

## 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

FOR COMPLIMENTARY HELP, CALL 1-800-664-2006

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

### 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.

### HIGH-VOLTAGE BATTERY OUT-OF-CHARGE

As a Mustang MACH-E Roadside Assistance customer, if your vehicle does not have enough power to drive, it will be towed to the nearest location:

1. Nearest public charger.
2. Your home.
3. Ford/Lincoln EV Certified Dealer.

### 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.



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.

### 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](http://owner.ford.com). (United States)

For Canada, visit [ford.ca/warranty](http://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](http://fleet.ford.com/limo). (United States only)

#### UNITED STATES

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

[owner.ford.com](http://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](http://ford.ca)

@FordServiceCA

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MUSTANG MACH-E

2021 / QUICK REFERENCE GUIDE



## 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](https://owner.ford.com) (U.S.)



[ford.ca](https://ford.ca) (Canada)

## TO ACCESS YOUR DIGITAL OWNER'S MANUAL:

1. Go to your center display.
2. Access the Applications Drawer. (Top center button on the display)
3. Select Owner's Manual application button.



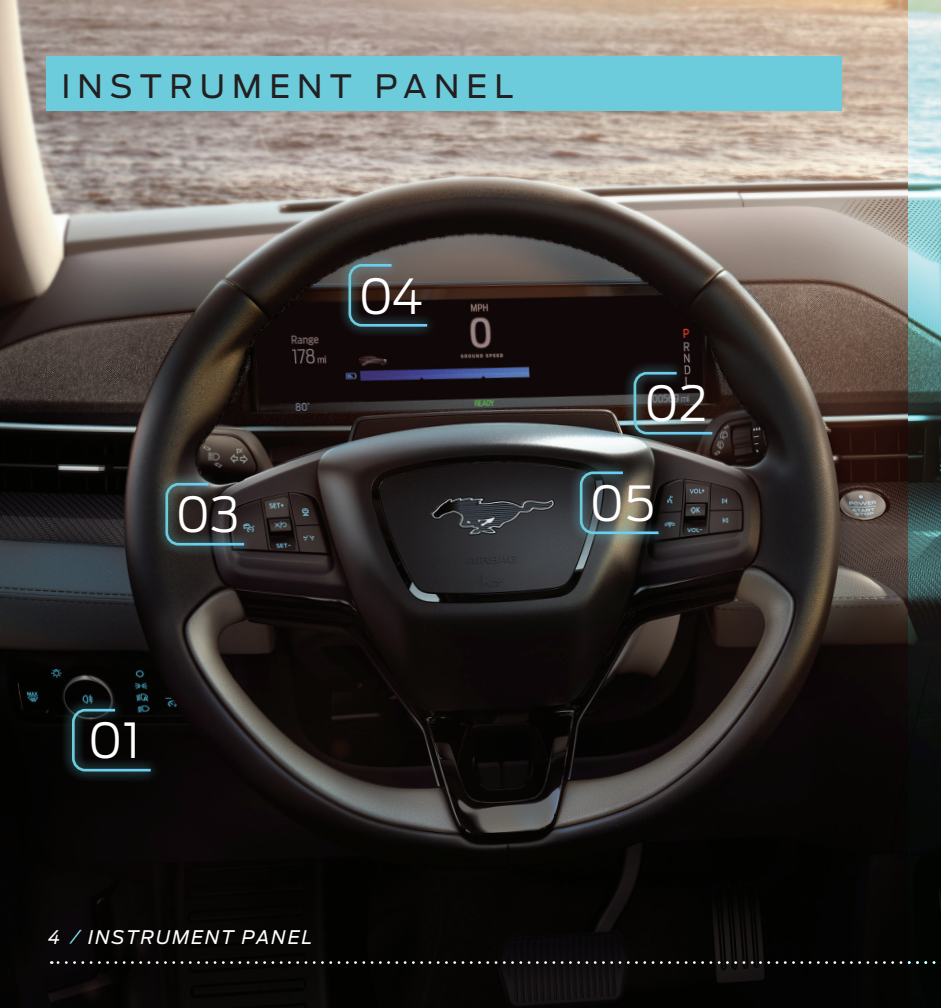
### WARNING:

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.





## MUSTANG MACH-E TABLE OF CONTENTS

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## 01 LIGHTING CONTROL AND EXTERIOR LAMPS

-  Switches off the headlamps.
-  Switches on the parking, instrument panel, license plate and tail lamps.
-  Switches on the headlamps.
-  Autolamps\* automatically switch the exterior lamps on or off based on the available daylight.


## 02 AUTOWIPERS

The autowiper system turns on and controls the speed and frequency of the windshield wipers when water is present on the windshield. Use the rotary control to set the sensitivity of the rain sensor.


When you select high sensitivity, the wipers operate when the sensor detects a small amount of water on the windshield.


When you select low sensitivity, the wipers operate when the sensor detects a large amount of water on the windshield.


To change the settings:


1. Access the vehicle drawer on the touchscreen .
2. Press **SETTINGS**.
3. Press **Vehicle**.
4. Press **Wipers**.
5. Switch **Rain Sensing** on or off.


## 03 ADAPTIVE CRUISE CONTROL WITH STOP AND GO

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 digital cluster.


To cancel cruise control, press  or tap the brake pedal. The set speed does not erase.

To resume the set speed and gap setting, press the  button.

If your vehicle follows a vehicle to a complete stop and remains stationary for more than 30 seconds, press and release the  button or press the accelerator pedal to follow the vehicle ahead.

To turn cruise control off, press  or switch the ignition off.

*NOTE: The set speed and gap settings erase when you switch the system off.*

**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. To switch it on or off, press the  button.

**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.

Refer to the **Adaptive Cruise Control** chapter in your *Owner's Manual* for more information.








## 04 DIGITAL DISPLAY

Provides information about various systems on your vehicle. The instrument cluster display can be customized to display information in several different layouts via the touchscreen.

Refer to the **Instrument Cluster** chapter in your *Owner's Manual* for more information.

## 05 STEERING WHEEL MEDIA CONTROLS

-  Press to increase or to decrease volume levels.
-  Press to access the previous or next media selection.
-  Press **OK** to confirm your selections.
-  Press to end a call.
-  Press to access voice interaction.

## INSTRUMENT PANEL



### 06 POWER START STOP

To start the electric motor, fully press the brake pedal without touching the accelerator pedal. Press the **Power Start Stop** button. You will not hear any motor noise.


*NOTE: A valid key or phone as a key must be inside the vehicle.*

To stop the electric motor, be sure the vehicle is not moving and then press and release the **Power Start Stop** button without pressing the brake pedal. This shuts off the electric motor and all electrical accessories.


### 07 TOUCHSCREEN DISPLAY

The Touchscreen displays unique information concerning your vehicle. Refer to page 8 of this guide and your *Owner's Manual* for more information.

### 08 HEATED STEERING WHEEL

Press the  on the climate control section of the touchscreen to switch this feature on and off.

### 09 HEATED SEATS

Press  repeatedly to turn on, cycle through the various heat settings, and then turn off the heated front seats. More indicator lights indicate warmer settings.

### 10 HAZARD BUTTON

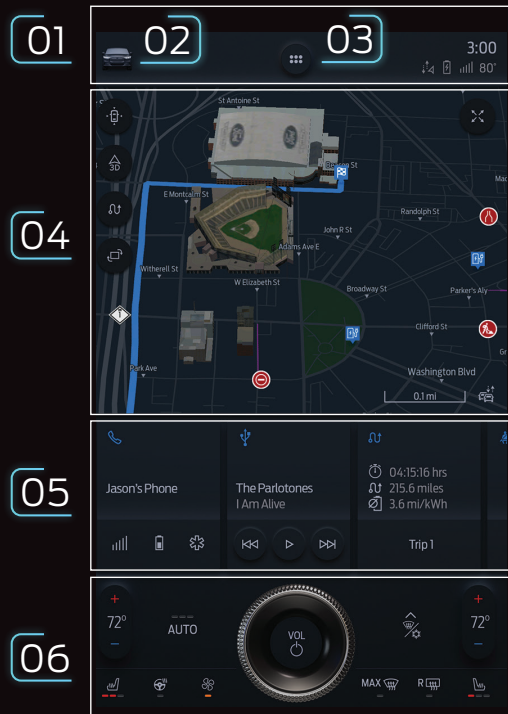


### 11 DIGITAL OWNER'S MANUAL

The digital owner's manual includes visual and full text search functions, and a number of how-to videos.

# INFORMATION AND ENTERTAINMENT DISPLAY

## SYNC 4A WITH ENHANCED VOICE RECOGNITION AND CONNECTED BUILT-IN NAVIGATION



### 01 STATUS BAR AREA

The bar on top of the display contains a status area, that include items like cell phone signal strength and text message notifications, and an action area. The action area contains status that require your input such as vehicle system updates.

### 02 VEHICLE DRAWER

Press the button to open and close the vehicle drawer. It contains vehicle features and system settings such as drive mode controls, cruise control and audio settings.

### 03 APPLICATION DRAWER

Press the button to open and close the application drawer. This is where you can change your active profile and launch your applications, just like on a smartphone.

### 04 APPLICATION AREA

This is the main app area where apps are launched and you can utilize the full functionality of the chosen app.

### 05 CARD AREA

Here you can see recently used applications, with limited content. When you select one of these cards, the app will display in the application area with full functionality.

### 06 CLIMATE AREA

Use the controls in this area to change the climate inside of your vehicle.

**NOTE:** The audio volume knob is also located here.

Press this button to access additional climate controls.

## CONNECTING YOUR PHONE

Go to the settings menu on your device and switch Bluetooth on. Select the phone option in the feature drawer.

1. Select **Add Phone**.
2. Follow the instructions on the screen to pair your device.

## PHONE MENU

From the phone menu you can select from your contacts, recent calls or dial a number on the phone keypad. From the phone menu, you can also display recent text and emails, adjust phone settings, change devices or mute all notifications.

## RECEIVING CALLS

To accept the call, select **Accept** on the touchscreen or press the phone button on the steering wheel.

To reject the call, select **Reject** on the touchscreen.

## TEXT MESSAGES

The system can receive and notify you of text messages. You can use the touchscreen to select to hear or see the text messages, call the sender or reply to the text message. You can switch text message notifications on and off in Settings menu. For more information please see the **Phone** chapter of your **Owner's Manual**.



## APPLE CARPLAY AND ANDROID AUTO



To use Apple CarPlay and Android Auto, pair your device and follow the instructions on the touchscreen. You are able to use your system and Android Auto or Apple CarPlay simultaneously. Certain system 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 **Apps** chapter of your **Owner's Manual** for more information.

## SPEED-RESTRICTED FEATURES


For your safety, some functions of the system are speed dependent. Some features of this system may be too difficult to use when your vehicle is moving so they are restricted from use unless your vehicle is stationary. Other features are limited to when your vehicle is traveling at speeds under 3 mph (5 km/h).

## INFORMATION AND ENTERTAINMENT DISPLAY

### VOICE INTERACTION

Voice interaction allows you to control vehicle features using conversational requests. To use voice interaction, you can set a wake word or push the voice button  on the steering wheel.

To set a wake word:

1. Access the feature drawer on the touchscreen.
2. Press **Settings**.
3. Press **Voice Control** .
4. Set "Listen for Wake Word" to **ON**.
5. Select a wake word.
  - a. "OK Ford" is chosen as the default wake word.
  - b. The user can change to one of the other three options once the wake word has been turned on.

To begin a voice interaction, say the selected wake word. Next, say a command.

COMMAND	RESULT
<i>I am cold.</i>	The system raises the climate temperature.
<i>Navigate to work.</i>	The system sets your work address as the navigation destination.
<i>Call Henry.</i>	The system calls Henry using your connected device.

### APPS


The first time you start an app through the system, you could be asked to grant certain permissions. Some apps will work with no setup. Others require you to configure some personal settings before you can use them. To access the apps, select the apps option on the feature bar.

### CONNECTED BUILT-IN NAVIGATION

You can set your destination using the text entry or map screen. Using text entry, you can enter your destination using the keyboard. Press **Search** and select the destination from the list on the screen. Press **Start** to begin navigation.

Using the map screen, you can press and hold a location on the map to place a pin. Press **Start** to begin the route guidance.

Through the menu button, you can change the format of the map, switch live traffic on and off, update the map and navigate to a recent destinations or saved destination.

During route guidance, you can adjust the guidance prompt volume by turning the volume control when a guidance prompt plays. To repeat an instruction, press the turn indicator. To cancel route guidance, press the  button.

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

For U.S. customers: Visit [owner.ford.com](http://owner.ford.com) or call 1-800-392-3673.

For Canadian customers: Visit [syncmyride.ca](http://syncmyride.ca) or [syncmaroute.ca](http://syncmaroute.ca) or call 1-800-565-3673.

### AMBIENT LIGHTING



To access and adjust:

- Access the vehicle drawer on the touchscreen.
- Press **SETTINGS**.
- Press **Vehicle**.
- Press **Ambient Lighting**.
- Press a color.
- Drag the selected color up or down.

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

### WIRELESS ACCESSORY CHARGER



The wireless accessory charger allows you to charge one compatible Qi-wireless charging device on the charging area. The charging area is on the center console. To charge, 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. You can use the charger when the vehicle is in accessory mode or when the vehicle is running.



# COMFORT

## OPENING THE DOOR

### FROM OUTSIDE YOUR VEHICLE



The Mustang MACH-E door E-latches operate electrically. To open, push the button on the door and the door unlatches and opens a little. This button will illuminate when the door is unlocked. The button will flash for a short time when the door is locked.

### FROM INSIDE YOUR VEHICLE



To open, slightly pull the inside door release lever. The door unlatches electrically. If battery power is completely depleted, pull the lever all the way back and it will unlatch mechanically.

## MEMORY FUNCTION

The memory function recalls the position of the driver's seat and the power mirrors.

The buttons are on the driver's door. To save a preset position:

- Switch the vehicle on.
- Adjust the memory features to your preferred position.
- Press and hold the preferred preset button until you hear a single tone.

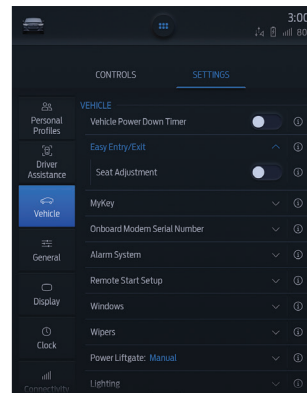


A confirmation message appears on the digital cluster display. You can save up to three preset memory positions at any time.

## EASY ENTRY AND EXIT

Easy entry and exit moves the driver's seat rearward up to 2 inches (5 centimeters) when you switch the ignition off. The driver's seat returns to its previous position when you switch the ignition on. To switch this on or off:

- Select **SETTINGS** in the touchscreen.
- Select **Vehicle**.
- Select **Easy Entry/Exit**.



## PERSONAL PROFILES

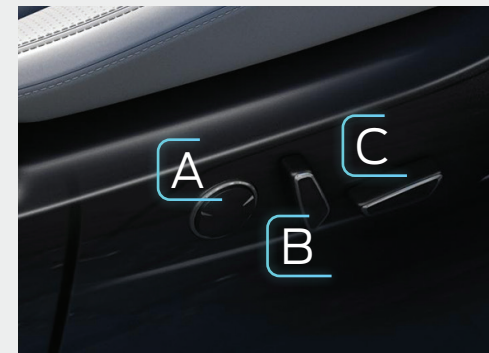
This feature allows you to create multiple personal profiles and a guest profile, enabling users to personalize vehicle settings. You can personalize positional settings such as seats and mirrors, as well as non-positional settings such as radio, navigation, and driver assist system settings. You can recall a profile using the touchscreen or the preset button you selected when you created your profile. You can also link a keyfob and a mobile device to your profile.

*NOTE: The guest profile consists of existing settings when there is no driver profile created. You cannot link a personalized name, a memory seat button or a keyfob to a guest profile.*

Use the touchscreen to create a personal profile.

1. Switch the vehicle on and leave the vehicle in park (P).
2. Select the **Personal Profiles** button under Settings.
3. Follow the instructions on the display.

## ADJUSTING THE SEAT



- Press one side of the control **A** to increase lower back firmness. Press the other side of the control to decrease lower back firmness.
- Press the top of knob **B** to change the angle of the seat backrest.
- Move this entire knob **C** up or down to adjust the seat height up or down.
- Push up or down either end of knob **C** to adjust the angle of the seat cushion or slide the knob backward or forward to slide the entire seat backward or forward.



## CONVENIENCE

### TILTING HEAD RESTRAINTS\*



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

- Adjust the seatback to an upright driving or riding position.
- 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.

### GLOBAL OPENING AND CLOSING

You can use the keyfob to operate the windows with the ignition off.

- Press and release the unlock button on the keyfob.
- Press and hold the unlock button on the keyfob.
- Release the button when the windows start to open.

Press the lock or the unlock button on the keyfob to stop global opening.

**NOTE:** You can use global opening for a short period of time when you unlock your vehicle using the keyfob.



### PHONE AS A KEY

Phone as a Key allows you to use your phone in place of a keyfob. You can use your phone for the following:

- Remote locking and unlocking.
- Passive entry and exit.
- Passive start and drive the vehicle.
- Remote start.
- Memory function recall.

#### To program your smartphone to use Phone as a Key:

1. Visit your device's app store to download the FordPass App.
2. Create or sign-in to the FordPass App and add the vehicle's VIN to your account.
3. Follow the prompts to complete the FordPass Connect authorization process.
4. Set up Phone as a Key following the prompts in the FordPass App.
5. Follow the prompts in the FordPass App to set up the backup starting passcode.

### KEYLESS ENTRY SYSTEM

The keypad is near the driver window above the door handle and illuminates when touched. The keypad allows you to lock or unlock the doors and release the liftgate. You can operate the keypad with the factory-set, five-digit entry code found on the owner's wallet card in the glove box or by using your personal code. You must press each number within five seconds of each other.

#### TO UNLOCK THE DRIVER DOOR

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

**NOTE:** All doors unlock if you disable the two-stage unlocking feature.

#### TO UNLOCK ALL DOORS

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

#### TO RELEASE THE LIFTGATE\*




Enter the factory-set code or your personal code, then press **5-6** control 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.

### KEYFOB ICONS

**NOTE:** The Owner's Manual refers to the keyfob as the remote control.

-  Press once to lock all doors. One short flash of the turn signal lamps confirms that your vehicle has locked.
-  Press once to unlock all doors.
-  Press the button to sound the panic alarm. Press the button again or switch the vehicle on to turn it off.

**NOTE:** The panic alarm only operates when the vehicle is off.

-  Press the lock button twice within three seconds. The turn signal lamps flash. We recommend you use this method to locate your vehicle.

### MYKEY™

MyKey allows you to program keys and mobile devices with restricted driving modes to promote good driving habits.

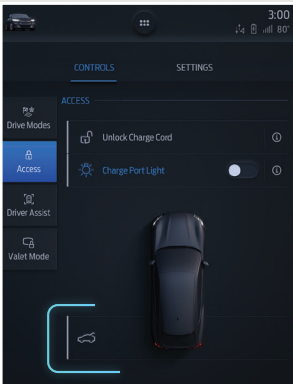
Refer to the **MyKey™** chapter in your **Owner's Manual** for more information.





## CONVENIENCE

### OPENING THE LIFTGATE FROM INSIDE YOUR VEHICLE



With the transmission in park, access the liftgate settings on the touchscreen.

- Access the vehicle drawer on the touchscreen.
- Press **Controls**.
- Press **Access**.
- Press the liftgate icon.

### HANDS-FREE LIFTGATE OPERATION\*

Make sure you have the authorized device within 3 ft (1 m) 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 center of the rear bumper.
3. The liftgate opens.



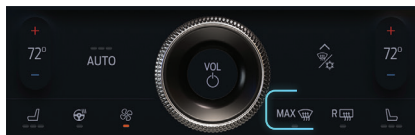
### SETTING THE LIFTGATE OPENING HEIGHT

1. Start to open the liftgate, but when it reaches the desired height, stop the liftgate's movement by pressing the control button on the liftgate.

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

2. Press and hold the liftgate control button on the liftgate until you hear a tone, indicating programming is complete.
3. The power liftgate now opens at the programmed height. To change the programmed height, repeat the above procedure.

### HEATED MIRRORS



When you switch the heated rear window on, the heated sideview mirrors turn on.

\*IF EQUIPPED

## ELECTRIC VEHICLE INFORMATION

### STARTING AND STOPPING THE ELECTRIC MOTOR



To start your electric motor, either a valid key or phone as a key must be inside your vehicle to switch the power on and start your vehicle.

1. Be sure the vehicle is in Park.
2. Fully press the brake pedal.
3. Press the **Power Start Stop** button.
4. The **READY** light will illuminate.

To stop the electric motor when your vehicle is not moving and the electric motor is on or in the accessory mode, press and release the **Power Start Stop** button without pressing the brake pedal. This shuts off the electric motor and all electrical accessories.

To stop the electric motor when your vehicle is moving, press the **Power Start Stop** button three times within two

seconds, or press and hold for at least one second. Shift into neutral (N) and use the brakes to bring your vehicle to a safe stop. When your vehicle comes to a complete stop, shift into park (P).

### WHAT IS THE HIGH-VOLTAGE BATTERY?

The high-voltage battery stores electrified power used by the electric motor to propel the vehicle.

### FRONT LUGGAGE COMPARTMENT

To open the front luggage compartment using the touchscreen:

1. Access the vehicle drawer on the touchscreen.
2. Press **Controls**.
3. Press **Access**.
4. Press the front luggage compartment icon.

**NOTE:** This function is not available on vehicles with a divided front luggage compartment. Vehicle system updates could change the functionality.

To open the front luggage compartment using the handle:

1. Open the left-hand front door.
2. Pull the release lever located in the lower footwell and let it retract. Then, pull it a second time.

### PEDESTRIAN ALERT SYSTEM

Due to the quiet operation of 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.



## ELECTRIC VEHICLE INFORMATION

### LOCATING THE CHARGE PORT



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.

### CHARGING THE HIGH-VOLTAGE BATTERY

To charge the high-voltage battery with the Ford Mobile Charge Cord:

1. Unwrap the Ford Mobile Charge Cord completely before charging. It is located under the load floor in back of the vehicle, under the carpet.
2. Put the vehicle in park (P) and open the charge port door.
3. Plug the connector into the Ford Mobile Charger.
4. Plug the connector into the wall outlet.
5. 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.

When the handle is properly engaged, the light ring will illuminate. This indicates the beginning of a normal charge cycle. Charging stops when complete or when paused due to charge settings or charge station actions.

### CHARGE PORT INDICATORS

Divided into five zones, the charge status indicator displays the state of charge in 20 percent increments:

- When one zone is pulsing, the charge is between 0-20 percent.
- When the second zone starts pulsing, the charge is between 20-40 percent.
- When the third zone starts pulsing, the charge is between 40-60 percent.
- When the fourth zone starts pulsing, the charge is between 60-80 percent.
- When the fifth zone starts pulsing, the charge is between 80-100 percent.
- When all zones illuminate, the charge is 100 percent.

When charging stops, the charge status indicator shows all the completed zones solidly lit up in a blue color for 30 seconds before turning off.

### COLORS ARE USED AS INDICATORS:

- The color white is used as a courtesy light to help with plugging in and to acknowledge actions such as plugging in and unplugging.
- 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.

### DISCONNECTING THE CHARGING COUPLER



### WHEN USING THE AC CHARGER:

Do not pull the wall plug from the wall or the connector from the Ford Mobile Charger while your vehicle is charging. Doing so could damage the outlet and the Mobile Charger cord.

1. Push the latch and remove the coupler handle from the vehicle.
2. Remove the connector plug from the wall outlet.
3. Remove the connector from the charge cord control box.
4. Close the charge port door.

### WHEN USING A DC CHARGER:

Do not attempt to remove the charge coupler before it is unlocked or use any kind of tool to try and remove a locked charge coupler.

1. Push the coupler unlock button and remove the coupler handle from the vehicle.
2. Close the dust cap for the additional lower connectors. Press the center right edge of the charge port door to close.

*NOTE: You can also unlock the cord through the vehicle touchscreen. Refer to your Owner's Manual for more information.*

### WHAT IS THE HIGH-VOLTAGE BATTERY GAUGE?



The high-voltage battery gauge, located in the digital cluster, displays the total amount of charge available for driving. A full fill represents the total amount of energy you can get from plugging your vehicle in.

### WHAT IS THE VEHICLE RANGE DISPLAY?

Displays the approximate range your vehicle can travel on the battery power that remains.

## CONNECTED VEHICLE

A connected vehicle has technology that allows your vehicle to connect to a mobile network and to access a range of features. When used in conjunction with the FordPass App, this technology could allow you to monitor and control your vehicle further, for example checking the tire pressures, the fuel level and the vehicle location. For additional information, refer to the local Ford website.

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.

## BLIND SPOT INFORMATION SYSTEM



The Blind Spot information system detects vehicles that may have entered the blind spot zone. It uses sensors on both sides of your vehicle, detecting rearward from the exterior mirrors to approximately 13 feet (4 meters) beyond the rear bumper. The detection area extends to approximately 59 feet (18 meters) beyond the rear bumper when the vehicle speed is greater than 30 mph (48 km/h) to alert you of faster approaching vehicles.

The Blind Spot information system turns on when you start your vehicle, shift into drive (D) and your vehicle reaches a speed greater than 6 mph

(10 km/h). The Blind Spot information system does not operate in park (P) or reverse (R), and the system may not alert you if a vehicle quickly passes through the detection zone.

To switch the Blind Spot information system on or off, use the touchscreen:

1. Press **SETTINGS**.
2. Press **Driver Assistance**.
3. Switch **Blind Spot Information System** on or off.

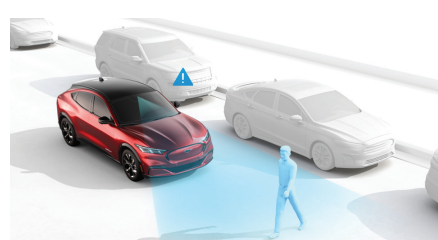
If you switch Blind Spot information system off, a warning lamp illuminates and a message displays. When you switch the system on or off, the alert indicators flash twice. The system remembers the last setting when you start your vehicle.

## CROSS TRAFFIC ALERT

The system alerts you of vehicles approaching behind your vehicle from the side when you shift into reverse (R). To switch Cross Traffic Alert on or off, use the touchscreen.

1. Press **SETTINGS**.
2. Press **Driver Assistance**.
3. Switch **Cross Traffic Alert** on or off.

## PRE-COLLISION ASSIST



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 provides alerts or aids in preventing a collision. The system uses a camera and radar to detect if a collision is about to occur. Active braking may activate if the system determines that a collision is imminent. The system may help the driver reduce impact damage or to avoid the crash completely. The system is active at speeds above 3 mph (5 km/h) and pedestrian detection is active at speeds up to 50 mph (80 km/h).

Refer to the **Pre-Collision** chapter in your **Owner's Manual** for more information.

## FRONT PARKING AID

The front parking aid sensors are active when the transmission is in any position other than park (P) and the vehicle speed is less than 5 mph (8 km/h). The sensor coverage area is up to 28 in (70 cm) from the center of the bumper. If the transmission is in reverse (R), the front parking aid detects objects when your vehicle is moving at a low speed or an object is moving toward your vehicle. If the transmission is in any forward gear, the front parking aid provides audible warnings and visual indication when your vehicle is moving at a speed of 5 mph (8 km/h) or below and the system detects an object within the detection zone. A warning tone sounds. As your vehicle moves closer to an object, the rate of the tone increases. The warning tone continuously sounds when an object is 12 in (30 cm) or less from the front bumper.

Refer to the **Front Parking Aid** chapter in your **Owner's Manual** for more information.



### REAR PARKING AID

Rear parking sensors detect objects behind your vehicle when your transmission is in reverse (R) and the vehicle speed is less than 3 mph (5 km/h). The sensor coverage area is up to 71 in (180 cm) from the rear bumper. There is a decreased coverage area at the outer corners. The rear parking aid detects large objects when you shift into reverse (R) and any of the following occur:

- Your vehicle is moving backward at a low speed.
- Your vehicle is stationary or moving slowly backward and an object is approaching the rear of your vehicle at a low speed.

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 12 in (30 cm) or less from the center of the rear bumper. If your vehicle remains stationary for a few seconds, the audible warning turns off. If your vehicle moves backward, the tone sounds again.

### SIDE PARKING AID

The front and rear outermost parking aid sensors detect objects that are near to the sides of your vehicle. When the side parking aid detects an object within the coverage area and the driving path of your vehicle, an audible warning sounds. As the object moves closer to your vehicle, the rate of the tone increases.

The side parking aid may not function if:

- You switch your vehicle 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.

Refer to the [Side Parking Aid](#) chapter in your [Owner's Manual](#) for more information.

### ACTIVE PARK ASSIST\*

Active park assist uses sensors to detect parking spaces and provides assistance parking into and pulling out of parking spaces. The system controls steering, acceleration, braking and shifting as required to maneuver into or out of a parking space when activated. Press the **IP** active park assist button, then



press the active park assist icon on the touchscreen to bring up full screen notifications. Press the soft keys on the touchscreen to switch between parallel park in, perpendicular park in or parallel park out parking modes.

To cancel parking assistance at any time, shift out of neutral (N). To pause parking assistance at any time, release the active park assist button.

Refer to the [Active Park Assist](#) chapter in your [Owner's Manual](#) for more information.

\*IF EQUIPPED

### ELECTRIC PARKING BRAKE



The electric parking brake is used to hold your vehicle on grades and flat roads. The switch is on the center console. To apply the brake, pull the switch up and release it. To use the electric parking brake to slow or stop your vehicle in an emergency, pull the switch up and hold it.

### AUTO HOLD


Auto Hold applies the brakes to hold your vehicle after you stop it and release the brake pedal. This can help when waiting on a hill or in traffic.

You can switch the system on or off by accessing the menu in the touchscreen. Press **Settings** on the touchscreen and then press **Driver Assistance**.

**NOTE:** You can only switch the system on after you close the driver door, fasten your seatbelt and power on the vehicle. The system remembers the last setting when you power on your vehicle. Make sure you switch the system off before towing with your vehicle or before using an automatic car wash.

### REVERSE BRAKE ASSIST



Reverse Brake Assist reduces impact damage or avoids a collision completely, when you are in reverse, by using the sensors on the rear of your vehicle. The system only applies the brakes for a short period of time when an event occurs. A message and warning indicator  appear when the system applies the brakes.

The driver should take action as soon as they notice the brakes apply in order to remain in control of the vehicle.

To switch reverse braking on or off, access the vehicle drawer on the touchscreen.

1. Press **SETTINGS**.
2. Press **Vehicle**.
3. Switch Reverse Brake Assist on or off.
4. Press a setting.

Refer to the [Reverse Braking Assist](#) chapter in your [Owner's Manual](#) for more information.



**DRIVE MODE CONTROL**

Three selectable drive mode settings allow you to change the driving experience, within easy reach on the touchscreen. Each drive mode setting brings to life the senses of touch, sound and sight.

**To select a drive mode:**

1. Access the vehicle drawer on the touchscreen.
2. Press **CONTROLS**.
3. Press **Drive Modes**.
4. Press **Engage, Unbridled or Whisper**.

**DRIVE MODES****Engage**

Provides a balanced combination of acceleration and deceleration response. Instrument Cluster displays a soft blue ambient lighting.

**Unbridled**

More Aggressive throttle response and vehicle sound with stronger deceleration effects. Instrument Cluster displays a orange ambient lighting.

**Whisper**

Seamless, quiet, calm drive mode with lighter "coasting" deceleration response. Instrument Cluster displays a blue ambient lighting.

**ONE PEDAL DRIVE**

One pedal drive allows you to accelerate and brake using only the accelerator pedal. One pedal drive is unavailable when any of the following occur:

- Shifting into an incorrect transmission position, such as park (P) when driving.
- Using active park assist.
- Using cruise control.

Releasing the accelerator pedal may not bring your vehicle to a complete stop at high speeds and steep grades. To switch one pedal drive on or off:

1. Access the vehicle drawer on the touchscreen.
2. Press **CONTROLS**.
3. Press **Drive Modes**.
4. Switch 1-Pedal Drive on or off.

**NOTE:** This system does NOT automatically brake your vehicle. You still need to apply your brakes when necessary.

**REAR VIEW CAMERA**

The rear view camera provides a video image of the area behind your vehicle when the transmission is in reverse (R). The rear view camera is located on the liftgate. Objects in the red zone are closest to your vehicle and objects in the green zone are farther away.

To switch the Rear View Camera Delay on or off, access the feature on the touchscreen:

1. Press **SETTINGS**.
2. Press **Driver Assistance**.
3. Switch **Rear View Camera Delay** on or off.
4. Press **SETTINGS**.

Refer to the **Rear View Camera** chapter in your **Owner's Manual** for more information.

\*IF EQUIPPED

**360-DEGREE CAMERA\***

The 360-degree camera system consists of front, side and rear cameras. The system allows you to see a top-down view of the area outside your vehicle.

**POST CRASH ALERT SYSTEM**

The system helps draw attention to your vehicle in the event of a serious impact. The system is designed to turn the hazard flashers on and to intermittently sound the horn in the event of a serious impact that deploys an airbag or the seatbelt pretensioners. The horn may or may not sound in the event of a serious impact depending on applicable laws.

To switch the system off, press the **Hazard Flasher** switch or the **Unlock** button on the keyfob.

**TRACTION CONTROL**

The traction control system helps to 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 power at the same time. The traction control system 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.

**OVER-THE-AIR UPDATES**

Your vehicle is set up to receive over-the-air updates that can add new features and enhance existing ones. Connecting to Wi-Fi may be required for some updates and may make them download faster. To ensure you get the latest upgrades as soon and as easily as possible, get started with the steps below.

Make sure Vehicle Connectivity and Automatic Updates are switched On and that your vehicle is connected to Wi-Fi, if available.

To set a schedule:

1. Access the vehicle drawer on the touchscreen.
2. Press **SETTINGS**.
3. Press **System Updates**.
4. Press **Schedule Updates**.
5. Use the controls to set the time and day for an update.
6. Press **Save**.

Refer to the **Vehicle System Updates** chapter in your **Owner's Manual** for more information.

\*IF EQUIPPED

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## ESSENTIAL FEATURES

### REAR WINDOW BUFFETING

To reduce wind noise or pulsing noise when one window is open, slightly open the opposite window.

### TIRE PRESSURE MONITORING SYSTEM



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



### TOWING YOUR VEHICLE

You cannot recreational tow your vehicle with all wheels on the ground. Doing so could cause vehicle or electric drive motor damage. You must recreational tow your vehicle with all four wheels off the ground, such as when using a car-hauling trailer.

If your vehicle becomes inoperable and must be towed, please see the **Towing your Vehicle** chapter of your **Owner's Manual** for instructions, limitations and precautions.



### ROADSIDE ASSISTANCE

Your new Ford vehicle comes with the assurance and support of 24-hour emergency roadside assistance.

To receive **roadside assistance** in the United States, call **1-800-241-3673**.

In Canada, call **1-800-665-2006**.



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
- Lock-out Assistance
- Charging
- Vehicle Recovery
- Other Roadside Services



### CANADA ROADSIDE ASSISTANCE

**1-800-665-2006** or download

**the Sykes4Ford App**

**24 hours a day, 7 days a week**

- Towing
- Lock-out Assistance
- Charging
- Vehicle Recovery
- 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.