

U.S. ROADSIDE ASSISTANCE
FOR COMPLIMENTARY HELP CALL 1-800-241-3673

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

NAME

VIN

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

CANADA ROADSIDE ASSISTANCE

NAME

VIN

See Warranty Guide for complete details.

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

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

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

ROADSIDE ASSISTANCE

FLAT TIRES

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

DEAD BATTERIES

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

LOCK OUTS

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

TOWING

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

FUEL DELIVERY

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

TRAILERS

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

WINCH OUT

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

Warranty Information:

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

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

For Canada, visit **ford.ca/warranty**.

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



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

United States

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

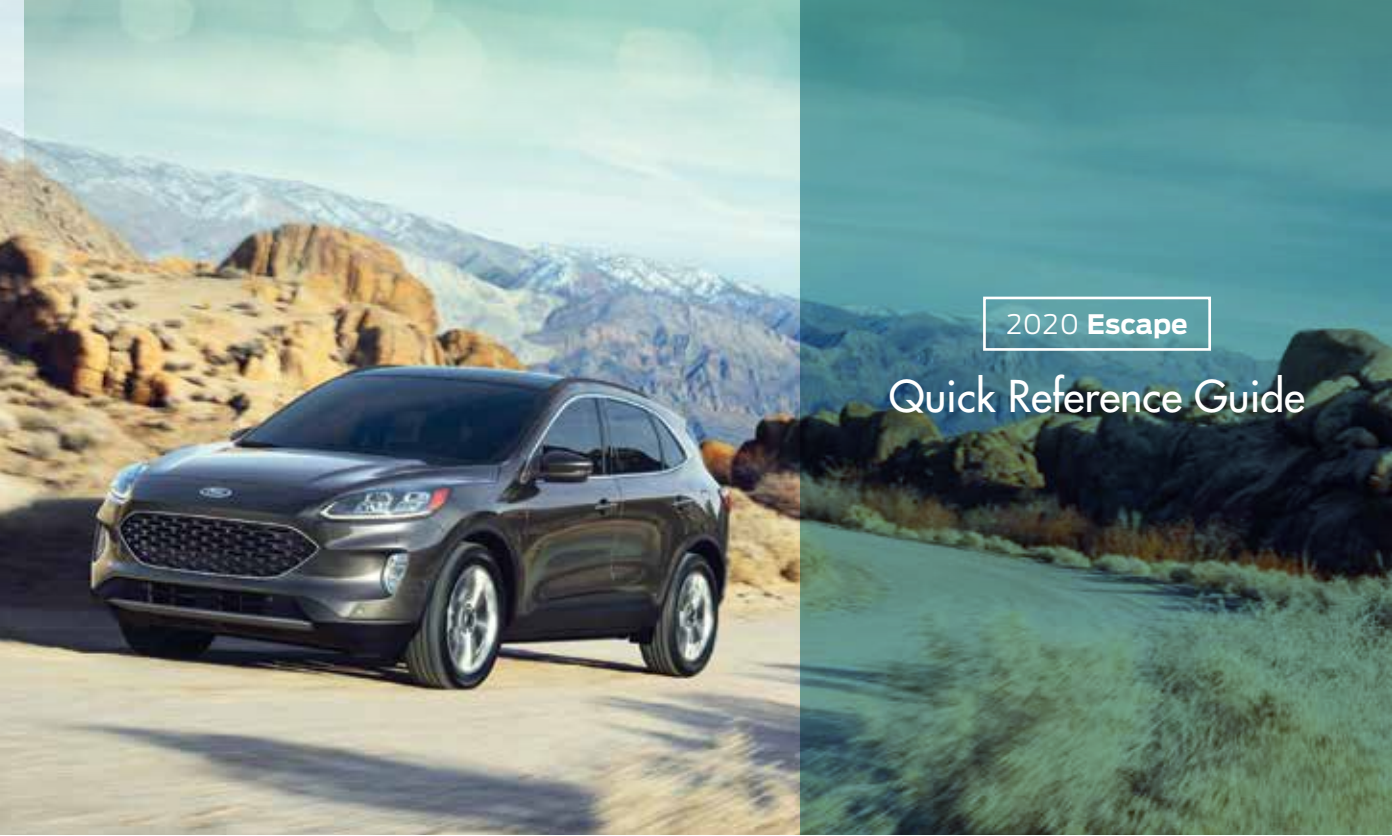
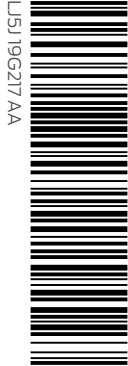
@FordService

Canada

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

@FordServiceCA

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2020 **Escape**

Quick Reference Guide



Commonly Used Voice Commands

Press the voice button  on the steering wheel and then say:



General

- Cancel
- Help
- Main Menu ¹
- List of Commands

Audio

- Radio ¹
- AM <frequency number>
- FM <frequency number>
- Bluetooth Stereo
- USB

Navigation ^{1,2}

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

Phone

- Pair Phone
- Call <contact name>
- Call <contact name> <location> ¹
- Dial <number>

SiriusXM® Traffic and Travel Link ^{1,2,3}

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

Apps

- Mobile Applications
- List Applications
- Find Applications
- <App Name> Help ¹

¹ SYNC 3 only

² if equipped

³ SiriusXM may not be available in all markets. Activation and a subscription are required.

Some services may not be available in your area. Refer to the SYNC 3 chapter in your *Owner's Manual*, visit the website or call the toll-free number for more information.

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

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

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Learn More About Your New Vehicle

Scan the country-appropriate QR code with your smartphone (make sure you have a scanner app installed) and you can access even more information about your vehicle.



owner.ford.com (U.S.)



ford.ca (Canada)

WARNING

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

Instrument Panel



1 Lighting Control

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

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

2 Front Fog Lamps*

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

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

3 Adaptive Cruise Control*

Adaptive Cruise Control adjusts your speed to maintain a set distance between your vehicle and the vehicle in front of you in the same lane. You can select from one of four gap settings by pressing the gap controls on the steering wheel. To set a cruise speed, switch cruise control on, accelerate to the desired speed and press the **SET+** or **SET-** button. An indicator light, the current gap setting and your set speed appear in the information display. Press **X** to cancel cruise control, press the **RES** button to return to the set speed and gap setting and press the cruise control button or switch off the ignition to turn cruise control off. The system can also bring your vehicle to a complete stop and may resume going forward in stop-and-go traffic. Adaptive cruise control with

lane centering* is designed to help keep your vehicle in the center of the lane by applying continuous assistance steering torque input toward the lane center on highways. To switch it on, press the button. Refer to the **Cruise Control** chapter in your *Owner's Manual* for safety information, more details and limitations.

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

4 Service Engine Soon Light

Lights briefly when you switch on the ignition. If it remains on or is flashing after you start the engine, the On-Board Diagnostics system has detected a problem. Drive in a moderate fashion and contact an authorized dealer as soon as possible.

5 Autowipers*

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

Instrument Panel



6 Steering Wheel Controls

9 Hazard Warning Flasher

8 Heated Seats

7 Keyless Starting*

10

6 Steering Wheel Controls

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

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

7 Keyless Starting*

You can start your vehicle by pressing the **START STOP** button while fully pressing down on the brake pedal. Press the button again, without applying the brake, to switch the engine off. If you leave your vehicle idling for an extended period of time, the engine shuts down automatically. Before this happens, a message appears in the information display, allowing you time to override the shutdown feature. If you try

to leave the vehicle when it is still on, the horn will sound twice.

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

8 Heated Seats*

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

9 Hazard Warning Flasher

10 Auto-Start-Stop*

The system automatically turns off the engine when you stop your vehicle to help reduce fuel consumption. The engine restarts automatically when you release the brake pedal.

The system turns on automatically each time you start your vehicle. Press the button on the instrument panel to access the Auto-Start-Stop feature on the touchscreen. Use the touchscreen to deactivate the feature. Deactivating the feature lasts only 1 key cycle. Use the touchscreen to restore the Auto-Start-Stop function.



*if equipped

*if equipped

The SYNC logo is displayed in white text inside a white rectangular border on a dark green background.

Support

Visit your regional Ford website for help with any questions you may have.

Driving Restrictions

For your safety, certain features are speed-dependent and restricted when your vehicle is traveling over 3 mph (5 km/h).

Pairing Your Phone with SYNC

Wireless pairing of your phone with SYNC allows you to make and receive hands-free calls.

To Pair Your Phone for the First Time:

1. Make sure to switch on your phone's *Bluetooth* feature before starting the search. See your device's manual if necessary.
2. Press the **Settings** button.
3. Select **Bluetooth** from the menu.
4. Press the **OK** button.
5. Select the option to add. This starts the pairing process.
6. When a message to begin pairing appears in the audio display, search for SYNC on your device.

7. When prompted on your phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your phone. Your phone is now paired and the display indicates that the pairing was successful. If you are prompted to enter a PIN on your device, enter the PIN displayed on the screen. The display indicates when the pairing is successful.

Depending on your phone's capability and your market, the system may prompt you with questions, such as setting the current phone as the primary phone and downloading your phone book.

Phone Controls

You can use the phone buttons on your steering wheel to answer, reject or end a call.

Helpful Hints

When using voice commands, make sure the interior of your vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken commands.

- Before giving a voice command, wait for the system announcement to finish, followed by a single tone. Any command spoken before this does not register with the system.
- Speak naturally, without long pauses between words.
- You can interrupt the system at any time while it is speaking by pressing the voice button . You can cancel a voice session by pressing and holding the voice button .

Phone Menu

Through your phone menu, you can access your call history, phone book, text messages, phone settings and system settings.

Press the phone button  to enter the phone menu. Then you can scroll through the menu and select the feature you want to view.

Apps

AppLink enables voice and steering wheel control of certain smartphone apps. Once an app is running through AppLink, you can control the main features of the app through voice commands and steering wheel controls.



Note: You must pair and connect your smartphone to SYNC to access AppLink.

Using SYNC to Access Digital Media

Using the system, you can access media from your iPod, *Bluetooth* device, and most USB drives. SYNC also supports audio formats, such as MP3, WMA, WAV and ACC.

Media Sources

Press the **AUX** or **MEDIA** button to view your sources. Use the directional arrows or tune knob and **OK** button to select your source. You can also use the steering wheel audio controls.



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

Using the Touchscreen

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

Updating Your System

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

Using Voice Recognition

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

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

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

Pairing Your Phone for the First Time

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

To add a phone:

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

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

Using Your Connected Phone

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

Apple CarPlay and Android Auto

To use Apple CarPlay and Android Auto, connect your device to a USB port and follow the instructions on the touchscreen. Certain SYNC 3 features are not available when you are using Apple CarPlay or Android Auto. Android Auto may need to be enabled from the settings menu. You can switch Apple CarPlay or Android Auto off through the settings menu. See the *SYNC 3* chapter of your *Owner's Manual* for more information.

Audio

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

Presets

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

Network Connectivity

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

Please note that the modem has a SIM that was enabled when your vehicle was built. The modem periodically sends messages to The Ford Motor Company that 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, refer to your local Ford website. The modem continues to send this information unless you disable the modem or change the modem settings.

Navigation



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

You can adjust the map to display in two-dimensional or three-dimensional mode. You can also zoom in or out of the map by using a pinching gesture. During route guidance, you will see a turn indicator, points of interest on the map, your current road and an option

to mute  the guidance prompts. You can press the button in the top right-hand corner of the main map to display estimated time of arrival, remaining travel time or distance to your destination.

Settings

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

Apps

The system allows you to interact with select mobile apps while keeping your eyes on the road. Voice commands, your steering wheel buttons, or a quick tap on your touchscreen give you advanced control of compatible mobile apps. You can also stream your favorite music or podcasts, share your time of arrival with friends, and keep connected safely. For more information on connecting apps to your system, please see the SYNC 3 chapter of your Owner's Manual.

Stability Control and Traction Control with Roll Stability Control™ (RSC™)

Automatically turns on when you start your engine and helps you keep control of your vehicle when on a slippery surface. The electronic stability control portion of the system helps avoid skids and lateral slides and roll stability control helps avoid a vehicle rollover. The traction control system helps avoid drive wheel spin and loss of traction. See the *Stability Control* chapter in your *Owner's Manual* for details.

Tilting Front Head Restraints*

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

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

Adjustable Steering Column

Unlock the steering wheel by pulling the lever down. Adjust the wheel to the desired position (in, out, up and down). Push the lever back up to lock the steering wheel in place.



Comfort

Memory Function*



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

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

Ambient Lighting*

To access and adjust:

1. Press the **Settings** icon then **Vehicle** followed by **Ambient Lighting**.
2. Drag the slider right or left to increase or decrease the intensity.

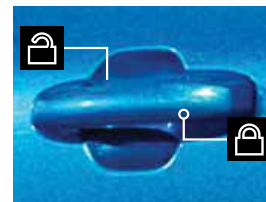
To switch ambient lighting off, drag the slider all the way down to the left.

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, tail lamps, or street lighting ahead, the system turns off high beams before they can distract other road users. Low beams remain on.

Intelligent Access Remote Entry Icons



- Press once to lock all doors. Press again within three seconds to confirm that you locked all doors.
- Press once to unlock the driver door. Press again within three seconds to unlock all doors.

Press to activate the panic alarm. Press again or switch the ignition on to deactivate.

Press twice within three seconds to open the liftgate.

Car finder: Press twice within three seconds to locate your vehicle. The horn sounds and the direction indicators flash.

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



Intelligent Access*

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

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

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

Remote Start*

Remote start allows you to start the engine from outside your vehicle using your key. To start, press and then press twice within three seconds. Before driving your vehicle, you must press the push button ignition switch on the instrument panel while applying the brake pedal. You can also turn your vehicle off from outside after a remote start by pressing once.

Convenience

110 Volt AC Power Point*

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

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

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

Flashing: The power point is in fault mode.

Dual Automatic Temperature Control*

You and your front passenger can press independent controls to adjust the air temperature on each side of the vehicle. To return to one temperature, press the **DUAL** button. The passenger setting then switches to the driver set temperature.

Moving the Rear Seats Backward and Forward

You can slide the seat backward and forward by pulling up on the handle on the front of the rear seat.

Rear Seats

With the seat occupied, pull the lever up to recline the seatback to the desired position.

With the seat unoccupied, pull the lever up to fold the seatback forward.

You may need to fold the outboard head restraints and lower the center head restraint first.



Moonroof*

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



 Press and release the rear of the control to open the moonroof. The moonroof stops short of the fully opened position. To open the moonroof fully, press and release the control again. Press and release the front of the control to close the moonroof. The sunscreen automatically opens with the moonroof.

 Press and release the rear of the control to open the sunscreen. Press and release the front of the control to close the sunscreen.

Trailer Tow*

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

Wiper Operation

Adjust the wiper lever and its controls to operate the front and rear wipers.

- Single wipe: Pull the lever down.
- Intermittent wipe: Raise the lever upward to position 1 and then rotate the control:
 - Upward for short wipe intervals.
 - Downward for long wipe intervals.
- Normal wipe: Raise the lever upward to position 2.
- High-speed wipe: Raise the lever to position 3, its highest position.

Speed Dependent Wipers

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

Rear Window Wiper and Washer

To operate the wiper, press the rocker switch on the end of the lever to change between off, intermittent and low speed.

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.

To use the rear washer, push the wiper lever away from you. When you release the lever, the rear wiper operates for a short time.



Convenience

Manual Liftgate

To Open the Liftgate

1. Press the button located inside the liftgate pull cup handle to unlatch the liftgate.
2. Pull on the outside handle to raise the liftgate.

Power Liftgate*

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

Hands-free Liftgate Operation*

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

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



Pre-Collision Assist*

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

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

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

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

Front, Rear and Side Parking Aids*

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

BLIS® (Blind Spot Information System) and Cross Traffic Alert*

BLIS uses radar sensors to help you determine if a vehicle may be in your blind spot zone. Cross traffic alert warns you of vehicles approaching from the sides when the transmission is in reverse (R). Both systems turn on an indicator light in the exterior mirror on the side of the vehicle from which the approaching vehicle is coming. Cross traffic alert also sounds tones and displays messages to warn you from which direction vehicles are approaching.

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

Function

Rear View Camera

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

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

Active Park Assist with Parallel and Perpendicular Parking and Parallel Park Out Assist*

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

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

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

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

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

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

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

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

Electric Parking Brake

The electric parking brake switch replaces the conventional hand brake. The switch is on the center console.

To apply the electric parking brake, pull the switch up. The brake system warning lamp flashes then illuminates to confirm that you applied the parking brake.

To release the electric parking brake manually, switch the ignition on, press the brake pedal and then press the switch down. The brake system warning lamp turns off. Your vehicle automatically releases the parking brake when the driver door is closed, the accelerator pedal is pressed and no faults are detected in the parking brake system.

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



Post Crash Alert System

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

The horn and lamps turn off when:

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

Daytime Running Lamps*

The system turns the lamps on in daylight conditions. To switch the system on, switch the lighting control to any position except headlamps.

Function

Wireless Charging*

This feature supports Qi wireless charging-compatible devices. You can only charge one device at a time on the charging area. You can charge a device if the vehicle is off, in accessory mode or if SYNC 3 is on. To begin charging your device, place the device in the center of the charging surface with the charging side down. The charging stops after your device reaches a full charge. For more information, see the *Auxiliary Power Points* chapter of your *Owner's Manual*.

MyKey™

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

USB Port

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

Cargo Management System

The system is located in the floor of the cargo area. Lift the handle to open.

Driver Alert

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

Lane Keeping System*

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

SecuriCode™ Keyless Entry System*

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

To Unlock the Driver Door

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

To Unlock All Doors

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

To Lock All Doors

Press and hold 7-8 and 9-0 at the same time (with the driver door closed). You do not need to enter the keypad code first. See the *Doors and Locks* chapter in your *Owner's Manual* for more information on how to use SecuriCode.

Manual Shifting*

In manual (M), you can upshift or downshift using the paddle shifters. With your vehicle in drive (D), press the manual (M) button to switch the position on.

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

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

Tire Pressure Monitoring System

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

Windshield Wiper De-Icer*

When you switch the heated rear window on, the windshield wiper de-icer automatically turns on.



Hybrid Electric Vehicle Features*

Unique Driving Characteristics

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

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

- Low charge level of the high voltage battery
- High or low outside temperatures
- Towing a trailer
- Certain selectable drive modes

- Using paddle shifters while in drive (D)
- Considerable vehicle acceleration
- Ascending a hill
- When the engine is not warm enough to provide a requested cabin temperature

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

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

Silent Key Start

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

Power Flow ↩

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

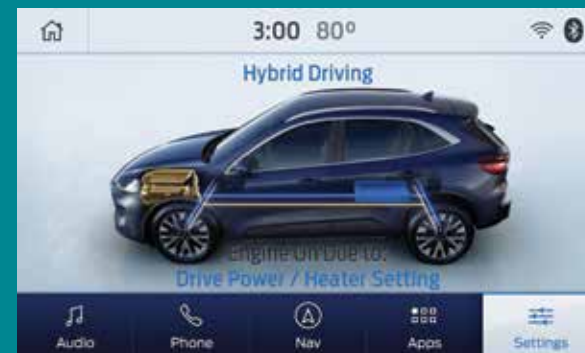
Transmission Operation

Due to the technologically advanced, electronically-controlled continuously variable transaxle, you will not feel shift changes like those of a non-hybrid vehicle.

Hybrid Battery

Your vehicle consists of various high-voltage components and wiring. All of the high-voltage power flows through specific wiring assemblies labeled as such or covered with a solid orange convolute, or orange striped tape, or both. Do not come in contact with these components.

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



Energy Saving Tips

Help maximize your fuel economy by utilizing these few tips

1. Use smooth acceleration and braking.

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

2. Carry the bare essentials.

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

3. Seasonal fuel makes a difference.

Winter fuel contains slightly less energy than summer fuel, so the fuel blend you fill up with can impact your efficiency.

4. Idling burns fuel, too.

You can burn up to half a gallon (1.9 liters) of fuel per hour when idling. Minimize your morning warm-up and parking lot waits to get the most out of filling your tank.

5. Use accessories wisely.

Heated seats, the rear defroster, the air conditioner and other power features draw electrical energy. When you operate your accessories, you may notice that the gasoline engine needs to start. Choose Accessory Power when configuring your MyView screen to see how much electricity you are using to power your vehicle's accessories.

6. Check your tires.

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



Plug-in Hybrid Electric Vehicle Features*

Charging the High-Voltage Battery

- Your vehicle has a convenience cord in the luggage compartment.
- The convenience cord will need to be plugged into a dedicated outlet.
- Make sure that the convenience cord is completely unwound before charging. Always plug the cord into the AC outlet before connecting the charging coupler into the charge port on your vehicle.

To charge the high-voltage battery:

1. Put the vehicle in park (P) and switch off the vehicle.
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. Make sure the button clicks, confirming that you have completely engaged the coupler.

4. Verify that the cord acknowledgment feature activates. This indicates the beginning of a normal charge cycle. The charge status indicator will light up each zone alternately from bottom to top and from bottom to top again.
5. If using a 240-volt charging station, follow the instructions on the charge station to begin the charging process.



Plug-in Hybrid Electric Vehicle Features*

Charge Port Light Ring

The light ring will display 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.

When charging stops, the charge status indicator will show all completed zones solidly lit up for 30 seconds before turning off.

Unique Driving Characteristics

When you charge your vehicle, you add electrical energy that is then used to propel the vehicle in plug-in power mode. Estimated electric range is shown in blue next to gasoline range at the bottom of the right information display. The system maximizes the use of electric-only operation in plug-in power mode. System conditions may require engine operation, however, the system uses plug-in power whenever possible. When your vehicle depletes its plug-in power, the system automatically switches to hybrid mode, using both the gasoline engine and electric motor, to power your vehicle and maximize fuel economy.



Electric Vehicle Screens

You can use the EV information on your SYNC 3 screen to view information about the vehicle operation states, engine operation and charge settings.

Operational State and Engine On Due To

The vehicle operation state screen shows the current status of your vehicle and where power is being used, while the Engine On Due To screen explains why the engine is on and what you can do to allow all electric operation.

Charge Settings

The Charge Settings information for your vehicle is available through the Home screen or under Vehicle Settings. You can view your charging status, charge time information, high voltage battery state of charge and plug and charging status on your charge setting screen.

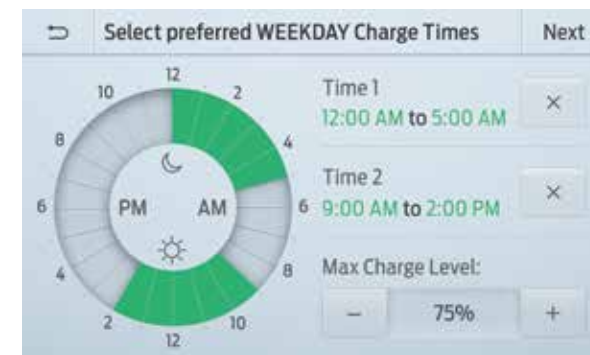
You can set your charge preferences by selecting Charging Preferences on the bottom of the screen. From this screen you can set up your preferred Charge Times and Departure Time. Setting Charge Times for a specific charging location allows your vehicle to prioritize charging based on your preferred time settings.

You can set two preferred charging time windows for weekdays and two for weekends. 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. Once you have set up these options, they will display on the charge settings screen.

You can use the on/off indicator to switch off your charge times when your vehicle is at a saved charging location. This allows you to charge your vehicle immediately. If your vehicle is not at a saved charging location, it will begin charging immediately when it is plugged in. The charging information displays on the touchscreen.

You can also set up and use these features using the FordPass app.



Plug-in Hybrid Electric Vehicle Features

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.

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.

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.

EV Charge: This mode uses your vehicle's engine to charge the high voltage battery instead of plugging the vehicle into a utility grid.

For more information on these modes, please see the *Unique Driving Characteristics* chapter of your *Owner's Manual*.

Fuel Freshness Mode

If you mainly operate your vehicle in plug-in power mode using electricity from plugging in without refueling, the gasoline in the fuel tank becomes stale due to aging. Stale gasoline can damage the engine and fuel system. Your

vehicle automatically operates in fuel freshness mode if you do not refill your vehicle with fresh fuel within an 18-month period. Note: If you do not add new fuel during a 18-month period, fuel freshness mode uses fuel until approximately 1.2 gal (4.5 L) of fuel remains in the fuel tank. Refer to the *Fuel and Refueling* chapter in your *Owner's Manual* for more information.

Low Engine Use

The low engine use mode is necessary to maintain proper engine lubrication at sufficient temperature. This mode activates automatically when you drive your vehicle with limited engine operation. When your vehicle is in low engine use mode, the engine automatically runs as necessary.

Note: If your vehicle is in low engine use mode when you start your vehicle, a message will appear 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.

Essential Features

Fuel Tank Capacity and Fuel Info

Your fuel tank size varies based on drive-train and engine configuration. Refer to the *Capacities and Specifications* chapter in your *Owner's Manual* for more details.

We recommend regular unleaded gasoline with a pump (R+M)/2 octane rating of 87. To provide improved performance, we recommend premium fuel for severe duty usage such as trailer towing. Use only UNLEADED fuel or UNLEADED fuel blended with a maximum of 15% ethanol and a minimum octane rating of 87. Do not use any other fuel because it could damage or impair the emission control system.

Refueling

When fueling your vehicle:

1. Make sure the ignition is switched off.
2. If your vehicle is a HEV, press the  button 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. For gas-only vehicles, press the lower rear corner of the fuel door to open.
3. Insert the fuel pump nozzle into the fuel system up to the first notch, and leave the nozzle inserted and resting against the cover of the fuel tank until you are done pumping.
4. Make sure you keep the fuel pump nozzle in a level position when refueling or it may impact the flow of the fuel. Improper positioning can also cause the fuel pump to shut off before the fuel tank is full.
5. When you finish refueling, slowly raise and remove the fuel pump nozzle. Fully close the fuel door.

If you are refilling your tank from a fuel container, make sure you use the fuel

filler funnel included with your vehicle. Using an aftermarket funnel may not work with the capless system and could cause damage to your vehicle. For more information and for your fuel filler funnel location, please see the *Fuel and Refueling* chapter of your *Owner's Manual*.

Towing Your Vehicle

Towing your vehicle may be limited. Refer to the *Towing the Vehicle on Four Wheels* section in the *Towing* chapter of your *Owner's Manual*.

Location of Spare Tire and Tools

Your spare tire and tools are under the carpeted wheel cover. A dissimilar spare tire is designed for emergency use only and should be replaced as soon as possible. For complete details on changing your tire, refer to the *Wheels and Tires* chapter of your *Owner's Manual*.

Rear Window Buffeting

You may hear a pulsing noise when just one of the windows is open. Lower the opposite window slightly to reduce this noise.

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

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

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

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

For additional information please visit:

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

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



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

U.S. ROADSIDE ASSISTANCE

1-800-241-3673

24 hours a day, 7 days a week

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



CANADA ROADSIDE ASSISTANCE

1-800-665-2006 or download

the Sykes4Ford app

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



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