate to the driving conditions.

## Adaptive Cruise Control Gap Settings

Graphic Display, Bars Indicated Between Vehicles	Gap Distance	Dynamic Behavior
1	Closest.	Sport.
2	Close.	Normal.
3	Medium.	Normal.
4	Far.	Comfort.

Each time you switch the system on, it selects the last chosen gap setting.

# Adaptive Cruise Control

## Following a Vehicle

When a vehicle ahead of you enters the same lane or a slower vehicle is ahead in the same lane, the vehicle speed adjusts to maintain the gap setting.

**Note:** When you are following a vehicle and you switch on a turn signal lamp, adaptive cruise control may provide a small, temporary acceleration to help you pass.

Your vehicle maintains a consistent gap from the vehicle ahead until:

- The vehicle in front of you accelerates to a speed above the set speed.
- The vehicle in front of you moves out of the lane you are in.
- You set a new gap distance.

The system applies the brakes to slow down your vehicle to maintain a safe gap distance from the vehicle in front of you. The system only applies limited braking. You can override the system by applying the brakes.

**Note:** The brakes may emit noise when applied by the system.

If the system determines that its maximum braking level is not sufficient, an audible warning sounds, a message appears in the instrument cluster display and an indicator flashes when the system continues to brake. Take immediate action.

## CANCELING THE SET SPEED



Press the button or tap the brake pedal.

The set speed does not erase.

## RESUMING THE SET SPEED



Press the button.

Your vehicle speed returns to the previously set speed and gap setting. The set speed displays continuously in the information display when the system is active.

**Note:** Only use resume if you are aware of the set speed and intend to return to it.

## Resuming the Set Speed from a Complete Stop

If your vehicle follows a vehicle to a complete stop and remains stationary for less than three seconds, your vehicle accelerates from a stationary position to follow the vehicle ahead.



If your vehicle follows a vehicle to a complete stop and remains stationary for more than three seconds, press and release the button or press the accelerator pedal to follow the vehicle ahead.

## OVERRIDING THE SET SPEED



**WARNING:** If you override the system by pressing the accelerator pedal, it does not automatically apply the brakes to maintain a gap from any vehicle ahead.

When you press the accelerator pedal, you override the set speed and gap distance.

Use the accelerator pedal to intentionally exceed the set speed limit.

When you override the system, the green indicator illuminates and the vehicle icon does not appear in the instrument cluster display.

The system resumes operation when you release the accelerator pedal. The vehicle speed decreases to the set speed, or a lower speed if following a slower vehicle.

# Adaptive Cruise Control

## ADAPTIVE CRUISE CONTROL INDICATORS - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH LANE CENTERING



Illuminates when you switch lane centering on. The color of the indicator changes to indicate the system status.

Gray indicates the system is on but inactive.

Green indicates the system is active and applying assistance steering torque input to keep your vehicle in the center of the lane.

Amber with an audible tone and then gray indicates a system auto-cancellation.

## ADAPTIVE CRUISE CONTROL INDICATORS - VEHICLES WITH: ADAPTIVE CRUISE CONTROL WITH STOP AND GO



Illuminates when you switch adaptive cruise control on. The color of the indicator changes to indicate the system status.

White indicates the system is on but inactive.

Green indicates that you set the speed and the system is active.

## SWITCHING FROM ADAPTIVE CRUISE CONTROL TO CRUISE CONTROL



**WARNING:** Normal cruise control will not brake when your vehicle is approaching slower vehicles. Always be aware of which mode you have selected and apply the brakes when necessary.

Use the touchscreen to select the following:

1. Select **Settings**.
2. Select **Driver Assist**.
3. Select **Cruise Control**.
4. Select **Normal**.



The cruise control indicator replaces the adaptive cruise control indicator if you select normal cruise control. The gap setting does not display, and the system does not respond to lead vehicles. Automatic braking remains active to maintain set speed. The system remembers the last setting when you start your vehicle.

## SWITCHING LANE CENTERING ON AND OFF

The cruise controls are on the steering wheel. See **Cruise Control** (page 63).



Press the button.

The indicator appears in the information display. When the system is on, the color of the indicator changes to indicate the system status. See **Adaptive Cruise Control Indicators** (page 213).

**Note:** *Adaptive cruise control must be on before you can switch lane centering on.*

# Adaptive Cruise Control

## Activating Lane Centering

The system only activates when all of the following occur:

- You have adaptive cruise control with stop-and-go on.
- Your hands are on the steering wheel.
- The system detects both lane markings.

**Note:** *If it does not detect valid lane markings, the system stays inactive until valid markings are available.*

You can override the system at any time by steering your vehicle.

## System Alerts and Automatic Cancellation

You must keep your hands on the steering wheel at all times.

When the system is active and detects no steering activity for a certain period of time, the system alerts you to put your hands on the steering wheel. If you do not react to the warnings the system cancels and slows your vehicle down to idle speeds while maintaining steering control.

The system also alerts you if your vehicle crosses lane markings without detected steering activity.

**Note:** *The system may detect a light grip or touch on the steering wheel as hands-off driving.*

When an external condition cancels the system, for example, no lane markings available, a tone sounds and a message appears in the information display.

RES

If your vehicle starts to slow down, you must provide steering input to the wheel and press and release the button to regain full system performance.

Automatic cancellation can also occur if:

- The lane becomes too wide or too narrow.
- The system cannot detect valid lane markings.
- Lane markings are crossed.

**Note:** *The system disables until the next key cycle if your vehicle slows down due to driver inactivity twice within a key cycle.*

## SWITCHING INTELLIGENT MODE ON AND OFF



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

Use the touchscreen to select the following:

1. Select **Settings**. See **Settings** (page 348).
2. Select **Driver Assist.**
3. Select **Cruise Control**.

## Changing the Set Speed with Intelligent Adaptive Cruise Control

When intelligent mode is on, the system adjusts the set speed to the speed limit detected by the camera and the speed limit information provided by the navigation system.

**Note:** *The set speed adjusts when the system detects a different maximum speed limit.*



# Adaptive Cruise Control

**Note:** The speed limit information provided by the navigation map data may be inaccurate or out of date. See **Navigation** (page 338).

**Note:** The system alerts you if the set speed increases beyond the speed limit. See **Adaptive Cruise Control Indicators** (page 213).

If the system does not detect a speed limit, the vehicle speed remains at the current set speed.

You can override the set speed at any time. You may need to override or cancel the system in certain situations such as inclement weather or if an incorrect speed is set.

**Note:** The system may not detect and read speed limit signs with conditional information, for example, when a sign is flashing, during specific time ranges, or when children are present.

**Note:** Under certain conditions, the system may not adjust the vehicle speed until after your vehicle passes the speed limit sign.

## ADJUSTING THE SET SPEED TOLERANCE

You can set a permanent speed tolerance that is above or below the detected speed limit.

Use the touchscreen to select the following:

1. Select **Settings**. See **Settings** (page 348).
2. Select **Driver Assist**.
3. Select **Cruise Control**.
4. Select **Tolerance**.
5. Use **+** and **-** to set the tolerance.

**Note:** You cannot set the tolerance more than 30 km/h (20 mph) above or below the recognized speed.

## ADAPTIVE CRUISE CONTROL – TROUBLESHOOTING

### Adaptive Cruise Control – Information Messages - Vehicles With: Adaptive Cruise Control With Lane Centering

**Note:** Depending on your vehicle options and instrument cluster type, not all messages display or are available.

**Note:** The system could abbreviate or shorten certain messages depending upon which cluster type you have.

Message	Action
Keep Hands on Steering Wheel	Make sure you return your hands to the steering wheel and provide steering input.
Lane Centering Assist Not Available	Lane centering assist conditions exist preventing the system from being available.
Resume Control	The system is going to cancel and you must take control.
Press Accelerator Pedal to Resume	Press the accelerator and follow the prompts.

# Adaptive Cruise Control

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## Adaptive Cruise Control – Information Messages - Vehicles With: Intelligent Adaptive Cruise Control

**Note:** Depending on your vehicle options and instrument cluster type, not all messages display or are available.

**Note:** Certain messages may be abbreviated or shortened depending upon which cluster type you have.

Message	Action
Intelligent Cruise Control Speed Sign Recognition Not Available	Conditions exist preventing the system from being available.

# Driving Aids

## SPEED LIMITER

### Principle of Operation



**WARNING:** When you are going downhill, your vehicle speed may increase above the set speed. The system will not apply the brakes but a warning displays. Failure to follow this warning could result in serious personal injury or death.

The system allows you to set a speed, to which your vehicle then becomes limited. The set speed will become the effective maximum speed of your vehicle, but with the option to temporarily exceed this limit if required.

### Using the Intelligent Speed Limiter



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

**Note:** When driving between countries that use different units of measure (miles per hour or kilometers per hour), there may be a delay before the system changes between speed limit units. During this time, the display screen for the speed limiter may differ from the actual posted speed limit. For best performance, make sure that the navigation SD card is in the navigation media port.

You can change the speed limiter mode between manual and intelligent through the touchscreen. See **Settings** (page 348).

You can select a permanent set speed tolerance that is in addition to the detected speed limit through the tolerance menu in the touchscreen. See **Settings** (page 348).

If your vehicle has a traffic sign recognition system, you can automatically limit your vehicle speed to the speed detected by the system.

### Switching the System On and Off



Press the button to set the limiter in standby mode. The information display prompts you to set a speed. If your vehicle has a traffic sign recognition system, you can choose to show the speed the system detects. The intelligent speed limit does not limit vehicle speed in standby mode. The symbol and set speed indication appears grey in standby mode. Press the button again to switch the system off.

### Setting the Speed Limit



Press with the limiter in standby mode to set the limiter to the detected speed limit. Speed limitation activates and the symbol appears green.



Press with the limiter in standby mode to set the limiter to the current vehicle speed. Speed limitation activates and the symbol appears green.



Press and release to increase the set speed in small increments.



Press and release to decrease the set speed in small increments.



Press to cancel the limiter and place it in standby mode. The symbol in the information display appears grey.

## RES+

Press to resume the limiter. The symbol in the information display appears green.

The speed limit automatically changes to the speed the traffic sign recognition system detects. The limiter does not react to speed limits shown with a supplementary sign. If there is no speed limit information available, the limit switches to standby mode.

## Intentionally Exceeding the Set Speed Limit

Firmly depress the accelerator pedal to temporarily turn the system off. The system reactivates once your vehicle speed drops below the set speed.

## System Warnings

If the set speed is at a lower value than your current vehicle speed, the set speed indicator in the information display flashes and an audible warning tone sounds if you are continuously exceeding the set speed.

If you accidentally exceed the set speed, the set speed indicator in the information display flashes and an audible warning tone sounds.

If you intentionally exceed the set speed, only the set speed indicator in the information display flashes.

If the traffic sign recognition system detects a speed limit outside the operational speed range, a single warning tone sounds and the system switches to standby mode.

## DRIVER ALERT

### PRINCIPLE OF OPERATION



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



**WARNING:** The system may not function if the sensor is blocked.



**WARNING:** Take regular rest breaks if you feel tired. Do not wait for the system to warn you.



**WARNING:** Certain driving styles may result in the system warning you even if you are not feeling tired.



**WARNING:** In cold and severe weather conditions the system may not function. Rain, snow and spray can all limit sensor performance.



**WARNING:** The system will not operate if the sensor cannot track the road lane markings.



**WARNING:** If damage occurs in the immediate area surrounding the sensor, have your vehicle checked as soon as possible.



**WARNING:** The system may not correctly operate if your vehicle is fitted with a suspension kit not approved by us.

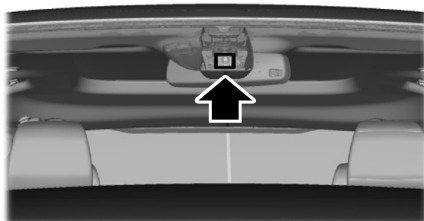
**Note:** Keep the windshield free from obstructions. For example, bird droppings, insects and snow or ice.

# Driving Aids

**Note:** If the camera is blocked or if the windshield is damaged, the system may not function.

**Note:** The system remembers the on or off setting in the information display menu through ignition cycles.

**Note:** If enabled in the menu, the system activates at speeds above 64 km/h (40 mph). When below the activation speed, the information display informs the driver that the system is unavailable.



E249505

The system automatically monitors your driving behavior using various inputs including the front camera sensor.

If the system detects that your driving alertness is reduced below a certain threshold, the system alerts you using a chime and a message in the cluster display.

## USING DRIVER ALERT

### Switching the System On and Off

Switch the system on or off using the touchscreen. See **Settings** (page 348).

When active, the system monitors your alertness level based upon your driving behavior in relation to the lane markings, and other factors.

### System Warnings

**Note:** The system does not issue warnings below approximately 64 km/h (40 mph).

**Note:** If you receive a warning you should consider resting, even if the current assessment is within the typical range.

The warning system has two stages. At first, the system issues a temporary warning that you need to take a rest. This message only appears for a short time. If the system detects further reduction in driving alertness, it may issue another warning that remains in the information display for a longer time. You can press OK on the steering wheel control to clear the warning.

### Resetting the System

You can reset the system by either:

- Switching the ignition off and on.
- Stopping the vehicle and then opening and closing the driver's door.

## LANE KEEPING SYSTEM



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



**WARNING:** Always drive with due care and attention when using and operating the controls and features on your vehicle.



**WARNING:** In cold and severe weather conditions the system may not function. Rain, snow and spray can all limit sensor performance.



**WARNING:** Large contrasts in outside lighting can limit sensor performance.

## Driving Aids



**WARNING:** The system will not operate if the sensor cannot track the road lane markings.



**WARNING:** The sensor may incorrectly track lane markings as other structures or objects. This can result in a false or missed warning.



**WARNING:** The system may not operate properly if the sensor is blocked. Keep the windshield free from obstruction.



**WARNING:** If damage occurs in the immediate area surrounding the sensor, have your vehicle checked as soon as possible.



**WARNING:** The system may not correctly operate if your vehicle is fitted with a suspension kit not approved by us.

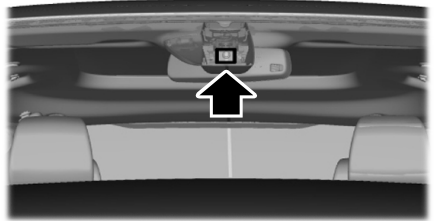
**Note:** The system works above 64 km/h (40 mph).

**Note:** The system works as long as the camera can detect one lane marking.

**Note:** When you select aid or alert and aid mode and the system detects no steering activity for a short period, the system alerts you to put your hands on the steering wheel.

**The system may detect a light grip or touch on the steering wheel as hands off driving.**

**Note:** The system may not function if the camera is blocked, or if the windshield is damaged or dirty.



E249505

When you switch the system on and it 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. In Alert mode, the system provides a warning by vibrating the steering wheel. In Aid mode, the system provides steering assistance by gently counter steering your vehicle back into the lane.

When the system is functioning in the combined Alert and Aid mode, the system first provides steering assistance by gently counter steering your vehicle back into the lane, followed by a warning that vibrates the steering wheel if the vehicle is still out of the lane markings.

### Switching the System On and Off

**Note:** The on or off setting is stored until it is manually changed, unless a MyKey is detected. If the system detects a MyKey, it defaults to on and the mode sets to alert.

# Driving Aids



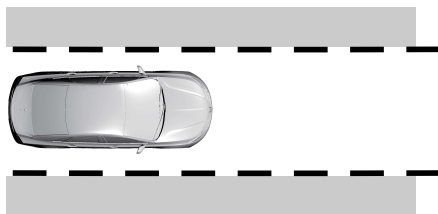
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Press the button on the direction indicator stalk to switch the system on or off.

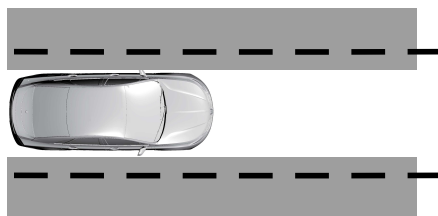
## System Settings

The system has optional setting menus available. The system stores the last known selection for each of these settings. You do not need to readjust your settings each time you switch the system on.

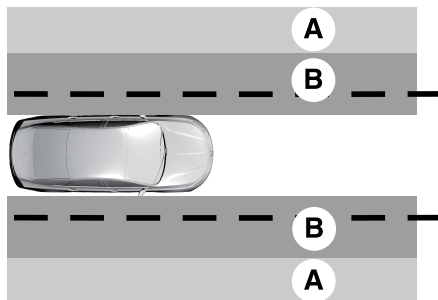
**Mode:** This setting allows you to select which of the system features you can enable.



**Alert only** – Provides a steering wheel vibration when the system detects an unintended lane departure.



**Aid only** – Provides steering assistance toward the lane center when the system detects an unintended lane departure.



- A Alert
- B Aid

**Alert + Aid** – Provides steering assistance toward the lane center.

If your vehicle continues drifting out of the lane after the lane keeping aid corrects the vehicle, the system provides a steering wheel vibration.

If your vehicle stays to one side of the lane after the lane keeping aid corrects your vehicle and then subsequently drifts out of the lane again, the system only provides an alert at the steering wheel.

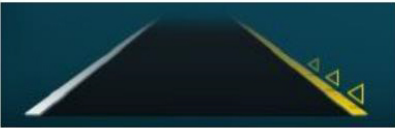
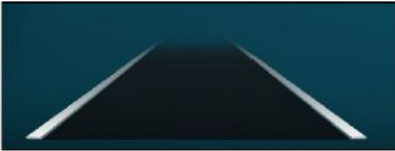
# Driving Aids

**Note:** The alert and aid diagrams illustrate general zone coverage. They do not provide exact zone parameters.

**Intensity:** This setting affects the intensity of the steering wheel vibration used for the alert and alert + aid modes. **This setting does not affect the aid mode.**

- Low.
- Normal.
- High.

## System Display



When you switch the system on, a graphic of lane markings appears in the information display.

When you switch the system off, the lane marking graphics do not display.

While the system is on, the color of the lane markings change to indicate the system status. These colors represent the following:

Gray: Indicates that the system is temporarily unable to provide a warning or intervention on the indicated side. This may be because:

- Your vehicle is under the activation speed.
- The direction indicator is active.
- Your vehicle is in a dynamic maneuver.
- The road has no or poor lane markings in the camera field-of-view.
- The camera is obscured or unable to detect the lane markings due to environmental, traffic or vehicle conditions. For example, significant sun angles, shadows, snow, heavy rain or fog, following a large vehicle that is blocking or shadowing the lane or poor headlamp illumination.

See **Troubleshooting** for additional information.

White: Indicates that the system is available or ready to provide a warning or intervention on the indicated side.

**Note:** If your vehicle has lane centering assist and the system is active, the walls appear green instead of white.

Yellow: Indicates that the system is providing or has just provided a lane keeping aid intervention.

Red: Indicates that the system is providing or has just provided a lane keeping alert warning.

The system can be temporarily suppressed at any time by the following:

- Quick braking.
- Fast acceleration.
- Using the direction indicator.
- Evasive steering maneuver.
- Driving too close to the lane markings.



# Driving Aids

---

## Troubleshooting

<b>Why is the feature not available (line markings are gray) when I can see the lane markings on the road?</b>
Your vehicle speed is outside the operational range of the feature.
The sun is shining directly into the camera lens.
A quick intentional lane change has occurred.
Your vehicle stays too close to the lane markings.
Driving at high speeds in curves.
The last alert warning or aid intervention occurred a short time ago.
Ambiguous lane markings, for example in construction zones.
Rapid transition from light to dark, or from dark to light.
Sudden offset in lane markings.
ABS or AdvanceTrac™ is active.
There is a camera blockage due to dirt, grime, fog, frost or water on the windshield.
You are driving too close to the vehicle in front of you.
Transitioning between no lane markings to lane markings or vice versa.
There is standing water on the road.
Faint lane markings, for example partial yellow lane markings on concrete roads.
Lane width is too narrow or too wide.
The camera has not been calibrated after a windshield replacement.
Driving on tight roads or on uneven roads.

# Driving Aids

## Why does the vehicle not come back toward the middle of the lane, as expected, in the Aid or Aid + Alert mode?

High cross winds are present.

There is a large road crown.

Rough roads, grooves or shoulder drop-offs.

Heavy uneven loading of the vehicle or improper tire inflation pressure.

The tires have been changed, or the suspension has been modified.

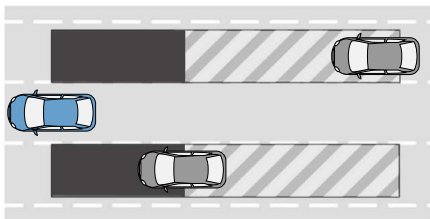
## BLIND SPOT INFORMATION SYSTEM



**WARNING:** Do not use the blind spot information system as a replacement for using the interior and exterior mirrors or looking over your shoulder before changing lanes. The blind spot information system is not a replacement for careful driving.



**WARNING:** The system may not operate properly during severe weather conditions, for example snow, ice, heavy rain and spray. Always drive with due care and attention. Failure to take care may result in a crash.



The design of the system is to detect vehicles that could have entered the blind spot zone. The detection area is on both sides of your vehicle, extending rearward from the exterior mirrors to approximately 4 m (13 ft) beyond the rear bumper. The detection area extends to approximately 18 m (59 ft) beyond the rear bumper when the vehicle speed is greater than 48 km/h (30 mph) to alert you of faster approaching vehicles.

**Note:** *The system does not prevent contact with other vehicles. It does not detect parked vehicles, pedestrians, animals or other infrastructures.*

## Using the Blind Spot Information System

### Vehicles with Automatic Transmission

The system turns on when all of the following occur:

- You start your vehicle.
- You shift into drive (D).
- The vehicle speed is greater than 10 km/h (6 mph).

**Note:** *The system does not operate in park (P) or reverse (R).*

# Driving Aids

## System Lights and Messages

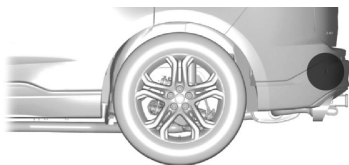


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When the system detects a vehicle, an alert indicator illuminates in the exterior mirror on the side the approaching vehicle is coming from. If you turn the direction indicator on for that side of your vehicle, the alert indicator flashes.

**Note:** The system may not alert you if a vehicle quickly passes through the detection zone.

## Blocked Sensors



E205199

The sensors are behind the rear bumper on both sides of your vehicle.

**Note:** Keep the sensors free from snow, ice and large accumulations of dirt.

**Note:** Do not cover the sensors with bumper stickers, repair compound or other objects.

**Note:** Blocked sensors could affect system performance.

If the sensors become blocked, a message could appear in the information display. See **Information Messages** (page 97). The alert indicators remain illuminated but the system does not alert you.

## System Errors

If the system detects a fault, a warning lamp illuminates and a message displays. See **Information Messages** (page 97).

## Switching the System On and Off

To switch the system on or off, adjust the setting. Depending on your vehicle options, the setting could be in the following:

- Information display. See **General Information** (page 92).
- Touchscreen. See **Settings** (page 348).

When you switch the system off, a warning lamp illuminates and the alert indicators flash twice.

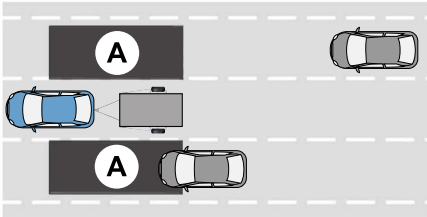
**Note:** The system remembers the last setting when you start your vehicle.

**Note:** The system may not correctly operate when towing a trailer. For vehicles with an approved trailer tow module and tow bar, the system turns off when you attach a trailer. For vehicles with an aftermarket trailer tow module or tow bar, we recommend that you switch the system off when you attach a trailer.

To permanently switch the system off, contact an authorized dealer.

# Driving Aids

## Blind Spot Information System with Trailer Tow (If Equipped)



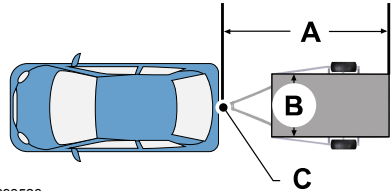
E293525

The design of the system is to aid you in detecting vehicles that could have entered the detection area zone (A). The detection area is on both sides of your vehicle and trailer, extending rearward from the exterior mirrors to the end of your trailer. When you attach and have setup a trailer, the blind spot information system with trailer tow becomes active when driving forward above 10 km/h (6 mph).

You can switch the system off in the information display. See **General Information** (page 92). If you switch the blind spot information system off, blind spot information system with trailer tow turns off.

### Setting up a Trailer

You can setup a trailer through the information display. See **General Information** (page 92).



E293526

- A Trailer length.
- B Trailer width.
- C Trailer hitch ball.

**Note:** Measure the width of the trailer at the front of the trailer, not the widest point. The maximum width that the system can support is 2.5 m (8.2 ft) (B).

**Note:** The trailer length is the distance between the trailer hitch ball and the rear of the trailer. The maximum length that the system can support is 10 m (33 ft) (A).

When setting up a trailer, a sequence of screens appear asking for trailer information:

- Select trailer screen: None, Trailer A, Trailer B or Trailer C.

**Note:** You can select only one trailer on small information displays.

Select one of the trailers and press OK. The menu goes to the next screen.

- Width less than 2.5 m (8.2 ft) and length less than 10 m (33 ft)?

**Note:** You do not need to enter an exact trailer width measurement. You only need to confirm that the width of the trailer is 2.5 m (8.2 ft) or less.

If no, the system turns off.

If yes, the menu goes to the next screen.

- Enter length of trailer:

# Driving Aids

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Toggle up or down using the menu buttons increases or decreases the measurement by 1 m (3 ft). Select a length that is equal to or within 1 m (3 ft) of the actual measured length. For example, if the actual measured length is 7.6 m (25 ft), toggle the length in the menu to 8 m or 27 ft. When you enter the length of the trailer, this saves the system setup.

**Note:** *When you connect a trailer, but do not setup a trailer in the blind spot information system, the system turns off and a warning appears in the information display.*

**Note:** *If the trailer is a bike rack or cargo rack with electrical lighting, enter a length of 1 m (3 ft). Cross Traffic Alert remains on for trailers with a length of 1 m (3 ft) or less.*

**Note:** *The system requires proper measurement and measurement entry to function as designed.*

## System Operation

If you select a trailer in the information display prior to connecting a trailer, the system loads that configuration and the information display shows a message when you connect the trailer. A second message appears stating cross traffic alert is off, unless a trailer is set up with a length of 1 m (3 ft). The blind spot information system with trailer tow still functions normally when driving forward.

If you connect a trailer, a message appears indicating that you attached a trailer. If you have not selected a trailer previously, another message appears requesting you to select one of the trailers in the list or add a new trailer. The blind spot information system with trailer tow does not function without a trailer selected. If you do not select a trailer, a message appears in the information display stating it has deactivated the system. This message might not appear until your vehicle speed reaches 35 km/h (22 mph).

The blind spot information system with trailer tow activates when driving forward for that particular trailer set up. If you cycle the ignition, the blind spot information system with trailer tow continues to function using the last trailer you selected.

## Trailer Considerations

The system works with a trailer with a front width of 2.5 m (8.2 ft) or less, and a total length from the trailer hitch ball to the rear of the trailer of 10 m (33 ft) or less.

Some trailers could cause a slight change in system performance:

- Wide box trailers, especially those wider than the towing vehicle, could cause false alerts to occur when driving next to infrastructure or near parked cars. A false alert could also occur while making a 90-degree turn or driving through a roundabout.
- Wide trailers that have a total length greater than 6 m (20 ft) could cause delayed alerts when a vehicle is passing at high speeds.
- Box trailers that have a width greater than 2.5 m (8.2 ft) could cause early alerts when you pass a vehicle.
- Clam shell or V-Nose box trailers with a width greater than 2.5 m (8.2 ft) could cause delayed alerts when a vehicle traveling the same speed as your vehicle merges lanes.

## System Errors

If the system detects a fault, a warning lamp illuminates and a message displays. See **Information Messages** (page 97).

# Driving Aids

## Switching the System On and Off

You can switch the blind spot information system with trailer tow off by not selecting a trailer the information display. See

**General Information** (page 92). In this case, the system turns off as long as a trailer is attached to your vehicle. As soon as you disconnect the trailer, the blind spot information system becomes active.

When you switch the system off, a warning lamp illuminates and the alert indicators flash twice.

**Note:** *The system remembers the last trailer setting when you start your vehicle.*

You cannot switch off the blind spot information system with trailer tow when using MyKey, but you can still change the trailer settings. See **MyKey™** (page 47).

To permanently switch the system off, contact an authorized dealer.

## CROSS TRAFFIC ALERT



**WARNING:** Do not use the cross traffic alert system as a replacement for using the interior and exterior mirrors or looking over your shoulder before reversing out of a parking space. The cross traffic alert system is not a replacement for careful driving.



**WARNING:** The system may not operate properly during severe weather conditions, for example snow, ice, heavy rain and spray. Always drive with due care and attention. Failure to take care may result in a crash.

The system alerts you of vehicles approaching from the sides behind your vehicle when you shift into reverse (R).

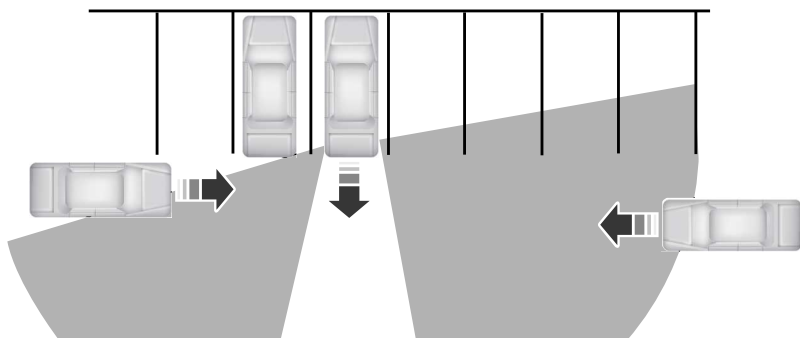
## Using Cross Traffic Alert

The system detects vehicles that approach at a speed between 6 km/h (4 mph) and 60 km/h (37 mph). Coverage decreases when the sensors are partially, mostly or fully obstructed. Slowly reversing helps increase the coverage area and effectiveness.

The system turns on when you start the engine and you shift into reverse (R). The system turns off when you shift out of reverse (R).

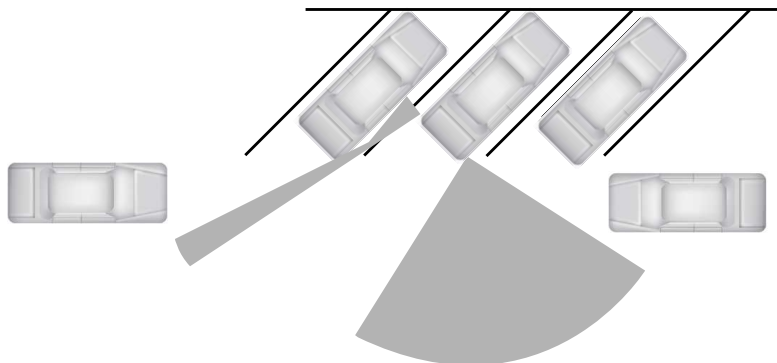
## Driving Aids

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E142440

The sensor on the left-hand side is only partially obstructed and zone coverage on the right-hand side is maximized.

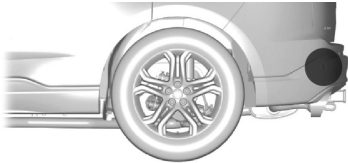


E142441

# Driving Aids

Zone coverage also decreases when parking at narrow angles. The sensor on the left-hand side is mostly obstructed and zone coverage on that side is severely reduced.

## Cross Traffic Alert System Sensors



E205199

The sensors are behind the rear bumper on both sides of your vehicle.

**Note:** *Keep the sensors free from snow, ice and large accumulations of dirt.*

**Note:** *Do not cover the sensors with bumper stickers, repair compound or other objects.*

**Note:** *Blocked sensors could affect system performance.*

If the sensors are blocked, a message may appear in the information display when you shift into reverse (R).

## Cross Traffic Alert System Limitations

The system may not correctly operate when any of the following occur:

- The sensors are blocked.
- Adjacently parked vehicles or objects are obstructing the sensors.
- Vehicles approach at speeds less than 6 km/h (4 mph) or greater than 60 km/h (37 mph).
- The vehicle speed is greater than 12 km/h (7 mph).
- You reverse out of an angled parking space.

## Cross Traffic Alert Behavior When Trailer is Attached

**Note:** *The system may not correctly operate when towing a trailer. For vehicles with an approved trailer tow module and tow bar, the system turns off when you attach a trailer. For vehicles with an aftermarket trailer tow module or tow bar, we recommend that you switch the system off when you attach a trailer.*

Cross traffic alert remains on when you attach a trailer in vehicles that come with blind spot information system with trailer tow under the following conditions:

- You connect a trailer.
- The trailer is a bike rack or cargo rack with a maximum length of 1 m (3 ft).
- You set the trailer length to 1 m (3 ft) in the information display.

See **Blind Spot Information System** (page 224).

## Switching the System On and Off

To switch the system on or off, adjust the setting. Depending on your vehicle options, the setting could be in the following:

- Information display. See **General Information** (page 90).
- Touchscreen. See **Settings** (page 348).

**Note:** *The system turns on every time you switch the ignition on. To permanently switch the system off, contact an authorized dealer.*

## Cross Traffic Alert Indicator



When the system detects an approaching vehicle, a tone sounds, a warning lamp illuminates in the relevant exterior mirror and arrows appear in the information display to show which side the approaching vehicle is coming from.



# Driving Aids

**Note:** If arrows do not display, a message appears in the information display.

If the system malfunctions, a warning lamp illuminates in the instrument cluster and a message appears in the information display. Have your vehicle checked as soon as possible.

**Note:** In exceptional conditions, the system could alert you, even when there is nothing in the detection zone, for example a vehicle passing further away from your vehicle.

## Cross Traffic Alert Information Messages

Message	Action
Cross Traffic Alert	Displays instead of indication arrows when the system detects a vehicle. Check for approaching traffic.
Cross Traffic Not Available Sensor Blocked See Manual	Indicates blocked cross traffic alert system sensors. Clean the sensors. If the message continues to appear, have your vehicle checked as soon as possible.
Cross Traffic System Fault	The system has malfunctioned. Have your vehicle checked as soon as possible.
Cross Traffic Alert Deactivated Trailer Attached	Displays if you attach a trailer to your vehicle.

## TRAFFIC SIGN RECOGNITION

### Principle of Operation



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



**WARNING:** The system may not function if the sensor is blocked.

**Note:** In cold and severe weather conditions the system may not function. Rain, snow, spray and large contrasts in lighting can all prevent the sensor from functioning correctly.

**Note:** Do not carry out windshield repairs in the immediate area surrounding the sensor.

**Note:** If your vehicle has a suspension kit not approved by us, the system may not correctly function.

**Note:** Always replace headlamp bulbs with those specifically designed for your vehicle. Other bulbs may reduce system performance.

**Note:** The system may not detect all traffic signs and may incorrectly read signs.

**Note:** Keep the windshield free from obstructions for example bird droppings, insects and snow or ice.

# Driving Aids

**Note:** The system is designed to detect traffic signs meeting the Vienna convention.

**Note:** Traffic sign data provided by the navigation system contains information integrated to the data carrier release.

The sensor is behind the interior rear view mirror. It continuously monitors road signs to inform you of the current maximum speed limit and overtaking regulations.

The system detects recognizable traffic signs, for example:

- Speed limit signs.
- No overtaking signs.
- Speed limit cancellation signs.
- No overtaking cancellation signs.

## Using Traffic Sign Recognition

### Setting the System Speed Warning

The system has a number of speed warning levels that you can set using the information display. See **General Information** (page 90).

### System Display



The system can display two traffic signs in parallel.

You can view the status at any time using the information display.

The system displays recognizable traffic signs in four stages as follows:

1. All new traffic signs appear brighter than the others in the display.
2. After a predetermined time they display normally.
3. After a predetermined distance they are greyed out.
4. After another predetermined distance they are deleted.

If the system detects a supplementary traffic sign, it displays below the respective traffic sign. For example, when passing a reduced speed limit in wet road conditions sign.

If your vehicle has a navigation system, stored traffic sign data may influence the indicated speed limit value.

### Switching Speed Warning On and Off

You can switch the speed warning on and off using the information display. See **General Information** (page 90).

**Note:** The system remembers the last setting when you start your vehicle.

## STEERING

### Electric Power Steering



**WARNING:** The electric power steering system has diagnostic checks that continuously monitor the system. If a fault is detected, a message displays in the information display. Stop your vehicle as soon as it is safe to do so. Switch the ignition off. After at least 10 seconds, switch the ignition on and watch the information display for a steering system warning message. If a steering system warning message returns, have the system checked as soon as possible.

# Driving Aids



**WARNING:** If the system detects an error, you may not feel a difference in the steering, however a serious condition may exist. Have your vehicle checked as soon as possible. Failure to do so may result in loss of steering control.

Your vehicle has an electric power steering system, there is no fluid reservoir, no maintenance is required.

If your vehicle loses electrical power while you are driving, electric power steering assistance is lost. The steering system still operates and you can steer your vehicle manually. Manually steering your vehicle requires more effort.

Extreme continuous steering may increase the effort required for you to steer your vehicle, this increased effort prevents overheating and permanent damage to the steering system. You do not lose the ability to steer your vehicle manually. Typical steering and driving maneuvers allow the system to cool and return to normal operation.

## Steering Tips

If the steering wanders or pulls, check for:

- Correct tire pressures.
- Uneven tire wear.
- Loose or worn suspension components.
- Loose or worn steering components.
- Improper vehicle alignment.

**Note:** A high crown in the road or high crosswinds may also make the steering seem to wander or pull.

## Adaptive Learning (If Equipped)

The electronic power steering system adaptive learning helps correct road irregularities and improves overall handling and steering feel. It communicates with the brake system to help operate advanced stability control and accident avoidance systems. Additionally, whenever the battery is disconnected or a new battery installed, you must drive your vehicle a short distance before the system relearns the strategy and reactivates all systems.

## PRE-COLLISION ASSIST



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



**WARNING:** The system does not detect vehicles that are driving in a different direction, cyclists or animals. Apply the brakes when necessary. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The system does not operate during hard acceleration or steering. Failure to take care may lead to a crash or personal injury.

# Driving Aids



**WARNING:** The system may fail or operate with reduced function during cold and severe weather conditions. Snow, ice, rain, spray and fog can adversely affect the system. Keep the front camera and radar free of snow and ice. Failure to take care may result in the loss of control of your vehicle, serious personal injury or death.



**WARNING:** Some situations and objects prevent hazard detection. For example low or direct sunlight, inclement weather, unconventional vehicle types, and pedestrians. Apply the brakes when necessary. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The system cannot help prevent all crashes. Do not rely on this system to replace driver judgment and the need to maintain a safe distance and speed.

## Using the Pre-Collision Assist System

The system is active at speeds above approximately 5 km/h (3 mph) and pedestrian detection is active at speeds up to 80 km/h (50 mph).

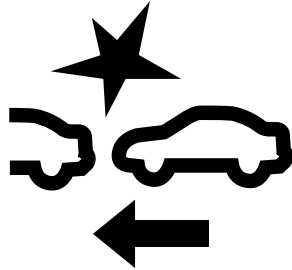


E156130

If your vehicle is rapidly approaching another 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:

1. Alert
2. Brake Support

### 3. Active Braking



**Alert:** When active, a flashing visual warning appears and an audible warning tone sounds.

**Brake Support:** The system is designed to help reduce the impact speed by preparing the brakes for rapid braking. Brake support does not automatically apply the brakes. If you press the brake pedal, the system could apply additional braking up to maximum braking force, even if you lightly press the brake pedal.

**Note:** *Brake Support and Active Braking are active at speeds up to 120 km/h (74.6 mph). If your vehicle has a radar sensor included with Adaptive Cruise Control, then Brake Support and Active Braking are active up to the maximum speed of the vehicle.*

**Active Braking:** Active braking may activate if the system determines that a collision is imminent. The system may help the driver reduce impact damage or avoid the crash completely.

**Note:** *If you perceive Pre-Collision Assist alerts as being too frequent or disturbing, then you can reduce the alert sensitivity, though the manufacturer recommends using the highest sensitivity setting where possible. Setting lower sensitivity would lead to fewer and later system warnings.*

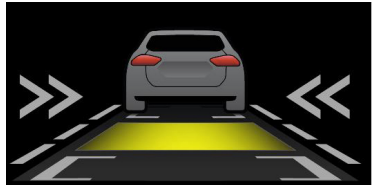
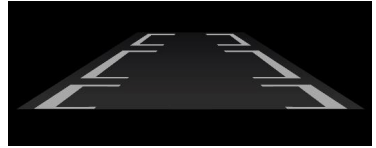
# Driving Aids

**Note:** Pre-Collision Assist turns off when you select deep conditions or deep sand mode.

**Note:** Pre-Collision Assist turns off when you manually disable Advance Trac, or when you select deep snow/sand mode.

## Distance Indication and Alert (if Equipped)

Distance Indication and Alert is a function that provides the driver with a graphical indication of the time gap to other preceding vehicles traveling in the same direction. Distance Indication and Alert shows one of the graphics that follow in the information display.



If the time gap to a preceding vehicle is small, a red visual indication displays to the driver.

**Note:** Distance Indication and Alert deactivates and the graphics do not display when Adaptive Cruise Control is active.

Speed	Sensitivity	Graphics	Distance Gap	Time Gap
100 km/h (62 mph)	Normal	Grey	>25 m (82 ft)	>0.9sec
100 km/h (62 mph)	Normal	Yellow	17–25 m (56–82 ft)	0.6sec — 0.9sec
100 km/h (62 mph)	Normal	Red	<17 m (56 ft)	<0.6sec

# Driving Aids

## Evasive Steering Assist (If Equipped)

If your vehicle is rapidly approaching a stationary vehicle or a vehicle traveling in the same direction as your vehicle, the system is designed to help you steer around the vehicle.

The system only activates when all of the following occur:

- The Pre-Collision Assist system detects a vehicle ahead and starts to apply Active Braking.
- You turn the steering wheel in an attempt to steer around the vehicle.

After you turn the steering wheel, the system applies additional steering torque to help you steer around the vehicle. After you pass the vehicle, the system applies steering torque in the opposite direction to encourage you to steer back into the lane. The system deactivates after you fully pass the vehicle.

**Note:** The system does not automatically steer around a vehicle. If you do not turn the steering wheel, the system does not activate.

**Note:** The system does not activate if the distance to the vehicle ahead is too small and the system cannot avoid a crash.

## Adjusting the Pre-Collision Assist Settings

You can adjust the following settings by using the information display controls. See **General Information** (page 90).

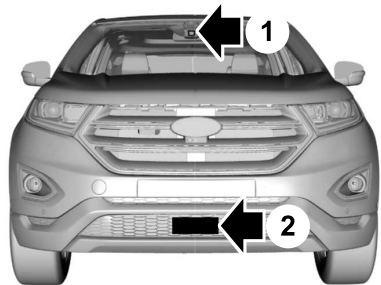
- You can change Alert and Distance Alert sensitivity to one of three settings.
- You can switch Distance Indication and Alert on or off.

- If required, you can switch Active Braking on or off.
- If required, you can switch Evasive Steering Assist on or off.

**Note:** Active Braking and Evasive Steering Assist automatically turn on every time you switch the ignition on.

**Note:** If you switch Active Braking off, Evasive Steering Assist turns off.

## Blocked Sensors



- 1 Camera.
- 2 Radar sensor.

If a message regarding a blocked sensor or camera appears in the information display, the radar signals or camera images are obstructed. With a blocked sensor or camera, the Pre-Collision Assist system may not function, or performance may reduce. The following table lists possible causes and actions for when this message displays.

# Driving Aids

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## Camera Troubleshooting

Cause	Action
The windshield in front of the camera is dirty or obstructed in some way.	Clean the outside of the windshield in front of the camera.
The windshield in front of the camera is clean but the message remains in the display screen.	Wait a short time. It may take several minutes for the camera to detect that there is no obstruction.

## Radar Troubleshooting

Cause	Action
The surface of the radar in the grille is dirty or obstructed in some way.	Clean the grille surface in front of the radar or remove the object causing the obstruction.
The surface of the radar in the grille is clean but the message remains in the display screen.	Wait a short time. It may take several minutes for the radar to detect that there is no obstruction.
Heavy rain, spray, snow or fog is interfering with the radar signals.	The Pre-Collision Assist system is temporarily disabled. Pre-Collision Assist automatically reactivates a short time after the weather conditions improve.
Swirling water or snow or ice on the surface of the road may interfere with the radar signals.	The Pre-Collision Assist system is temporarily disabled. Pre-Collision Assist automatically reactivates a short time after the weather conditions improve.
Radar is out of alignment due to a front-end impact.	Contact an authorized dealer to have the radar checked for proper coverage and operation.

**Note:** Proper system operation requires a clear view of the road by the camera. Have any windshield damage in the area of the camera's field of view repaired.

**Note:** If something hits the front end of your vehicle or damage occurs, the radar sensing zone may change. This could cause missed or false detections. Contact an authorized dealer to have the radar checked for proper coverage and operation.

# Drive Mode Control

## WHAT IS DRIVE MODE CONTROL

The system delivers a driving experience through a suite of sophisticated electronic vehicle systems. These systems optimize steering, handling and powertrain response. This provides a single location to control multiple systems performance settings.

Changing the drive mode changes the functionality of the following systems:

- Electric power-assisted steering system adjusts steering effort and feel based on the mode you select. See **Steering** (page 232).
- Electronic stability control and traction control maintain your vehicle control in adverse conditions or high performance driving. See **Stability Control** (page 188).
- Electronic throttle control enhances the powertrain response to your driving inputs.
- Transmission controls become optimized with shift schedules tuned to each mode.
- Four-wheel drive settings are optimized and tuned to each mode.
- Electric vehicle mode selections may be limited. See **Plug-In Hybrid Vehicle Operation** (page 146).

The system tailors your vehicle configuration for each mode you select.

**Note:** *Not all settings may be available.*

**Note:** *The system has diagnostic checks that continuously monitor the system for proper operation. If a mode is unavailable due to a system fault or change in gear shifter position, the mode defaults to Normal.*

## SELECTING A DRIVE MODE

**Note:** *Drive mode changes may not be available when the ignition is off or when the engine is not running.*

**Note:** *Button icons shown may vary from your vehicle.*



Rotate the drive mode dial on the center console to select or change a drive mode.



To select drive modes for RWD vehicles use the console mounted control.

## SELECTING A DRIVE MODE - PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

Rotate the drive mode dial on the center console to select or change a drive mode.



# Drive Mode Control



**Note:** Drive mode changes may not be available when the ignition is off or when the engine is not running.

**Note:** Button icons shown may vary from your vehicle.

## DRIVE MODES

### Deep Snow/Sand (If Equipped)



For snow or soft dry sand. When stuck in deep snow, use this mode to help get unstuck.

**Note:** Using deep snow/sand mode on dry, hard surfaces could produce some vibration, driveline bind up, and potential excessive tire wear. This mode is for slippery and loose surfaces.

### Eco



For efficient driving. This mode helps deliver maximum fuel efficiency and helps to increase driving range.

### Normal



For everyday driving. This mode is a perfect balance of excitement, comfort and convenience. This is the default mode after each ignition cycle.

### Slippery



For less than ideal road conditions, such as snow or ice covered roads. Use this mode for crossing terrain with a firm surface covered with loose, wet or slippery material. Slippery mode lowers throttle response and, if provided with an automatic transmission, optimizes shifting for slippery surfaces.

**Note:** Using slippery mode on dry, hard surfaces could produce some vibration, driveline bind up, and potential excessive tire wear. This mode is for slippery surfaces.

### Sport



For sporty driving with improved performance handling, and response. This mode increases throttle response and provides a sportier steering feel. If equipped with automatic transmission, the powertrain system provides improved gear holding, helping your vehicle accelerate faster.

### Tow/Haul



For improved transmission operation when towing a trailer or a heavy load. This mode moves upshifts to higher engine speeds to reduce the frequency of transmission shifting. This mode also provide engine

# Drive Mode Control

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braking in all forward gears, which slows your vehicle and assists you in controlling your vehicle when descending a grade. The amount of downshift braking provided varies based on the amount you press the brake pedal.

## Trail



For muddy, rutted, soft or uneven terrain.

# Load Carrying

## GENERAL INFORMATION

**WARNING:** Make sure that you properly secure objects in the luggage compartment. Failure to follow this instruction could result in personal injury in the event of a sudden stop or crash.

**WARNING:** Do not place objects on the luggage cover. Failure to follow this instruction could result in personal injury or death in the event of a sudden stop or crash.

**WARNING:** The appropriate loading capacity of your vehicle can be limited either by volume capacity (how much space is available) or by payload capacity (how much weight the vehicle should carry). Once you have reached the maximum payload of your vehicle, do not add more cargo, even if there is space available. Overloading or improperly loading your vehicle can contribute to loss of vehicle control and vehicle rollover.

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

**WARNING:** Do not exceed the maximum front and rear axle loads for your vehicle.

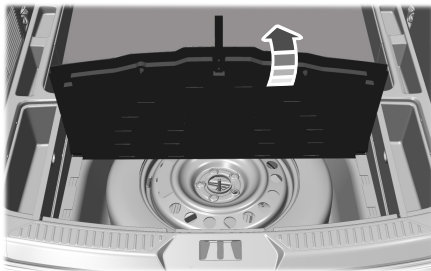
**Note:** When loading long objects into your vehicle, for example pipes, timber or furniture be careful not to damage the interior trim.

## REAR UNDER FLOOR STORAGE

### Spare Tire Cover (If Equipped)



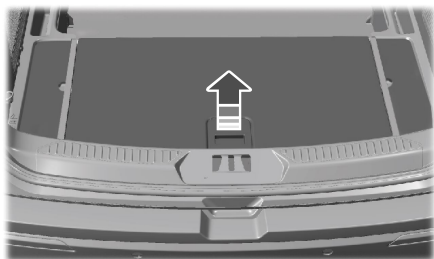
The system is in the floor of the cargo area.



Remove the additional cover to access the spare tire, fuel filler and tow hook.

# Load Carrying

## Adjustable Load Floor (If Equipped)



Vehicles with the standard size spare tire can adjust the load floor to two positions. At the high position, you can place the front of the load floor on the ledge behind the rear seat and on the ledge of the liftgate scuff trim. At the low position, you can tuck the front of the load floor into the lower forward area of the spare tire cover and rest the load floor on top of the spare tire cover, or spare tire cover weather mat.



E204323

## CARGO NETS



**WARNING:** This net is not designed to restrain objects during a collision or heavy braking.

The cargo net secures lightweight objects in the cargo area. Attach the net to the anchors provided. Repeat the attachment on both sides of the vehicle.

## LUGGAGE COVERS



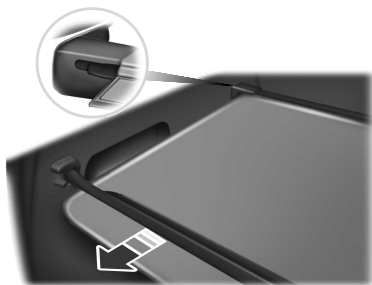
**WARNING:** Make sure that the posts are properly latched in mounting features. The cover may cause injury in a sudden stop or accident if it is not securely installed.



**WARNING:** Do not place any objects on the cargo area shade. They may obstruct your vision or strike occupants of your vehicle in a sudden stop or crash.

Use the cargo shade to cover items in the cargo area of your vehicle.

# Load Carrying



Insert the ends of the cargo shade into the mounting features located behind the rear seat on the rear trim panels to install the cargo shade.

To operate the cargo shade:

1. Pull the rear edge of the cargo shade rearward.
2. Secure both ends of the support rod into the retention slots located on the rear quarter trim panels.

## ROOF RACKS AND LOAD CARRIERS



**WARNING:** When loading the roof racks, we recommend you evenly distribute the load, as well as maintain a low center of gravity. Loaded vehicles, with higher centers of gravity, may handle differently than unloaded vehicles. Take extra precautions, such as slower speeds and increased stopping distance, when driving a heavily loaded vehicle.

For correct roof rack system function, you must place loads directly on crossbars affixed to the roof rack side rails. When using the roof rack system, we recommend you use Ford Genuine Accessory crossbars designed specifically for your vehicle.

Make sure that you securely fasten the load. Check the tightness of the load before driving and at each fuel stop.

**Note:** *Never place loads directly on the roof panel. The roof panel is not designed to directly carry a load.*

### Maximum Recommended Load Amounts

**Note:** *The maximum recommended load is based on the load being evenly distributed on the crossbars.*

Description	Maximum Recommended Load
Vehicles with Moonroof	35 kg (75 lb)
Vehicles without Moonroof	75 kg (165 lb)

### **DOG GUARD**

A dog guard compliant to ISO 27955 is available as an aftermarket accessory from our authorized dealers.

## TOWING A TRAILER



**WARNING:** Do not exceed 100 km/h (60 mph). Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The rear tire pressures must be increased by 0.2 bar (3 psi) above specification. Do not exceed the maximum pressure stated on the tire sidewall. This could cause serious personal injury.



**WARNING:** Do not exceed the maximum gross vehicle weight stated on the vehicle identification plate. Failure to follow this instruction could result in personal injury.



**WARNING:** Towing trailers beyond the maximum recommended gross trailer weight exceeds the limit of your vehicle and could result in engine damage, transmission damage, structural damage, loss of vehicle control, vehicle rollover and personal injury.



**WARNING:** Do not exceed the maximum vertical load on the tow ball. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** The anti-lock brake system does not control the trailer brakes.

- Place loads as low as possible and central to the axle of your trailer. If you are towing with an unloaded vehicle, you should place the load in your trailer toward the front, within the maximum vertical load, as this gives the best stability. See **Capacities and Specifications** (page 305).
- The trailer vertical weight on the tow ball is essential for the driving stability of your vehicle and trailer.
- The vertical weight on the tow ball should be at least 4% of the trailer weight and not exceed the maximum permissible weight. See **Capacities and Specifications** (page 305).
- Reduce speed immediately if the trailer shows any sign of swaying. See **Trailer Sway Control** (page 246).
- Use a low gear when descending a steep slope.

**Note:** *We recommend that you use a trailer safety cable. Read and follow the manufacturer's instructions when you use a trailer safety cable.*

**Note:** *The maximum permissible trailer vertical weight on the trailer identification plate is the trailer manufacturer's testing value. The vehicle maximum permissible trailer vertical weight may be lower.*

The stability of your vehicle-to-trailer combination depends on the quality of the trailer.

Towing a trailer changes the handling characteristics of your vehicle and increases stopping distances. Adapt your speed and driving behaviour to the load of the trailer.

When towing a trailer:

- Obey country specific regulations for towing a trailer.
- Do not exceed 100 km/h (60 mph) even if a country allows higher speeds under certain conditions.

# Towing

The gross train weight stated on the vehicle identification plate applies for road gradients up to 12% and altitudes up to 1,000 m (3,281 ft) when towing a trailer. In mountainous regions the engine performance decreases due to lower air density with increasing altitude. In high altitude regions above 1,000 m (3,281 ft), you should reduce the stipulated maximum permitted gross train weight by 10% for every additional 1,000 m (3,281 ft).

**Note:** *Not all vehicles are suitable or approved to have a tow bar fitted. Ask an authorized dealer for more information.*

## TRAILER SWAY CONTROL

If the trailer begins to sway the stability control warning lamp flashes in the information display. The system applies the brakes to the individual wheels and reduces engine torque to aid vehicle stability.

Stop your vehicle as soon as it is safe to do so. Check the vertical weight on the tow ball and trailer load distribution. See

**Capacities and Specifications** (page 305). See **Load Carrying** (page 241).

**Note:** *This feature does not prevent trailer sway, but reduces it once it begins.*

**Note:** *This feature cannot stop all trailers from swaying.*

**Note:** *In some cases, if your vehicle speed is too high, the system may turn on multiple times, gradually reducing your vehicle speed.*

## TOW BALL



**WARNING:** Do not exceed the lowest rating capacity for your vehicle or trailer hitch. Overloading your vehicle or trailer hitch can impair your vehicle stability and handling. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not cut, drill, weld or modify the trailer hitch. Modifying the trailer hitch could reduce the hitch rating.

Do not disassemble or repair the tow ball arm.

## Detaching the Tow Ball Arm



**WARNING:** Always place the tow ball arm in a secure location in your vehicle so it does not become a projectile in a crash. Failure to follow this instruction could result in personal injury or death.

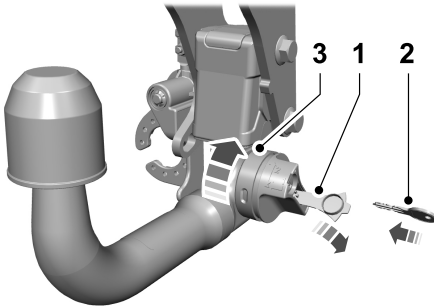
You must detach the tow ball arm when not in use. Securely stow the tow ball arm in the luggage compartment.

Never unlock or detach the tow ball arm with a trailer attached.

Do not use any tools to detach the tow ball arm.



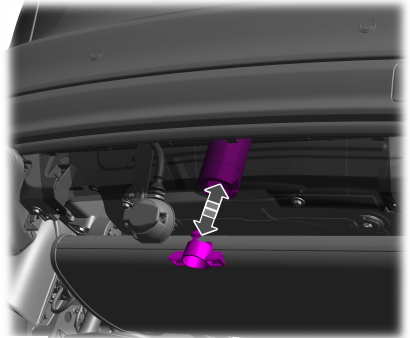
# Towing



1. Remove the protective cap.
2. Insert the key and turn it counterclockwise to unlock the handwheel.
3. Hold the tow ball arm. Push the handwheel inward and turn it clockwise.

**Note:** The mark on the handwheel turns from green to red.

4. Release the handwheel.
5. Pull the tow ball arm downward to remove it.
6. Turn the trailer wiring connection socket upward through 90 degrees until it engages in the end position.



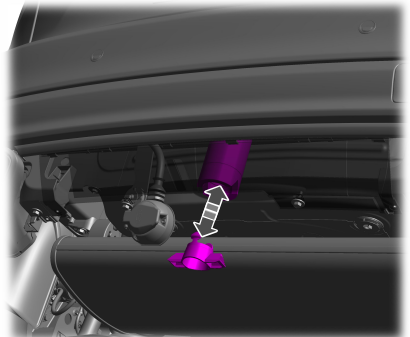
E265433

7. Insert the blanking plug.

## Attaching the Tow Ball Arm

Do not use any tools to attach the tow ball arm.

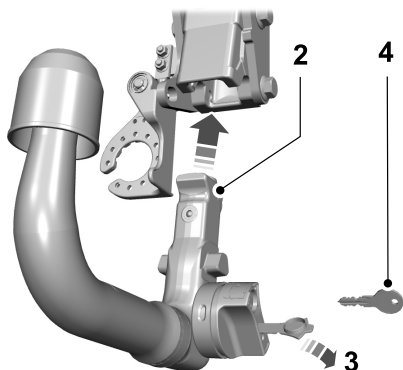
**Note:** You can only attach the tow ball arm if it is unlocked, with the mark on the handwheel red. If the mark on the handwheel is amber, push the handwheel in and turn 180 degrees clockwise to unlock.



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1. Remove the blanking plug.

# Towing



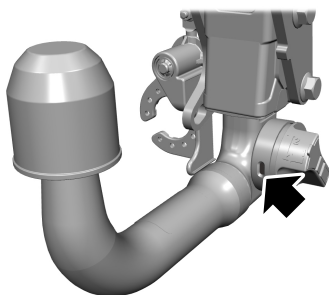
2. Fully insert the tow ball arm until it engages. Do not hold the handwheel.

**Note:** The mark on the handwheel turns from red to green.

3. Remove the protective cap.
4. Insert the key and turn it clockwise to lock the handwheel.
5. Fit the protective cap. Fully push it back over the lock.
6. Turn the trailer wiring connection socket downward through 90 degrees until it engages in the end position.

## Tow Ball Arm Safety Checks

After you attach the tow ball arm, check the following:



1. The mark on the handwheel is green.
2. You have locked the handwheel.
3. You have removed the key.

Do not use the tow ball arm if any of these cannot be met. Have your vehicle checked as soon as possible.

## Tow Ball Arm Guidelines

- Replacement keys are available. We recommend that you record the key number on the lock cylinder.
- The tow ball arm mechanism is maintenance free. Do not grease or oil the mechanism.
- Remove the trailer wiring plug from the trailer wiring connection socket when not in use. Failure to do so may result in corrosion of the trailer wiring connection socket. Regularly clean the trailer wiring connection socket and make sure the socket cover is fully closed.
- If you use a high pressure water jet to clean your vehicle, disconnect the trailer wiring plug. Do not aim the water jet directly at the trailer wiring connection socket. We recommend that you detach the tow ball arm before washing your vehicle.

## TOWING THE VEHICLE ON FOUR WHEELS

If you need to tow your vehicle, contact a professional towing service or, if you are a member of a roadside assistance program, your roadside assistance service provider.

## REDUCED ENGINE PERFORMANCE



**WARNING:** If you continue to drive your vehicle when the engine is overheating, the engine could stop without warning. Failure to follow this instruction could result in the loss of control of your vehicle.

If the engine coolant temperature gauge needle moves to the upper limit position, the engine is overheating. See **Gauges** (page 81).

You must only drive your vehicle for a short distance if the engine overheats. The distance you can travel depends on ambient temperature, vehicle load and terrain. The engine continues to operate with limited power for a short period of time.

If the engine temperature continues to rise, the fuel supply to the engine reduces. The air conditioning switches off and the engine cooling fan operates continually.

1. Gradually reduce your speed and stop your vehicle as soon as it is safe to do so.
2. Immediately switch the engine off to prevent severe engine damage.
3. Wait for the engine to cool down.
4. Check the coolant level. See **Engine Coolant Check** (page 273).
5. Have your vehicle checked as soon as possible.

## ECONOMICAL DRIVING

The following helps to improve fuel consumption:

- Regularly check your tire pressures and make sure that they are inflated to the correct pressure. See **Technical Specifications** (page 303).
- Follow the recommended maintenance schedule and carry out the recommended checks.
- Plan your journey and check the traffic before you set off.
- Avoid idling the engine in cold weather or for extended periods. Start the engine only when you are ready to set off.
- Do not carry unnecessary weight in your vehicle as extra weight wastes fuel.
- Do not add unnecessary accessories to the exterior of your vehicle, for example running boards. If you use a roof rack, remember to fold it down or remove it when not in use.
- Drive smoothly, accelerate gently and anticipate the road ahead to avoid heavy braking.
- Switch off all electric systems when not in use, for example air conditioning. Make sure that you unplug any accessories from the auxiliary power points when not in use.
- Shift into higher gears as early as possible to reduce engine RPM.
- Shut all windows when driving at high speeds.
- Do not shift into neutral when you are braking or your vehicle is slowing down.
- Avoid driving in lower temperatures, driving short distances, or driving on hilly terrain.

# Driving Hints

## COLD WEATHER PRECAUTIONS

The functional operation of some components and systems can be affected at temperatures below approximately -25°C (-13°F).

## BREAKING-IN

### Tires

You need to break in new tires for approximately 480 km (300 mi). During this time, your vehicle may exhibit some unusual driving characteristics.

### Brakes and Clutch

Avoid heavy use of the brakes and clutch if possible for the first 150 km (100 mi) in town and for the first 1,500 km (1,000 mi) on freeways.

## DRIVING THROUGH WATER



**WARNING:** Do not drive through flowing or deep water as you may lose control of your vehicle.

**Note:** *Driving through standing water can cause vehicle damage.*

**Note:** *Engine damage can occur if water enters the air filter.*

Before driving through standing water, check the depth. Never drive through water that is higher than the bottom of the front rocker area of your vehicle.



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When driving through standing water, drive very slowly and do not stop your vehicle. Your brake performance and traction may be limited. After driving through water and as soon as it is safe to do so:

- Lightly press the brake pedal to dry the brakes and to check that they work.
- Check that the horn works.
- Check that the exterior lights work.
- Turn the steering wheel to check that the steering power assist works.

## FLOOR MATS



**WARNING:** Use a floor mat designed to fit the footwell of your vehicle that does not obstruct the pedal area. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Pedals that cannot move freely can cause loss of vehicle control and increase the risk of serious personal injury.

## Driving Hints

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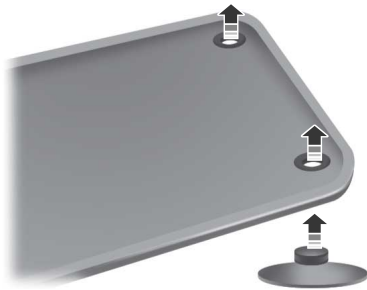
**WARNING:** Secure the floor mat to both retention devices so that it cannot slip out of position and interfere with the pedals. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not place additional floor mats or any other covering on top of the original floor mats. This could result in the floor mat interfering with the operation of the pedals. Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Always make sure that objects cannot fall into the driver foot well while your vehicle is moving. Objects that are loose can become trapped under the pedals causing a loss of vehicle control.



To install the floor mats, position the floor mat eyelet over the retention post and press down to lock in position.

To remove the floor mat, reverse the installation procedure.

**Note:** Regularly check the floor mats to make sure they are secure.

# Roadside Emergencies

## HAZARD FLASHERS

**Note:** *The hazard flashers operate when the ignition is in any position, or if the key is not in the ignition. If used when the vehicle is not running, the battery loses charge. As a result, there may be insufficient power to restart your vehicle.*



The flasher control is on the instrument panel. Use your hazard flashers when your vehicle is creating a safety hazard for other motorists.

- Press the flasher control and all front and rear direction indicators flash.
- Press the button again to switch them off.

## FUEL SHUTOFF



**WARNING:** If your vehicle has been involved in a crash, have the fuel system checked. Failure to follow this instruction could result in fire, personal injury or death.

**Note:** *When you try to restart your vehicle after a fuel shutoff, the vehicle makes sure that various systems are safe to restart. Once the vehicle determines the systems are safe, then the vehicle allows you to restart.*

**Note:** *In the event that your vehicle does not restart after your third attempt, contact a qualified technician.*

The fuel pump shutoff stops the flow of fuel to the engine in the event of a moderate to severe crash. Not every impact causes a shutoff.

Should your vehicle shut off after a crash, you may restart your vehicle.

If your vehicle has a key system:

1. Switch off the ignition.
2. Switch to start position.
3. Switch off the ignition.
4. Switch on the ignition to re-enable the fuel pump.
5. If the vehicle does not start, repeat steps 1 through 4.

If your vehicle has a push button start system:

1. Press **START/STOP** to switch off your vehicle.
2. Press the brake pedal and **START/STOP** to switch on your vehicle.
3. Remove your foot from the brake pedal and press **START/STOP** to switch off your vehicle.
4. You can attempt to start the vehicle by pressing the brake pedal and **START/STOP**, or press **START/STOP** without pressing the brake pedal.
5. If the vehicle does not start, repeat steps 1 through 4.

## JUMP STARTING THE VEHICLE



**WARNING:** Batteries normally produce explosive gases which can cause personal injury. Therefore, do not allow flames, sparks or lighted substances to come near the battery. When working near the battery, always shield your face and protect your eyes. Always provide correct ventilation.

# Roadside Emergencies



**WARNING:** Keep batteries out of reach of children. Batteries contain sulfuric acid. Avoid contact with skin, eyes or clothing. Shield your eyes when working near the battery to protect against possible splashing of acid solution. In case of acid contact with skin or eyes, flush immediately with water for a minimum of 15 minutes and get prompt medical attention. If acid is swallowed, call a physician immediately.



**WARNING:** Use only adequately sized cables with insulated clamps.

## Preparing Your Vehicle

Do not attempt to push-start your automatic transmission vehicle.

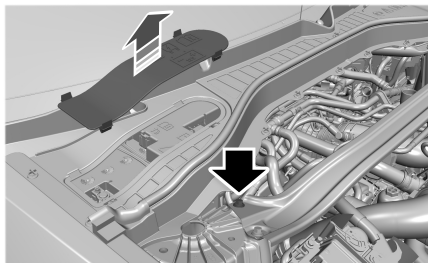
**Note:** Attempting to push-start a vehicle with an automatic transmission may cause transmission damage.

**Note:** Use only a 12-volt supply to start your vehicle.

**Note:** Do not disconnect the battery of the disabled vehicle as this could damage the vehicle electrical system.

Park the booster vehicle close to the hood of the disabled vehicle, making sure the two vehicles do not touch.

## Locating the Jump Starting Connection Points



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1. Open the hood. See **Opening and Closing the Hood** (page 269).
2. Remove the access cover.
3. Remove the red protective cover from the positive lead jump connection point.
4. Locate the negative jump connection point on the rear mounting bolt for the cross brace, as shown.

## Connecting the Jumper Cables



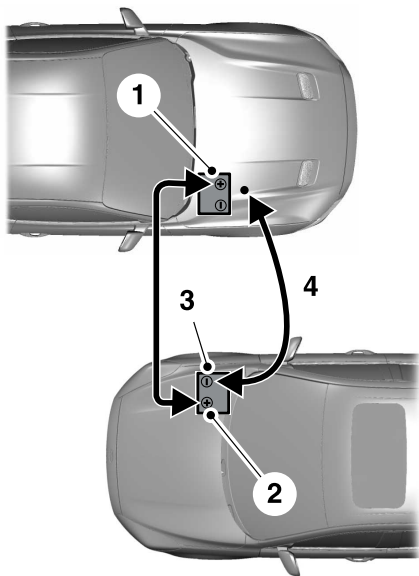
**WARNING:** If the engine is running while the hood is open, stay clear of moving engine components. Failure to follow this warning could result in serious personal injury or death.



**WARNING:** Do not connect the negative jumper cable to any other part of your vehicle. Use the ground point.

**Note:** In the illustration, the bottom vehicle represents the booster vehicle.

# Roadside Emergencies



1. Connect the positive (+) jumper cable to the positive (+) terminal of the discharged battery.
2. Connect the other end of the positive (+) cable to the positive (+) terminal of the booster vehicle battery
3. Connect the negative (-) cable to the negative (-) terminal of the booster vehicle battery.
4. Make the final connection of the negative (-) cable to an exposed metal part of the stalled vehicle's engine, away from the battery and the fuel injection system, or connect the negative (-) cable to a ground connection point if available.

## Jump Starting

**Note:** If you are using a hybrid vehicle as the booster vehicle, you do not need to rev the engine.

1. Start the engine of the booster vehicle and rev the engine moderately, or press the accelerator gently to keep your engine speed between 2000 and 3000 RPM, as shown in your tachometer.
2. Start the engine of the disabled vehicle.
3. Once the disabled vehicle has been started, run both vehicle engines for an additional three minutes before disconnecting the jumper cables.

## Removing the Jumper Cables

Remove the jumper cables in the reverse order that they were connected.

1. Remove the negative (-) jumper cable from the disabled vehicle.
2. Remove the jumper cable on the negative (-) terminal of the booster vehicle battery.
3. Remove the jumper cable from the positive (+) terminal of the booster vehicle battery.
4. Remove the jumper cable from the positive (+) terminal of the disabled vehicle battery.
5. Allow the engine to idle for at least one minute.



# Roadside Emergencies

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## **COLLISION, DAMAGE OR FIRE EVENT**

### **Guidance for Ford Motor Company Electric and Hybrid-Electric Vehicles Equipped With High Voltage Batteries**

#### **(Vehicle Owner/Operator/General Public) Electric and Hybrid-Electric Vehicle Considerations**

In the event of damage or fire involving an electric vehicle or hybrid-electric vehicle:

- Always assume the high-voltage battery and associated components are energized and fully charged.
- Exposed electrical components, wires, and high-voltage batteries present potential high-voltage shock hazards.
- Venting high-voltage battery vapors are potentially toxic and flammable.
- Physical damage to the vehicle or high-voltage battery may result in immediate or delayed release of toxic, flammable gases and fire.

Vehicle information and general safety practices:

- Know the make and model of your vehicle.
- Review the owner's manual and become familiar with your vehicle's safety information and recommended safety practices.
- Do not attempt to repair damaged electric and hybrid-electric vehicles yourself.

Contact an authorized dealer.

## **Crashes**

A crash or impact significant enough to require an emergency response for conventional vehicles would also require the same response for an electric or hybrid-electric vehicle.

If possible:

- Move your vehicle to a safe, nearby location and remain on the scene.
- Roll down the windows before switching your vehicle off.
- Place your vehicle in park (P), set the parking brake, switch off the vehicle, activate the hazard warning flashers and move your key(s) at least 5 m (15 ft) away from the vehicle.

Always:

- Call emergency assistance if needed and advise that an electric or hybrid-electric vehicle is involved.
- Exposed electrical components, wires, and high-voltage batteries present potential high-voltage shock hazards.
- Avoid contact with leaking fluids and gases, and remain out of the way of oncoming traffic until emergency responders arrive.
- When emergency responders arrive, tell them that the vehicle involved is an electric vehicle or hybrid-electric vehicle.

## **Fires**

As with any vehicle, call emergency assistance immediately if you see sparks, smoke or flames coming from the vehicle. Remain a safe distance from the vehicle and try to stay clear of the smoke.

- Exit the vehicle immediately.
- Advise emergency assistance that an electric or hybrid-electric vehicle is involved.

# Roadside Emergencies

- As with any vehicle fire, do not inhale smoke, vapors or gas from the vehicle, as they may be hazardous.
- Stay out of the roadway and stay out of the way of any oncoming traffic while awaiting the arrival of emergency responders.

## Post-Incident

- Do not store a severely damaged vehicle with a lithium-ion battery inside a structure or within 15 m (49 ft) of any structure or vehicle.
- Make sure that passenger and luggage compartments remain ventilated.
- Call emergency assistance if you observe leaking fluids, sparks, smoke or flames, or hear gurgling or bubbling from the high-voltage battery.

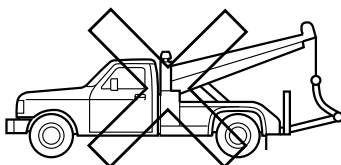
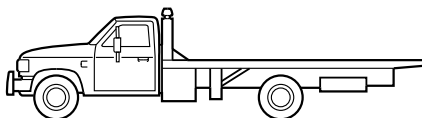
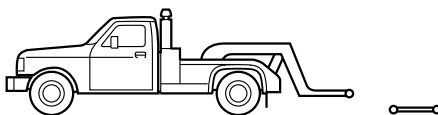
## POST-CRASH ALERT SYSTEM

The system flashes the direction indicator lamps in the event of a serious impact that deploys an airbag (front, side, side curtain or Safety Canopy) or the seatbelt pretensioners.

The lamps turn off when:

- You press the hazard control button.
- You press the panic button (if equipped) on the remote entry transmitter.
- Your vehicle runs out of power.

## TRANSPORTING THE VEHICLE



If you need to tow your vehicle, contact a professional towing service or, if you are a member of a roadside assistance program, your roadside assistance service provider.

We recommend the use of a wheel lift and dollies or flatbed equipment to tow your vehicle. Do not tow with a slingbelt. We do not approve a slingbelt towing procedure. If you tow your vehicle incorrectly, or by any other means, vehicle damage may occur.

We produce a towing manual for all authorized tow truck operators. Have your tow truck operator refer to this manual for proper hook-up and towing procedures for your vehicle.

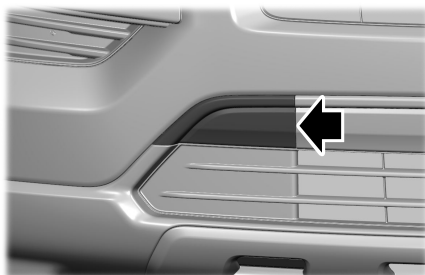
# Roadside Emergencies

Towing an all-wheel or four-wheel drive vehicle requires that all wheels be off the ground, such as using a wheel lift and dollies or flatbed equipment. This prevents damage to the transmission, all-wheel or four-wheel drive system and vehicle.

If your vehicle becomes inoperable without access to wheel dollies, a car-hauling trailer or a flatbed transport vehicle, you can flat-tow with all wheels on the ground under limited conditions. See **Towing the Vehicle on Four Wheels** (page 248).

## TOWING POINTS

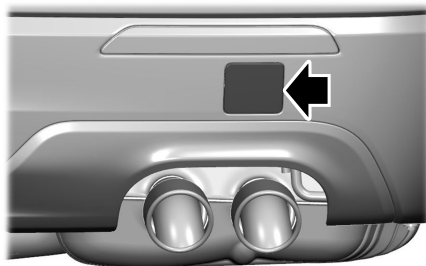
### Front Towing Point



1. Insert a suitable object into the hole on the underside of the cover.
2. Carefully pry off the cover.

**Note:** The towing eye attachment point cover has a small lanyard to keep it attached to the bumper.

### Rear Towing Point



1. Gently press the top of the towing eye attachment point cover inward.
2. Gently lift it upward and then pull it straight out.

**Note:** The towing eye attachment point cover has a small lanyard to keep it attached to the bumper.

### Attaching the Towing Eye (If Equipped)



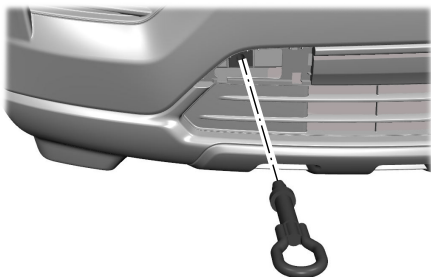
**WARNING:** Make sure that the towing eye is fully tightened. Failure to follow this instruction could result in personal injury.



**WARNING:** You must switch the ignition on when your vehicle is being towed.

## Roadside Emergencies

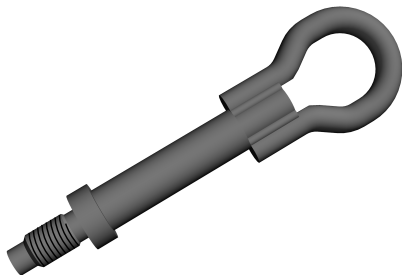
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1. Carefully remove the front or rear towing eye attachment point cover.
2. Install the towing eye.

**Note:** *It has a left-hand thread. Turn it counterclockwise to install it.*

### Towing Eye Location (If Equipped)



The towing eye is in the spare wheel storage tray.

**Note:** *You must carry the towing eye in your vehicle at all times.*

# Fuses

## FUSE SPECIFICATION CHART

### Engine Compartment Fuse Box



**WARNING:** Always disconnect the battery before servicing high current fuses.

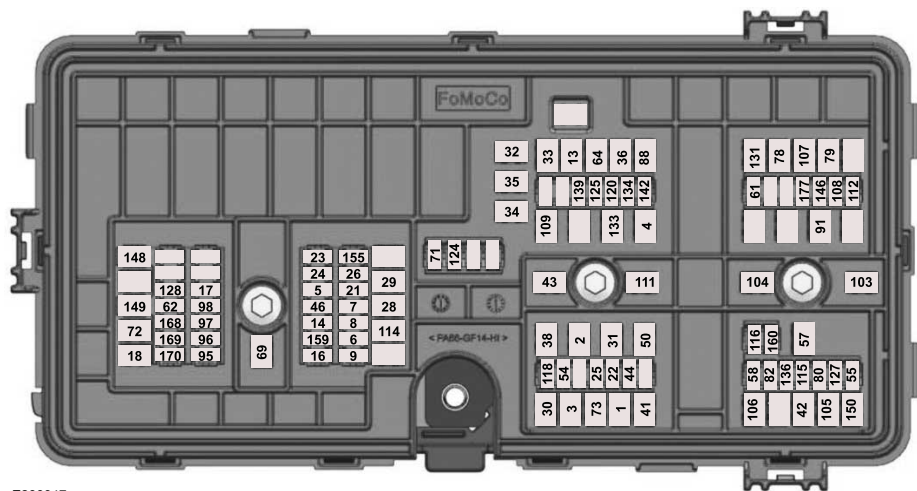


**WARNING:** To reduce risk of electrical shock, always replace the cover to the power distribution box before reconnecting the battery or refilling fluid reservoirs.

The engine compartment fuse box is under the driver side leaf screen in the engine compartment. It has high-current fuses that protect your vehicle's main electrical systems from overloads.

If you disconnect and reconnect the battery, you need to reset some features. See **Changing the 12V Battery** (page 279).

**Note:** Replace fuses with the same type and rating. See **Changing a Fuse** (page 267).



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## Fuses

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Fuse or Relay Number	Fuse Rating	Protected Component
1	40A	Body control module - battery power in feed 1.
2	20A	Power outlet main console bin.
3	40A	Body control module - battery power in feed 2.
4	30A	Fuel pump.
5	5A	Powertrain control module keep alive power.
6	20A	Powertrain control module power.
7	20A	Canister vent solenoid. Evaporative leak control module. Exhaust gas heat recovery (hybrid electric vehicle). Tank pressure control valve (hybrid electric vehicle). Refueling valve (plug-in hybrid electric vehicle). Vapor blocking valve. Universal exhaust gas oxygen 11. Universal exhaust gas oxygen 21. Catalyst monitor sensor 12. Catalyst monitor sensor 22. Canister purge valve.
8	20A	Cooling fan relay coil. Battery interrupt box. Transmission oil pump. Auxiliary coolant pump. Fuel flap door (hybrid electric vehicle). Engine coolant bypass valve. Active grille shutters.
9	20A	Ignition coils.
13	40A	Front blower motor relay.
14	15A	Transmission oil pump. A/C compressor variable clutch. Auxiliary pumps (hybrid electric vehicle).

## Fuses

Fuse or Relay Number	Fuse Rating	Protected Component
16	15A	Windshield and rear window washer pump relay power.
17	5A	Charge status indicator (hybrid electric vehicle).
18	30A	Starter motor.
21	10A	Headlamp leveling motors. Adaptive headlamps.
22	10A	Electric power assisted steering module.
23	10A	Anti-lock brake system module with integrated park brake.
24	10A	Powertrain control module. Hybrid powertrain control module.
25	10A	Air quality sensor. 360 camera with park aid. Rear view camera. Blind spot information system. Adaptive cruise control module.
26	15A	Transmission control module.
28	40A	Anti-lock brake system valves with integrated park brake.
29	60A	Anti-lock brake system pump with integrated park brake.
30	30A	Driver seat module.
31	30A	Passenger seat motor.
32	20A	Front media bin power point.
33	20A	Rear cargo area power point.
34	20A	Console end cap power point.
35	20A	Power point 4.
36	40A	Power inverter.
38	30A	Climate controlled seat module.
41	30A	Power liftgate module.

## Fuses

Fuse or Relay Number	Fuse Rating	Protected Component
42	30A	Trailer brake control module.
43	60A	Body control module.
44	10A	Brake on and off switch.
46	15A	Battery charger control module (hybrid electric vehicle).
50	40A	Heated backlite.
54	20A	Heated steering wheel.
55	20A	Trailer tow park lamps.
57	30A	Trailer tow battery charge.
58	10A	Trailer tow backup lamps.
61	15A	Multi-contour seat module.
62	15A	Headlamp washer pump.
64	40A	Four-wheel drive module.
69	30A	Front window wiper motor.
71	15A	Rear window wiper motor.
72	20A	Not used (spare).
73	30A	Driver door module.
78	50A	Left-hand heated windshield.
79	50A	Right-hand heated windshield.
80	20A	Trailer tow.
82	20A	Not used (spare).
88	20A	Rear blower motor.
91	20A	Trailer tow lighting module.
95	15A	Integrated spark control (hybrid electric vehicle).
96	15A	Not used (spare).
97	10A	Electric AC (hybrid electric vehicle).



# Fuses

Fuse or Relay Number	Fuse Rating	Protected Component
		High voltage positive temperature coefficient heater (hybrid electric vehicle).
98	10A	Traction battery coolant proportional valve (hybrid electric vehicle).
103	50A	Not used (spare).
104	50A	Not used (spare).
105	40A	Not used (spare).
106	40A	Not used (spare).
107	40A	Not used (spare).
108	20A	Not used (spare).
109	30A	Passenger door module.
111	30A	Body control module voltage quality monitor feed.
112	20A	Not used (spare).
114	50A	Not used (spare).
115	20A	Amplifier.
116	5A	Not used (spare).
118	30A	Second row heated seats.
120	15A	Port fuel injectors.
124	5A	Rain sensor.
125	5A	USB smart charger 1.
127	20A	Amplifier.
128	15A	Not used (spare).
131	40A	Power folding seat module.
133	15A	Heated wiper park.
134	10A	Family entertainment system.
136	20A	Not used (spare).

## Fuses

Fuse or Relay Number	Fuse Rating	Protected Component
139	5A	USB smart charger 2.
142	5A	Traffic cam.
146	15A	Battery electronic control module.
148	30A	Left-hand headlamp module.
149	30A	Right-hand headlamp module.
150	40A	Not used (spare).
155	25A	Transmission control module (hybrid electric vehicle).
159	15A	DC/DC converter (hybrid electric vehicle).
160	10A	Not used (spare).
168	20A	Low voltage service disconnect.
169	10A	Coolant pump (hybrid electric vehicle).
170	10A	Traction battery coolant pump (hybrid electric vehicle). Pedestrian sounder (hybrid electric vehicle).
177	10A	Not used (spare).

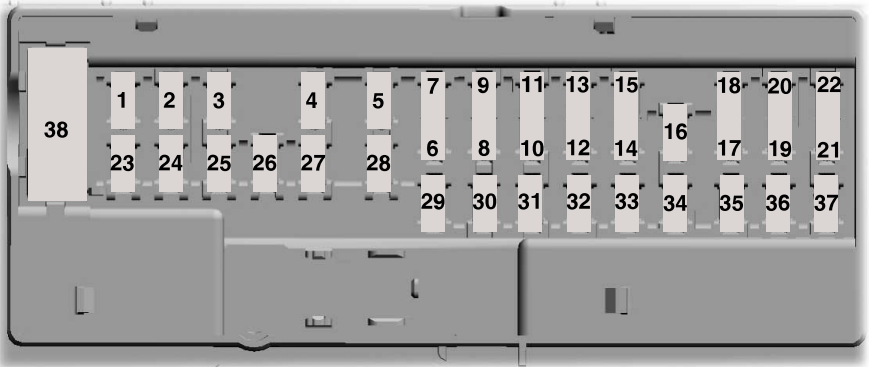
**Note:** Spare fuse amperage may vary.

### Passenger Compartment Fuse Panel

The fuse panel is under the instrument panel to the left of the steering column.

**Note:** It may be easier to access the fuse panel if you remove the finish trim piece.

# Fuses



Fuse or Relay Number	Fuse Rating	Protected Component
1	—	Not used.
2	10A	Moonroof. ERA-GLONAS. eCall. Telematics control unit module. Inverter. Driver door switch pack.
3	7.5A	Memory seat switch. Wireless accessory charger module. Seat switches.
4	20A	Not used (spare).
5	—	Not used.
6	10A	Not used.
7	10A	Smart data link connector power.
8	5A	Telematics control unit modem. Hands-free liftgate actuation module. Power liftgate module.
9	5A	Keypad switch.

## Fuses

Fuse or Relay Number	Fuse Rating	Protected Component
		Rear climate control.
10	—	Not used.
11	—	Not used.
12	7.5A	Climate control head. Gear shift module.
13	7.5A	Steering column control module. Smart datalink connector. Instrument cluster.
14	15A	Not used (spare).
15	15A	SYNC. Integrated control panel.
16	—	Not used.
17	7.5A	Headlamp control module.
18	7.5A	Not used (spare).
19	5A	Headlamp switch. Push button ignition switch.
20	5A	Ignition switch. Telematics control unit module. Key inhibit solenoid lock.
21	5A	Not used.
22	5A	Not used (spare).
23	30A	Not used (spare).
24	30A	Moonroof.
25	20A	Not used (spare).
26	30A	Not used (spare).
27	30A	Not used (spare).
28	30A	Not used (spare).
29	15A	Not used (spare).
30	5A	Trailer brake connector.

# Fuses

Fuse or Relay Number	Fuse Rating	Protected Component
31	10A	Terrain management switch. Selectable drive mode switch. Transceiver module.
32	20A	Audio control module.
33	—	Not used.
34	30A	Run/start relay.
35	5A	Not used (spare).
36	15A	Park assist module. Image processing module A.
37	20A	Not used (spare).
38	30A	Left-hand rear power window. Right-hand rear power window.

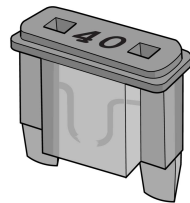
**Note:** Spare fuse amperage may vary.

## CHANGING A FUSE

### Fuses



**WARNING:** Always replace a fuse with one that has the specified amperage rating. Using a fuse with a higher amperage rating can cause severe wire damage and could start a fire.

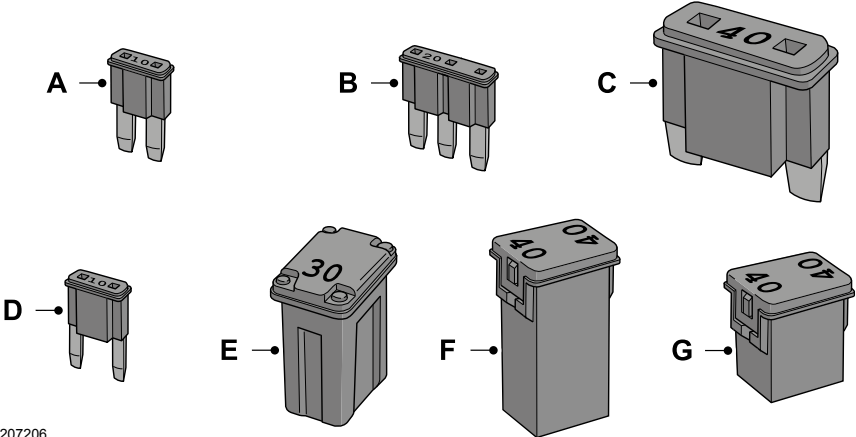


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If electrical components in the vehicle are not working, a fuse may have blown. Blown fuses are identified by a broken wire within the fuse. Check the appropriate fuses before replacing any electrical components.

# Fuses

## Fuse Types



E207206

Callout	Fuse Type
A	Micro 2
B	Micro 3
C	Maxi
D	Mini
E	M Case
F	J Case
G	J Case Low Profile

# Maintenance

## GENERAL INFORMATION



**WARNING:** Do not work on a hot engine.



**WARNING:** Switch the ignition off and apply the parking brake.



**WARNING:** Do not touch the electronic ignition system parts after you have switched the ignition on or when the engine is running. The system operates at high voltage. Failure to adhere to this warning could result in serious personal injury or death.



**WARNING:** Keep your hands and clothing clear of the engine cooling fan.

For all service intervals and scheduled maintenance information, please refer to your Scheduled Maintenance Guide.

Under certain conditions, the engine cooling fan may continue to run for several minutes after you switch your vehicle off.

Make sure that you fit filler caps securely after carrying out maintenance checks.

We recommend that you carry out the following checks.

### Check Daily

- Exterior lamps.
- Interior lamps.
- Warning lamps and indicators.

### Check When Refueling

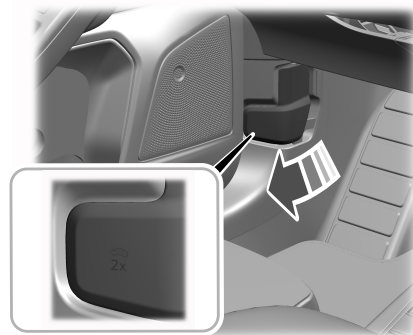
- Washer fluid level. See **Washer Fluid Check** (page 281).
- Tire pressures. See **Technical Specifications** (page 303).
- Tire condition. See **Wheels and Tires** (page 290).

### Check Monthly

- Engine oil level. See **Engine Oil Check** (page 271).
- Engine coolant level. See **Engine Coolant Check** (page 273).
- Brake fluid level. See **Brake Fluid Check** (page 278).
- Pipes, hoses and reservoirs for leaks.
- Air conditioning operation.
- Parking brake operation.
- Horn operation.
- Tightness of lug nuts. See **Technical Specifications** (page 303).

## OPENING AND CLOSING THE HOOD

### Opening the Hood



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1. Open the left-hand front door.
2. Fully pull the hood release lever and let it completely retract.
3. Fully pull the hood release lever for a second time.

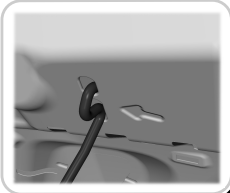
**Note:** This action releases the hood latch.

**Note:** This action fully releases the hood.

# Maintenance

4. Open the hood.

**Note:** There is no secondary latch under the hood.



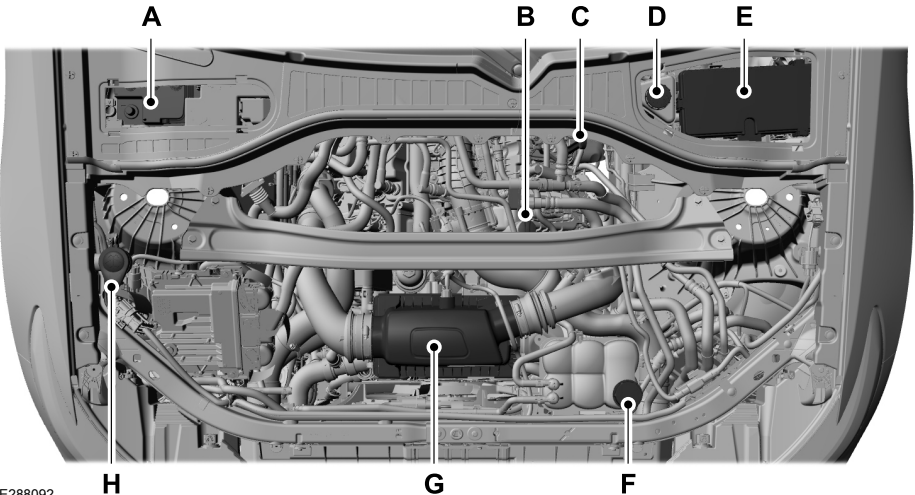
5. Support the hood with the prop rod.

## Closing the Hood

1. Remove the prop rod from the catch and secure it correctly in the clip.
2. Lower the hood and allow it to drop under its own weight for the last 25–35 cm (10–14 in).

**Note:** Make sure that the hood is correctly closed.

## UNDER HOOD OVERVIEW



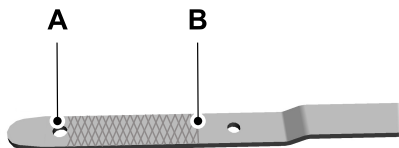
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# Maintenance

- A Battery. See **Changing the 12V Battery** (page 279).
- B Engine oil filler cap. See **Engine Oil Check** (page 271).
- C Engine oil dipstick. See **Engine Oil Dipstick** (page 271).
- D Brake fluid reservoir. See **Brake Fluid Check** (page 278).
- E Engine compartment fuse box. See **Fuses** (page 259).
- F Engine coolant reservoir. See **Engine Coolant Check** (page 273).
- G Air filter assembly. See **Changing the Engine Air Filter** (page 272).
- H Washer fluid reservoir. See **Washer Fluid Check** (page 281).

## ENGINE OIL DIPSTICK



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- A MIN
- B MAX

## ENGINE OIL CHECK

1. Make sure that your vehicle is on level ground.
2. Check the oil level before starting the engine, or switch the engine off and wait 10 minutes for the oil to drain into the oil pan.
3. Remove the dipstick and wipe it with a clean, lint-free cloth.
4. Reinstall the dipstick and make sure it is fully seated.
5. Remove the dipstick again to check the oil level.

**Note:** If the oil level is between the maximum and minimum marks, the oil level is acceptable. Do not add oil.

6. If the oil level is at the minimum mark, immediately add oil.
7. Reinstall the dipstick. Make sure it is fully seated.

**Note:** The oil consumption of new engines reaches its normal level after approximately 5,000 km (3,000 mi).

## Adding Engine Oil



**WARNING:** Do not add engine oil when the engine is hot. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not remove the filler cap when the engine is running.

Do not use supplemental engine oil additives because they are unnecessary and could lead to engine damage that the vehicle warranty may not cover.

1. Clean the area surrounding the engine oil filler cap before you remove it.
2. Remove the engine oil filler cap.

# Maintenance

3. Add engine oil that meets our specifications. See **Capacities and Specifications** (page 305).
4. Reinstall the engine oil filler cap. Turn it clockwise until you feel a strong resistance.

**Note:** Do not add oil further than the maximum mark. Oil levels above the maximum mark may cause engine damage.

**Note:** Immediately soak up any oil spillage with an absorbent cloth.

## OIL CHANGE INDICATOR RESET

Use the information display controls on the steering wheel to reset the oil change indicator.

**From the main menu scroll to:**

Message	Action and description
Settings	Press the right arrow button, then from this menu scroll to the following message.
Vehicle	Press the right arrow button, then from this menu scroll to the following message.
Hold OK to Reset	Press and hold the <b>OK</b> button until the instrument cluster displays the following message.  Reset Successful  When the oil change indicator resets the instrument cluster displays 100%.  Remaining Life {00}%

Message	Action and description
	If the instrument cluster displays one of the following messages, repeat the process.  Not Reset  Reset Cancelled

## CHANGING THE ENGINE AIR FILTER



**WARNING:** To reduce the risk of vehicle damage and personal burn injuries, do not start your engine with the air cleaner removed and do not remove it while the engine is running.

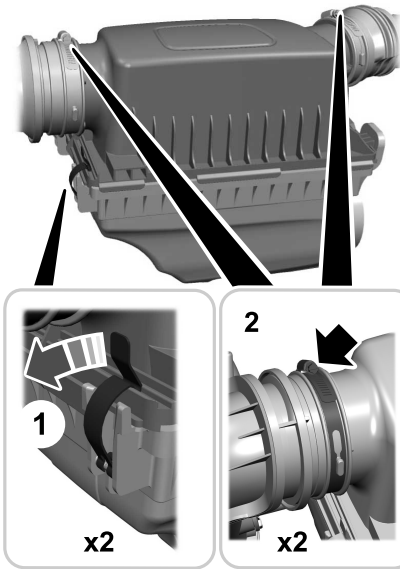
When changing the engine air filter, do not allow debris or foreign material to enter the air induction system. Engine components are susceptible to damage not covered by the vehicle Warranty.

Change the air filter element at the correct interval.

Incorrect component use can cause damage not covered by the vehicle Warranty.

To replace the air filter element do the following:


# Maintenance





1. Remove the clips that secure the air filter housing cover.
2. Using a screwdriver, loosen two clamps on either side of the air filter housing cover.
3. Gently pull the two boots back away from the air filter housing cover.
4. Carefully lift the air filter housing cover.
5. Remove the air filter element from the air filter housing.
6. Wipe any dirt or debris from the air filter housing and cover to make sure no dirt gets in the engine and that you have a good seal.

7. Install a new air filter element. Be careful not to crimp the filter element edges between the air filter housing and cover. This could cause filter damage and allow unfiltered air to enter the engine if it is not properly seated.
8. Install the air filter housing cover.
9. Engage the clips to secure the air filter housing cover to the air filter housing.
10. Reconnect the two boots on the air filter housing cover and torque to 5 Nm (3.69 lb.ft.).

## ENGINE COOLANT CHECK

 **WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.

 **WARNING:** Do not put coolant in the windshield washer reservoir. If sprayed on the windshield, coolant could make it difficult to see through the windshield.

 **WARNING:** To reduce the risk of personal injury, make sure the engine is cool before unscrewing the coolant pressure relief cap. The cooling system is under pressure. Steam and hot liquid can come out forcefully when you loosen the cap slightly.

 **WARNING:** Do not add coolant further than the **MAX** mark.

# Maintenance

When the engine is cold, check the concentration and level of the coolant at the intervals listed in the scheduled maintenance information.

**Note:** Make sure that the coolant level is between the **MIN** and **MAX** marks on the coolant reservoir.

**Note:** Coolant expands when it is hot. The level may extend beyond the **MAX** mark.

Maintain coolant concentration within 48% to 50%, which equates to a freeze point between -34°C (-29°F) and -37°C (-35°F). Coolant concentration should be checked using a refractometer. We do not recommend the use of hydrometers or coolant test strips for measuring coolant concentration.

## Adding Coolant



**WARNING:** Do not add engine coolant when the engine is on or the cooling system is hot. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.



**WARNING:** Do not put coolant in the windshield washer reservoir. If sprayed on the windshield, coolant could make it difficult to see through the windshield.

**Note:** Do not use stop leak pellets, cooling system sealants, or non-specified additives as they can cause damage to the engine cooling or heating systems. Resulting component damage may not be covered by the vehicle Warranty.

**Note:** Automotive fluids are not interchangeable.

It is very important to use prediluted coolant approved to the correct specification in order to avoid plugging the small passageways in the engine cooling system. See **Capacities and Specifications** (page 305). Do not mix different colors or types of coolant in your vehicle. Mixing of engine coolants or using an incorrect coolant may harm the engine or cooling system components and may not be covered by the vehicle Warranty.

**Note:** If prediluted coolant is not available, use the approved concentrated coolant diluting it to 50/50 with distilled water. See **Capacities and Specifications** (page 305). Using water that has not been deionised may contribute to deposit formation, corrosion and plugging of the small cooling system passageways.

**Note:** Coolants marketed for all makes and models may not be approved to our specifications and may cause damage to the cooling system. Resulting component damage may not be covered by the vehicle Warranty.

If the coolant level is at or below the minimum mark, add prediluted coolant immediately.

To top up the coolant level do the following:

1. Unscrew the cap slowly. Any pressure escapes as you unscrew the cap.
2. Add prediluted coolant approved to the correct specification. See **Capacities and Specifications** (page 305).

# Maintenance

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3. Add enough prediluted coolant to reach the correct level.
4. Replace the coolant reservoir cap. Turn the cap clockwise until it contacts the hard stop.
5. Check the coolant level in the coolant reservoir the next few times you drive your vehicle. If necessary, add enough prediluted engine coolant to bring the coolant level to the correct level.

If you have to add more than 1 L (1.1 qt) of engine coolant per month, have your vehicle checked as soon as possible. Operating an engine with a low level of coolant can result in engine overheating and possible engine damage.

In case of emergency, you can add a large amount of water without engine coolant in order to reach a vehicle service location. In this instance, qualified personnel:

1. Must drain the cooling system.
2. Chemically clean the coolant system.
3. Refill with engine coolant as soon as possible.

Water alone, without engine coolant, can cause engine damage from corrosion, overheating or freezing.

Do not use the following as a coolant substitute:

- Alcohol.
- Methanol.
- Brine.
- Any coolant mixed with alcohol or methanol antifreeze.

Alcohol and other liquids can cause engine damage from overheating or freezing.

Do not add extra inhibitors or additives to the coolant. These can be harmful and compromise the corrosion protection of the coolant.

## Recycled Coolant

We do not recommend the use of recycled coolant as an approved recycling process is not yet available.

**Note:** *Dispose of used coolant in the appropriate manner.*

Follow your community's regulations and standards for recycling and disposing of automotive fluids.

## Severe Climates

If you drive in extremely cold climates:

- It may be necessary to increase the coolant concentration above 50%.
- A coolant concentration of 60% provides improved freeze point protection. Coolant concentrations above 60% decrease the overheat protection characteristics of the coolant and may cause engine damage.

If you drive in extremely hot climates:

- You can decrease the coolant concentration to 40%.
- Coolant concentrations below 40% decrease the freeze and corrosion protection characteristics of the coolant and may cause engine damage.

Vehicles driven year-round in non-extreme climates should use prediluted coolant for optimum cooling system and engine protection.

## Coolant Change

At specific mileage intervals, as listed in the scheduled maintenance information, the coolant should be changed. Add prediluted coolant approved to the correct specification. See **Capacities and Specifications** (page 305).

# Maintenance

## Fail-Safe Cooling

Fail-safe cooling allows you to temporarily drive your vehicle before any incremental component damage occurs. The fail-safe distance depends on ambient temperature, vehicle load and terrain.

### How Fail-Safe Cooling Works



If the engine begins to overheat, the coolant temperature gauge moves toward the red zone:



A warning lamp illuminates and a message may appear in the information display.

If the engine reaches a preset over-temperature condition, the engine automatically switches to alternating cylinder operation. Each disabled cylinder acts as an air pump and cools the engine.

When this occurs, your vehicle still operates, however:

- Engine power is limited.
- The air conditioning system turns off.

Continued operation increases the engine temperature, causing the engine to completely shut down. Your steering and braking effort increases in this situation.

When the engine temperature cools, you can re-start the engine. Have your vehicle checked as soon as possible to minimize engine damage.

### When Fail-Safe Mode Is Activated



**WARNING:** Fail-safe mode is for use during emergencies only. Operate your vehicle in fail-safe mode only as long as necessary to bring your vehicle to rest in a safe location and seek immediate repairs. When in fail-safe mode, your vehicle will have limited power, will not be able to maintain

high-speed operation, and may completely shut down without warning, potentially losing engine power, power steering assist, and power brake assist, which may increase the possibility of a crash resulting in serious injury.



**WARNING:** Do not remove the coolant reservoir cap when the engine is on or the cooling system is hot. Wait 10 minutes for the cooling system to cool down. Cover the coolant reservoir cap with a thick cloth to prevent the possibility of scalding and slowly remove the cap. Failure to follow this instruction could result in personal injury.

Your vehicle has limited engine power when in the fail-safe mode, drive your vehicle with caution. Your vehicle does not maintain high-speed operation and the engine may operate poorly.

Remember that the engine is capable of automatically shutting down to prevent engine damage. In this situation:

1. Pull off the road as soon as safely possible and switch the engine off.
2. If you are a member of a roadside assistance program, we recommend that you contact your roadside assistance service provider.
3. If this is not possible, wait for a short period of time for the engine to cool.
4. Check the coolant level. If the coolant level is at or below the minimum mark, add prediluted coolant immediately.
5. When the engine temperature cools, you can re-start the engine. Have your vehicle checked as soon as possible to minimize engine damage.

**Note:** Driving your vehicle without repair increases the chance of engine damage.

# Maintenance

## Engine Coolant Temperature Management (If Equipped)



**WARNING:** To reduce the risk of crash and injury, be prepared that the vehicle speed may reduce and the vehicle may not be able to accelerate with full power until the coolant temperature reduces.

If you tow a trailer with your vehicle, the engine may temporarily reach a higher temperature during severe operating conditions, for example ascending a long or steep grade in high ambient temperatures.

At this time, you may notice the coolant temperature gauge moves toward the red zone and a message may appear in the information display.

You may notice a reduction in vehicle speed caused by reduced engine power in order to manage the engine coolant temperature. Your vehicle may enter this mode if certain high-temperature and high-load conditions take place. The amount of speed reduction depends on vehicle loading, grade and ambient temperature. If this occurs, there is no need to stop your vehicle. You can continue to drive.

The air conditioning may automatically turn on and off during severe operating conditions to protect the engine from overheating. When the coolant temperature decreases to the normal operating temperature, the air conditioning turns on.

If the coolant temperature gauge moves fully into the red zone, or if the coolant temperature warning or service engine soon messages appear in your information display, do the following:

1. Stop your vehicle as soon as it is safe to do so. Fully apply the parking brake, shift into park (P) or neutral (N).
2. Leave the engine running until the coolant temperature gauge needle returns to the normal position. If the temperature does not drop after several minutes, follow the remaining steps.
3. Switch the engine off and wait for it to cool. Check the coolant level.
4. If the coolant level is at or below the minimum mark, add prediluted coolant immediately.
5. If the coolant level is normal, restart the engine and continue.

## AUTOMATIC TRANSMISSION FLUID CHECK

If required, have an authorized dealer check and change the transmission fluid at the correct service interval.

The automatic transmission does not have a transmission fluid dipstick.

Refer to your scheduled maintenance information for scheduled intervals for fluid checks and changes. Your transmission does not consume fluid. However, if the transmission slips, shifts slowly or if you notice a sign of leaking fluid, contact an authorized dealer.

Do not use supplemental transmission fluid additives, treatments or cleaning agents. The use of these materials may affect transmission operation and result in damage to internal transmission components.

# Maintenance

## BRAKE FLUID CHECK

**WARNING:** Do not use any fluid other than the recommended brake fluid as this will reduce brake efficiency. Use of incorrect fluid could result in the loss of vehicle control, serious personal injury or death.

**WARNING:** Only use brake fluid from a sealed container. Contamination with dirt, water, petroleum products or other materials may result in brake system damage or failure. Failure to adhere to this warning could result in the loss of vehicle control, serious personal injury or death.

**WARNING:** Do not allow the fluid to touch your skin or eyes. If this happens, rinse the affected areas immediately with plenty of water and contact your physician.

**WARNING:** The brake system could be affected if the brake fluid level is below the **MIN** mark or above the **MAX** mark on the brake fluid reservoir.



1. Park your vehicle on a level surface.
2. Look at the brake fluid reservoir to see where the brake fluid level is relative to the **MIN** and the **MAX** marks on the reservoir.

**Note:** If the brake fluid level is between the **MIN** and the **MAX** marks on the reservoir, it is acceptable.

**Note:** If the brake fluid level is below the **MIN** mark or above the **MAX** mark, have your vehicle checked as soon as possible.

**Note:** To avoid fluid contamination, the reservoir cap must remain in place and fully tight, unless you are adding fluid.

Only use fluid that meets our specifications. See **Capacities and Specifications** (page 305).

### Brake Fluid Service Interval

Brake fluid absorbs water over time which degrades the effectiveness of the brake fluid. Change the brake fluid at the specified intervals to prevent degraded braking performance.



# Maintenance

For detailed interval information, see Scheduled Maintenance in your Owner's Manual or your local maintenance guide.

## CHANGING THE 12V BATTERY



**WARNING:** Batteries normally produce explosive gases which can cause personal injury. Therefore, do not allow flames, sparks or lighted substances to come near the battery. When working near the battery, always shield your face and protect your eyes. Always provide correct ventilation.



**WARNING:** When lifting a plastic-cased battery, excessive pressure on the end walls could cause acid to flow through the vent caps, resulting in personal injury and damage to the vehicle or battery. Lift the battery with a battery carrier or with your hands on opposite corners.



**WARNING:** Keep batteries out of reach of children. Batteries contain sulfuric acid. Avoid contact with skin, eyes or clothing. Shield your eyes when working near the battery to protect against possible splashing of acid solution. In case of acid contact with skin or eyes, flush immediately with water for a minimum of 15 minutes and get prompt medical attention. If acid is swallowed, call a physician immediately.



**WARNING:** Battery posts, terminals and related accessories contain lead and lead compounds, chemicals known to the State of California to cause cancer and reproductive harm. **Wash your hands after handling.**



**WARNING:** This vehicle may have more than one battery. Removing the battery cables from only one battery does not disconnect your vehicle electrical system. Make sure you disconnect the battery cables from all batteries when disconnecting power. Failure to do so may cause serious personal injury or property damage.



**WARNING:** For vehicles with Auto-Start-Stop the battery requirement is different. You must replace the battery with one of exactly the same specification.

The battery is in the engine compartment. See **Under Hood Overview** (page 270).

Your vehicle has a maintenance-free battery. It does not require additional water during service.

If the vehicle battery has a cover and vent hose, make sure you correctly install it after cleaning or replacing the battery.

For longer, trouble-free operation, keep the top of the battery clean and dry and the battery cables tightly fastened to the battery terminals. If any corrosion is present on the battery or terminals, remove the cables from the terminals and clean with a wire brush. You can neutralize the acid with a solution of baking soda and water.

We recommend that you disconnect the negative battery cable terminal from the battery if you plan to store your vehicle for an extended period.

**Note:** *If you only disconnect the negative battery cable terminal, make sure it is isolated or placed away from the battery terminal to avoid unintended connection or arcing.*

# Maintenance

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If you replace the battery make sure it matches the electrical requirements of your vehicle.

If you disconnect or replace the battery and your vehicle has an automatic transmission, it must relearn its adaptive strategy. Because of this, the transmission may shift firmly when first driven. This is normal operation while the transmission fully updates its operation to optimum shift feel.

## **Battery Management System (If Equipped)**

The battery management system monitors battery conditions and takes actions to extend battery life. If excessive battery drain is detected, the system temporarily disables some electrical systems to protect the battery.

Systems included are:

- Heated rear window.
- Heated seats.
- Climate control.
- Heated steering wheel.
- Audio unit.
- Navigation system.

A message may appear in the information displays to alert you that battery protection actions are active. These messages are only for notification that an action is taking place, and not intended to indicate an electrical problem or that the battery requires replacement.

After battery replacement, or in some cases after charging the battery with an external charger, the battery management system requires eight hours of vehicle sleep time to relearn the battery state of charge. During this time your vehicle must remain fully locked with the ignition switched off.

**Note:** *Prior to relearning the battery state of charge, the battery management system may temporarily disable some electrical systems.*

## **Electrical Accessory Installation**

To make sure the battery management system works correctly, do not connect an electrical device ground connection directly to the battery negative post. This can cause inaccurate measurements of the battery condition and potential incorrect system operation.

**Note:** *If you add electrical accessories or components to the vehicle, it may adversely affect battery performance and durability. This may also affect the performance of other electrical systems in the vehicle.*

## **Remove and Reinstall the Battery**

To disconnect or remove the battery, do the following:

1. Apply the parking brake and switch the ignition off.
2. Switch all electrical equipment off, for example lights and radio.
3. Wait a minimum of two minutes before disconnecting the battery.

**Note:** *The engine management system has a power hold function and remains powered for a period of time after you switch the ignition off. This is to allow diagnostic and adaptive tables to be stored. Disconnecting the battery without waiting can cause damage not covered by the vehicle Warranty.*

4. Disconnect the negative battery cable terminal.
5. Disconnect the positive battery cable terminal.
6. Remove the battery securing clamp.
7. Remove the battery.

# Maintenance

8. To install, reverse the removal procedure.

**Note:** Before reconnecting the battery, make sure the ignition remains switched off.

**Note:** Make sure the battery cable terminals are fully tightened.

If you disconnect or replace the vehicle battery, you must reset the following features:

- Window bounce-back. See **Power Windows** (page 76).
- Clock Settings.
- Pre-set radio stations.

## Battery Disposal



Make sure that you dispose of old batteries in an environmentally friendly way.

Seek advice from your local authority about recycling old batteries.

## ADJUSTING THE HEADLAMPS

### Vertical and Horizontal Aim Adjustment

Vertical and horizontal aim is adjustable. Contact an authorized dealer.

## WASHER FLUID CHECK

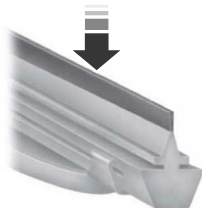
When adding fluid, use a mixture of washer fluid and water to help prevent freezing and improve the cleaning capability. For information on fluid dilution follow the manufacturer's instructions.

**Note:** The reservoir supplies the front and rear washer systems.

## FUEL FILTER

Your vehicle is equipped with a lifetime fuel filter that is integrated with the fuel tank. Regular maintenance or replacement is not needed.

## CHECKING THE WIPER BLADES



E142463

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

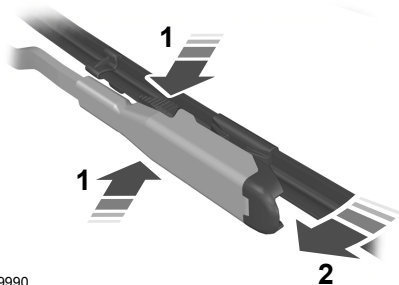
Clean the wiper blades with washer fluid or water applied with a soft sponge or cloth.

## CHANGING THE FRONT WIPER BLADES

You can improve poor wiper quality by cleaning the wiper blades and the windshield.

Replace the wiper blades at least annually for optimum performance.

# Maintenance



E129990

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

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

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

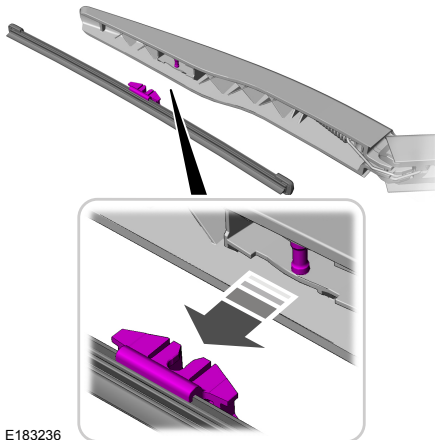
2. Slightly rotate the wiper blade.
3. Remove the wiper blade.
4. To install, reverse the removal procedure.

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

## CHANGING THE REAR WIPER BLADES

You can improve poor wiper quality by cleaning the wiper blades and the windshield.

Replace the wiper blades at least annually for optimum performance.



E183236

1. Lift the wiper arm.

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

2. Remove the wiper blade.

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

3. To install, reverse the removal procedure.

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

## CHANGING A BULB



**WARNING:** Switch the lamps and the ignition off. Failure to do so could result in serious personal injury.

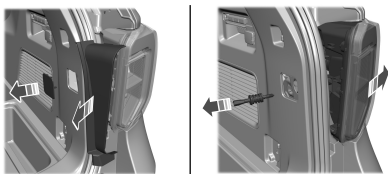


**WARNING:** Bulbs can become hot. Let the bulb cool down before removing it. Failure to do so could result in personal injury.

# Maintenance

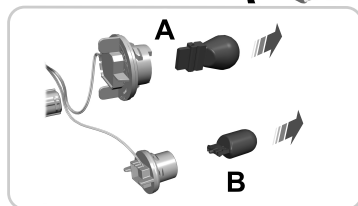
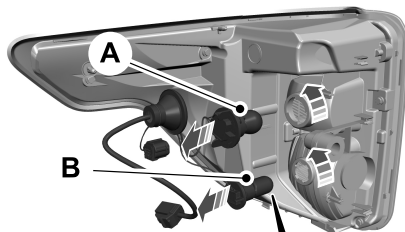
Use the correct specification bulb. See **Bulb Specification Chart** (page 312). Install in the reverse order unless otherwise stated.

## Rear Direction Indicator and Reversing Lamp



E292165

1. Switch all of the lamps and the ignition off.
2. Use a suitable tool, for example a screwdriver, to carefully remove the access cover.
3. Remove the side cover.
4. Remove the screw that secures the lamp assembly.
5. Gently pull the lamp assembly away from the vehicle.
6. Turn the bulb holder counterclockwise and remove it.
7. Remove the bulb by pulling it straight out.



E292171

- A     Rear direction indicator.  
B     Reverse lamp.

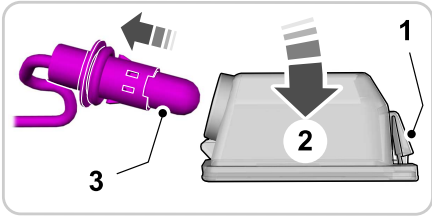
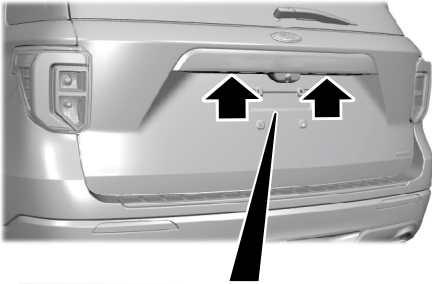
## LED Lamps

LED lamps are not serviceable items. See an authorized dealer if they fail.

The following lamps are LED:

- Headlamp low beam.
- Headlamp high beam.
- Front direction indicator.
- Side direction indicator.
- Daytime running lamps.
- Front fog lamps (if equipped).
- Brake and rear lamp.
- Rear side marker lamp.
- Rear fog lamps (if equipped).
- Front side marker lamps.
- Front signature lamps.
- Central high mounted brake lamp.

## License Plate Lamp



1. Use a suitable tool, for example a screwdriver, to carefully remove the lamp.
2. Turn the bulb holder counterclockwise and remove it.
3. Remove the bulb by pulling it straight out.

## CLEANING THE EXTERIOR

Wash your vehicle regularly with cool or lukewarm water and a neutral pH shampoo.

- Never use strong household detergents or soap, for example dish washing or laundry liquid. These products can discolor and spot painted surfaces.
- Never wash your vehicle when it is hot to the touch, or during strong or direct sunlight.
- Dry your vehicle with a chamois or soft terry cloth towel to eliminate water spotting.
- Immediately remove fuel spillages, bird droppings, insect deposits and road tar. These may cause damage to your vehicle's paintwork or trim over time.
- Remove any exterior accessories, for example antennas, before entering a car wash.
- When filling with AdBlue®, remove any residue on painted surfaces immediately.

**Note:** *Suntan lotions and insect repellents can damage painted surfaces. If these substances come in contact with your vehicle, wash the affected area as soon as possible.*

**Note:** *If you use a car wash with a waxing cycle, make sure that you remove the wax from the windshield and the wiper blades.*

**Note:** *Before using a car wash, check that it is suitable for your vehicle.*

**Note:** *Some car washes use water at high pressure. Due to this, water droplets may enter inside your vehicle and could also damage certain parts of your vehicle.*

**Note:** *Remove the antenna before using an automatic car wash.*

**Note:** *Switch the blower motor off to prevent contamination of the cabin air filter.*

We recommend that you wash your vehicle with a sponge and lukewarm water containing a car shampoo.

## Cleaning the Exterior Precautions

Immediately remove fuel spillages, AdBlue residuals, bird droppings, insect deposits and road tar. These may cause damage to your vehicle's paintwork or trim over time.

Remove any exterior accessories, for example antennas, before entering a car wash.

## Cleaning the Headlamps

**Note:** *Do not scrape the headlamps.*

**Note:** *Do not use abrasives, alcoholic solvents or chemical solvents to clean the headlamps.*

**Note:** *Do not wipe the headlamps when they are dry.*

## Cleaning the Rear Window

**Note:** *Do not scrape the inside of the rear window*

**Note:** *Do not use abrasives, alcoholic solvents or chemical solvents to clean the inside of the rear window.*

Clean the inside of the rear window with a soft, lint-free cloth and non-abrasive cleaner.

## Cleaning the Chrome Trim (If Equipped)

**Note:** *Do not use abrasives or chemical solvents. Use soapy water.*

**Note:** *Do not apply cleaning product to hot surfaces and do not leave cleaning product on chrome surfaces for a period of time exceeding that which is recommended.*

**Note:** *Industrial-strength (heavy-duty) cleaners, or cleaning chemicals, may cause damage over a period of time.*

# Vehicle Care

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## Cleaning Stripes or Graphics (If

Equipped)

Hand washing your vehicle is preferred however, pressure washing may be used under the following conditions:

- Do not use water pressure higher than 14,000 kPa (2,000 psi).
- Do not use water hotter than 82°C (179°F).
- Use a spray with a 40° wide spray angle pattern.
- Keep the nozzle at a 305 mm (12 in) distance and 90° angle to your vehicle's surface.

**Note:** *Holding the pressure washer nozzle at an angle to the vehicle's surface may damage graphics and cause the edges to peel away from the vehicle's surface.*

## Body Paintwork Preservation

Frequently remove particles such as bird droppings, tree sap, insect deposits, tar spots, road salt and industrial fallout to avoid paint surface damage.

Frequently wash the underbody of your vehicle if salt is applied on the road.

We recommend that you wax the paintwork once or twice a year.

**Note:** *Do not apply polish in strong sunlight as this dries the polish too quickly.*

**Note:** *Do not allow polish to come in contact with unpainted plastic surfaces as it could be difficult to remove.*

**Note:** *Do not apply polish to the windshield or rear window. A contaminated windshield or contaminated wiper blades may lead to increased wiper noise, reduced wipe quality or reduced rain sensor performance.*

## CLEANING THE WINDOWS AND WIPER BLADES

Car wash chemicals and environmental fallout can result in windshield and wiper blade contamination. Dirty windshield and wipers will result in poor windshield wiper operation. Keep the windshield and wiper blades clean to maintain windshield wiper performance.

To clean the windshield and wiper blades:

- Clean the windshield with a non-abrasive glass cleaner. When cleaning the interior of the windshield, avoid getting any glass cleaner on the instrument panel or door panels. Wipe any glass cleaner off these surfaces immediately.
- For windshields contaminated with tree sap, chemicals, wax or bugs, clean the entire windshield using steel wool (no greater than 0000 grade) in a circular motion and rinse with water.
- Clean the wiper blades with isopropyl rubbing alcohol or windshield washer concentrate.

**Note:** *Do not use razor blades or other sharp objects to clean or remove decals from the inside of the heated rear window. The vehicle warranty does not cover damage caused to the heated rear window grid lines.*

## CLEANING THE INTERIOR

**Note:** *Do not allow air fresheners and hand sanitizers to spill on interior surfaces. If a spill occurs, wipe off immediately. Damage may not be covered by the vehicle Warranty.*

**Note:** *Do not use household cleaning products or glass cleaners, which can stain and discolor the fabric and affect the flame retardant abilities of the seat materials.*



# Vehicle Care

**Note:** We recommend distilled water when cleaning.

## Fabric, Carpets, Cloth Seats, Headliners and Floor Mats

**Note:** Avoid soaking any surface. Do not use excessive amounts of water to clean the vehicle interior.

**Note:** To avoid spots or discoloration, clean the entire surface.

To clean:

- Remove dust and loose dirt with a vacuum cleaner or brush.
- Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
- If a ring forms on the fabric after spot cleaning, clean the entire area immediately, but do not soak or the ring will set.

## Seatbelts



**WARNING:** Do not use cleaning solvents, bleach or dye on the vehicle's seatbelts, as these actions may weaken the belt webbing.



**WARNING:** On vehicles equipped with seat-mounted airbags, do not use chemical solvents or strong detergents. Such products could contaminate the side airbag system and affect performance of the side airbag in a crash.

**Note:** Do not use abrasives, or chemical solvents to clean them.

**Note:** Do not allow moisture to penetrate the seatbelt retractor mechanism.

Cleaning may safely be carried out using mild soap and water. Let them dry naturally, away from artificial heat.

## Leather Interior (If Equipped)

**Note:** Follow the same procedure as cleaning leather seats for cleaning leather instrument panels and leather interior trim surfaces.

For routine cleaning, wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.

For cleaning and removing stains such as dye transfer, use a leather cleaning product for automotive interiors.

Do not use the following products as these may damage the leather:

- Oil and petroleum or silicone-based leather conditioners.
- Household cleaners.
- Alcohol solutions.
- Solvents or cleaners intended specifically for rubber, vinyl and plastics.

## Suede Micro Fiber Fabric (If Equipped)

**Note:** Do not steam clean.

**Note:** To avoid spots or discoloration, clean the entire surface.

Do not use the following products:

- Leather care products.
- Household cleaners.
- Alcoholic solutions.
- Spot removers.
- Shoe polish.

# Vehicle Care

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To clean:

- Remove dust and loose dirt with a vacuum cleaner.
- Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.
- If a ring forms on the fabric after spot cleaning, clean the entire area immediately, but do not soak or the ring will set.

## Instrument Cluster Screens, LCD Screens and Radio Screens

**Note:** Do not use abrasives, alcoholic solvents or chemical solvents to clean the instrument cluster screens, LCD screens or radio screens. These cleaning products can damage the screens.

Clean the instrument panel and cluster lens with a clean, damp and soft cloth, then use a clean, dry and soft cloth to dry these areas.

Do not spray any liquid directly onto the screens.

Do not use a microfiber cloth to clean the bezel around the display screens as it could damage the surface.

## Rear Windows

**Note:** Do not use any abrasive materials to clean the interior of the rear windows.

**Note:** Do not install stickers or labels to the interior of the rear windows.

## Mirrors

Do not clean the housing or glass of any mirror with harsh abrasives, fuel or other petroleum or ammonia-based cleaning products.

## Storage Compartments, Cup Holders and Ashtrays

To clean:

- Take out any removable inserts.
- Wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.

## CLEANING LEATHER SEATS

**Note:** Follow the same procedure as cleaning leather seats for cleaning leather instrument panels and leather interior trim surfaces.

For routine cleaning, wipe the surface with a soft, damp cloth and a mild soap and water solution. Dry the area with a clean, soft cloth.

For cleaning and removing stains such as dye transfer, use Motorcraft Premium Leather and Vinyl Cleaner or a commercially available leather cleaning product for automotive interiors.

**Note:** Test any cleaner or stain remover on an inconspicuous area.

You should:

- Remove dust and loose dirt with a vacuum cleaner.
- Clean and treat spills and stains as soon as possible.

Do not use the following products as these may damage the leather:

- Oil and petroleum or silicone-based leather conditioners.
- Household cleaners.
- Alcohol solutions.
- Solvents or cleaners intended specifically for rubber, vinyl and plastics.

### REPAIRING MINOR PAINT DAMAGE

You should repair paintwork damage caused by stones from the road or minor scratches as soon as possible. A choice of products are available from an authorized dealer.

Remove particles such as bird droppings, tree sap, insect deposits, tar spots, road salt and industrial fallout before repairing paint chips.

Always read and follow the manufacturer's instructions before using the products.

### CLEANING THE WHEELS

**Note:** Do not apply a cleaning chemical to warm or hot wheel rims and covers.

**Note:** Industrial-strength (heavy-duty) cleaners, or cleaning chemicals, in combination with brush agitation to remove brake dust and dirt, could wear away the clear coat finish over a period of time.

**Note:** Do not use hydrofluoric acid-based or high caustic-based wheel cleaners, steel wool, fuels or strong household detergent.

**Note:** If you intend parking your vehicle for an extended period after cleaning the wheels with a wheel cleaner, drive your vehicle for a few minutes before doing so. This will reduce the risk of increased corrosion of the brake discs, brake pads and linings.

**Note:** Some automatic car washes may cause damage to the finish on your wheel rims and covers.

Alloy wheels and wheel covers are coated with a clear coat paint finish. To maintain their condition we recommend that you:

- Clean them weekly with the recommended wheel and tire cleaner.
- Use a sponge to remove heavy deposits of dirt and brake dust accumulation.
- Rinse them thoroughly with a pressurized stream of water when you have completed the cleaning process.

Consult your authorized dealer for approved cleaning products.

Using other non-recommended cleaning products can result in severe and permanent cosmetic damage.

### BODY STYLING KITS

The distance between the underside of your vehicle and the ground is less than that of other models. Drive with extreme care to avoid damage to your vehicle.

# Wheels and Tires

## GENERAL INFORMATION

The recommended tire inflation pressures are on the tire information label on the driver side B-pillar.

Check and set the tire pressure at the ambient temperature in which you are intending to drive your vehicle and when the tires are cold. See **Technical Specifications** (page 303).

**Note:** Check your tire pressures regularly to optimize fuel economy.

Only use approved wheel and tire sizes. Using other sizes could damage your vehicle and could make the National Type Approval invalid.

Installation of any tires that are not the original equipment tire size can cause the speedometer to display incorrect vehicle speed.

To make sure the front and rear tires of your vehicle wear evenly and last longer, we recommend that you swap the tires from front to rear and vice versa at regular intervals of between 5,000 km (3,107 mi) and 10,000 km (6,214 mi).



**WARNING:** Do not scrub the sidewalls of the tires when you are parking.

If you have to mount a curb, do so slowly and approach it with the wheels at right angles to the curb.

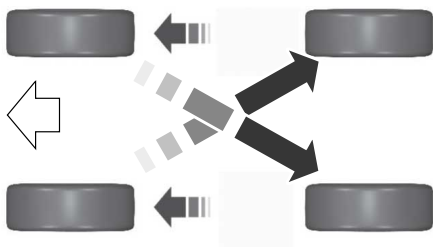
Examine the tires regularly for cuts, foreign objects and uneven wear of the tread. Uneven wear could mean that the wheel alignment is outside specification.

Check the tire pressures (including the spare) when cold, every two weeks.

## TIRE CARE

Rear-wheel drive and all-wheel drive vehicles, front tires at left of diagram.

### Tire Rotation Diagram



E142548

## USING SUMMER TIRES

Summer tires provide superior performance on wet and dry roads. Summer tires do not have the Mud and Snow (M+S or M/S) tire traction rating on the tire side wall. Since summer tires do not have the same traction performance as All-season or Snow tires, we do not recommend using summer tires when temperatures drop to about 7°C (45°F) or below (depending on tire wear and environmental conditions) or in snow and ice conditions. Like any tire, summer tire performance is affected by tire wear and environmental conditions. If you must drive in those conditions, we recommend using Mud and Snow (M+S, M/S), All-season or Snow tires.

# Wheels and Tires

Always store your summer tires indoors at temperatures above  $-7^{\circ}\text{C}$  ( $19^{\circ}\text{F}$ ). The rubber compounds used in these tires lose flexibility and may develop surface cracks in the tread area at temperatures below  $-7^{\circ}\text{C}$  ( $19^{\circ}\text{F}$ ). If the tires have been subjected to  $-7^{\circ}\text{C}$  ( $19^{\circ}\text{F}$ ) or less, warm them in a heated space to at least  $5^{\circ}\text{C}$  ( $41^{\circ}\text{F}$ ) for at least 24 hours before installing them on a vehicle, or moving the vehicle with the tires installed, or checking tire inflation. Do not place tires near heaters or heating devices used to warm the room where the tires are stored. Do not apply heat or blow heated air directly on the tires. Always inspect the tires after storage periods and before use.

## USING WINTER TIRES



E278852

Inflate the winter tires to the same tire pressures as those listed in the tire pressures table.



**WARNING:** Snow tires must be the same size, load index and speed rating as those originally provided by Ford. Use of any tire or wheel not recommended by Ford can affect the safety and performance of your vehicle, which could result in an increased risk of loss of control, vehicle rollover, personal injury and death. Additionally, the use of

non-recommended tires and wheels can cause steering, suspension, axle, transfer case or power transfer unit failure. Follow the Ford recommended tire inflation pressure found on the Safety Compliance Certification Label (on the door hinge pillar, door latch post or the door edge that meets the door latch post, next to the driver seat), or Tire Label on the B-Pillar or the edge of the driver door. Failure to follow the tire pressure recommendations can cause uneven treadwear patterns and adversely affect the way your vehicle handles.

## USING SNOW CHAINS



**WARNING:** Do not exceed 50 km/h (30 mph). Failure to follow this instruction could result in the loss of control of your vehicle, personal injury or death.



**WARNING:** Do not use snow chains on snow-free roads.



**WARNING:** Only fit snow chains to specified tires.



**WARNING:** If your vehicle is fitted with wheel trims, remove them before fitting snow chains.



**WARNING:** Snow tires must be the same size, load index and speed rating as those originally provided by Ford. Use of any tire or wheel not recommended by Ford can affect the safety and performance of your vehicle, which could result in an increased risk of loss of control, vehicle rollover, personal injury and death. Additionally, the use of non-recommended tires and wheels can cause steering, suspension, axle, transfer

# Wheels and Tires

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case or power transfer unit failure. Follow the Ford recommended tire inflation pressure found on the Safety Compliance Certification Label (on the door hinge pillar, door latch post or the door edge that meets the door latch post, next to the driver seat), or Tire Label on the B-Pillar or the edge of the driver door. Failure to follow the tire pressure recommendations can cause uneven treadwear patterns and adversely affect the way your vehicle handles.

Only use snow chains on rear wheels. Install snow chains in pairs. Do not use self-tensioning snow chains.

Only use snow chains on the following specified tire sizes:

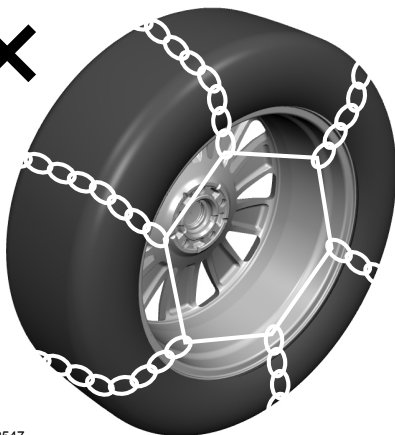
- 255/60R18
  - Only install chains that are 10 mm or less.
- 255/65R18
  - Only install chains that are 10 mm or less.
- 265/60R18
  - Only install chains that are 10 mm or less.
- 255/55R20
  - Only install chains that are 10 mm or less.

We recommend you use steel wheels of the same size and specification if snow chains are required because chains may chip aluminum wheels.

Follow these guidelines when using snow tires and traction devices:

- If possible, avoid fully loading your vehicle.
- Purchase snow chains from a manufacturer that clearly labels body to tire dimension restrictions.
- When driving with snow chains do not exceed 50 km/h (30 mph) or the maximum speed recommended by the chain manufacturer, whichever is less.
- Drive cautiously. If you hear the snow chains rub or bang against the vehicle, stop and tighten them. If this does not work, remove the snow chains to prevent vehicle damage.
- Remove the snow chains when they are no longer needed. Do not use snow chains on dry roads.
- If a temporary spare wheel is mounted on your vehicle, do not use snow chains on the axle with the temporary spare wheel.
- Use snow chains that fit against the sidewall of the tire to prevent the chains from touching the wheel rims or suspension, see following illustration.

# Wheels and Tires



E292547

If you have any questions regarding snow chains, please contact your authorized dealer.



Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires).



**WARNING:** The tire pressure monitoring system is not a substitute for manually checking tire pressures. You should periodically check tire pressures using a pressure gauge. Failure to correctly maintain tire pressures could increase the risk of tire failure, loss of control, vehicle rollover and personal injury.

**Note:** You should only use tire sealants in roadside emergencies as they may cause damage to the tire pressure monitoring system sensor.

**Note:** If the tire pressure monitoring system sensor becomes damaged, it may not function.

As an added safety feature, your vehicle has been equipped with a Tire Pressure Monitoring System (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

# Wheels and Tires

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

## Changing Tires With a Tire Pressure Monitoring System



E142549

**Note:** Each road tire is equipped with a tire pressure sensor located inside the wheel and tire assembly cavity. The pressure sensor is attached to the valve stem. The pressure sensor is covered by the tire and is not visible unless the tire is removed. Take care when changing the tire to avoid damaging the sensor.

You should always have your tires serviced by an authorized dealer.

Check the tire pressure periodically (at least monthly) using an accurate tire gauge. See **When Inflating Your Tires** in this chapter.

## Changing Wheels With a Tire Pressure Monitoring System

When changing the wheels of your vehicle, the tire pressure monitoring system needs to relearn the tire pressure sensors. To achieve this perform the following:

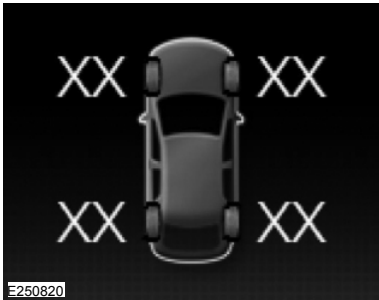
1. Make sure all tires are inflated to the proper pressure. If not, inflate the tires to the correct pressure.
2. Park your vehicle for at least 20 minutes.



# Wheels and Tires

3. Carry out the tire pressure monitoring system reset procedure. See **Tire Pressure Monitoring System Reset Procedure** later in this section.
4. The tire pressure monitoring system automatically re-learns the tire pressure sensors the next time you drive your vehicle for approximately 15 minutes above 40 km/h (25 mph).

## Understanding Your Tire Pressure Monitoring System



The tire pressure monitoring system measures pressure in your road tires and sends the tire pressure readings to your vehicle. You can view the tire pressure readings through the information display. The low tire pressure warning light will turn

on if the tire pressure is significantly low. Once the light is illuminated, your tires are under-inflated and need to be inflated to the manufacturer's recommended tire pressure. Even if the light turns on and a short time later turns off, your tire pressure still needs to be checked.

### When Your Temporary Spare Tire is Installed

When one of your road tires needs to be replaced with the temporary spare, the system will continue to identify an issue to remind you that the damaged road wheel and tire assembly needs to be repaired and put back on your vehicle.

To restore the full function of the tire pressure monitoring system, have the damaged road wheel and tire assembly repaired and remounted on your vehicle.

### When You Believe Your System is Not Operating Properly

The main function of the tire pressure monitoring system is to warn you when your tires need air. It can also warn you in the event the system is no longer capable of functioning as intended. See the following chart for information concerning your tire pressure monitoring system:

# Wheels and Tires

Low tire pressure warning light	Possible cause	Customer action required
Solid warning light	Tire(s) under-inflated	Make sure tires are at the proper pressure. See Inflating your tires in this chapter. After inflating your tires to the manufacturer's recommended pressure as shown on the Tire Label (located on the edge of driver's door or the B-Pillar), the vehicle must be driven for at least two minutes over 32 km/h (20 mph) before the light turns off.
	Spare tire in use	Repair the damaged road wheel and tire assembly and reinstall it on the vehicle to restore system function. For a description on how the system functions, see <b>When Your Temporary Spare Tire is Installed</b> in this section.
	TPMS malfunction	If the tires are properly inflated and the spare tire is not in use but the light remains on, contact your authorized dealer as soon as possible.
Flashing warning light	Spare tire in use	Repair the damaged road wheel and tire assembly and reinstall it on the vehicle to restore system function. For a description on how the system functions, see <b>When Your Temporary Spare Tire is Installed</b> in this section.
	TPMS malfunction	If the tires are properly inflated and the spare tire is not in use but the light remains on, contact your authorized dealer as soon as possible.

## When Inflating Your Tires



**WARNING:** Do not use the tire pressure displayed in the information display as a tire pressure gauge. Failure to follow this instruction could result in personal injury or death.

When putting air into your tires (such as at a gas station or in your garage), the tire pressure monitoring system may not respond immediately to the air added to your tires.

It may take up to two minutes of driving over 32 km/h (20 mph) for the light to turn off after you have filled your tires to the recommended inflation pressure.

# Wheels and Tires

## How Temperature Affects Your Tire Pressure

The tire pressure monitoring system monitors tire pressure in each pneumatic tire. While driving in a normal manner, a typical passenger tire inflation pressure may increase about 14–28 kPa (2–4 psi) from a cold start situation. If the vehicle is stationary overnight with the outside temperature significantly lower than the daytime temperature, the tire pressure may decrease about 21 kPa (3 psi) for a drop of -1.1°C (30.0°F) in ambient temperature. This lower pressure value may be detected by the tire pressure monitoring system as being significantly lower than the recommended inflation pressure and activate the system warning light for low tire pressure. If the low tire pressure warning light is on, visually check each tire to verify that no tire is flat. If one or more tires are flat, repair as necessary. Check the air pressure in the road tires. If any tire is under-inflated, carefully drive the vehicle to the nearest location where air can be added to the tires. Inflate all the tires to the recommended inflation pressure.

## Tire Pressure Monitoring System Reset Procedure

### Overview

You must carry out the system reset procedure after each tire replacement or adjustment of the tire pressures.

To maintain your vehicle load carrying capability, your vehicle may require different tire pressures in the front compared to the rear. In these cases, the system illuminates the warning lamp at different pressures for the front and rear tires.

If the tires are rotated, you need to reset the system in order to relearn the positions of the tire pressure sensors. The system cannot tell which position a tire pressure sensor is in, and assumes you have set the tire pressures correctly.

### Performing the Reset Procedure

1. Switch the ignition on.
2. Navigate to the tire monitor menu in the information display.
3. Press and hold the OK button until a confirmation message appears. If your vehicle has a tire pressure monitoring system reset button, press and hold the button until a confirmation message appears.

## CHANGING A ROAD WHEEL



**WARNING:** If the tire pressure monitor sensor becomes damaged it may not function.

**Note:** You should only use tire sealants in roadside emergencies as they may cause damage to the tire pressure monitoring system sensor.

**Note:** The tire pressure monitoring system indicator light illuminates when the spare tire is in use. To restore the full function of the monitoring system, all road wheels equipped with tire pressure monitoring sensors must be mounted on the vehicle.

If you get a flat tire when driving, do not apply the brake heavily. Instead, gradually decrease your speed. Hold the steering wheel firmly and slowly move to a safe place on the side of the road.

# Wheels and Tires

Have a flat serviced by an authorized dealer in order to prevent damage to the tire pressure monitoring system sensors. See **Tire Pressure Monitoring System** (page 293). Replace the spare tire with a road tire as soon as possible. During repairing or replacing of the flat tire, have the authorized dealer inspect the tire pressure monitoring system sensor for damage.

## Dissimilar Spare Wheel and Tire Assembly Information



**WARNING:** Failure to follow these guidelines could result in an increased risk of loss of vehicle control, injury or death.

If you have a dissimilar spare wheel and tire, then it is intended for temporary use only. This means that if you need to use it, you should replace it as soon as possible with a road wheel and tire assembly that is the same size and type as the road tires and wheels that were originally provided by us. If the dissimilar spare tire or wheel is damaged, you should replace it rather than repair it.

A dissimilar spare wheel and tire assembly is defined as a spare wheel and tire assembly that is different in brand, size or appearance from the road tires and wheels and can be one of three types:

1. **T-type mini-spare:** This spare tire begins with the letter T for tire size and may have Temporary Use Only molded in the sidewall.

2. **Full-size dissimilar spare with label on wheel:** This spare tire has a label on the wheel that states: THIS WHEEL AND TIRE ASSEMBLY FOR TEMPORARY USE ONLY.

When driving with one of the dissimilar spare tires listed above, do not:

- Exceed 80 km/h (50 mph).
- Load the vehicle beyond maximum vehicle load rating listed on the Safety Compliance Label.
- Tow a trailer.
- Use snow chains on the end of the vehicle with the dissimilar spare tire.
- Use more than one dissimilar spare tire at a time.
- Use commercial car washing equipment.
- Try to repair the dissimilar spare tire.

Use of one of the dissimilar spare tires listed above at any one wheel location can lead to impairment of the following:

- Handling, stability and braking performance.
- Comfort and noise.
- Ground clearance and parking at curbs.
- Winter weather driving capability.
- Wet weather driving capability.
- All-wheel driving capability.

### 3. Full-size dissimilar spare without label on wheel.

When driving with the full-size dissimilar spare wheel and tire assembly, do not:

- Exceed 113 km/h (70 mph).
- Use more than one dissimilar spare wheel and tire assembly at a time.
- Use commercial car washing equipment.
- Use snow chains on the end of the vehicle with the dissimilar spare wheel and tire assembly.

The usage of a full-size dissimilar spare wheel and tire assembly can lead to impairment of the following:

- Handling, stability and braking performance.
- Comfort and noise.

# Wheels and Tires

- Ground clearance and parking at curbs.
- Winter weather driving capability.
- Wet weather driving capability.
- All-wheel driving capability.

When driving with the full-size dissimilar spare wheel and tire assembly additional caution should be given to:

- Towing a trailer.
- Driving vehicles equipped with a camper body.
- Driving vehicles with a load on the cargo rack.

Drive cautiously when using a full-size dissimilar spare wheel and tire assembly and seek service as soon as possible.

## Tire Change Procedure



**WARNING:** The jack supplied with this vehicle is only intended for changing wheels. Do not use the vehicle jack other than when you are changing a wheel in an emergency.



**WARNING:** Check that the vehicle jack is not damaged or deformed and the thread is lubricated and clean.



**WARNING:** Do not work on your vehicle when the jack is the only support as your vehicle could slip off the jack. Failure to follow this instruction could result in personal injury or death.



**WARNING:** To help prevent your vehicle from moving when changing a wheel, shift the transmission into park (P), set the parking brake and use an appropriate block or wheel chock to secure the wheel diagonally opposite to the wheel being changed. For example, when changing the front left wheel, place an appropriate block or wheel chock on the right rear wheel.



**WARNING:** Always use the jack provided as original equipment with your vehicle. If using a jack other than the one provided, make sure the jack capacity is adequate for the vehicle weight, including any vehicle cargo or modifications. If you are unsure if the jack capacity is adequate, contact the authorized dealer.



**WARNING:** Use only the specified jacking points. If you use other positions, you may damage the body, steering, suspension, engine, braking system or the fuel lines.



**WARNING:** Never place anything between the vehicle jack and your vehicle.



**WARNING:** Never place anything between the vehicle jack and the ground.



**WARNING:** Park your vehicle so that you do not obstruct the flow of traffic or place yourself in any danger and set up a warning triangle.

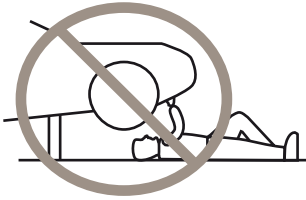


**WARNING:** Do not attempt to change a tire on the side of the vehicle close to moving traffic. Pull far enough off the road to avoid the danger of being hit when operating the jack or changing the wheel.

**Note:** *Passengers should not remain in your vehicle when the vehicle is being jacked.*

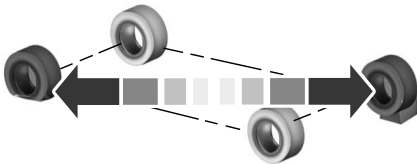
**Note:** *Jack at the specified locations to avoid damage to the vehicle.*

# Wheels and Tires



**Note:** No maintenance or additional lubrication of your jack is required over the service life of your vehicle.

1. Park on a level surface, set the parking brake and switch on the hazard flashers.
2. Apply the parking brake, place the transmission in park (P) or reverse (R) for manual transmission. Turn the engine off.
3. If your vehicle has air suspension, use the touch screen to switch on the Air Suspension Service Mode prior to jacking.



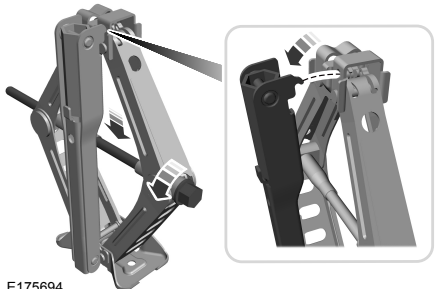
E142551

4. Block the wheel diagonally opposite the flat tire. For example, if the left front tire is flat, block the right rear wheel.



E288598

5. Unfold the third row seat if it is in the stowed position, then remove the carpeted cargo area to access the spare tire and jack storage compartment.
6. Turn the wing nut securing the spare tire counterclockwise, remove the wing nut.
7. Remove the spare tire, jack and wrench from the spare tire storage compartment.



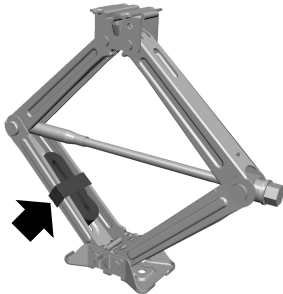
E175694

# Wheels and Tires

8. Turn the hex nut on the jack counterclockwise to remove the lug wrench from jack. This lowers the jack and loosens the mechanical lock.

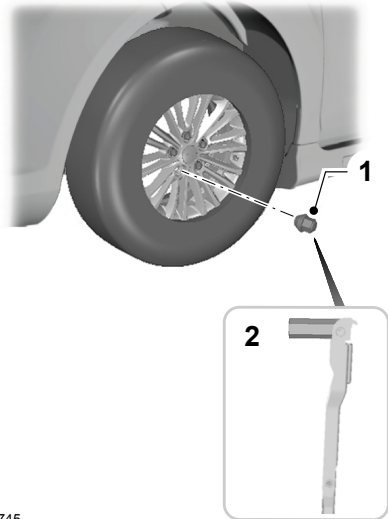


9. Unfold the wrench for use.



E288597

10. Remove the strap from the jack.



E181745

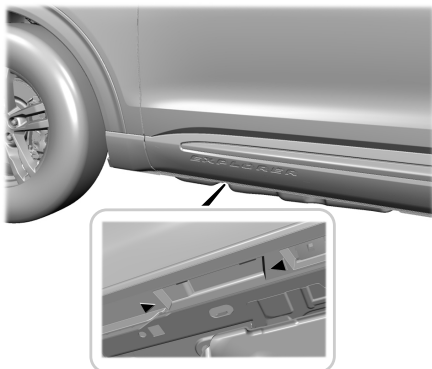
11. Loosen each wheel lug nut one-half turn counterclockwise, but do not remove them until the flat tire is raised off the ground.



E145908

12. Find the jacking points shown here, small arrow-shaped marks on the sills show the location of the jacking points.

# Wheels and Tires

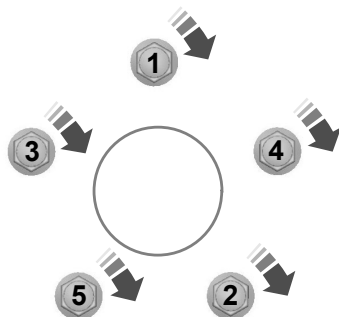


13. Place the jack at the jacking point next to the tire which you are changing. Turn the lug wrench handle clockwise until the flat tire is completely off the ground.



E201156

14. Remove the lug nuts with the lug wrench.
15. Replace the flat tire with the spare tire, making sure the valve stem is facing outward.
16. Install the lug nuts snug against the hub. Do not fully tighten the lug nuts until the vehicle is lowered.
17. Turn the wrench handle counterclockwise to lower the vehicle completely.



18. Remove the jack and fully tighten the lug nuts in the order shown. See **Technical Specifications** (page 303).
19. If you enabled the Air Suspension Service Mode, switch the mode off prior to driving.
20. Remove the wheel blocks.

## Stowing the jack



E176165

1. To store the folded wrench on the jack, engage the bracket of the jack base and the lug wrench pin, swing the wrench upwards, adjust jack height until the wrench hook engages the hole on jack. Tighten the hex nut clockwise by hand until secure.
2. Place the jack in the spare tire compartment, install the wing nut and tighten clockwise by hand until secure.




# Wheels and Tires

## Stowing the flat tire

You cannot store the full-sized road wheel in the temporary spare tire well.

## TECHNICAL SPECIFICATIONS

### Wheel Lug Nut Torque Specifications

**WARNING:** When you install a wheel, always remove any corrosion, dirt or foreign materials present on the mounting surfaces of the wheel or the surface of the wheel hub, brake drum or brake disc that contacts the wheel. Make sure to secure any fasteners that attach the rotor to the hub so they do not interfere with the mounting surfaces of the wheel. Installing wheels without correct metal-to-metal contact at the wheel mounting surfaces can cause the wheel nuts to loosen and the wheel to come off while your vehicle is in motion, resulting in loss of vehicle control, personal injury or death.

Bolt Size	Nm ( lb.ft) <sup>1</sup>
M14 x 1.5	204 Nm (150 lb.ft)

<sup>1</sup> Torque specifications are for nut and bolt threads free of dirt and rust. Use only our recommended replacement fasteners.

Retighten the lug nuts to the specified torque within 100 miles (160 kilometers) after any wheel disturbance, such as tire rotation, changing a flat tire or wheel removal.



E145950

A Wheel pilot bore.

Inspect the wheel pilot bore and mounting surface prior to installation. Remove any visible corrosion or loose particles.

# Wheels and Tires

## Tire Pressures - Cold Tires

### Spare Tire - Max Speed 50 mph (80 km/h)

Engine	Tire Size	Normal Load		Full Load	
		Front	Rear	Front	Rear
All	T165/70R18	4.2 bar (60 psi)			

### Continuous speeds up to or in excess of 100 mph (160 km/h)

Engine	Tire Size	Normal Load		Full Load	
		Front	Rear	Front	Rear
PHEV	255/55R20 <sup>1</sup>	2.5 bar (36 psi)	2.5 bar (36 psi)	2.5 bar (36 psi)	2.8 bar (41 psi)

<sup>1</sup> Only fit snow chains to specified tires.

## Capacities and Specifications

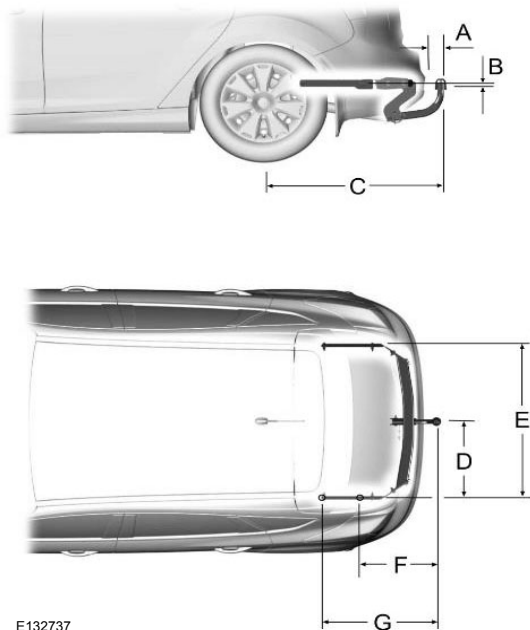
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### VEHICLE DIMENSIONS

Dimension Description	Specification
Overall length.	5,049 mm (198.8 in)
Overall width excluding the exterior mirrors.	2,004 mm (78.9 in)
Overall height excluding the antenna.	1,778 mm (70.0 in)
Overall height including the roof rails.	1,778 mm (70.0 in)
Front track.	1,703 mm (67.0 in)
Rear track.	1,713 mm (67.4 in)
Wheelbase.	3,025 mm (119.1 in)

## Capacities and Specifications

### TOWBAR DIMENSIONS



E132737

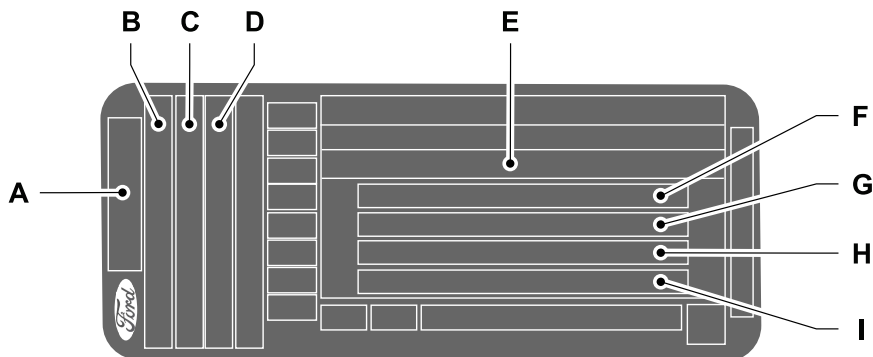
Item	Dimension Description	Dimension mm (in)
A	Bumper to center of tow ball.	100 (3.9)
B	Attachment point to center of tow ball.	84 (3.3)
C	Wheel center to center of tow ball.	1,268 (49.9)
D	Center of tow ball to side member.	614 (24.2)
E	Distance between side members.	1,228 (48.3)
F	Center of tow ball to center of first attachment point.	326 (12.8)
G	Center of tow ball to center of second attachment point.	481 (18.9)

# Capacities and Specifications

## Maximum Permissible Trailer Vertical Weight

Powertrain	kg (lb)
All.	100 (220)

## VEHICLE IDENTIFICATION PLATE



- A Model.
- B Variant.
- C Engine designation.
- D Engine power and emission level.
- E Vehicle identification number.
- F Gross vehicle weight.
- G Gross train weight.
- H Maximum front axle weight.
- I Maximum rear axle weight.

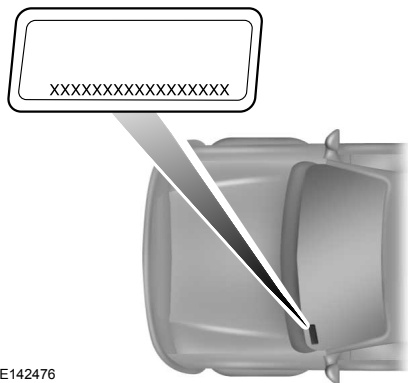
The vehicle identification plate is within the right-hand door aperture.

**Note:** The vehicle identification plate may vary to that shown.

**Note:** Information on the vehicle identification plate is dependent upon market requirements.

# Capacities and Specifications

## VEHICLE IDENTIFICATION NUMBER



E142476

The Vehicle Identification Number is on the left-hand side of the instrument panel on the vehicle identification plate.

## CAPACITIES AND SPECIFICATIONS

Use oil and fluid that meets the defined specification and viscosity grade.

If you do not use oil and fluid that meets the defined specification and viscosity grade, it could result in:

- Component damage that your vehicle warranty does not cover.
- Longer engine cranking periods.
- Increased emission levels.
- Reduced engine performance.
- Reduced fuel economy.
- Reduced brake performance.

### Automatic Transmission

**Note:** Only use MERCON® ULV transmission fluid for automatic transmissions that require MERCON® ULV transmission fluid. The use of any other fluid could cause transmission damage.

## Capacities

Variant	Quantity
All.	13 L (13.7 qt) <sup>1</sup>

<sup>1</sup> Approximate dry fill capacity. Actual amount could vary during fluid changes.

## Materials

Name	Specification
Automatic Transmission Oil P-ULV HU7J-M2C949-AA	WSS-M2C949-A, MERCON® ULV

# Capacities and Specifications

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## Engine Coolant

### Capacities

Variant	Quantity
Engine.	18.3 L (19.3 qt)
PHEV low temperature cooling loop (battery and electric motor electronics).	4.8 L (5.1 qt)

### Materials

Name	Specification
Antifreeze	WSS-M97B57-A1

## Engine Oil

We recommend Motorcraft® motor oil for your vehicle. If Motorcraft® oil is not available, use motor oils of the recommended viscosity grade that meet either API SP requirements and display the API Certification Mark for gasoline engines or ACEA C2.

Do not use supplemental engine oil additives because they are unnecessary and could lead to engine damage that your vehicle warranty does not cover.

### Capacities

Variant	Including the Oil Filter
All.	5.7 L (6.0 qt)

### Materials

Name	Specification
Engine Oil - SAE 0W-30	WSS-M2C950-A

## Fuel Tank

### Capacities

Variant	Quantity
All.	68.1 L (15.0 gal)

# Capacities and Specifications

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## Hydraulic Brake System

### Materials

Name	Specification
Brake Fluid DOT 4 LV High Performance BU7J-M6C65-xxxx	WSS-M6C65-A2

**Note:** We recommend using DOT 4 Low Viscosity (LV) High Performance Brake Fluid or equivalent meeting WSS-M6C65-A2. Use of any fluid other than the recommended fluid may cause reduced brake performance and not meet our performance standards. Keep brake fluid clean and dry. Contamination with dirt, water, petroleum products or other materials could result in brake system damage and possible failure.

## Transfer Case

### Capacities

Variant	Quantity
All.	1 L (1.1 qt)

### Materials

Name	Specification
Automatic Transmission Oil C-ML5 7U7J-M2C938-AB	WSS-M2C938-AMERCON® LV,

## Front Axle

### Capacities

Variant	Quantity
Four-wheel drive.	0.6 L (0.6 qt)



# Capacities and Specifications

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## Materials

Name	Specification
Rear Axle Oil SAE 75W-140 C 7U7J-M2C192-AB	WSL-M2C192-A

## Rear Axle

### Capacities

Variant	Quantity
All.	1.8 L (1.9 qt)

## Materials

Name	Specification
Rear Axle Oil SAE 75W-85 EU7J-M2C942-AA	WSS-M2C942-A

## Washer Reservoir

### Capacities

Variant	Quantity
All.	Fill as required.

## Materials

Name	Specification
Screen Wash FU7J-19C544-AA/BA/DA/EA/GA/HA	WSS-M14P19-A

# Capacities and Specifications

## BULB SPECIFICATION CHART

Replacement bulbs are specified in the

chart below. The correct bulbs will not damage the lamp assembly or void the lamp assembly warranty and will provide quality bulb illumination time.

### Exterior Lamps

Lamp	Specification	Power (Watt)
Front side marker lamps (if equipped).	LED.	LED.
Front position lamps.	LED.	LED.
Front direction indicator.	LED.	LED.
Headlamp low beam.	LED.	LED.
Daytime running lamp.	LED.	LED.
Headlamp high beam.	LED.	LED.
Front fog lamps.	LED.	LED.
Side direction indicator.	LED.	LED.
Rear side marker lamp (if equipped).	LED.	LED.
Brake and rear lamp.	LED.	LED.
Central high mounted brake lamp.	LED.	LED.
Rear direction indicator.	3757NAK, PY27/7W	27
Reversing lamps.	W21W	21
License plate lamp.	W5W	5
Rear fog lamp.	LED.	LED.

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.

### Interior Lamps

Lamp	Specification	Power (Watt)
All interior lamps.	LED.	LED.

**Note:** LED lamps are not serviceable. See an authorized dealer if they fail.

# Capacities and Specifications

## FUEL CONSUMPTION FIGURES

### Fuel Economy and CO2 Emissions

The declared fuel/energy consumptions, CO<sub>2</sub>-Emissions and electric range are determined according to the technical requirements and specifications of the European Regulations (EC) 715/2007 and (EU) 2017/1151 as last amended. Light Duty Vehicle type-approved using the World Harmonised Light Vehicle Test Procedure (WLTP) will have Fuel/Energy Consumption and CO<sub>2</sub>-Emission information for New European Drive Cycle (NEDC) and WLTP. WLTP will fully replace the NEDC latest by the end of the year 2020. The applied standard test procedures enable comparison between different vehicle types and different manufacturers.

During NEDC phase-out, WLTP fuel consumption and CO<sub>2</sub> emissions are being correlated back to NEDC. There will be some variance to the previous fuel economy and emissions as some elements of the tests have altered, so the same car might have different fuel consumption and CO<sub>2</sub> emissions.

### European Directive 1999/94/EC

In addition to the fuel efficiency of a car, driving behaviour as well as other non-technical factors play a role in determining a car's fuel consumption and CO<sub>2</sub> emissions. CO<sub>2</sub> is the main greenhouse gas responsible for global warming. A guide on fuel economy and CO<sub>2</sub> emissions which contains data for all new passenger car models is available at any point of sale free of charge.

## FUEL CONSUMPTION FIGURES - 3.0L, PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

Combined	CO <sub>2</sub> Emissions
L/100 km (mpg)	g/km
2.9 (97)	66

# Connected Vehicle

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## CONNECTED VEHICLE REQUIREMENTS

Connected service and related feature functionality requires a compatible vehicle network.

Some remote features require additional service activation. Log in to your Ford account for details. Some restrictions, third party terms and message or data rates may apply.

## CONNECTED VEHICLE LIMITATIONS

Evolving technology, cellular networks, or regulations could affect functionality and availability, or continued provision of some features. These changes could even stop some features from functioning.

## CONNECTING THE VEHICLE TO A MOBILE NETWORK

### What Is the Modem



The modem allows access to a range of features built into your vehicle.

### Enabling and Disabling the Modem

1. Press **Settings**.
2. Press **FordPass Connect**.

3. Press **Connectivity Settings**.
4. Switch connectivity features on or off.

## Connecting FordPass to the Modem

1. Make sure that the modem is enabled using the vehicle settings menu.
2. Open the FordPass app on your device and log in.
3. Add your vehicle or select your vehicle if already added.
4. Select the option for vehicle details.
5. Select the option to activate your vehicle.
6. Make sure that the name on the screen matches the name shown in your FordPass account.
7. Confirm that FordPass account is connected to the modem.

## CONNECTING THE VEHICLE TO A WI-FI NETWORK - VEHICLES WITH: SYNC 3

1. Press **Settings**.
2. Press **Wi-Fi**.
3. Switch **System Wi-Fi** on.
4. Press **View Available Networks**.
5. Select an available Wi-Fi network.

**Note:** Enter the network password to connect to a secure network.

## Connected Vehicle

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### CONNECTED VEHICLE – TROUBLESHOOTING - VEHICLES WITH: MODEM

Symptom	Possible Cause and Resolution
I cannot confirm the connection of my FordPass account to the modem.	<ul style="list-style-type: none"><li>– Modem is not enabled.<ul style="list-style-type: none"><li>• Switch connectivity features on.</li></ul></li><li>– Weak network signal.<ul style="list-style-type: none"><li>• Move your vehicle closer to a place where the network signal is not obstructed.</li></ul></li></ul>

## Connected Vehicle

### CONNECTED VEHICLE – TROUBLESHOOTING - VEHICLES WITH: SYNC 3

Symptom	Possible Cause and Resolution
I cannot connect to a Wi-Fi network.	<ul style="list-style-type: none"><li>– Password error.<ul style="list-style-type: none"><li>• Enter the correct network password.</li></ul></li><li>– Weak network signal.<ul style="list-style-type: none"><li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li></ul></li><li>– Multiple access points in range with the same SSID.<ul style="list-style-type: none"><li>• Use a unique name for your SSID. Do not use the default name unless it contains a unique identifier, for example as part of the MAC address.</li></ul></li></ul>
The Wi-Fi connection disconnects after successful connection.	<ul style="list-style-type: none"><li>– Weak network signal.<ul style="list-style-type: none"><li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li></ul></li></ul>
I am close to a Wi-Fi hotspot but the network signal strength is weak.	<ul style="list-style-type: none"><li>– Obstructed network signal.<ul style="list-style-type: none"><li>• If your vehicle has a heated windshield, position your vehicle so that the windshield is not facing the Wi-Fi hotspot.</li><li>• If your vehicle has metallic tinting on the windows but not on the windshield, position your vehicle so that the windshield is facing the Wi-Fi hotspot or open the windows that are facing the hotspot.</li><li>• If your vehicle has metallic tinting on the windows and the windshield, open the windows that are facing the hotspot.</li><li>• If your vehicle is in a garage and you have the garage door closed, open the garage door.</li></ul></li></ul>
I cannot see a network in the list of available networks that I expect to see.	<ul style="list-style-type: none"><li>– Hidden network.<ul style="list-style-type: none"><li>• Make the network visible and try again.</li></ul></li></ul>

## Connected Vehicle

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Symptom	Possible Cause and Resolution
I cannot see the Wi-Fi hotspot name when I search for Wi-Fi networks on my cell phone or other device.	<ul style="list-style-type: none"><li>– System limitation.<ul style="list-style-type: none"><li>• Make sure Wi-Fi hotspot visibility is on.</li><li>• The system does not provide a Wi-Fi hotspot at this time.</li></ul></li></ul>
Software downloads take too long.	<ul style="list-style-type: none"><li>– Weak network signal.<ul style="list-style-type: none"><li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li></ul></li><li>– Wi-Fi hotspot in high demand or has a slow Internet connection.<ul style="list-style-type: none"><li>• Use a more reliable Wi-Fi hotspot.</li></ul></li></ul>
The system seems to connect to a Wi-Fi network and the signal strength is excellent but the software does not update.	<ul style="list-style-type: none"><li>– No software update available.</li><li>– Wi-Fi network requires a subscription or acceptance of terms and conditions.<ul style="list-style-type: none"><li>• Test the connection using another device. If the network requires a subscription or acceptance of terms and conditions, contact the network service provider.</li></ul></li></ul>

# Vehicle Wi-Fi Hotspot

## CREATING A VEHICLE WI-FI HOTSPOT

You can create a Wi-Fi hotspot in your vehicle and allow devices to connect to it for access to the Internet.



Select the settings option on the feature bar.

1. Press **FordPass Connect**.
2. Press **Vehicle Hotspot**.

**Note:** The vehicle hotspot default setting is on.

3. Press **Settings**.
4. Press **Wi-Fi visibility**.

**Note:** The Wi-Fi Visibility default setting is on.

## Finding the Wi-Fi Hotspot Name and Password



Select the settings option on the feature bar.

1. Press **FordPass Connect**.
2. Press **Vehicle Hotspot**.
3. Press **Settings**.

**Note:** The SSID is the hotspot name.

4. Press **View Password**.

## Connecting a Device to the Wi-Fi Hotspot

1. On your device, switch Wi-Fi on and select the hotspot from the list of available Wi-Fi networks.
2. When prompted, enter the password.

## Purchasing a Data Plan

1. Connect a device to the hotspot.

**Note:** The vehicle network carrier's portal opens on your device.

2. If the portal does not open on your device, open a website and it redirects to the vehicle network carrier's portal.

**Note:** Secure websites do not redirect.

3. Follow the instructions on the carrier portal to purchase a plan.

**Note:** If you have an active plan, the system does not redirect to the vehicle network carrier's portal when you connect a device. Visit the vehicle network carrier's website to purchase more data.

**Note:** If data usage information is available in the vehicle hotspot menu, it is approximate.

**Note:** If you carry out a master reset, the system does not remove your vehicle from your vehicle network carrier's account. To remove your vehicle from the account, contact your vehicle network carrier.

**Note:** The vehicle network carrier provides Vehicle Hotspot services, subject to your vehicle network carrier agreement, coverage and availability.

## CHANGING THE VEHICLE WI-FI HOTSPOT NAME OR PASSWORD



Select the settings option on the feature bar.

1. Press **FordPass Connect**.
2. Press **Vehicle Hotspot**.
3. Press **Settings**.
4. Press **Edit**.
5. Press **Change SSID Name**.
6. Enter your required SSID.
7. Press **Done**.
8. Press **Change Password**.
9. Enter your required password.
10. Press **Done**.



# Audio System

## GENERAL INFORMATION



**WARNING:** Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any

hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

## Radio Frequencies and Reception Factors

**Note:** *Listening to loud audio for long periods of time could damage your hearing.*

Radio Reception Factors	
<b>Distance and strength</b>	The further you travel from an AM or FM station, the weaker the signal and the weaker the reception.
<b>Terrain</b>	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with the reception.
<b>Station overload</b>	When you pass a ground-based broadcast repeating tower, a stronger signal may overtake a weaker one and result in the audio system muting.

## AUDIO UNIT



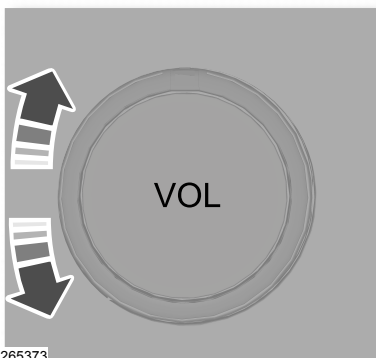
E286496

**Note:** Depending on your vehicle option package, the controls may look different from what you see here.

**Note:** Some features, such as satellite radio, may not be available in your location. Check with an authorized dealer.

**Note:** The touchscreen system controls most of the audio features.

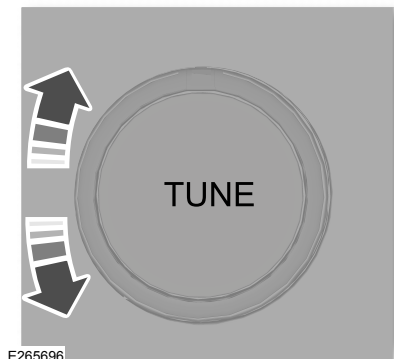
## Adjusting the Volume



E265373

Turn to adjust the volume.

## Changing Radio Stations



In radio mode, turn to search through the radio frequency band.

In satellite radio mode, turn to find the previous or next available satellite radio station.

## Switching the Audio Unit On and Off



Press and release the button.

## Using Seek, Fast Forward and Reverse



In radio mode, select a frequency band and press and release either button. The system stops at the first station it finds in that direction.

In satellite radio mode, press and release to select the next or previous satellite radio station. If you select a specific category, such as jazz, rock or news, press to find the next or previous station in that category.

## DIGITAL RADIO

### General Information

The system allows you to listen to DAB (Digital Audio Broadcast) radio stations.

**Note:** Coverage differs from region to region and influences the quality of reception. It is broadcast nationwide, regionally and locally. Coverage may vary on weather conditions and terrain.

The following formats are supported:

- DAB.
- DAB+.
- DMB-Audio (Digital Multimedia Broadcasting).

### Ensembles

Ensembles contain a group of radio stations. Each ensemble can consist of several different radio stations.

The radio station name displays below the ensemble name.

**Note:** When you tune from one ensemble to another, it can take a while until the system synchronizes to the next ensemble. The system mutes during synchronization.

### Service Linking

If you leave the coverage area of a DAB radio station the system changes to the corresponding FM radio station.

**Note:** If a DAB radio station has no corresponding FM radio station, the audio mutes when attempting to change.

**Note:** The system displays the FM symbol when DAB and FM radio stations link.

# Audio System

**Note:** The sound quality changes when your system changes from DAB to the corresponding FM station.

## Selecting Radio Band

1. Select **Sources**.
2. Select **DAB**.

**Note:** When you reach the first or last radio station within an ensemble, further tuning skips to the next ensemble. There may be a delay during this change and the audio briefly mutes.

## Radio Station Tuning Control

### Seek Tuning

1. Press a seek button. The system stops at the first radio station it finds in the direction chosen.

### Selecting a Radio Station from a List

1. Select **Sources**.
2. Select **DAB**.
3. Select **Station**.
4. Select a radio station from the list.

### Manual Tuning

1. Press the tune buttons. Press and hold to move through the waveband quickly.

## Storing a Radio Station

You can store up to 30 presets. To view all stored presets, swipe the preset page left or right on the touchscreen.

1. Set a radio station.
2. Press and hold one of the preset buttons.

**Note:** The radio briefly mutes to indicate you have successfully stored the radio station.

**Note:** You can add or remove preset pages using the Audio Source tile in the settings menu.

## Radio Text

You can display extra information. For example, artist name. You can switch this option on and off using the Audio tile in the settings menu.

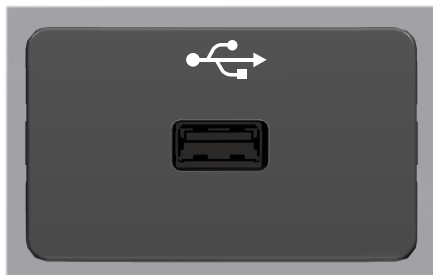
**Note:** Extra information may not always be available.

## USB PORT



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

## USB A



# Audio System

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## USB C



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

**Note:** We recommend using only USB-IF certified cables and adapters. Non-certified cables and adapters may not work.

### Locating the USB Ports

The USB ports may be in the following locations:

- Inside the media bin.
- Inside the center console.
- On the lower instrument panel.

**Note:** The number and type of USB ports may vary depending on your vehicle.

**Note:** Not all USB ports in your vehicle have data transfer capabilities. See **Auxiliary Power Points** (page 136).

## GENERAL INFORMATION



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

### About SYNC

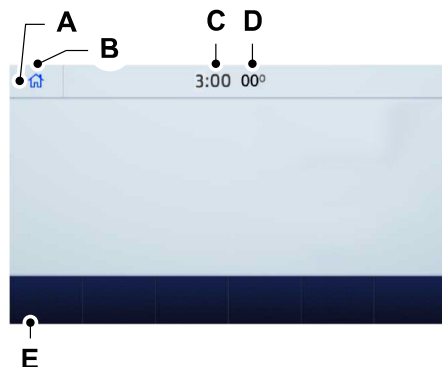
The system allows you to interact with the entertainment, information and communication systems on your vehicle using voice commands and a touchscreen. The system provides easy interaction with audio, phone, navigation, mobile apps and settings.

**Note:** You can switch the system on and use it for up to an hour without switching the ignition on.

**Note:** You can use the system after you switch the ignition off for up to 10 minutes or until you open a door.

**Note:** For your safety, some features are speed-dependent. Their use is limited to when your vehicle speed is less than 5 km/h (3 mph).

## Using the Touchscreen



- A Status bar.
- B Home screen.
- C Clock. See **Settings** (page 348).
- D Outside air temperature.
- E Feature bar.

### Status Bar



Cell phone microphone muted.



Audio system muted.



Software update installed.



Wi-Fi connected.



Cell phone roaming.



Text message received.



Emergency Assistance off.



Cell phone network signal strength.



Vehicle data sharing on.



Vehicle location sharing on.



Vehicle data and vehicle location sharing on.



Traffic data source: Live traffic.



Traffic data source: Traffic broadcast.



Wireless charger active.

## Feature Bar



Select to use the radio, a USB, a media player or a Bluetooth device. See **Entertainment** (page 331).



Select to adjust climate settings. See **Climate** (page 333).



Select to make calls and access the phonebook on your cell phone. See **Phone** (page 336).



Select to use the navigation system. See **Navigation** (page 338).



Select to search for and use compatible apps on your iOS or Android device. See **Apps** (page 346).



Select to adjust system settings. See **Settings** (page 348).

## Cleaning the Touchscreen

See **Cleaning the Interior** (page 286).

## Updating the System

### Updating the System Using a USB Drive

#### Downloading an Update

1. Go to the SYNC update page on the local Ford website.
2. Download the update.

**Note:** The website notifies you if an update is available.

3. Insert a USB drive into your computer.

**Note:** The USB drive needs to be empty and meet the minimum requirements detailed on the website.

4. Follow the instructions provided to download the update to the USB drive.

#### Installing an Update

**Note:** You can use the system when installation is in progress.

1. Disconnect all other USB devices from the USB ports.
2. Connect the USB drive with the update to a USB port.

**Note:** Installation starts automatically within 10 minutes.

### Updating the System Using a Wi-Fi Network Connection

#### Switching Automatic System Updates On

1. Select **Settings**.
2. Select **Automatic Updates**.
3. Switch **Automatic System Updates** on.

The system is now set to check for and receive system updates when it is connected to a Wi-Fi network.

**Note:** You can use the system when download is in progress.

**Note:** If the system is disconnected from the Wi-Fi network when download is in progress, the download continues the next time the system is connected to a Wi-Fi network.

## Connecting to a Wi-Fi Network

See **Connecting the Vehicle to a Wi-Fi Network** (page 314).

## Additional Information and Assistance

For additional information and assistance, we recommend that you contact an authorized dealer or refer to the local Ford website.

## USING VOICE RECOGNITION

The system allows you to interact with the entertainment, information and communication systems on your vehicle using voice commands. This allows you to keep your hands on the steering wheel and focus on what is in front of you.



Press the voice control button on the steering wheel and wait for the voice prompt.

**Note:** Press the voice control button again to interrupt a voice prompt and begin speaking.

**Note:** Turn the volume control when a voice prompt plays to adjust the volume.

**Note:** Press and hold the voice control button on the steering wheel to use Siri on your iOS device.

The following voice commands are designed to help you from any screen:

- **List of Commands**
- **Help**

The following tables list some of the more frequently used voice commands. For a complete list of voice commands, refer to the local Ford website.

## General

Voice Command	Description
___ List of Commands	Get a list of voice commands for a specific feature. <sup>1</sup>
Cancel	Cancel an active voice session.
___ Help	Get a list of voice commands for a specific feature. <sup>1</sup>
Go back	Return to the previous screen.
Main Menu	Go to the main menu.

Voice Command	Description
Next Page	Go to the next page.
Previous Page	Go to the previous page.

<sup>1</sup> Add the name of the feature to the command.

## Entertainment

### Audio Source

Voice Command	Description
Radio	Use the radio.
CD Player	Use the CD player.
Bluetooth Stereo	Use a Bluetooth device.
USB	Use a USB or media player.

### Radio

Voice Command	Description
AM	Listen to AM radio.
AM ____	Tune to a specific AM frequency. <sup>1</sup>
DAB	Listen to DAB radio.
FM	Listen to FM radio.
FM ____	Tune to a specific FM frequency. <sup>1</sup>

<sup>1</sup> Add the radio frequency to two decimal places to the command.



## USB and Media Player

Voice Command	Description
Play Album ____	Play your music by category. <sup>1</sup>
Play Artist ____	
Play Audiobook ____	
Play Genre ____	
Play Playlist ____	
Play Podcast ____	
Play Song ____	
Browse All Albums	Browse music on a USB device.
Browse All Artists	
Browse All Audiobooks	
Browse All Genres	
Browse All Playlists	
Browse All Podcasts	
Browse All Songs	
Browse Album ____	Browse your music by category on a USB device. <sup>1</sup>
Browse Artist ____	
Browse Audiobook ____	
Browse Genre ____	
Browse Playlist ____	
Browse Podcast ____	

<sup>1</sup> Add an album name, artist name, audiobook name, genre name, playlist name, podcast name or track name to the command. Say the name exactly as it appears on your device.

**Phone**

<b>Voice Command</b>	<b>Description</b>
Pair Phone	Pair a cell phone or Bluetooth enabled device.
Redial	Redial the last number that you dialed.
Dial ____	Dial a number. <sup>1</sup>
Call ____	Call a specific contact from your phonebook. <sup>2</sup>
Call ____	Call a specific contact from your phonebook at a specific location. <sup>3</sup>
Listen to Message	Listen to a text message.
Listen to Message ____	Listen to a specific text message from a list of text messages.
Reply to Message	Reply to the last text message.

<sup>1</sup> Add the number you want to dial to the command.

<sup>2</sup> Add a contact name from your phonebook to the command. Say the first and last name of your contact exactly as it appears on your device.

<sup>3</sup> Add a contact name and location from your phonebook to the command. Say the first and last name of your contact exactly as it appears on your device.

## Navigation (If Equipped)

### Setting a Destination

Voice Command	Description
Find an Address	Enter a destination address. When prompted, provide the house number, the street and city.
Find a POI	Search for a point of interest by name or by category.
Destination Nearest ____	Search for a nearby point of interest by category. <sup>1</sup>
Find a POI Category	Search for a point of interest category. <sup>1</sup>
Drive Home	Set your saved home address as your destination.
Drive to Work	Set your saved place of work as your destination.
Show Previous Destinations	Display and select from a list of previous destinations.
Show Favorites	Display and select from a list of favorite destinations.

<sup>1</sup>Add a point of interest category or the name of a major brand or chain to the command.

### Route Guidance

Voice Command	Description
Cancel Route	Cancel the current route.
Detour	Select an alternate route.
Repeat Instruction	Repeat the last guidance prompt.
Show Route	Display an overview of the route.
Show Map	Display the map on the touchscreen.
North Up	Display a two-dimensional map with north toward the top of the touchscreen.
Heading Up	Display a two-dimensional map with the direction you are traveling toward the top of the touchscreen.
Show 3D	Display a three-dimensional map with the direction you are traveling toward the front.

## Apps

### General

Voice Command	Description
Mobile Applications	Start an app. The system prompts you for the app name.
List Applications	Get a list of apps running on your device.
Find Applications	Search and connect to apps running on your device.

### Active App

Voice Command	Description
___ Help	Get a list of voice commands for a specific app. <sup>1</sup>
Exit ___	Close an app. <sup>1</sup>

<sup>1</sup>Add an app name to the command.

## Voice Settings

Voice Command	Description
Voice Settings	Go to the voice settings menu.
Interaction Mode Novice	Switch long voice prompts on.
Interaction Mode Advanced	Switch short voice prompts on.
Phone Confirmation On	Switch call confirmation on. The system prompts you to confirm before making a call.
Phone Confirmation Off	Switch call confirmation off. The system does not prompt you to confirm before making a call.
Voice Command Lists On	Switch the display of voice commands on.
Voice Command Lists Off	Switch the display of voice commands off.

## Automatic Blower Motor Speed Reduction

If necessary, the system decreases the blower motor speed when you are using voice commands to reduce the amount of background noise in your vehicle. It returns to normal when you are finished.

## Switching Automatic Blower Motor Speed Reduction Off

Simultaneously press the **A/C** and recirculated air buttons.

## ENTERTAINMENT



Select the audio option on the feature bar.

**A**



**B**

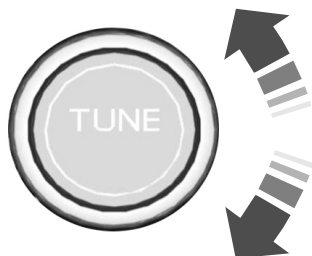
- A Audio source. Select to choose a different audio source.
- B Presets. Swipe left to view more presets.

You can access these options using the touchscreen or voice commands.

## Using the Radio

### Setting an AM/FM Radio Station

1. Select **Sources**.
2. Select **AM** or **FM**.



3. Rotate the control to change the frequency.

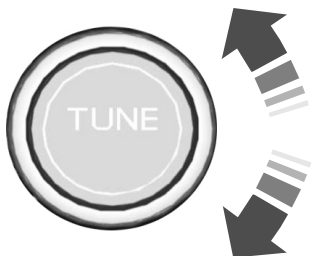
### Selecting a FM Radio Station From a List

1. Select **Sources**.
2. Select **FM**.
3. Select **Browse**.
4. Select a radio station from the list.

### Selecting a Digital Radio Station From a List

1. Select **Sources**.
2. Select **DAB**.
3. Select **Browse**.
4. Select an ensemble.
5. Select a radio station from the list.

## Manually Changing Digital Radio Stations



Rotate the control to change the station.

## Automatically Changing Radio Stations



Press to seek the next station up the frequency band.

Press and hold to quickly seek up the frequency band.



Press to seek the next station down the frequency band.

Press and hold to quickly seek down the frequency band.

## Storing a Radio Station

Press and hold one of the preset buttons.

**Note:** The radio briefly mutes to indicate the station has been stored.

**Note:** You can add additional preset pages using the settings option on the feature bar.

## Switching Traffic Announcements On

Select **Traffic (TA)**.

**Note:** If you switch traffic announcements on, traffic announcements broadcast by radio stations interrupt the current audio source to help you plan your route.

## Streaming Music From a Bluetooth Device

Check the compatibility of your device on the local Ford website.

Pair your device. See **Phone** (page 336).

Select **Sources**.



Select Bluetooth.

## Searching for Tracks on a Bluetooth Device

Select **Browse**.

Select a track.

**Note:** Select the cover art to view information about the current track.

## Playing Tracks on a Bluetooth Device in a Random Order



Select to play tracks in a random order.

## Repeating Tracks on a Bluetooth Device



Select the repeat icon to repeat tracks.

**Note:** You can repeat one track or all tracks on an audio format Bluetooth device. You can repeat one track, all tracks or all tracks in one folder on a Bluetooth device.

**Note:** A small number one appears next to the repeat icon to indicate that a track is set to repeat. A small folder icon appears next to it to indicate that a folder is set to repeat.

## Playing Music From a USB or Media Player

Connect your device to a USB port.

Select **Sources**.



Select USB.

**Note:** *The system indexes your music before you can play it.*

## Searching for Tracks on a USB or Media Player

Select **Browse**.

Select a track.

**Note:** *Select the cover art to view information about the current track.*

**Note:** *You can also browse by album, artist, audiobook, genre, playlist, podcast or track name.*

## Playing Tracks on a USB or Media Player in a Random Order



Select to play tracks in a random order.

## Repeating Tracks on a USB or Media Player



Select the repeat icon to repeat tracks.

**Note:** *You can repeat one track or all tracks on an audio format USB or media player. You can repeat one track, all tracks or all tracks in one folder on a USB or media player.*

**Note:** *A small number one appears next to the repeat icon to indicate that a track is set to repeat. A small folder icon appears next to it to indicate that a folder is set to repeat.*

## Supported Devices

The system supports most USB and media players, including iOS and Android devices.

## Supported File Formats

The system supports the following file formats:

- MP3, MP4, WMA, WAV, AAC, AIFF, APE, DSD, and FLAC audio file formats.
- MP3, WMA, WAV, M4A, M4B, AAC, and FLAC file extensions.
- FAT, exFAT, and NTFS file systems.

## Audio File Metadata

The system organizes files on your USB or media player by metadata tags. Metadata tags contain information about the file. If the metadata tags for the files on your USB or media player contain no information, the system classifies them as unknown. The system can index up to 50000 tracks on a USB device or media player, and up to 10 devices.

## CLIMATE

Touch the climate button on the touchscreen to access your climate control features.

**Note:** *You can switch temperature units between Fahrenheit and Celsius. See **Settings** (page 348).*

## Accessing the Climate Control Menu



Touch the button to access additional controls for the front climate system.

## Directing the Airflow



Touch the button to direct airflow to the windshield air vents and de-mister.



Touch the button to direct airflow to the instrument panel air vents.



Touch the button to direct airflow to the footwell air vents.

You can direct air through any combination of these air vents.

## Setting the Blower Motor Speed



Touch up or down to increase or decrease the volume of air that circulates in your vehicle.

## Setting the Temperature

Touch up or down on the left-hand temperature control to set the left-hand temperature.

**Note:** This control also adjusts the right-hand side temperature when you switch off dual zone mode.

Touch up or down on the right-hand temperature control to set the right-hand temperature.

## Switching Auto Mode On and Off



Touch the button to switch on automatic operation, then set the temperature.

The system adjusts the blower motor speed, air distribution, air conditioning operation, and outside or recirculated air to reach and maintain the temperature you have set.

## Switching the Air Conditioning On and Off



A pop-up appears on the screen to display the air conditioning options.

**MAX A/C:** Touch the button to activate and maximize cooling. The driver and passenger temperatures are set to LO, recirculated air flows through the instrument panel vents, air conditioning automatically turns on and the fan automatically adjusts to the highest speed.

**A/C:** Touch to switch the air conditioning on or off. Use A/C with recirculated air to improve cooling performance and efficiency.

**Note:** In certain conditions, such as maximum defrost, the air conditioning compressor may continue to operate even though you switch off the air conditioning.

## Switching the Climate Control On and Off



Touch the button.

## Switching the Climate Controlled Seats On and Off



Touch the button to cycle through the various climate controlled seat settings.

## Switching Dual Zone Mode On and Off



Touch the button to switch on temperature control for the right-hand side of the vehicle.

## Switching the Heated Exterior Mirrors On and Off



Touch the button.



## Switching the Heated Windshield On and Off



Touch the button to clear the windshield of thin ice and fog. The heated windshield turns off after a short period of time.

## Switching the Heated Rear Window On and Off



Touch the button to clear the rear window of thin ice and fog.

## Switching the Heated Seats On and Off



Touch the button to cycle through the various heat settings.

## Switching the Heated Steering Wheel On and Off



Touch the button.

## Switching Maximum Air Conditioning On and Off



Touch the button for maximum cooling.

Recirculated air flows through the instrument panel air vents, air conditioning turns on and the blower motor adjusts to the highest speed.

## Switching Maximum Defrost On and Off



Touch the button for maximum defrosting.

Air flows through the windshield air vents, and the blower motor adjusts to the highest speed.

You can also use this setting to defog and clear the windshield of a thin covering of ice.

**Note:** To prevent window fogging, you cannot select recirculated air when maximum defrost is on.

**Note:** The heated rear window also turns on when you select maximum defrost.

## Switching Recirculated Air On and Off



Touch the button to switch between outside air and recirculated air.

The air currently in the passenger compartment recirculates. This may reduce the time needed to cool the interior, when used with **A/C**, and reduce unwanted odors from entering your vehicle.

**Note:** Recirculated air may turn off, or prevent you from switching on, in all air flow modes except **MAX A/C** to reduce the risk of fogging. Recirculation may also turn on and off in various air distribution control combinations during hot weather to improve cooling efficiency.

## Switching the Ventilated Seats On and Off



Touch the button to cycle through the various ventilated seat settings.

## Accessing Rear Climate Controls



Touch the button to access additional controls for the rear climate system.

## Rear Climate Control Lock Indicator



Touch the button.

When on, you can only operate the rear passenger settings through the front controls.

## Switching Rear Auto Mode On and Off



Touch the button to switch on rear automatic operation, then set the temperature.

## Switching the Rear Climate Controlled Seats On and Off



Touch the button to cycle through the various climate controlled seat settings.

## Switching the Rear Heated Seats On and Off



Touch the button to cycle through the various heat settings.

## Switching the Rear Ventilated Seats On and Off



Touch the button to cycle through the various ventilated seat settings.

## PHONE



**WARNING:** Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any

hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

Check the compatibility of your device on the local Ford website.

## Pairing Your Cell Phone for the First Time

Go to the settings menu on your cell phone and switch Bluetooth on. Make sure your cell phone is discoverable. See your cell phone's user manual.



Select the phone option on the feature bar.

1. Select **Add Phone**.

**Note:** A prompt alerts you to search for your vehicle on your cell phone.

2. Select your vehicle on your cell phone.

**Note:** A number appears on your cell phone and on the touchscreen.

3. Confirm that the number on your cell phone matches the number on the touchscreen.

**Note:** The touchscreen indicates that you have successfully paired your cell phone.

4. Download the phonebook from your cell phone when you are prompted.

**Note:** If you pair more than one cell phone, use the phone settings to specify the primary phone. You can change this setting at any time.

## Using Your Cell Phone

### Recent Call List

Display and select an entry from a list of previous calls.

## Contacts

Display a smart search form to look up your contacts. Use the List button to alphabetically sort your contacts.

### Your phone

Change ring tones, alerts or pair another cell phone.

### Change device

Display the list of paired or connected devices that you can select.

### Do Not Disturb

Reject incoming calls and switch ring tones and alerts off.

### Phone Keypad

Directly dial a number.

### Text Messages

Display the cell phone messages.

### Siri

Connect to Siri on your iOS device.

## Using Text Messaging

Menu Item	Description
Hear It	Hear the text message.
View	View the text message.
Call	Call the sender.
Reply	Reply to the text message with a standard text message.

## Apple CarPlay

1. Connect your device to a USB port.
2. Follow the instructions on the touchscreen.

## Phone Voice Assistant

Connect to the phone voice service on your Android device.

## Text Messaging

### Setting Text Message Notification

#### iOS

1. Go to the settings menu on your cell phone.
2. Select Bluetooth.
3. Select the information icon to the right of your vehicle.
4. Switch text message notification on.

#### Android

1. Go to the settings menu on your cell phone.
2. Select Bluetooth.
3. Select the profiles option.
4. Select the phone profile.
5. Switch text message notification on.

**Note:** Certain features of the system are not available when you are using Apple CarPlay.

### Switching Apple CarPlay Off

1. Select **Settings**.
2. Select **Apple CarPlay Preferences**.

3. Switch **Apple CarPlay** off.

## Android Auto

1. Connect your device to a USB port.
2. Follow the instructions on the touchscreen.

**Note:** You might need to enable *Android Auto* from the settings menu.

**Note:** Certain features of the system are not available when you are using *Android Auto*.

## Switching Android Auto Off

1. Select **Settings**.
2. Select **Android Auto**.
3. Switch **Android Auto** off.

## NAVIGATION

**Note:** For more information, refer to the local Ford website.



Select the navigation option on the feature bar.

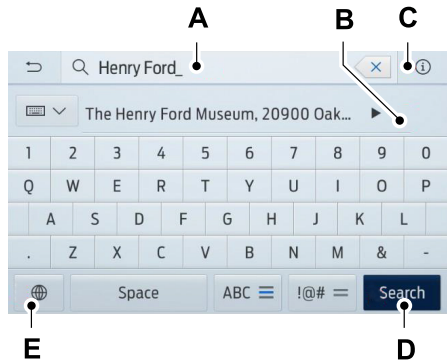


- A Map view menu.
- B Zoom out.

- C Zoom in.
- D Route guidance menu.
- E Destination entry menu.

## Setting a Destination

### Setting a Destination Using the Text Entry Screen



- A Text entry field.
- B Automatic suggestions based on the text you enter.
- C Information icon.
- D Search.
- E Keyboard settings.

**Note:** Select one of the suggestions to copy the detail to the text entry field.

**Note:** You can enter a destination in a number of formats, **city street number, city number street**, zip code or point of interest.

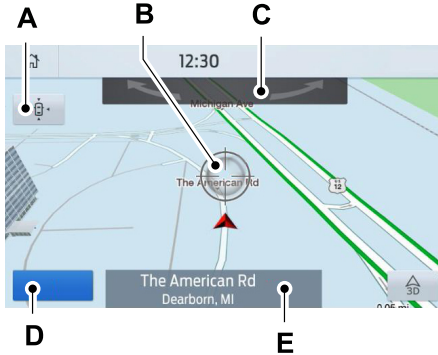
**Note:** You do not have to enter the destination country.

**Note:** To enter mutated vowels or accented characters, for example **ä** or **é**, press and hold the corresponding character on the keyboard.

Select **Search**.

Select **Start** to begin route guidance.

## Setting a Destination Using the Map Screen



- A Re-center the map.
- B Selected location.
- C 3D map rotation. Swipe left or right.
- D Start route guidance.
- E Destination name.

Select the location on the map.

Select **Start** to begin route guidance.

## Changing the Format of the Map

Display the map in one of the following formats:

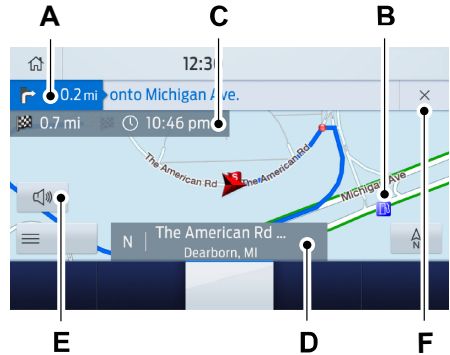
- A two-dimensional map with the direction you are traveling toward the top of the screen.
- A two-dimensional map with north toward the top of the screen.
- A three-dimensional map with the direction you are traveling toward the front.

## Zoom

Display more or less detail on the map.

**Note:** You can use pinch gestures to zoom in and out. Place two fingers on the screen and move them apart to zoom in. Place two fingers on the screen and bring them together to zoom out.

## Route Guidance



- A Turn indicator. Select to hear the last guidance prompt.
- B Point of interest.
- C Estimated time of arrival, distance to destination or time to destination.
- D Current road.
- E Mute guidance prompts.
- F Cancel route guidance.

**Note:** To change guidance prompt volume, turn the volume control when a guidance prompt plays.

## Route Guidance Menu

Menu Item	Description
Screen View	Adjust your map preferences for when route guidance is active.
Full Map	View a full screen map when route guidance is active.
Highway Exit Info	View exit information for your current route.
Turn List	View the turn list for your current route. Select a road to avoid it.
Traffic List	View traffic nearby or on your current route. <sup>1</sup>
Navigation Settings	Adjust navigation settings.
Where Am I?	View information about your current location.
Cancel Route	Cancel route guidance.
View Route	View the entire current route on the map.
Detour	View an alternative route compared to your current one.
Edit Waypoints	Change the order or remove waypoints.
Optimize Order	The system determines the order of waypoints for you.
Go	Go to the next screen and start the new route.
Search	Enter a destination address.
Home	Set your saved home address as your destination.
Work	Set your saved place of work as your destination.
Favorites	Display and select from a list of favorite destinations.
Previous Destinations	Display and select from a list of previous destinations.
POI	Display the point of interest categories.

<sup>1</sup>Reliant upon traffic message channel or live traffic.

## Adjusting the Guidance Prompt Volume

Turn the volume control when a guidance prompt plays to adjust the volume.

**Note:** *If you have inadvertently adjusted the volume to zero, press the turn indicator button to play the last voice prompt and then adjust the volume to the desired level.*

## Muting Guidance Prompts



Select the mute option on the screen to mute guidance prompts.

**Note:** The system mutes the next and all future guidance prompts.

## Adding Waypoints

You can add a waypoint to a navigation route as a destination along your route. You can add up to five waypoints.

1. Select the search option on the map.
2. Set a destination.
3. Select the flag icon.
4. Select **Go**.

## Canceling Route Guidance

### Canceling Route Guidance From the Route Guidance Menu



Select the route guidance menu option on the active guidance screen.

Select **Cancel Route**.

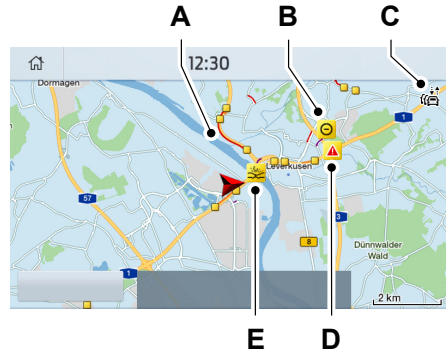
### Canceling Route Guidance From the Main Map



Select the icon in the upper right-hand corner of the main map to cancel route guidance.

## Live Traffic (If Equipped)

Live traffic provides near real-time traffic information to help you plan the fastest route to your destination. You must have an active subscription for Live Traffic.



- A Traffic congestion.
- B Road closure.
- C Live traffic active.
- D Urgent warning.
- E Traffic incident.

## Switching Live Traffic On

**Note:** Make sure that the modem is enabled. See **Connected Vehicle** (page 314).

1. Select **Settings**.
2. Select **FordPass Connect**.
3. Select **Connectivity Settings**.
4. Switch **Vehicle Connectivity** on.
5. Switch **Location** on.
6. Switch **Vehicle data & Remote ctrl** on.
7. Switch **Live Traffic** on.

## Navigation Map Updates

Please check the local Ford website or contact your dealership for navigation map updates.

HERE is the digital map provider for the navigation application. If you find map data errors, you can report them directly to HERE by visiting [www.here.com](http://www.here.com). HERE evaluates all reported map errors and responds with the result of their investigation by e-mail.

## ELECTRIC VEHICLE INFORMATION

### Power Flow



The Power Flow information for your plug-in hybrid vehicle is available through the Home screen or under Apps.

### Vehicle Operational States

Power will flow to or from the front and rear wheels depending on operational state and drive conditions.

- **Idling:** The vehicle is running and in Park (P). The engine and, or the high voltage battery are on.
- **Electric Driving:** The vehicle is running and in Drive (D) or Neutral (N). The high voltage battery provides power to the wheels.
- **Hybrid Driving:** The vehicle is running and in Drive (D) or Neutral (N). The engine and the high voltage battery provide power to the wheels.
- **Engine Driving:** The vehicle is running and in Drive (D) or Neutral (N). The engine provides power to the wheels.
- **Regenerative Braking:** The vehicle is running in Drive gear and is slowing down. Power captured by the regenerative braking system is sent back to the high voltage battery.
- **Charging:** The vehicle is plugged in and the high voltage battery is being charged.

### Engine On Due To

The following conditions help to explain why the engine is on, and what you can do to allow all electric operation.

- **Drive Power:** The engine is on due to accelerator pedal pressure or speed control activation. Reduce pressure on the accelerator pedal or switch off the speed control to return to full electric mode.
- **High Speed:** The engine is on because the vehicle speed exceeds the level for full electric operation. Reduce the speed to return to electric operation.
- **Heater Setting:** The engine is on because of the heater setting. Reduce or turn off the heater setting to return to electric operation.
- **Neutral Gear:** The engine is on because the vehicle is in Neutral (N). Shift out of neutral gear to return to electric operation.
- **Engine Cold:** The engine is on because it is cold. The vehicle returns to electric operation once the engine is sufficiently warm.
- **Battery Charging:** The engine is on to charge the high-voltage battery. The vehicle returns to electric operation once the battery is charged.
- **Low Gear:** The engine is on because the vehicle is in low gear. Shift out of low gear to return to electric operation.
- **Normal Operation:** The engine is on to optimize vehicle operation. The vehicle returns to electric operation when possible.
- **Low Use:** The engine is on to maintain engine oil quality. The vehicle returns to electric operation when low engine use mode is complete. See **Plug-in Hybrid Vehicle Operation** (page 146).



- **Engine Braking Active:** The engine is on to provide increased powertrain braking. This can occur when you turn on the grade assist feature, when speed control is on or when driving with your foot off the accelerator pedal. Turning off grade assist or speed control may allow the vehicle to return to electric operation.
- **Battery Temperature:** The engine is on due to high or low high-voltage battery temperature. This is a normal operating condition. The vehicle returns to electric operation when possible.
- **Drive Mode:** The engine is on due to the drive mode selection. Select an appropriate drive mode for electric only operation.

## Charge Settings



The Charge Settings information for your plug-in hybrid vehicle is available through the Home screen or under Vehicle Settings. To improve your charging experience, your vehicle has the following convenience features.

## Charge Times

Once you set up Charge Times for a specific charging location, your vehicle prioritizes charging based on your preferred time settings. You can set two preferred charging time windows for weekdays and two for weekends. This feature allows you to take advantage of electric utility rate plans that offer lower pricing during certain times of day. Contact your utility company to see what plans are available.

**Note:** *You can also set up and use these features using the FordPass app.*

## Departure Times

Setting Departure Times allows you to control charging schedules and have the vehicle cabin heated or cooled while plugged in, so your vehicle is ready to drive when you are. By setting a departure time your vehicle can use your charge time settings to minimize your electricity costs but still prioritize finishing charging before your scheduled departure. A calendar view allows you to program two departure times per day for each day of the week.

**Note:** *You can also set up and use these features using the FordPass app.*

## Charging Status

Displays the present state of the charging system. See **Charging the High Voltage Battery** (page 158).

<b>Charging Status</b>	<b>Description and Action</b>
Will charge when plugged in.	Your vehicle is unplugged and starts charging when plugged in.
Will wait for preferred charge time.	Your vehicle is unplugged at a saved location with Charge Times is enabled. Charging is scheduled to start at the time displayed based on your charge time settings. You must plug in prior to the start time shown for the vehicle to begin charging at that time.
Waiting for preferred charge time.	Your vehicle is plugged in at a saved location with Charge Times enabled. Charging starts at the time displayed, which is based on your Charge Times settings.
Charging.	Your vehicle is plugged in and using power to charge the high voltage battery or run electrical systems.
Charged.	Your vehicle is finished charging.
Vehicle charge fault.	Your vehicle is plugged in and there is a fault within the vehicle charging system. Unplug and plug back in. If the fault is still present, contact your dealer.
Charge station fault.	Your vehicle is plugged in and a fault is detected with the charge station or charging cord. Check the charging cord and the charge station or electrical supply.
Charge station not detected.	A charging coupler is plugged into the vehicle but there is no connection with a charging power source.
Incompatible charge station.	Your vehicle is plugged in but cannot communicate with the charging station. Contact the station provider.
Charge station paused.	Your vehicle is plugged in and charging is paused at the charge station.

## Charging Time Information

Displays estimates of how long your vehicle will take to fully charge when plugged into a high or low power charger.

- High power estimate: The minimum time to a 100% charge using a high power charger.
- Low power estimate: The longest time to a 100% charge using a low power charger.

When charging, the start and estimated end time are displayed. When your vehicle is not plugged in and at a location with Charge Times enabled, the start and end times display based on known charging power.

**Note:** *Charging durations and end times are only estimates. Certain conditions may result in longer charging times. See **Charging the High Voltage Battery** (page 158).*

## High Voltage Battery State of Charge

Displays the remaining charge percentage with 100% representing the total amount of energy you can get from an external charge.

## Plug and Charging Status

Displays the plug and charging status icons.



Not plugged in.



Plugged in and not currently charging.



Plugged in and charging.



Plugged in and waiting to charge based on charge time settings.

## Charge Preferences

Touch the button to access Charge Time and Departure Time settings. Once set up, additional information and settings are displayed on the charge settings screen once Charge Time or Departure Times are set up.

## Charge Times On and Off Switch

This switch is visible when your vehicle is at a saved Charge Times location. Use the switch to turn your charge time settings on and off for this location.

## Charge Times Location Name and Charging Time Information

The location name displays when your vehicle is at a saved Charge Times location. The charging start time is displayed along with the charging end time and associated charge level.

## Departure Times On and Off Switch

This switch is visible when you have at least one departure time set. Use this switch to turn all departure times on and off. Switching departure times off does not delete your settings.

## Next Departure Times and Cabin Temperature

Displays the next departure time and associated cabin temperature setting.

## Charge Time Settings

Follow these steps to set a preferred charge time for a charging location.

1. Select Charge Preferences on the Charge Settings screen.
2. Select Charge Time Setup on the Edit Charge Preferences screen.

3. Select Add New Location on the Charge Times screen. You can also edit settings for previously saved locations from this screen.
4. Select an address from the Recent Charge Locations screen.
5. On the Confirm Location for Charge Times screen, you can edit the location name and set a max charge level as desired. Once you have your desired location name and max charge level, select Continue to Schedule.

**Note:** *Charging will stop when your vehicle reaches the max charge level.*

6. Select WEEKDAY or WEEKEND on the Preferred Charge Times screen.
7. On the Select preferred WEEKDAY or WEEKEND Charge Times screen, use the circular 24 hour clock to select your charging time windows. You can select up to two time windows by pressing and dragging across the hour buttons. When you have selected your preferred times then press Next to return to the Preferred Charge Times screen. Repeat for WEEKEND or WEEKDAY as desired. Once you are done setting preferred charge times, press Save.

**Note:** *Selecting all or none of the 24 hours results in any time of day given equal priority for charging.*

8. Your saved location now shows on the Charge Times screen. Select Done to return to the main charge settings screen. Whenever your vehicle is at a saved charging location the charge settings screen displays the location name, and the charging times are based on your Charge Time settings for that location plus the next Departure Time.

**Note:** *Reaching your max charge level by your next Departure Time is always the priority. When Charge Times are set, charging outside your preferred charging time windows could be necessary in order to finish by your next Departure Time.*

## Departure Time Settings

1. Select Charge Preferences on the Charge Settings screen.
2. Select Departure Time Setup on the Edit Charge Preferences screen.
3. Two time settings show for each day of the week on the Departure Times schedule screen. Select any one.
4. On the Departure Time settings screen, set your desired departure time, cabin temperature and days of the week to repeat. Press Save.
5. Your settings are now shown on the Departure Times schedule screen. Press Back two times to return to the main charge settings screen. The next departure time and cabin temperature setting display.

**Note:** *Cabin conditioning can perform differently depending on if you plug in with the included convenience cord or a higher power charging station. The power available for conditioning is limited to the charging station power available.*

**Note:** *Your vehicle may not always reach the set cabin temperature due to charging and ambient temperature conditions. This is normal operation.*

## APPS

**Note:** *For more information about available apps, supported devices and troubleshooting, refer to our local website.*

When you start an app through the system for the first time, you could be asked to grant certain permissions. You can review and change the permissions that you have granted at any time when your vehicle is not moving. See **Settings** (page 348).

**Note:** We recommend that you check your data plan before using your apps through the system. Using them could result in additional charges.

**Note:** We recommend that you check the app provider's terms and conditions and privacy policy before using their app.

**Note:** Make sure that you have an active account for apps that you want to use through the system.

**Note:** Some apps will work with no setup. Others require you to configure some personal settings before you can use them.

## Using Apps on an iOS Device



Select the apps option on the feature bar.

1. If your device is connected via USB, switch Apple CarPlay off. See **Phone** (page 336).
2. Connect your device to a USB port or pair and connect using Bluetooth.
3. If prompted to enable CarPlay, select **Disable**.
4. Start the apps on your device that you want to use through SYNC.

**Note:** If you close the apps on your device, you will not be able to use them through the system.

5. Select the app that you want to use on the touchscreen.

**Note:** Connect your device to a USB port if you want to use a navigation app. When using a navigation app, keep your device unlocked and the app open.

## Using Apps on an Android Device



Select the apps option on the feature bar.

1. If your device is connected via USB, switch Android Auto off. See **Phone** (page 336).
2. Switch on **Enable Mobile Apps via USB** in the Mobile Apps Settings tile.
3. Pair your device. See **Phone** (page 336).
4. Start the apps on your device that you want to use through SYNC.

**Note:** If you close the apps on your device, you will not be able to use them through the system.

5. Select **Find Mobile Apps**.

**Note:** The system searches and connects to compatible apps that are running on your device.

6. Select the app that you want to use on the touchscreen.

**Note:** Mobile Apps on your device use the USB port to establish a connection with SYNC. Some devices may lose the ability to play music over USB when Mobile Apps are enabled.

## Using Mobile Navigation on an Android Device

1. Connect your device to a USB port.
2. Switch Android Auto off. See **Phone** (page 336).
3. Switch on **Enable Mobile Apps via USB** in the Mobile Apps Settings tile.
4. Select the apps option on the feature bar.
5. Select the navigation app that you want to use on the touchscreen.

**Note:** When using a navigation app, keep your device unlocked and the app open.

**Note:** Mobile Apps on your device use the USB port to establish a connection with SYNC. Some devices may lose the ability to play music over USB when Mobile Apps are enabled.

## SETTINGS



Select the settings option on the feature bar.

Select a tile to access the settings.



Select the option to display extra information.

### Ambient Lighting

You can adjust the ambient lighting settings.

### Android Auto

You can switch Android Auto on and off.

### Apple CarPlay

You can switch Apple CarPlay on and off.

### Audio

You can adjust the audio settings.

### Automatic Updates

You can switch automatic updates on and off and adjust the settings.

### Bluetooth

You can switch Bluetooth on and off and pair your cell phone.

### Clock

You can adjust the clock settings.

### Display

You can adjust display settings like brightness and auto dim.

### Emergency Assistance

You can switch Emergency Assistance on and off.

### FordPass

You can adjust the FordPass settings.

### General

You can adjust settings like language, measurement units, or reset the system.

### Mobile Apps

You can adjust permissions, enable, disable, and update mobile apps.

### Navigation (If Equipped)

You can adjust navigation settings like map preferences and route guidance.

### Phone

You can connect and disconnect your device, or manage the connected device settings.

### Seats (If Equipped)

You can adjust the position and the massage function of the seats.

### Sound

You can adjust the sound settings.

### Valet Mode (If Equipped)

You can enable and disable the valet mode.

### Vehicle (If Equipped)

You can adjust the camera settings.

## **Voice Control**

You can adjust the voice control settings.

## **Wi-Fi**

You can switch Wi-Fi on and off and adjust the settings.

## SYNC™ 3 TROUBLESHOOTING

### Voice Recognition

Symptom	Possible Cause and Resolution
The system does not understand what I am saying.	<ul style="list-style-type: none"> <li>– You are using the wrong voice commands.               <ul style="list-style-type: none"> <li>• See <b>Using Voice Recognition</b> (page 325).</li> <li>• For a complete list of voice commands, refer to the local Ford website.</li> </ul> </li> <li>– You are speaking too soon.               <ul style="list-style-type: none"> <li>• Wait for the voice prompt before you speak.</li> </ul> </li> </ul>
The system does not understand the name of a track or artist.	<ul style="list-style-type: none"> <li>– Device limitation. Bluetooth does not support voice commands.               <ul style="list-style-type: none"> <li>• Connect your device to a USB port.</li> <li>• If you have an iOS device, press and hold the voice control button on the steering wheel to use Siri to play specific tracks.</li> </ul> </li> <li>– You are using the wrong voice commands.               <ul style="list-style-type: none"> <li>• See <b>Using Voice Recognition</b> (page 325).</li> <li>• For a complete list of voice commands, refer to the local Ford website.</li> </ul> </li> <li>– You are not saying the name exactly as it appears on your device.               <ul style="list-style-type: none"> <li>• Say the name of the track or artist exactly as it appears on your device. Spell out any abbreviations in the name. The song or artist name may have some special characters that are not being recognized by the system.</li> </ul> </li> <li>– The name contains special characters, for example *, - or +.               <ul style="list-style-type: none"> <li>• Rename the files on your device or use the touch-screen to select and play the track.</li> </ul> </li> </ul>



Symptom	Possible Cause and Resolution
The system does not understand the name of a contact in the phonebook on my device and calls the wrong contact.	<ul style="list-style-type: none"> <li>– You are not saying the name exactly as it appears on your device. <ul style="list-style-type: none"> <li>• Say the first and last name of the contact exactly as it appears on your device. Spell out any abbreviations in the name.</li> </ul> </li> <li>– The name contains special characters, for example *, - or +. <ul style="list-style-type: none"> <li>• Rename the contact on your device or use the touchscreen to select and call the contact.</li> </ul> </li> </ul>
The system does not understand foreign names of contacts in the phonebook on my device.	<ul style="list-style-type: none"> <li>– You are not saying the name exactly as it appears on your device. <ul style="list-style-type: none"> <li>• Say the first and last name of the contact exactly as it appears on your device. The system applies phonetic pronunciation rules of the selected language to the names of contacts in the phonebook on your device. Select the name of the contact on the touchscreen and use the Hear it option to get an idea of how the system expects you to pronounce it.</li> </ul> </li> </ul>
The system voice prompts and the pronunciation of some words does not seem to be very accurate.	<ul style="list-style-type: none"> <li>– Device limitation. <ul style="list-style-type: none"> <li>• The system uses text-to-speech technology and uses a synthetically generated voice rather than pre-recorded human voice.</li> </ul> </li> </ul>

## USB and Bluetooth Audio

Symptom	Possible Cause and Resolution
I cannot connect my device.	<ul style="list-style-type: none"> <li>– Device malfunction. <ul style="list-style-type: none"> <li>• Disconnect your device. Switch your device off, reset it and try again.</li> </ul> </li> <li>– Cable connection issue. <ul style="list-style-type: none"> <li>• Correctly connect the cable to your device and the vehicle USB port.</li> </ul> </li> <li>– Incompatible cable. <ul style="list-style-type: none"> <li>• Use the cable recommended by the manufacturer of your device.</li> </ul> </li> </ul>

Symptom	Possible Cause and Resolution
	<ul style="list-style-type: none"> <li>– Incorrect device settings. <ul style="list-style-type: none"> <li>• Make sure that your device does not have an auto-install program or active security settings.</li> <li>• Check that your device is not set only to charge.</li> </ul> </li> <li>– Device lock screen enabled. <ul style="list-style-type: none"> <li>• Unlock your device before connecting it.</li> </ul> </li> </ul>
The system does not recognize my device.	<ul style="list-style-type: none"> <li>– Device limitation. <ul style="list-style-type: none"> <li>• Do not leave your device in your vehicle during very hot or very cold weather conditions.</li> </ul> </li> </ul>
The system does not understand the name of a track or artist.	<ul style="list-style-type: none"> <li>– Device limitation. Bluetooth does not support voice commands. <ul style="list-style-type: none"> <li>• Connect your device to a USB port.</li> <li>• If you have an iOS device, press and hold the voice control button on the steering wheel to use Siri to play specific tracks.</li> </ul> </li> </ul>
I cannot stream audio from my Bluetooth device.	<ul style="list-style-type: none"> <li>– Incompatible device. <ul style="list-style-type: none"> <li>• Check the compatibility of your device on the local Ford website.</li> </ul> </li> <li>– Device not connected. <ul style="list-style-type: none"> <li>• Pair your device. See <b>Phone</b> (page 336).</li> </ul> </li> <li>– Media player not running. <ul style="list-style-type: none"> <li>• Start the media player on your device.</li> </ul> </li> </ul>
The system does not recognize the music on my device.	<ul style="list-style-type: none"> <li>– Missing or incorrect audio file metadata, for example artist, song title, album or genre. <ul style="list-style-type: none"> <li>• Repair the files on your device.</li> </ul> </li> <li>– Corrupt files. <ul style="list-style-type: none"> <li>• Repair the files on your device.</li> </ul> </li> <li>– Copyright protected files. <ul style="list-style-type: none"> <li>• Use a device that contains files that are not copyright protected.</li> </ul> </li> <li>– Unsupported file format. <ul style="list-style-type: none"> <li>• Repair or convert the files to a supported format. See <b>Entertainment</b> (page 331).</li> </ul> </li> </ul>

Symptom	Possible Cause and Resolution
	<ul style="list-style-type: none"> <li>– Device indexing required. <ul style="list-style-type: none"> <li>• Re-index your device. See <b>Settings</b> (page 348).</li> </ul> </li> <li>– Device lock screen enabled. <ul style="list-style-type: none"> <li>• Unlock your device before connecting it.</li> </ul> </li> </ul>
Sometimes I cannot hear a track playing on my device.	<ul style="list-style-type: none"> <li>– Device malfunction. <ul style="list-style-type: none"> <li>• Disconnect your device. Switch your device off, reset it and try again.</li> </ul> </li> </ul>
When I disconnect my iOS device the audio volume is set to maximum.	<ul style="list-style-type: none"> <li>– Device limitation. <ul style="list-style-type: none"> <li>• Turn the volume down on your device</li> </ul> </li> </ul>
The system does not play the tracks on my USB drive in the correct order.	<p>If the system does not play the tracks on your USB device in the correct order, the following information could help:</p> <ul style="list-style-type: none"> <li>– If you are selecting USB as the audio source when the system is still indexing, SYNC plays tracks sorted alphabetically by file name in the root directory.</li> <li>– If you are selecting USB as the audio source after the system has finished indexing, SYNC plays all tracks sorted alphabetically by the title in the ID3 tag regardless of where they are located. SYNC uses the file name if the title in the ID3 Tag does not exist.</li> <li>– If you are selecting the option to play all tracks from the browsing menu, SYNC plays all tracks sorted alphabetically by the title in the ID3 tag regardless of where they are located. SYNC uses the file name if the title in the ID3 Tag does not exist.</li> <li>– If you are selecting a track when using the explore device option, SYNC plays tracks sorted alphabetically by file name in the folder you have selected. SYNC then plays all tracks in any subfolders in the folder you have selected.</li> </ul>

## Phone

Symptom	Possible Cause and Resolution
During a call, I can hear excessive background noise.	<ul style="list-style-type: none"> <li>– Incorrect cell phone settings. <ul style="list-style-type: none"> <li>• Check and adjust the audio settings on your cell phone. Refer to your cell phone's user manual.</li> </ul> </li> </ul>
During a call, I can hear the other person but they cannot hear me.	<ul style="list-style-type: none"> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> </ul> </li> <li>– Cell phone microphone muted. <ul style="list-style-type: none"> <li>• Unmute your cell phone microphone.</li> </ul> </li> </ul>
During a call, I cannot hear the other person and they cannot hear me.	<ul style="list-style-type: none"> <li>– System restart required. <ul style="list-style-type: none"> <li>• Restart the system. Switch the ignition off and open the door. Close the door and lock the vehicle. Wait until the touchscreen is off and any illuminated USB ports are not illuminated. Unlock the vehicle, switch the ignition on and try again.</li> </ul> </li> </ul>
I cannot download phonebook.	<ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> <li>– Incorrect cell phone settings. <ul style="list-style-type: none"> <li>• Allow the system to retrieve contacts from your cell phone. Refer to your cell phone's user manual.</li> </ul> </li> <li>– Incorrect system settings. <ul style="list-style-type: none"> <li>• Switch automatic phonebook download on. See <b>Settings</b> (page 348).</li> </ul> </li> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> </ul> </li> </ul>
A message displays suggesting that my phonebook has downloaded but it is empty or it has missing contacts.	<ul style="list-style-type: none"> <li>– Incorrect cell phone settings. <ul style="list-style-type: none"> <li>• Allow the system to retrieve contacts from your cell phone. Refer to your cell phone's user manual.</li> <li>• Check the location of the missing contacts on your cell phone. If they are stored on the SIM card, move them to the cell phone memory.</li> </ul> </li> <li>– Incorrect system settings. <ul style="list-style-type: none"> <li>• Switch automatic phonebook download on. See <b>Settings</b> (page 348).</li> </ul> </li> </ul>

Symptom	Possible Cause and Resolution
I cannot connect my cell phone.	<ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> <li>• Install the latest cell phone firmware.</li> <li>• Delete your device from system and delete SYNC from your device and try again.</li> <li>• Switch automatic phonebook download off. See <b>Settings</b> (page 348).</li> </ul> </li> </ul>
Text messaging does not work.	<ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> <li>– Cell phone malfunction. <ul style="list-style-type: none"> <li>• Switch your cell phone off, reset it and try again.</li> </ul> </li> </ul>
I cannot hear text messages.	<ul style="list-style-type: none"> <li>– Incompatible cell phone. <ul style="list-style-type: none"> <li>• Check the compatibility of your cell phone on the local Ford website.</li> </ul> </li> </ul>

## Navigation (If Equipped)

Symptom	Possible Cause and Resolution
I cannot enter a street name when I am abroad.	<ul style="list-style-type: none"> <li>– Incorrect entry method. <ul style="list-style-type: none"> <li>• Enter the street name with the country.</li> </ul> </li> </ul>
The system does not recognize coordinates.	<ul style="list-style-type: none"> <li>– You are using the wrong coordinates format. <ul style="list-style-type: none"> <li>• Use the format ##. #####, ##. ##### (for N/S, E/W). Add a minus before coordinates if the direction is West and keep a positive value if the direction is East, for example 12.5412 means East and -12.5412 means West.</li> </ul> </li> </ul>

## Apps

Symptom	Possible Cause and Resolution
The system cannot find any apps.	<ul style="list-style-type: none"> <li>– Incompatible device. <ul style="list-style-type: none"> <li>• You need an Android device with OS 4.3 or higher or an iOS device with iOS 8.0 or higher. Pair and connect your Android device to find AppLink compatible apps. Connect your Android or iOS device to a USB port or pair and connect using Bluetooth.</li> </ul> </li> </ul>
I have a compatible device and it is correctly connected but the system still cannot find any apps.	<ul style="list-style-type: none"> <li>– AppLink compatible apps not installed on your device. <ul style="list-style-type: none"> <li>• Download and install the latest version of the app.</li> </ul> </li> <li>– AppLink compatible apps not running on your device. <ul style="list-style-type: none"> <li>• Start the apps to allow the system to find them and make sure you sign in to any apps if required.</li> </ul> </li> <li>– Incorrect app settings. <ul style="list-style-type: none"> <li>• Check and adjust the app settings on your device and allow SYNC to access the app if required.</li> </ul> </li> </ul>
I have a compatible device, it is correctly connected and my apps are running but the system still cannot find any apps.	<ul style="list-style-type: none"> <li>– Apps failed to fully close. <ul style="list-style-type: none"> <li>• Restart the apps and try again.</li> <li>• If you have an Android device with apps that have an exit or quit option, use this and then restart the apps. Alternatively, use the force stop option in the settings menu on your device.</li> <li>• If you have an iOS device with iOS 7.0 or higher, tap the home button on your device twice and then swipe the app upward to close it.</li> </ul> </li> </ul>
I have an Android device that is correctly connected, I have restarted my apps and they are running but the system still cannot find them.	<ul style="list-style-type: none"> <li>– An issue on some older versions of the Android operating system could result in apps not being found. <ul style="list-style-type: none"> <li>• Switch Bluetooth off and on again to force the system to reconnect to your device.</li> </ul> </li> </ul>

Symptom	Possible Cause and Resolution
I have an iOS device that is correctly connected, I have restarted my apps and they are running but the system still cannot find them.	<ul style="list-style-type: none"><li>– Cable connection issue.<ul style="list-style-type: none"><li>• Disconnect the cable from your device, wait for a moment and then connect it again to force the system to reconnect to your device.</li></ul></li></ul>
I have an Android device running a media app which the system has found but I cannot hear the sound or the sound is very quiet.	<ul style="list-style-type: none"><li>– Device volume is low.<ul style="list-style-type: none"><li>• Turn the volume up on your device.</li></ul></li></ul>
I have an Android device running a number of compatible apps but the system cannot find all of them.	<ul style="list-style-type: none"><li>– Device limitation. Some Android devices have a limited number of Bluetooth ports that apps can use to connect. If you have more apps running on your device than the number of available Bluetooth ports, the system cannot find all of them.<ul style="list-style-type: none"><li>• Close some of the apps to allow the system to find those that you want to use.</li></ul></li></ul>

## Wi-Fi Connectivity

Symptom	Possible Cause and Resolution
I cannot connect to a Wi-Fi network.	<ul style="list-style-type: none"> <li>– Password error. <ul style="list-style-type: none"> <li>• Enter the correct network password.</li> </ul> </li> <li>– Weak network signal. <ul style="list-style-type: none"> <li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li> </ul> </li> <li>– Multiple access points in range with the same SSID. <ul style="list-style-type: none"> <li>• Use a unique name for your SSID. Do not use the default name unless it contains a unique identifier, for example as part of the MAC address.</li> </ul> </li> </ul>
The Wi-Fi connection disconnects after successful connection.	<ul style="list-style-type: none"> <li>– Weak network signal. <ul style="list-style-type: none"> <li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li> </ul> </li> </ul>
I am close to a Wi-Fi hotspot but the network signal strength is weak.	<ul style="list-style-type: none"> <li>– Obstructed network signal. <ul style="list-style-type: none"> <li>• If your vehicle has a heated windshield, position your vehicle so that the windshield is not facing the Wi-Fi hotspot.</li> <li>• If your vehicle has metallic tinting on the windows but not on the windshield, position your vehicle so that the windshield is facing the Wi-Fi hotspot or open the windows that are facing the hotspot.</li> <li>• If your vehicle has metallic tinting on the windows and the windshield, open the windows that are facing the hotspot.</li> <li>• If your vehicle is in a garage and you have the garage door closed, open the garage door.</li> </ul> </li> </ul>



Symptom	Possible Cause and Resolution
I cannot see a network in the list of available networks that I expect to see.	<ul style="list-style-type: none"> <li>– Hidden network. <ul style="list-style-type: none"> <li>• Make the network visible and try again.</li> </ul> </li> </ul>
Software downloads take too long.	<ul style="list-style-type: none"> <li>– Weak network signal <ul style="list-style-type: none"> <li>• Move your vehicle closer to the Wi-Fi hotspot or to a place where the network signal is not obstructed.</li> </ul> </li> <li>– Wi-Fi hotspot in high demand or has a slow Internet connection. <ul style="list-style-type: none"> <li>• Use a more reliable Wi-Fi hotspot.</li> </ul> </li> </ul>
The system seems to connect to a Wi-Fi network and the signal strength is excellent but the software does not update.	<ul style="list-style-type: none"> <li>– No software update available.</li> <li>– Wi-Fi network requires a subscription or acceptance of terms and conditions. <ul style="list-style-type: none"> <li>• Test the connection using another device. If the network requires a subscription or acceptance of terms and conditions, contact the network service provider.</li> </ul> </li> </ul>

## Resetting the System

1. Simultaneously press and hold the seek up and the audio unit power buttons until the screen goes black.
2. Wait three minutes to allow the system to complete the reset.
3. Press the audio unit power button to switch the system on.

**Note:** You can reset the system to restore functionality that has stopped working. The system reset is designed to restore functionality and not delete any data that you have stored.

## Additional Information and Assistance

For additional information and assistance, we recommend that you contact an authorized dealer or refer to the local Ford website.

## Appendices

### ELECTROMAGNETIC COMPATIBILITY



**WARNING:** Do not place objects or mount equipment on or near the airbag cover, on the side of the front or rear seatbacks, or in areas that may come into contact with a deploying airbag. Failure to follow these instructions may increase the risk of personal injury in the event of a crash.



**WARNING:** Do not fasten antenna cables to vehicle wiring, fuel pipes and brake pipes.

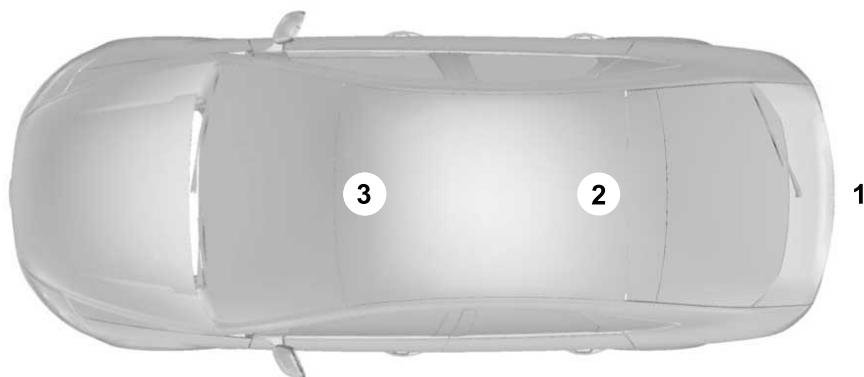


**WARNING:** Keep antenna and power cables at least 10 cm (4 in) from any electronic modules and airbags.

**Note:** We test and certify your vehicle to meet electromagnetic compatibility legislation. It is your responsibility to make sure that any equipment an authorized dealer installs on your vehicle complies with applicable local legislation and other requirements. Installation of some aftermarket electronic devices could degrade the performance of vehicle functions, which use radio frequency signals such as broadcast radio receiver, tire pressure monitoring system, push button start, Bluetooth connectivity or satellite navigation.

**Note:** Any radio frequency transmitter equipment in your vehicle (such as cellular telephones and amateur radio transmitters) must keep to the parameters in the following illustrations and table. We do not provide any other special provisions or conditions for installations or use.

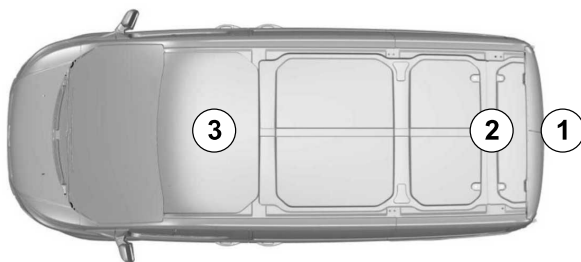
#### Car/SUV



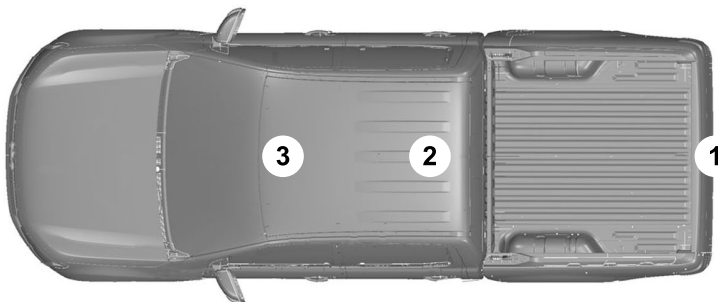
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## Van



## Truck



## Appendices

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<b>Frequency Band MHz</b>	<b>Maximum output power Watt (Peak RMS)</b>	<b>Antenna Positions</b>
1-30	50	1
50-54	50	2, 3
68-88	50	2, 3
142-176	50	2, 3
380-512	50	2, 3
806-870	10	2, 3

## ECALL USER INFORMATION

### eCall User Information According to Regulation (EU) 2017/78, Annex I, Part 3

#### 1 DESCRIPTION OF THE ECALL IN-VEHICLE SYSTEM

- 1.1. Overview of the 112-based eCall in-vehicle system, its operation and functionalities: See **What Is eCall** (page 40).
- 1.2. The 112-based eCall service is a public service of general interest and is accessible free of charge.
- 1.3. The 112-based eCall in-vehicle system is activated by default. It is activated automatically by means of in-vehicle sensors in the event of a severe accident. It will also be triggered automatically when the vehicle is equipped with a TPS system which does not function in the event of a severe accident.
- 1.4. The 112-based eCall in-vehicle system can also be triggered manually, if needed. Instructions for manual activation of the system: See **Manually Making an Emergency Call** (page 40).
- 1.5. In the event of a critical system failure that would disable the 112-based eCall in-vehicle system, the following warning will be given to the occupants of the vehicle: See **Emergency Call Indicators** (page 41).

#### 2 INFORMATION ON DATA PROCESSING

- 2.1. Any processing of personal data through the 112-based eCall in-vehicle system shall comply with the personal data protection rules provided for in Directives 95/46/EC (1) and 2002/58/EC (2) of the European Parliament and of the Council, and in particular, shall be based on the necessity to protect the vital interests of the individuals in accordance with Article 7(d) of Directive 95/46/EC (3).
- 2.2. Processing of such data is strictly limited to the purpose of handling the emergency eCall to the single European emergency number 112.
- 2.3. Types of data and its recipients.
- 2.3.1. The 112-based eCall in-vehicle system may collect and process only the following data:
  - Vehicle Identification Number.
  - Vehicle type (passenger vehicle or light commercial vehicle).
  - Vehicle propulsion storage type (gasoline/diesel/CNG/LPG/electric/hydrogen).
  - Vehicle last three locations and direction of travel.

# Appendices

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- Log file of the automatic activation of the system and its timestamp.
- Any additional data (if applicable): -

2.3.2. Recipients of data processed by the 112-based eCall in-vehicle system are the relevant public safety answering points designated by the respective public authorities of the country on which territory they are located, to first receive and handle eCalls to the single European emergency number 112.  
Additional information (if available): -

2.4. Arrangements for data processing.

2.4.1. The 112-based eCall in-vehicle system is designed in such a way as to ensure that the data contained in the system memory is not available outside the system before an eCall is triggered.  
Additional remarks (if any): -

2.4.2. The 112-based eCall in-vehicle system is designed in such a way as to ensure that it is not traceable and not subject to any constant tracking in its normal operation status.  
Additional remarks (if any): -

2.4.3. The 112-based eCall in-vehicle system is designed in such a way as to ensure that data in the system internal memory is automatically and continuously removed.

2.4.3.1. The vehicle location data is constantly overwritten in the internal memory of the system so as always to keep maximum of the last three up-to-date locations of the vehicle necessary for the normal functioning of the system.

2.4.3.2. The log of activity data in the 112-based eCall in-vehicle system is kept for no longer than necessary for attaining the purpose of handling the emergency eCall and in any case not beyond 13 hours from the moment an emergency eCall was initiated.  
Additional remarks (if any): -

2.5. Modalities for exercising data subject's rights.

2.5.1. The data subject (the vehicle's owner) has a right of access to data and as appropriate to request the rectification, erasure or blocking of data, concerning him or her, the processing of which does not comply with the provisions of Directive 95/46/EC. Any third parties to whom the data have been disclosed have to be notified of such rectification, erasure or blocking carried out in compliance with this Directive, unless it proves impossible or involves a disproportionate effort.

2.5.2. The data subject has a right to complain to the competent data protection authority if he or she considers that his or her rights have been infringed as a result of the processing of his or her personal data.

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- 2.5.3. Contact service responsible for handling access requests (if any): Contact the data protection officer of your local Public Safety Answering Point.
- (1) Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (OJ L 281, 23.11.1995, p. 31).
  - (2) Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications) (OJ L 201, 31.7.2002, p. 37).
  - (3) Directive 95/46/EC is repealed by Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) (OJ L 119, 4.5.2016, p. 1). The Regulation applies from 25 May 2018.

### **3 INFORMATION ON THIRD PARTY SERVICES AND OTHER ADDED VALUE SERVICES (IF FITTED)**

- 3.1. Description of the operation and the functionalities of the TPS system/added value service: Your vehicle may be equipped with a modem that allows for emergency calls (eCall), automatic software updates and other services. See the information in this Owner's Manual or in the FordPass app for a description of these services. We provide a 112-based eCall in-vehicle system and we do not provide a TPS eCall system.
- 3.2. Any processing of personal data through the TPS system/other added value service shall comply with the personal data protection rules provided for in Directives 95/46/EC and 2002/58/EC.
- 3.2.1. Legal basis for the use of TPS system and/or added value services and for processing data through them: For information on the legal bases for processing of personal data through added value services, review the data privacy information for any services to which you subscribe. This privacy information can be found in the FordPass app or on the local Ford website.
- 3.3. The TPS system and/or other added value services shall process personal data only on the base of the explicit consent of the data subject (the vehicle's owner or owners).

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- 3.4. Modalities for data processing through TPS system and/or other added value services, including any necessary additional information regarding traceability, tracking and processing of personal data: See the privacy information in the FordPass app or on the local Ford website.
- 3.5. The owner of a vehicle equipped with a TPS eCall system and/or other added value service in addition to the 112-based eCall in-vehicle system has the right to choose to use the 112-based eCall in-vehicle system rather than the TPS eCall system and the other added value service.
- 3.5.1. Contact details for handling TPS eCall system deactivation requests: You can have all added value services deactivated except for eCall. To find out more about having all added value services deactivated except for eCall, search Ask Ford on the local Ford website or contact the Ford Customer Relationship Center by e-mail through the FordPass app or by using the e-mail address on the local Ford website.

### END USER LICENSE AGREEMENT

#### VEHICLE SOFTWARE END USER LICENSE AGREEMENT (EULA)

- You ("You" or "Your" as applicable) have acquired a vehicle having several devices, including SYNC ® and various control modules, ("DEVICES") that include software licensed or owned by Ford Motor Company and its affiliates ("FORD MOTOR COMPANY"). Those software products of FORD MOTOR COMPANY origin, as well as associated media, printed materials, and "online" or electronic documentation ("SOFTWARE") are protected by international intellectual property laws and treaties. The SOFTWARE is licensed, not sold. All rights reserved.
- The SOFTWARE may interface with and/or communicate with, or may be later upgraded to interface with and/or communicate with additional software and/or systems provided by FORD MOTOR COMPANY.

**IF YOU DO NOT AGREE TO THIS END USER LICENSE AGREEMENT ("EULA") DO NOT USE THE DEVICES OR COPY THE SOFTWARE. ANY USE OF THE SOFTWARE, INCLUDING BUT NOT LIMITED TO USE ON THE DEVICES, WILL CONSTITUTE YOUR AGREEMENT TO THIS EULA (OR RATIFICATION OF ANY PREVIOUS CONSENT).**

**GRANT OF SOFTWARE LICENSE:** This EULA grants you the following license:

- You may use the SOFTWARE as installed on the DEVICES and as otherwise interfacing with systems and/or services provide by or through FORD MOTOR COMPANY or its third party software and service providers.

#### Description of Other Rights and Limitations

- **Speech Recognition:** If the SOFTWARE includes speech recognition component(s), you should understand that speech recognition is an inherently statistical process and that recognition errors are inherent in the process. Neither FORD MOTOR



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COMPANY nor its suppliers shall be liable for any damages arising out of errors in the speech recognition process. It is your responsibility to monitor any speech recognition functions included in the system.

- **Limitations on Reverse Engineering, Decompilation and Disassembly:**

You may not reverse engineer, decompile, translate, disassemble or attempt to discover any source code or underlying ideas or algorithms of the SOFTWARE nor permit others to reverse engineer, decompile or disassemble the SOFTWARE, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation or to the extent as may be permitted by the licensing terms governing use of any open source components included with the SOFTWARE.

- **Limitations on Distributing, Copying, Modifying and Creating Derivative Works:**

You may not distribute, copy, make modifications to or create derivative works based on the SOFTWARE, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation or to the extent as may be permitted by the licensing terms governing use of any open source components included with the SOFTWARE.

- **Single EULA:** The end user documentation for the DEVICES and related systems and services may contain multiple EULAs, such as multiple translations and/or multiple media versions (e.g., in the user documentation and in the software). Even if you receive multiple EULAs, you are licensed to use only one (1) copy of the SOFTWARE.

- **SOFTWARE Transfer:** You may permanently transfer your rights under this EULA only as part of a sale or transfer of the DEVICES, provided you retain no copies, you transfer all of the SOFTWARE (including all component parts, the media and printed materials, any upgrades, and, if applicable, the Certificate(s) of Authenticity), and the recipient agrees to the terms of this EULA. If the SOFTWARE is an upgrade, any transfer must include all prior versions of the SOFTWARE.

- **Termination:** Without prejudice to any other rights, FORD MOTOR COMPANY may terminate this EULA if you fail to comply with the terms and conditions of this EULA.

- **Internet-Based Services**

**Components:** The SOFTWARE may contain components that enable and facilitate the use of certain Internet-based services. You acknowledge and agree that FORD MOTOR COMPANY, third party software and service suppliers, its affiliates and/or its designated agent may automatically check the version of the SOFTWARE and/or its components that you are utilizing and may provide upgrades or supplements to the SOFTWARE that may be automatically downloaded to your DEVICES.

- **Additional Software/Services:** The SOFTWARE may permit FORD MOTOR COMPANY, third party software and service suppliers, its affiliates and/or its designated agent to provide or make available to you SOFTWARE updates, supplements, add-on components, or Internet-based services components of the SOFTWARE after the date you obtain your initial copy of the SOFTWARE ("Supplemental Components".) SOFTWARE updates may cause you to incur additional

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charges from your wireless service provider. If FORD MOTOR COMPANY or third party software and services suppliers provide or make available to you Supplemental Components and no other EULA terms are provided along with the Supplemental Components, then the terms of this EULA shall apply. FORD MOTOR COMPANY, its affiliates and/or its designated agent reserve the right to discontinue without liability any Internet-based services provided to you or made available to you through the use of the SOFTWARE.

- **Links to Third Party Sites:** The SOFTWARE may provide you with the ability to link to third party sites. The third party sites are not under the control of FORD MOTOR COMPANY, its affiliates and/or its designated agent. Neither FORD MOTOR COMPANY nor its affiliates nor its designated agent are responsible for (i) the contents of any third party sites, any links contained in third party sites, or any changes or updates to third party sites, or (ii) webcasting or any other form of transmission received from any third party sites. If the SOFTWARE provides links to third party sites, those links are provided to you only as a convenience, and the inclusion of any link does not imply an endorsement of the third party site by FORD MOTOR COMPANY, its affiliates and/or its designated agent.

- **Obligation to Drive Responsibly:** You recognize your obligation to drive responsibly and keep attention on the road. You will read and abide with the DEVICES operating instructions particularly as they pertain to safety and you agree to assume any risk associated with the use of the DEVICES.

### **UPGRADES AND RECOVERY MEDIA:**

If the SOFTWARE is provided by FORD MOTOR COMPANY separate from the DEVICES on media such as a ROM chip, CD ROM disk(s) or via web download or other means, and is labeled "For Upgrade Purposes Only" or "For Recovery Purposes Only" you may install one (1) copy of such SOFTWARE onto the DEVICES as a replacement copy for the existing SOFTWARE, and use it in accordance with this EULA, including any additional EULA terms accompanying the upgrade SOFTWARE.

### **INTELLECTUAL PROPERTY RIGHTS:**

All title and intellectual property rights in and to the SOFTWARE (including but not limited to any images, photographs, animations, video, audio, music, text and "applets" incorporated into the SOFTWARE), the accompanying printed materials, and any copies of the SOFTWARE, are owned by FORD MOTOR COMPANY, or its affiliates or suppliers. The SOFTWARE is licensed, not sold. You may not copy the printed materials accompanying the SOFTWARE. All title and intellectual property rights in and to the content which may be accessed through use of the SOFTWARE is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content outside its intended use. All rights not specifically granted under this EULA are reserved by FORD MOTOR COMPANY, its affiliates, and third party software and service providers and suppliers. Use of any on-line services which may be accessed through the SOFTWARE may be governed by the respective terms of use relating to such services. If this SOFTWARE contains documentation that is provided only in electronic form, you may print one copy of such electronic documentation.

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**EXPORT RESTRICTIONS:** You acknowledge that the SOFTWARE is subject to U.S. and European Union export jurisdiction. You agree to comply with all applicable international and national laws that apply to the SOFTWARE, including the U.S. Export Administration Regulations, as well as end-user, end-use and destination restrictions issued by U.S. and other governments.

**TRADEMARKS:** This EULA does not grant you any rights in connection with any trademarks or service marks of FORD MOTOR COMPANY, its affiliates, and third party software and service providers.

**PRODUCT SUPPORT:** Please refer to FORD MOTOR COMPANY instructions provided in the documentation for the DEVICES product support, such as the vehicle owner guide.

Should you have any questions concerning this EULA, or if you desire to contact FORD MOTOR COMPANY for any other reason, please refer to the address provided in the documentation for the DEVICES.

**No Liability for Certain Damages:** EXCEPT AS PROHIBITED BY LAW, FORD MOTOR COMPANY, ANY THIRD PARTY SOFTWARE OR SERVICES SUPPLIERS, AND THEIR AFFILIATES SHALL HAVE NO LIABILITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE SOFTWARE. THIS LIMITATION SHALL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. THERE ARE NO WARRANTIES OTHER THAN THOSE THAT MAY BE EXPRESSLY PROVIDED FOR YOUR NEW VEHICLE.

## **SYNC® Automotive Important Safety Information Read and follow instructions:**

- Before using your SYNC® system, read and follow all instructions and safety information provided in this end user manual ("Owner Guide".) Not following precautions found in the Owner Guide can lead to an accident or other serious injuries.

### General Operation

- **Voice Command Control:** Certain functions within the SYNC® system may be accomplished using voice commands. Using voice commands while driving helps you to operate the system without removing your hands from the wheel or eyes from the road.
- **Prolonged Views of Screen:** Do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention.
- **Volume Setting:** Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.
- **Navigation Features:** Any navigation features included in the system are intended to provide turn by turn instructions to get you to a desired destination. Please make certain all persons using this system carefully read and follow instructions and safety information fully.

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- **Distraction Hazard:** Any navigation features may require manual (non-verbal) setup. Attempting to perform such set-up or insert data while driving can distract your attention and could cause an accident or other serious injury. Stop the vehicle in a safe and legal manner before attempting these operations.
  - **Let Your Judgment Prevail:** Any navigation features are provided only as an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Any such feature is not a substitute for your personal judgment. Any route suggestions made by this system should never replace any local traffic regulations or your personal judgment or knowledge of safe driving practices.
  - **Route Safety:** Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. The driver is ultimately responsible for the safe operation of the vehicle and therefore, must evaluate whether it is safe to follow the suggested directions.
  - **Potential Map Inaccuracy:** Maps used by this system may be inaccurate because of changes in roads, traffic controls or driving conditions. Always use good judgment and common sense when following the suggested routes.
  - **Emergency Services:** Do not rely on any navigation features included in the system to route you to emergency services. Ask local authorities or an emergency services operator for these locations. Not all emergency services such as police, fire stations, hospitals and clinics are likely to be contained in the map database for such navigation features.
- Your Responsibilities and Assumptions of Risk
- You agree to each of the following:(a) Any use of the SOFTWARE while driving an automobile or other vehicle in violation of applicable law or otherwise driving in an unsafe manner presents a significant risk of distracted driving and should not be attempted under any circumstances;(b) Use of the SOFTWARE at excessive volume poses a significant risk of hearing damage and should not be attempted under any circumstances;(c) The SOFTWARE may not be compatible with new or different versions of an operating system, third party software, or third party services, and the SOFTWARE may potentially cause a critical failure of an operating system, third party software, or third party service.(d) Any third party service accessed by or third party software used with the SOFTWARE (i) may charge an additional fee for access, (ii) may not work correctly, on an uninterrupted basis, or error free, (iii) may change streaming formats or discontinue operation, (iv) may contain adult, profane or offensive content; and (v) may contain inaccurate, false or misleading traffic, weather, financial or safety information or other content; and (e) Use of the SOFTWARE may cause you to incur additional charges from your wireless service provider (WSP) and any data or minute calculators that may be included in the software program are for reference only, are not warranted in any way and should not be relied upon in anyway.
  - When using the SOFTWARE, you agree to be responsible for and assume the entire risk to the items set forth in Section (a) – (e) above.

# Appendices

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## Disclaimer of Warranty

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF THE DEVICES AND SOFTWARE IS AT YOUR SOLE RISK AND THAT THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, COMPATIBILITY, ACCURACY AND EFFORT IS WITH YOU. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SOFTWARE AND ANY THIRD PARTY SOFTWARE OR THIRD-PARTY SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE", WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND, AND FORD MOTOR COMPANY HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE SOFTWARE, THIRD PARTY SOFTWARE, AND THIRD-PARTY SERVICES, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR AN ARTICULAR PURPOSE, OF ACCURACY, OF QUIET ENJOYMENT, AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. FORD MOTOR COMPANY DOES NOT WARRANT (a) AGAINST INTERFERENCE WITH YOUR ENJOYMENT OF THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES, (b) THAT THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL MEET YOUR REQUIREMENTS, (c) THAT THE OPERATION OF THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, (d) OR THAT DEFECTS IN THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES WILL BE CORRECTED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY FORD MOTOR COMPANY OR ITS AUTHORIZED REPRESENTATIVE SHALL

CREATE A WARRANTY. SHOULD THE SOFTWARE, THIRD PARTY SOFTWARE, OR THIRD-PARTY SERVICES PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION. SOME JURISDICTIONS DO NOT ALLOW THE DISCLAIMER OF IMPLIED WARRANTIES OR LIMITATIONS ON APPLICABLE STATUTORY RIGHTS OF A CONSUMER, SO THE ABOVE DISCLAIMER MAY NOT FULLY APPLY TO YOU. THE SOLE WARRANTY PROVIDED BY FORD MOTOR COMPANY SHALL BE FOUND IN THE WARRANTY INFORMATION INCLUDING WITH YOUR OWNER GUIDE. TO THE EXTENT THAT THERE IS ANY CONFLICT BETWEEN THE TERMS OF THIS SECTION AND THE WARRANTY BOOKLET, THE WARRANTY BOOKLET SHALL CONTROL.

## Applicable Law, Venue, Jurisdiction

- The laws of the State of Michigan govern this EULA and Your use of the SOFTWARE. Your use of the SOFTWARE may also be subject to other local, state, national, or international laws. Any litigation arising out of or related to this EULA shall be brought and maintained exclusively in a court of the State of Michigan located in Wayne County or in the United States District Court for the Eastern District of Michigan. You hereby consent to submit to the personal jurisdiction of a court in the State of Michigan located in Wayne County and the United States District Court for the Eastern District of Michigan for any dispute arising out of or relating to this EULA.

# Appendices

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## **Binding Arbitration and Class Action Waiver**

**(a) Application.** This Section applies to any dispute EXCEPT IT DOES NOT INCLUDE A DISPUTE RELATING TO COPYRIGHT INFRINGEMENT, OR TO THE ENFORCEMENT OR VALIDITY OF YOUR, FORD MOTOR COMPANY, OR ANY OF FORD MOTOR COMPANY'S LICENSORS' INTELLECTUAL PROPERTY RIGHTS. Dispute means any dispute, action, or other controversy between You and FORD MOTOR COMPANY, other than the exceptions listed above, concerning the SOFTWARE (including its price) or this EULA, whether in contract, warranty, tort, statute, regulation, ordinance, or any other legal or equitable basis.

**(b) Notice of Dispute.** In the event of a Dispute, You or FORD MOTOR COMPANY must give the other a "Notice of Dispute", which is a written statement of the name, address, and contact information of the party giving it, the facts giving rise to the dispute, and the relief requested. You and FORD MOTOR COMPANY will attempt to resolve any dispute through informal negotiation within 60 days from the date the Notice of Dispute is sent. After 60 days, You or FORD MOTOR COMPANY may commence arbitration.

**(c) Small claims court.** You may also litigate any dispute in small claims court in your county of residence or FORD MOTOR COMPANY'S principal place of business, if the dispute meets all requirements to be heard in the small claims court. You may litigate in small claims court whether or not You negotiated informally first.

**(d) Binding arbitration.** If You and FORD MOTOR COMPANY, do not resolve any dispute by informal negotiation or in small claims court, any other effort to resolve the dispute will be conducted exclusively by binding arbitration. You are giving up

the right to litigate (or participate in as a party or class member) all disputes in court before a judge or jury. Instead, all disputes will be resolved before a neutral arbitrator, whose decision will be final except for a limited right of appeal under the Federal Arbitration Act. Any court with jurisdiction over the parties may enforce the arbitrator's award.

**(e) Class action waiver.** Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor FORD MOTOR COMPANY, will seek to have any dispute heard as a class action, as a private attorney general action, or in any other proceeding in which any party acts or proposes to act in a representative capacity. No arbitration or proceeding will be combined with another without the prior written consent of all parties to all affected arbitrations or proceedings.

**(f) Arbitration procedure.** Any arbitration will be conducted by the American Arbitration Association (the "AAA"), under its Commercial Arbitration Rules. If You are an individual and use the SOFTWARE for personal or vehicle use, or if the value of the dispute is \$75,000 or less whether or not You are an individual or how You use the SOFTWARE, the AAA Supplementary Procedures for Consumer-Related Disputes will also apply. To commence arbitration, submit a Commercial Arbitration Rules Demand for Arbitration form to the AAA. You may request a telephonic or in-person hearing by following the AAA rules. In a dispute involving \$10,000 or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. For more information, see [adr.org](http://adr.org) or call 1-800-778-7879. You agree to commence arbitration only in your county of residence or FORD MOTOR COMPANY'S principal place of business. The arbitrator

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may award the same damages to You individually as a court could. The arbitrator may award declaratory or injunctive relief only to You individually, and only to the extent required to satisfy Your individual claim.

## **(g) Arbitration fees and incentives.**

- I. Disputes involving \$75,000 or less. FORD MOTOR COMPANY will promptly reimburse your filing fees and pay the AAA's and arbitrator's fees and expenses. If you reject FORD MOTOR COMPANY'S last written settlement offer made before the arbitrator was appointed ("last written offer"), your dispute goes all the way to an arbitrator's decision (called an "award"), and the arbitrator awards you more than the last written offer, FORD MOTOR COMPANY will give you three incentives: (1) pay the greater of the award or \$1,000; (2) pay twice your reasonable attorney's fees, if any; and (3) reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts.
- ii. Disputes involving more than \$75,000. The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.
- iii. Disputes involving any amount. In any arbitration you commence, FORD MOTOR COMPANY will seek its AAA or arbitrator's fees and expenses, or Your filing fees it reimbursed, only if the arbitrator finds the arbitration frivolous or brought for an improper purpose. In any arbitration FORD MOTOR COMPANY commences, it will pay all

filing, AAA, and arbitrator's fees and expenses. It will not seek its attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.

**(h) Claims or disputes must be filed within one year.** To the extent permitted by law, any claim or dispute under this EULA to which this Section applies must be filed within one year in small claims court (Section c) or in arbitration (Section d). The one-year period begins when the claim or dispute first could be filed. If such a claim or dispute is not filed within one year, it is permanently barred.

**(i) Severability.** If the class action waiver (Section e) is found to be illegal or unenforceable as to all or some parts of a dispute, then that portion of Section e will not apply to those parts. Instead, those parts will be severed and proceed in a court of law, with the remaining parts proceeding in arbitration. If any other provision of that portion Section e is found to be illegal or unenforceable, that provision will be severed with the remainder of Section e remaining in full force and effect.

## **Telenav Software End User License Agreement**

Please read these terms and conditions carefully before you use the TeleNav Software. Your use of the TeleNav Software indicates that you accept these terms and conditions. If you do not accept these terms and conditions, do not break the seal of the package, launch, or otherwise use the TeleNav Software. TeleNav may revise this Agreement and the privacy policy at any time, with or without notice to you. You agree to visit <http://www.telenav.com> from time to time to review the then current version of this Agreement and of the privacy policy.

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## 1. Safe and Lawful Use

You acknowledge that devoting attention to the TeleNav Software may pose a risk of injury or death to you and others in situations that otherwise require your undivided attention, and you therefore agree to comply with the following when using the TeleNav Software:

(a) observe all traffic laws and otherwise drive safely;

(b) use your own personal judgment while driving. If you feel that a route suggested by the TeleNav Software instructs you to perform an unsafe or illegal maneuver, places you in an unsafe situation, or directs you into an area that you consider to be unsafe, do not follow such instructions;

(c) do not input destinations, or otherwise manipulate the TeleNav Software, unless your vehicle is stationary and parked;

(d) do not use the TeleNav Software for any illegal, unauthorized, unintended, unsafe, hazardous, or unlawful purposes, or in any manner inconsistent with this Agreement;

(e) arrange all GPS and wireless devices and cables necessary for use of the TeleNav Software in a secure manner in your vehicle so that they will not interfere with your driving and will not prevent the operation of any safety device (such as an airbag).

You agree to indemnify and hold TeleNav harmless against all claims resulting from any dangerous or otherwise inappropriate use of the TeleNav Software in any moving vehicle, including as a result of your failure to comply with the directions above.

## 2. Account Information

You agree: (a) when registering the TeleNav Software, to provide TeleNav with true, accurate, current, and complete information about yourself, and (b) to inform TeleNav promptly of any changes to such information, and to keep it true, accurate, current and complete.

## 3. Software License

- Subject to your compliance with the terms of this Agreement, TeleNav hereby grants to you a personal, non-exclusive, non-transferable license (except as expressly permitted below in connection with your permanent transfer of the TeleNav Software license), without the right to sublicense, to use the TeleNav Software (in object code form only) in order to access and use the TeleNav Software. This license shall terminate upon any termination or expiration of this Agreement. You agree that you will use the TeleNav Software only for your personal business or leisure purposes, and not to provide commercial navigation services to other parties.

### 3.1 License Limitations

- **(a)** reverse engineer, decompile, disassemble, translate, modify, alter or otherwise change the TeleNav Software or any part thereof; **(b)** attempt to derive the source code, audio library or structure of the TeleNav Software without the prior express written consent of TeleNav; **(c)** remove from the TeleNav Software, or alter, any of TeleNav's or its suppliers' trademarks, trade names, logos, patent or copyright notices, or other notices or markings; **(d)**



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distribute, sublicense or otherwise transfer the TeleNav Software to others, except as part of your permanent transfer of the TeleNav Software; or **(e)** use the TeleNav Software in any manner that

- i. infringes the intellectual property or proprietary rights, rights of publicity or privacy or other rights of any party,
- ii. violates any law, statute, ordinance or regulation, including but not limited to laws and regulations related to spamming, privacy, consumer and child protection, obscenity or defamation, or
- iii. is harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, libelous, or otherwise objectionable; and (f) lease, rent out, or otherwise permit unauthorized access by third parties to the TeleNav Software without advanced written permission of TeleNav.

## 4. Disclaimers

- To the fullest extent permissible pursuant to applicable law, in no event will TeleNav, its licensors and suppliers, or agents or employees of any of the foregoing, be liable for any decision made or action taken by you or anyone else in reliance on the information provided by the TeleNav Software. TeleNav also does not warrant the accuracy of the map or other data used for the TeleNav Software. Such data may not always reflect reality due to, among other things, road closures, construction, weather, new roads and other changing conditions. You are responsible for the entire risk arising out of your use of the TeleNav Software. For example but without limitation, you agree not to rely on the TeleNav Software for critical navigation in areas where the well-being or survival of you or others

is dependent on the accuracy of navigation, as the maps or functionality of the TeleNav Software are not intended to support such high risk applications, especially in more remote geographical areas.

- TELENAV EXPRESSLY DISCLAIMS AND EXCLUDES ALL WARRANTIES IN CONNECTION WITH THE TELENAV SOFTWARE, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES WHICH MAY ARISE FROM COURSE OF DEALING, CUSTOM OR TRADE AND INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS WITH RESPECT TO THE TELENAV SOFTWARE.
- Certain jurisdictions do not permit the disclaimer of certain warranties, so this limitation may not apply to you.

## 5. Limitation of Liability

- TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL TELENAV OR ITS LICENSORS AND SUPPLIERS BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING IN EACH CASE, BUT NOT LIMITED TO, DAMAGES FOR THE INABILITY TO USE THE EQUIPMENT OR ACCESS DATA, LOSS OF DATA, LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION OR THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE THE TELENAV SOFTWARE, EVEN IF TELENAV HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY

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REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF TELENV AND OF ALL OF TELENV'S SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE TELENV SOFTWARE. SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

## **6. Arbitration and Governing Law**

- You agree that any dispute, claim or controversy arising out of or relating to this Agreement or the TeleNav Software shall be settled by independent arbitration involving a neutral arbitrator and administered by the American Arbitration Association in the County of Santa Clara, California. The arbitrator shall apply the Commercial Arbitration Rules of the American Arbitration Association, and the judgment upon the award rendered by the arbitrator may be entered by any court having jurisdiction. Note that there is no judge or jury in an arbitration proceeding and the decision of the arbitrator shall be binding upon both parties. You expressly agree to waive your right to a jury trial. This Agreement and performance hereunder will be governed by and construed in accordance with the laws of the State of California, without giving effect to its conflict of law provisions. To the extent judicial action is necessary in connection with the binding arbitration, both TeleNav and you agree to submit

to the exclusive jurisdiction of the courts of the County of Santa Clara, California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply.

## **7. Assignment**

- You may not resell, assign, or transfer this Agreement or any of your rights or obligations, except in totality, in connection with your permanent transfer of the TeleNav Software, and expressly conditioned upon the new user of the TeleNav Software agreeing to be bound by the terms and conditions of this Agreement. Any such sale, assignment or transfer that is not expressly permitted under this paragraph will result in immediate termination of this Agreement, without liability to TeleNav, in which case you and all other parties shall immediately cease all use of the TeleNav Software. Notwithstanding the foregoing, TeleNav may assign this Agreement to any other party at any time without notice, provided the assignee remains bound by this Agreement.

## **8. Miscellaneous**

### **8.1**

This Agreement constitutes the entire agreement between TeleNav and you with respect to the subject matter hereof.

### **8.2**

Except for the limited licenses expressly granted in this Agreement, TeleNav retains all right, title and interest in and to the TeleNav Software, including without limitation all related intellectual property rights. No licenses or other rights which are not expressly granted in this Agreement are intended to, or shall be, granted or

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conferred by implication, statute, inducement, estoppel or otherwise, and TeleNav and its suppliers and licensors hereby reserve all of their respective rights other than the licenses explicitly granted in this Agreement.

## 8.3

By using the TeleNav Software, you consent to receive from TeleNav all communications, including notices, agreements, legally required disclosures or other information in connection with the TeleNav Software (collectively, "Notices") electronically. TeleNav may provide such Notices by posting them on TeleNav's Website or by downloading such Notices to your wireless device. If you desire to withdraw your consent to receive Notices electronically, you must discontinue your use of the TeleNav Software.

## 8.4

TeleNav's or your failure to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

## 8.5

If any provision herein is held unenforceable, then such provision will be modified to reflect the intention of the parties, and the remaining provisions of this Agreement will remain in full force and effect.

## 8.6

The headings in this Agreement are for convenience of reference only, will not be deemed to be a part of this Agreement, and will not be referred to in connection with the construction or interpretation of this Agreement. As used in this Agreement, the words "include" and "including" and variations thereof, will not be deemed to be terms of limitation, but rather will be deemed to be followed by the words "without limitation".

## 9. Other Vendors Terms and Conditions

- The Telenav Software utilizes map and other data licensed to Telenav by third party vendors for the benefit of you and other end users. This Agreement includes end-user terms applicable to these companies (included at the end of this Agreement), and thus your use of the Telenav Software is also subject to such terms. You agree to comply with the following additional terms and conditions, which are applicable to Telenav's third party vendor licensors::

### 9.1 End User Terms Required by HERE North America, LLC

The data ("Data") is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and Telenav ("Telenav") and its licensors (including their licensors and suppliers) on the other hand.

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The Data for Mexico includes certain data from Instituto Nacional de Estadística y Geografía.

## **9.2 End User Terms Required by NAV2 (Shanghai) Co., Ltd**

The data (“Data”) is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and NAV2 (Shanghai) Co., Ltd (“NAV2”) and its licensors (including their licensors and suppliers) on the other hand. 20xx. All rights reserved

### **Terms and Conditions**

**Permitted Use.** You agree to use this Data together with the Telenav Software solely for the internal business and personal purposes for which you were licensed, and not for service bureau, time-sharing or other similar purposes. Accordingly, but subject to the restrictions set forth in the following paragraphs, you agree not to otherwise reproduce, copy, modify, decompile, disassemble, create any derivative works of, or reverse engineer any portion of this Data, and may not transfer or distribute it in any form, for any purpose, except to the extent permitted by mandatory laws.

**Restrictions.** Except where you have been specifically licensed to do so by Telenav, and without limiting the preceding paragraph, you may not use this Data (a) with any products, systems, or applications installed or otherwise connected to or in communication with vehicles, capable of vehicle navigation, positioning, dispatch, real time route guidance, fleet management or similar applications; or (b) with or in communication with any positioning devices or any mobile or wireless-connected electronic or computer devices, including without limitation cellular phones, palmtop and handheld computers, pagers, and personal digital assistants or PDAs.

**Warning.** The Data may contain inaccurate or incomplete information due to the passage of time, changing circumstances, sources used and the nature of collecting comprehensive geographic data, any of which may lead to incorrect results.

**No Warranty.** This Data is provided to you “as is,” and you agree to use it at your own risk. Telenav and its licensors (and their licensors and suppliers) make no guarantees, representations or warranties of any kind, express or implied, arising by law or otherwise, including but not limited to, content, quality, accuracy, completeness, effectiveness, reliability, fitness for a particular purpose, usefulness, use or results to be obtained from this Data, or that the Data or server will be uninterrupted or error-free.

**Disclaimer of Warranty:** TELENV AND ITS LICENSORS (INCLUDING THEIR LICENSORS AND SUPPLIERS) DISCLAIM ANY WARRANTIES, EXPRESS OR IMPLIED, OF QUALITY, PERFORMANCE, MERCHANTABILITY, FITNESS FOR A

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**PARTICULAR PURPOSE OR NON-INFRINGEMENT.** Some States, Territories and Countries do not allow certain warranty exclusions, so to that extent the above exclusion may not apply to you.

**Disclaimer of Liability:** TELENNAV AND ITS LICENSORS (INCLUDING THEIR LICENSORS AND SUPPLIERS) SHALL NOT BE LIABLE TO YOU: IN RESPECT OF ANY CLAIM, DEMAND OR ACTION, IRRESPECTIVE OF THE NATURE OF THE CAUSE OF THE CLAIM, DEMAND OR ACTION ALLEGING ANY LOSS, INJURY OR DAMAGES, DIRECT OR INDIRECT, WHICH MAY RESULT FROM THE USE OR POSSESSION OF THE INFORMATION; OR FOR ANY LOSS OF PROFIT, REVENUE, CONTRACTS OR SAVINGS, OR ANY OTHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF YOUR USE OF OR INABILITY TO USE THIS INFORMATION, ANY DEFECT IN THE INFORMATION, OR THE BREACH OF THESE TERMS OR CONDITIONS, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, EVEN IF TELENNAV OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some States, Territories and Countries do not allow certain liability exclusions or damages limitations, so to that extent the above may not apply to you.

**Export Control.** You shall not export from anywhere any part of the Data or any direct product thereof except in compliance with, and with all licenses and approvals required under, applicable export laws, rules and regulations, including but not limited to the laws, rules and regulations administered by the Office of Foreign Assets Control of the U.S. Department of Commerce and the Bureau of Industry and Security of the U.S. Department of Commerce. To the extent that any such

export laws, rules or regulations prohibit HERE from complying with any of its obligations hereunder to deliver or distribute Data, such failure shall be excused and shall not constitute a breach of this Agreement.

**Entire Agreement.** These terms and conditions constitute the entire agreement between Telenav (and its licensors, including their licensors and suppliers) and you pertaining to the subject matter hereof, and supersedes in their entirety any and all written or oral agreements previously existing between us with respect to such subject matter.

**Governing Law.** The above terms and conditions shall be governed by the laws of the State of Illinois [insert "Netherlands" where European HERE Data is used], without giving effect to (i) its conflict of laws provisions, or (ii) the United Nations Convention for Contracts for the International Sale of Goods, which is explicitly excluded. You agree to submit to the jurisdiction of the State of Illinois [insert "The Netherlands" where European HERE Data is used] for any and all disputes, claims and actions arising from or in connection with the Data provided to you hereunder.

**Government End Users.** If the Data is being acquired by or on behalf of the United States government or any other entity seeking or applying rights similar to those customarily claimed by the United States government, this Data is a "commercial item" as that term is defined at 48 C.F.R. ("FAR") 2.101, is licensed in accordance with these End-User Terms, and each copy of Data delivered or otherwise furnished shall be marked and embedded as appropriate with the following "Notice of Use," and shall be treated in accordance with such Notice:

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## NOTICE OF USE

CONTRACTOR (MANUFACTURER/  
SUPPLIER) NAME: HERE

CONTRACTOR (MANUFACTURER/  
SUPPLIER) ADDRESS: c/o Nokia, 425  
West Randolph Street, Chicago, Illinois  
60606

This Data is a commercial item as  
defined in FAR 2.101 and is subject to  
these End-User Terms under which this  
Data was provided.

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If the Contracting Officer, federal  
government agency, or any federal official  
refuses to use the legend provided herein,  
the Contracting Officer, federal  
government agency, or any federal official  
must notify HERE prior to seeking  
additional or alternative rights in the Data.

### I. US/Canada Territory

A. United States Data. The End-User  
Terms for any Application containing  
Data for the United States shall contain  
the following notices:

“HERE holds a non-exclusive license  
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Service® to publish and sell ZIP+4®  
information.”

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20XX. Prices are not established,  
controlled or approved by the United  
States Postal Service®. The following  
trademarks and registrations are  
owned by the USPS: United States  
Postal Service, USPS, and ZIP+4.”

B. Canada Data. The following provi-  
sions apply to the Data for Canada,  
which may include or reflect data from  
third party licensors (“Third Party  
Data”), including Her Majesty the Queen  
in Right of Canada (“Her Majesty”),  
Canada Post Corporation (“Canada  
Post”) and the Department of Natural  
Resources of Canada (“NRCan”):

1. Disclaimer and Limitation: Client  
agrees that its use of the Third Party  
Data is subject to the following provi-  
sions:

a. Disclaimer: The Third Party Data  
is licensed on an “as is” basis. The  
licensors of such data, including Her  
Majesty, Canada Post and NRCan,  
make no guarantees, representa-  
tions or warranties respecting such  
data, either express or implied,  
arising by law or otherwise, including  
but not limited to, effectiveness,  
completeness, accuracy or fitness  
for a particular purpose.

b. Limitation on Liability: The Third  
Party Data licensors, including Her  
Majesty, Canada Post and NRCan,  
shall not be liable: (i) in respect of  
any claim, demand or action, irre-  
spective of the nature of the cause  
of the claim, demand or action  
alleging any loss, injury or damages,  
direct or indirect, which may result  
from the use or possession of such  
Data; or (ii) in any way for loss of  
revenues or contracts, or any other  
consequential loss of any kind  
resulting from any defect in the  
Data.

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2. Copyright Notice: In connection with each copy of all or any portion of the Data for the Territory of Canada, Client shall affix in a conspicuous manner the following copyright notice on at least one of: (i) the label for the storage media of the copy; (ii) the packaging for the copy; or (iii) other materials packaged with the copy, such as user manuals or end user license agreements: "This data includes information taken with permission from Canadian authorities, including © Her Majesty the Queen in Right of Canada, © Queen's Printer for Ontario, © Canada Post Corporation, GeoBase®, © The Department of Natural Resources Canada. All rights reserved."

3. End-User Terms: Except as otherwise agreed by the parties, in connection with the provision of any portion of the Data for the Territory of Canada to End-Users as may be authorized under the Agreement, Client shall provide such End-Users, in a reasonably conspicuous manner, with terms (set forth with other end user terms required to be provided under the Agreement, or as otherwise may be provided, by Client) which shall include the following provisions on behalf of the Third Party Data licensors, including Her Majesty, Canada Post and NRCan:

The Data may include or reflect data of licensors, including Her Majesty the Queen in the Right of Canada ("Her Majesty"), Canada Post Corporation ("Canada Post") and the Department of Natural Resources Canada ("NRCan"). Such data is licensed on an "as is" basis. The licensors, including Her Majesty, Canada Post and NRCan, make no guarantees, representations or warranties respecting such data,

either express or implied, arising by law or otherwise, including but not limited to, effectiveness, completeness, accuracy or fitness for a particular purpose. The licensors, including Her Majesty, Canada Post and NRCan, shall not be liable in respect of any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action alleging any loss, injury or damages, direct or indirect, which may result from the use or possession of the data or the Data. The licensors, including Her Majesty, Canada Post and NRCan, shall not be liable in any way for loss of revenues or contracts, or any other consequential loss of any kind resulting from any defect in the data or the Data.

End User shall indemnify and save harmless the licensors, including Her Majesty, Canada Post and NRCan, and their officers, employees and agents from and against any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action, alleging loss, costs, expenses, damages or injuries (including injuries resulting in death) arising out of the use or possession of the data or the Data.

4. Additional Provisions: The terms contained in this Section are in addition to all of the rights and obligations of the parties under the Agreement. To the extent that any of the provisions of this Section are inconsistent with, or conflict with, any other provisions of the Agreement, the provisions of this Section shall prevail.

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II. Mexico. The following provision applies to the Data for Mexico, which includes certain data from the Instituto Nacional de Estadística y Geografía (“INEGI”):

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Territory	Notice
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Argentina	IGN “INSTITUTO GEOGRAFICO NACIONAL ARGENTINO”
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Ecuador	“INSTITUTO GEOGRAFICO MILITAR DEL ECUADOR AUTORIZACION N° IGM-2011-01- PCO-01 DEL 25 DE ENERO DE 2011” “source: © IGN 2009 - BD TOPO ®”
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Guadeloupe, French Guiana and Martinique Mexico	“Fuente: INEGI (Instituto Nacional de Estadística y Geografía)”
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## IV. Middle East Territory

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Country	Notice
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Jordan	“© Royal Jordanian Geographic Centre”. The foregoing notice requirement for Jordan Data is a material term of the Agreement. If Client or any of its permitted sublicensees (if any) fail to meet such requirement, HERE shall have the right to terminate Client’s license with respect to the Jordan Data.
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1. General Restrictions Applicable to Traffic Codes. Client acknowledges and agrees that in certain countries of the Europe Territory, Client will need to obtain rights directly from third party RDS-TMC code providers to receive and use the Traffic Codes in the Data and to deliver to End-Users Transactions in any way derived from or based on such Traffic Codes. For such countries, HERE shall deliver the Data incorporating Traffic Codes to Client only after receiving certification from Client of its having obtained such rights.

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Country(ies) Notice

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## ***Radio Frequency Statement***

FCC ID: ACJ-SYNCG3-L

IC: 216B-SYNCG3-L

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- (1)** This device may not cause harmful interference, and
- (2)** this device must accept any interference received, including interference that may cause undesired operation.



**WARNING:** Changes or modifications not expressively approved by the party responsible for compliance could void the user's authority to operate the equipment. The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met.

The antenna used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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## Taiwan Territory

Note: In accordance with the management approach of low-power radio wave radiation motors:

Article 12: For approved and certified low-power radiation motor models, companies, firms or users must not alter the frequency, increase the power or change the characteristics and functions of the original design without authorization.

Article 14: The usage of low-power radio-frequency motors must not affect aviation safety and interfere with legal telecommunications. Should interference be detected, immediately stop using the device and only resume usage after ensuring that there is no longer any interference. For the legal telecommunication and wireless telecommunication of the telco, the low-power radio frequency motor must be able to tolerate legal limits of interference from telecommunication, industrial, scientific and radio wave equipment.

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We will use reasonable endeavours to provide the SUNA Traffic Channel 24 hours a day, 365 days a year. The SUNA Traffic Channel may occasionally be unavailable for technical reasons or for planned maintenance. We will try to perform maintenance at times when congestion is light. We reserve the right to withdraw SUNA Products and/or Services at any time.

Also, we cannot assure the uninterrupted reception of the SUNA Traffic Channel RDS-TMC signal at any particular location.

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## 7. Please Note

Great care has been taken in preparing this manual. Constant product development may mean that some information is not entirely up-to-date. The information in this document is subject to change without notice.

## DECLARATION OF CONFORMITY

Your vehicle could have components that transmit and receive radio waves and are therefore subject to government regulation.

These components must accept any interference received, including interference that could cause undesired operation. For certification labels and declarations of conformity, visit [www.wirelessconformity.ford.com](http://www.wirelessconformity.ford.com).

## DECLARATION OF CONFORMITY - VEHICLES WITH: SYNC 3

### Radio Frequency Statement

SYNC Version	FCC Identification Number	IC Identification Number
3.0	ACJ-SYNCG3-L	216B-SYNCG3-L
3.1	ACJ-FA-170-BCARHS	216B-FA170BCARHS
3.2	ACJ-FG-185-SG32MH	216B-FG185SG32MH



**WARNING:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met.

These devices comply with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1. The device does not cause harmful interference.
2. The device accepts any interference received, including interference that could cause undesired operation.

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