

***Ford ESP Can Quickly Pay for Itself***

One service bill – the cost of parts and labor – can easily exceed the price of your Ford ESP Service Contract. With Ford ESP, you minimize your risk for unexpected repair bills and rising repair costs.

***Avoid the rising cost of properly maintaining your vehicle!***

Ford ESP also offers a Premium Maintenance Plan that covers items that **routinely wear out**.

The coverage is prepaid, so you never have to worry about affording your vehicle maintenance. It covers regular checkups, routine inspections, preventive care and replacement of items that require periodic attention for **normal “wear”**:

- **Wiper blades**
- **Spark plugs (except California)**
- **Clutch disc**
- **Brake pads and linings**
- **Shock absorbers**
- **Belts and hoses**

Contact your selling Ford or Lincoln dealership today so they can customize a Ford Extended Service Plan that fits your driving lifestyle and budget.

***Interest free finance options available***

Take advantage of our installment payment plan, just a 10% down payment will provide you with an affordable no interest, no-fee payment opportunity.

PROTECT YOURSELF FROM THE RISING COST OF VEHICLE REPAIRS WITH A FORD EXTENDED SERVICE PLAN!

To learn more, call our Ford ESP specialists at 800-367-3377, and don't forget to ask about our interest free payment program, allowing you all the security and benefits Ford ESP has to offer while paying over time. Your pre-approved with no credit checks, no hassles!

Or, complete the information below and mail this to:

Ford ESP  
P.O. Box 8072  
Royal Oak, MI 48068-9933

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Name (PLEASE PRINT)

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ADDRESS                      APT. #

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CITY                              STATE                      ZIP

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E-MAIL

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**FORD ESP EXTENDED SERVICE PLANS (CANADA ONLY)**

You can get more protection for your vehicle by purchasing a Ford Extended Service Plan (ESP). Ford ESP is the only service contract backed by Ford Motor Company of Canada, Limited. Depending on the plan you purchase, Ford ESP provides benefits such as:

- Rental reimbursement
- Coverage for certain maintenance and wear items
- Protection against repair costs after your New Vehicle Limited Warranty Coverage expires
- Roadside Assistance benefits

There are several Ford ESP plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental.

When you purchase Ford ESP, you receive added peace-of-mind protection throughout Canada and the United States, provided by a network of participating Ford Motor Company dealers. The Lincoln Maintenance Protection Plan is honored at authorized Lincoln dealers.

**Note:** Repairs performed outside of Canada and the United States are not eligible for Ford ESP coverage.

This information is subject to change.

For more information, visit your local Ford of Canada dealer or [www.ford.ca](http://www.ford.ca) to find the Ford Extended Service Plan that is right for you.

**GENERAL MAINTENANCE INFORMATION****Why Maintain Your Vehicle?**

Carefully following the maintenance schedule helps protect against major repair expenses resulting from neglect or inadequate maintenance and may also help to increase the value of your vehicle when you sell or trade it. Keep all receipts for completed maintenance with the vehicle.

Regular maintenance intervals for your vehicle have been established based upon rigorous testing. It is important that you have your vehicle serviced at the proper times. These intervals serve two purposes; one is to maintain the reliability of your vehicle and the second is keep your cost of owning the vehicle down.

It is your responsibility to see that all scheduled maintenance is performed and that the materials used meet the specifications identified in the *Capacities and Specifications* chapter. Failure to perform scheduled maintenance invalidates warranty coverage on parts affected by the lack of maintenance.

**Why Maintain Your Vehicle at Your Dealership?*****Factory-Trained Technicians***

Service technicians participate in extensive factory-sponsored certification training to help them become experts on the operation of your vehicle. Ask your dealership about the training and certification their technicians, have received. Your vehicle is very sophisticated and built with multiple complex performance systems. Every manufacturer develops these systems using different specifications and performance features. That's why it's important to rely upon your dealership to properly diagnose and repair your vehicle.

***Genuine Ford and Motorcraft® Replacement Parts***

Dealerships stock Ford, Motorcraft® and Ford-authorized remanufactured parts branded replacement parts. These parts meet or exceed Ford Motor Company's specifications. Parts installed at your dealership carry a nationwide, 12 month/12000 mile (20000 km) parts and labor limited warranty. If you do not use Ford authorized parts they may not meet Ford specifications and depending on the part it could affect emissions compliance.

***Convenience***

Many dealerships have extended evening and Saturday hours to make your service visit more convenient and they offer one stop shopping. They can perform any services that are required on your vehicle, from general maintenance to collision repairs.

**Note:** Not all dealers have extended hours or bodyshops. Please contact your dealer for details.

**Protecting your investment**

Maintenance is an investment that will pay dividends in the form of improved reliability, durability and resale value. To maintain the proper performance of your vehicle and its emission control systems, it is imperative that scheduled maintenance be completed at the designated intervals.

Your vehicle is equipped with the Intelligent Oil Life Monitor™ (IOLM) system which displays a message in the message center at the proper oil change service interval; this interval may be up to one year or 10,000 miles (16,000 km). When ENGINE OIL CHANGE DUE or OIL CHANGE REQUIRED appears in the message center display, it's time for an oil change; the oil change must be done within two weeks or 500 miles (800 km) of the ENGINE OIL CHANGE DUE or OIL CHANGE REQUIRED message appearing. The Intelligent Oil Life Monitor™ must be reset after each oil change; refer to the *Instrument Cluster* chapter.

If your message center is prematurely reset or becomes inoperative, you should perform the oil change interval at six months or 5,000 miles (8,000 km) from your last oil change.

**Note:** The Shelby® GT500® does not have an IOLM system; refer to your *Shelby GT500* supplement for oil change service intervals.

Your vehicle is very sophisticated and built with multiple complex performance systems. Every manufacturer develops these systems using different specifications and performance features. That's why it's important to rely upon your dealership to properly diagnose and repair your vehicle.

Ford strongly recommends the use of genuine Ford replacement parts. Parts other than Ford, Motorcraft® or Ford-authorized remanufactured parts that are used for maintenance replacement or for the service of components affecting emission control must be equivalent to genuine Ford Motor Company parts in performance and durability. It is the owner's responsibility to determine the equivalency of such parts. Please consult your *Warranty Guide* for complete warranty information.

Ford strongly recommends the using only genuine Ford, Motorcraft® or Ford-authorized remanufactured replacement for parts because they are engineered for your vehicle.

**Additives and Chemicals**

Ford Motor Company recommended additives and chemicals are listed in the Owner Manual and in the Ford Workshop Manual. Additional chemicals or additives not approved by Ford and are not recommended as part of normal maintenance. Please consult your *Warranty Manual* for complete warranty information.

**Oils, fluids and flushing**

In many cases, fluid discoloration is a normal operating characteristic and, by itself, does not necessarily indicate a concern or that the fluid needs to be changed. However, discolored fluids that also show signs of overheating and/or foreign material contamination should be inspected immediately by a qualified expert such as the factory-trained technicians at your dealership. Your vehicle's oils and fluids should be changed at the specified intervals or in conjunction with a repair. Flushing is a viable way to change fluid for many vehicle sub-systems during scheduled maintenance. It is critical that systems are flushed only with new fluid that is the same as that required to fill and operate the system, or using a Ford-approved flushing chemical.

**Owner Checks and Services**

Certain basic maintenance checks and inspections should be performed every month or at six months intervals.

<b>Check Every Month</b>
Engine oil level.
Function of all interior and exterior lights.
Tires (including spare) for wear and proper pressure.
Windshield washer fluid level.
<b>Check Every Six Months</b>
Battery connections. Clean if necessary.
Body and door drain holes for obstructions. Clean if necessary.
Cooling system fluid level and coolant strength.
Door weatherstrips for wear. Lubricate if necessary.
Hinges, latches and outside locks for proper operation. Lubricate if necessary.
Parking brake for proper operation.
Safety belts and seat latches for wear and function.
Safety warning lamps (brake, ABS, airbag, safety belt) for operation.
Washer spray and wiper operation. Clean or replace blades as necessary.

**Multi-Point Inspection**

In order to keep your vehicle running right, it is important to have the systems on your vehicle checked regularly. This can help identify potential issues and prevent major problems. Ford Motor Company recommends the following multi-point inspection be performed at every scheduled maintenance interval to help make sure your vehicle keeps running great.

<b>Multi-point inspection – Recommended each visit</b>	
Accessory drive belt(s)	Half-shaft dust boots (if equipped)
Battery performance	Horn operation
Clutch operation (if equipped)	Radiator, cooler, heater and A/C hoses
Engine air filter	Suspension component for leaks or damage
Exhaust system	Steering and linkage
Exterior lamps and hazard warning system operation	Tires for wear and proper pressure, including spare
Fluid levels*; fill if necessary	Windshield for cracks, chips or pits
For oil and fluid leaks	Washer spray and wiper operation
*Brake, coolant recovery reservoir, manual and automatic transmission (with an underhood dipstick), power steering (if equipped) and window washer	

Be sure to ask your dealership service advisor or technician about the multi-point vehicle inspection. It's a comprehensive way to perform a thorough inspection of your vehicle. It's your checklist that gives you immediate feedback on the overall condition of your vehicle. You'll know what's been checked, what's okay, as well as those things that may require future or immediate attention. The multi-point vehicle inspection is one more way to keep your vehicle running great!

LINK & PIN

RECALL

**GENUINE  
PARTS & SERVICE**

Owner  
**Advantage**<sup>SM</sup>

Member of  
Ford's Service & Business

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Make: \_\_\_\_\_ Today's Date: \_\_\_\_\_ Mileage: \_\_\_\_\_ State Inspection Month: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

**SCHEDULED MAINTENANCE ITEMS TO BE PERFORMED ON THIS VEHICLE**

YES	NO	NO	NO
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner Manual or visit [www.fordmotor.com](http://www.fordmotor.com) for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BATTERY

State of Health: \_\_\_\_\_ Condition of \_\_\_\_\_

Factory spec cold cranking amps: \_\_\_\_\_

**SYNC VEHICLE HEALTH REPORT**

**WMA (Vehicle)**  Yes  No

**Checked and OK at this time**  Yes  No

**Contributes to vehicle life**  Yes  No

**CHECK FOLLOWING SYSTEMS**

**STEERING AND BRAKE SYSTEM**

Steering linkage (drag, loose, binding, etc.)

Brake system (braking force, noise, sticking, etc.)

**EXHAUST SYSTEM**

Exhaust system (leaks, damage, loose parts)

**DRIVE SHAFT AND DRIVE AXLE**

Drive shaft (CV) drive and bond (if equipped)

Drive shaft, transmission, or joint wear (leakage of oil, gear oil, and lubricants, gas inside)

**LIGHTS AND SIGNALS**

Operation (front, interior, lights, exterior lamps, turn signals, hazard and brake lamps)

**WASHERS AND WIPERS**

Windshield wiper spray, wiper operation and wiper blades

Windshield for cracks, chips and pitting

**WASHERS AND WIPERS**

WMA system and hoses (leak, or leaks or no damage)

Engine Cooling system, radiator, hoses and clamps

Accessory drive belts

EXAMPLE

**BRAKE LINING**

LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:** \_\_\_\_\_

Service Advisor: \_\_\_\_\_ Customer Signature: \_\_\_\_\_

Technician: \_\_\_\_\_

12-XXXXXXXX



**NORMAL SCHEDULED MAINTENANCE AND LOG****Intelligent Oil Life Monitor™ – 3.7L and 5.0L Engines**

Your vehicle is equipped with an Intelligent Oil Life Monitor™ that determines when the engine oil should be changed based on how your vehicle is used. By using several important factors in its calculations, the monitor helps reduce the cost of owning your vehicle and reduce environmental waste at the same time. This means you won't have to remember to change the oil on a mileage-based schedule; the vehicle lets you know when an oil change is due by displaying OIL CHANGE REQUIRED in the message center. The following table is intended to provide examples of vehicle use and its impact on engine oil change intervals; it is provided as a guideline only. Actual engine oil change intervals will depend on several factors and will generally decrease with severity of use.

**Note:** The Shelby® GT500® message center is NOT equipped with this feature; refer to your *Shelby GT500* supplement for oil change service intervals.

<b>When to expect the OIL CHANGE REQUIRED message</b>	
<b>Miles (km)</b>	<b>Vehicle use and examples</b>
7500-10000 (12000-16000)	<b>Normal</b>
	<ul style="list-style-type: none"> <li>- Normal commuting with highway driving</li> <li>- No, or moderate, load/towing</li> <li>- Flat to moderately hilly roads</li> <li>- No extended idling</li> </ul>
5000-7499 (8000-11999)	<b>Severe</b>
	<ul style="list-style-type: none"> <li>- Moderate to heavy load/towing</li> <li>- Mountainous or off-road conditions</li> <li>- Extended idling</li> <li>- Extended hot or cold operation</li> </ul>
3000-4999 (4000-7999)	<b>Extreme</b>
	<ul style="list-style-type: none"> <li>- Maximum load/towing</li> <li>- Extreme hot or cold operation</li> </ul>

**Scheduled Maintenance**

<b>Normal Scheduled Maintenance</b>	
At every oil change interval as indicated by the message center	Change engine oil and filter
	Rotate tires, inspect tire wear and measure tread depth
	Perform multi-point inspection (recommended)
	Inspect automatic transmission fluid level (if equipped with dipstick); consult dealer for requirements
	Inspect brake pads, shoes, rotors, drums, brake linings, hoses and parking brake
	Inspect cabin air filter (if equipped)
	Inspect engine cooling system strength and hoses
	Inspect exhaust system and heat shields
	Inspect rear axle and U-joints; lubricate if equipped with grease fittings (AWD vehicles)
	Inspect half-shaft boots (if equipped)
	Inspect steering linkage, ball joints, suspension, tie-rod ends, driveshaft and U-joints; lubricate if equipped with grease fittings
Inspect wheels and related components for abnormal noise, wear, looseness or drag	
Reset your Intelligent Oil Life Monitor™ after each engine oil and filter change; refer to the <i>Instrument Cluster</i> chapter	
<b>Do not exceed one year or 10,000 miles (16,000 km) between service intervals</b>	

Additional maintenance items <sup>1</sup>													
Miles (x 1,000)	20	30	40	60	80	90	100	120	140	150			
Kilometers (x 1,000)	32	48	64	96	128	144	160	192	225	240			
Replace cabin air filter (if equipped)	•		•	•	•		•	•	•				
Replace climate-controlled seat filter (if equipped)		•		•		•		•		•			
Replace engine air filter		•		•		•		•		•			
Change engine coolant <sup>2</sup>							•						
Replace spark plugs							•						
Inspect accessory drive belt(s)							•						
Change automatic transmission fluid and filter													•
Change manual transmission fluid													•
Replace accessory drive belt(s) if not replaced within the last 100,000 miles (160,000 km)													•

<sup>1</sup> Additional maintenance items can be performed within 3,000 miles (4,800 km) of the last oil change. Do not exceed the designated distance for the interval.

<sup>2</sup> Initial replacement at 6 years or 100,000 miles (160,000 km), then every 3 years or 50,000 miles (80,000 km)

**Maintenance Schedule Log**

<p>DEALER VALIDATION:</p> <p>P&amp;A CODE:</p> <p>RO#: HOURS:</p> <p>DATE: MILEAGE:</p>	<p>DEALER VALIDATION:</p> <p>P&amp;A CODE:</p> <p>RO#: HOURS:</p> <p>DATE: MILEAGE:</p>
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## Scheduled Maintenance

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<p style="text-align: center;">DEALER VALIDATION:</p>  <p style="text-align: center;">P&amp;A CODE:</p> <p>RO#:            HOURS:</p> <p>DATE:          MILEAGE:</p>	<p style="text-align: center;">DEALER VALIDATION:</p>  <p style="text-align: center;">P&amp;A CODE:</p> <p>RO#:            HOURS:</p> <p>DATE:          MILEAGE:</p>
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**Scheduled Maintenance**

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**SPECIAL OPERATING CONDITIONS – 3.7L AND 5.0L ENGINES**

If you operate your vehicle **primarily** in any of the following conditions, you need to perform additional maintenance as indicated. If you **occasionally** operate your vehicle under any of these conditions, it is not necessary to perform the additional maintenance. For specific recommendations, see your dealership service advisor or technician.

Perform the services in the preceding table when specified or within 3,000 miles (4,800 km) of the OIL CHANGE REQUIRED message appearing in the information display.

**Example #1:** The OIL CHANGE REQUIRED message comes on at 28,751 miles (46,270 km); perform the 30,000 mile (48,000 km) automatic transmission fluid replacement.

**Example #2:** The OIL CHANGE REQUIRED message has **not** come on but the odometer reads 30,000 miles (48,000 km); perform the engine air filter replacement. (i.e., Intelligent Oil Life Monitor™ was reset at 25,000 miles [40,000 km].)

<b>Towing a trailer or using a camper or car-top carrier</b>	
As required	Change engine oil and filter as indicated by information display and perform services listed in Normal Scheduled Maintenance chart
Inspect frequently, service as required	Inspect and lubricate U-joints
	See axle maintenance items under <i>Exceptions</i>
Every 60,000 miles (96,000 km)	Change manual transmission fluid

<b>Extensive idling and/or low-speed driving for long distances as in heavy commercial use (i.e. delivery, taxi, patrol car or livery)</b>	
As required	Change engine oil and filter as indicated by information display and perform services listed in Normal Scheduled Maintenance chart
Inspect frequently, service as required	Replace cabin air filter (if equipped)
	Replace engine air filter
Every 60,000 miles (96,000 km)	Replace spark plugs

<b>Operating in dusty or sandy conditions such as unpaved or dusty roads</b>	
Inspect frequently, service as required	Replace cabin air filter (if equipped)
	Replace engine air filter
Every 5,000 miles (8,000 km)	Inspect the wheels and related components for abnormal noise, wear, looseness or drag
	Rotate tires, inspect tires for wear and measure tread depth
Every 5,000 miles (8,000 km) or 6 months	Change engine oil and filter
Every 50,000 miles (80,000 km)	Change manual transmission fluid
Reset your Intelligent Oil Life Monitor™ after each engine oil and filter change; refer to the <i>Instrument Displays</i> chapter	
<b>Exclusive use of E85 (Flex Fuel Vehicles only)</b>	
Every oil change	If ran exclusively on E85, fill the fuel tank full with regular unleaded fuel



Special Operating Condition Log

<p>DEALER VALIDATION:</p> <p>RO#: P&amp;A CODE:                  HOURS:                  DATE: MILEAGE:</p>	<p>DEALER VALIDATION:</p> <p>RO#: P&amp;A CODE:                  HOURS:                  DATE: MILEAGE:</p>
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**Scheduled Maintenance**

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**EXCEPTIONS**

There are several exceptions to the Normal Schedule. They are listed below:

**Normal vehicle axle maintenance:** Rear axles and power take-off (PTO) units with synthetic fluid and light-duty trucks equipped with Ford-design axles are lubricated for life; do not check or change fluid unless a leak is suspected, service is required or the assembly has been submerged in water. During long periods of trailer towing with outside temperatures above 70°F (21°C) and at wide-open throttle for long periods above 45 mph (72 km/h), non-synthetic rear axle fluids should be changed every 3,000 miles (4,800 km) or three months, whichever comes first. This interval can be waived if the axle is filled with 75W140 synthetic gear fluid meeting Ford specification WSL-M2C192-A, part number FITZ-19580-B or equivalent. Add friction modifier XL-3 (EST-M2C118-A) or equivalent for complete refill of Traction-Lok rear axles (refer to *Technical specifications* in the *Capacities and Specifications* chapter for details).

**Police/Taxi/Livery vehicle axle maintenance:** Change rear axle fluid every 100,000 miles (160,000 km). Rear axle fluid change may be waived if the axle was filled with 75W140 synthetic gear fluid meeting Ford specification WSL-M2C192-A, part number FITZ-19580-B or equivalent. Add four ounces (118 mL) of additive friction modifier XL-3 (EST-M2C118-A) or equivalent for complete refill of Traction-Lok rear axles. The axle fluid should be changed anytime the axle has been submerged in water.

**California fuel filter replacement:** If the vehicle is registered in California, the California Air Resources Board has determined that the failure to perform this maintenance item will not nullify the emission warranty or limit recall liability prior to the completion of the vehicle's useful life. Ford Motor Company, however, urges you to have all recommended maintenance services performed at the specified intervals and to record all vehicle service.

**Class A Motorhome:** Change brake fluid every two years.

**Hot climate oil change intervals:** Vehicles operating in the Middle East, North Africa, Sub-Saharan Africa or locations with similar climates using an American Petroleum Institute (API) Certified for Gasoline Engines (Certification mark) oil of SM or SN quality, the normal oil change interval is 5,000 miles (8,000 km). If the available API "SM" or "SN" oils are not available, then the oil change service interval is 3,000 mile (4,800 km).

**Edge/MKX AWD only** – vehicles operating off-road in sand during high ambient temperatures must replace the AWD PTU (All-wheel drive Power Transfer Unit) lube every 20,000 miles (32,000 km).

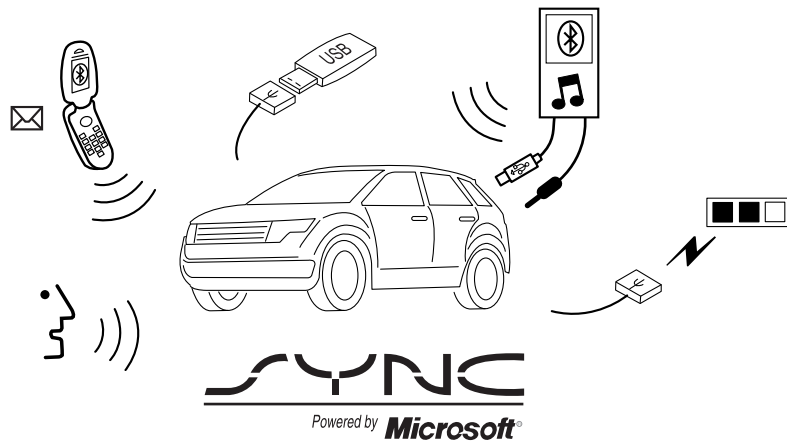
**Engine air filter & cabin air filter replacement:** Engine air filter and cabin air filter life is dependent on exposure to dusty and dirty conditions. Vehicles operated in these conditions will require frequent inspection and replacement of the engine air filter and cabin air filter.

**ENGINE COOLANT CHANGE RECORD**

<b>3.7L and 5.0L engines*</b>	
Initial change	6 years or 100,000 miles (160,000 km) (whichever comes first)
After initial change	Every 3 years or 50,000 miles (80,000 km)
*Shelby GT500 owners: Refer to the <i>Shelby GT500</i> supplement	

**Engine coolant change log**

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SYNC is an in-vehicle communications system that works with your Bluetooth-enabled cellular phone and portable media player. This allows you to:

- Make and receive calls
- Access and play music from your portable music player
- Use 911 Assist™, Vehicle Health Report and SYNC Services (Traffic, Directions & Information) (if equipped)
- Use applications such as Pandora and Stitcher via SYNC AppLink™ (if applicable)
- Access phonebook contacts and music via voice commands
- Stream music from your connected phone
- Text message
- Use the advanced voice recognition system
- USB device charging (if your device supports this)

**GENERAL INFORMATION**

Ensure that you review your device's user guide before using it with SYNC.

**Support**

The SYNC support team is available to help you with any questions you cannot answer on your own.

Monday-Saturday, 8:30 am-8pm EST

In the United States, call: 1-888-270-1055

In Canada, call: 1-800-565-3673

Times are subject to change due to holidays.

**Driving Restrictions**

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

**Safety Information**

**WARNING:** Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device that may take their focus off the road. Your primary responsibility is the safe operation of the vehicle. We recommend against the use of any handheld device while driving, encourage the use of voice-operated systems when possible and that you become aware of applicable state and local laws that may affect use of electronic devices while driving.

When using SYNC, do not:

- Operate playing devices if the power cords or cables are broken, split or damaged. Carefully place cords and cables where they cannot be stepped on or interfere with the operation of pedals, seats, compartments or safe driving abilities.
- Leave playing devices in the vehicle during extreme conditions as it could cause them damage. Refer to your device's user guide for further information.
- Attempt to service or repair the system. See your authorized dealer.

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**Privacy Information**

When a cellular phone is connected to SYNC, the system creates a profile within your vehicle that is linked to that cellular phone. This profile is created in order to offer you more cellular features and to operate more efficiently. Among other things, this profile may contain data about your cellular phone book, text messages (read and unread), and call history, including history of calls when your cell phone was not connected to the system. In addition, if you connect a media device, the system creates and retains an index of supported media content. The system also records a short development log of approximately 10 minutes of all recent system activity. The log profile and other system data may be used to improve the system and help diagnose any problems that may occur.

The cellular profile, media device index, and development log will remain in the vehicle unless you delete it and are generally accessible only in the vehicle when the cellular phone or media player is connected. If you no longer plan to use the system or the vehicle, we recommend you perform a Master Reset to erase all stored information.

System data cannot be accessed without special equipment and access to the vehicle's SYNC module. Ford Motor Company and Ford of Canada will not access the system data for any purpose other than as described absent consent, a court order, or where required by law enforcement, other government authorities, or other third parties acting with lawful authority. Other parties may seek to access the information independently of Ford Motor Company and Ford of Canada. For further privacy information, see the sections on 911 Assist™ (if equipped), Vehicle Health Report (if equipped), and Traffic, Directions and Information (if equipped).

## USING VOICE RECOGNITION

This system helps you control many features using voice commands. This allows you to keep your hands on the wheel and focus on what is in front of you.

### Initiating a Voice Session



Push the voice icon; a tone sounds and “Listening” appears in the display. Say any of the following:

Say:	If you want to:
“Phone”	Make calls.
“USB”	Access the device connected to your USB port.
“Bluetooth Audio”	Stream audio from your phone.
“Line in”	Access the device connected to the auxiliary input jack.
“Cancel”	Cancel the requested action.
“SYNC”	Return to the main menu.
“Voice settings”	Adjust the level of voice interaction and feedback.
“Vehicle Health Report”	Run a vehicle health report. *
“Services”	Access the SYNC Services portal. *
“Mobile Apps”	Access mobile applications. *
“Help”	Hear a list of voice commands available in the current mode.

\* If equipped, U.S. only

### System Interaction and Feedback

The system provides feedback through audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of interaction (voice settings). You can customize the voice recognition system to provide more or less instruction and feedback.

The default setting is to a higher level of interaction in order to help you learn to use the system. You can change these settings at any time.



**Adjusting the Interaction Level**



Push the voice icon; when prompted, say “Voice settings”, then any of the following:

When you say:	The system:
“Interaction mode standard”	Provides more detailed interaction and guidance.
“Interaction mode advanced”	Provides less audible interaction and more tone prompts.

The system defaults to the standard interaction mode.

Confirmation prompts are short questions the system asks when it is not sure of your request or when there are multiple possible responses to your request. (For example, the system may ask “Phone, is that correct?”) If turned off, the system simply makes a best guess as to what you requested and you may still occasionally be asked to confirm settings.

“Confirmation prompts on”
“Confirmation prompts off”

The system creates candidate lists when it has the same confidence level of several options based on your voice command. When turned on, you may be prompted with as many as four possibilities for clarification.

For example, “Say 1 after the tone to call John Doe at home. Say 2 after the tone to call Johnny Doe on mobile. Say 3 after the tone to call Jane Doe at home.” Or, “Say 1 after the tone to play John Doe, Say 2 after the tone to play Johnny Doe.”

“Phone candidate lists on”
“Phone candidate lists off”
“Media candidate lists on”
“Media candidate lists off”

**Helpful Hints**

- Make sure the interior of the vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken commands.
- After pressing the voice icon, wait until after the tone sounds and “Listening” appears before saying a command. Any command spoken prior to this does not register with the system.

- Speak naturally, without long pauses between words.
- At any time you can interrupt the system while it is speaking by pressing the voice icon.

### USING SYNC WITH YOUR PHONE

Hands-free calling is one of the main features of SYNC. While the system supports a variety of features, many are dependent on your cellular phone's functionality. At a minimum, most cellular phones with Bluetooth wireless technology support the following functions:

- Answering an incoming call
- Ending a call
- Using privacy mode
- Dialing a number
- Redialing
- Call waiting notification
- Caller ID

Other features such as text messaging using Bluetooth and automatic phonebook download are phone-dependent features. To check your phone's compatibility, refer to your phone's user manual and visit [www.SYNCMYRide.com](http://www.SYNCMYRide.com) or [www.syncmaroute.ca](http://www.syncmaroute.ca).

### Pairing a Phone for the First Time

**Note:** Make sure the vehicle ignition and radio are turned on and the transmission is in P (Park) (vehicles equipped with an automatic transmission) or 1st gear (vehicles equipped with a manual transmission).

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

1. Press the PHONE hard button; when the display indicates no phone is paired, press the Settings tab, then Add.
2. If Bluetooth is on, SYNC begins the pairing process between your Bluetooth-enabled phone or device and SYNC. Refer to your phone's user guide if necessary.
3. When prompted on your phone's display, enter the six-digit PIN provided by SYNC in the radio display.
4. The display indicates when the pairing is successful.
5. 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 (the phone SYNC automatically tries to connect with first upon vehicle start-up), downloading your phone book, etc.

**Pairing Subsequent Phones**

**Note:** Make sure the vehicle ignition and radio are turned on and the transmission is in P (Park) (vehicles equipped with an automatic transmission) or 1st gear (vehicles equipped with a manual transmission).

**Note:** SYNC can store up to 12 previously paired phones.

1. Press the PHONE hard button; select the Settings tab, then Add.
2. When prompted on your phone’s display, enter the six-digit PIN provided by SYNC in the radio display. The display indicates when the pairing is successful.
3. The system then prompts with questions such as if you would like to set the current phone as the primary phone (the phone SYNC automatically tries to connect with first upon vehicle start-up), download your phone book, etc.

**Phone Voice Commands**



Press the voice button and say any of the following:

<b>“PHONE”</b>
“Call <name>”
“Call <name> at home”
“Call <name> at work” OR “Call <name> in office”
“Call <name> on other”
“Call <name> on mobile OR cell”
“Dial” *

\* If you have said “Dial”, refer to the “Dial” table below.

<b>“DIAL”</b>
“411” (four-one-one), “911” (nine-one-one), etc.
“700 (seven hundred)” (seven hundred)
“800 (eight hundred)” (eight hundred)
“900 (nine hundred)” (nine hundred)
“#” “/” (pound, slash)
“<number> 0-9”
“Asterisk” (*)
“Clear” (deletes all entered digits)
“Delete” (deletes one digit)

<b>“DIAL”</b>
“Plus”
“Star”

**Note:** To exit dial mode, press and hold the phone button or press MENU to go to the PHONE menu.

At any time, you can say the following global commands:

<b>GLOBAL COMMANDS</b>
“Exit”
“Help”
“Phone”
“ Services” *
“Vehicle Health Report” *
“Voice settings”

\* If equipped, U.S. only

### **Making Calls Using the Touchscreen**

Press the PHONE hard button, then choose between three ways to make a call:

1. Use the keypad on the Phone tab to manually enter a phone number and press SEND.
2. Select the Phonebook tab (if the desired number is saved in the downloaded phone book information). Use the directory buttons to browse to the desired contact, then press DIAL. (This is a phone-dependent feature.)
3. Select the Call History tab (if the desired number is saved in the downloaded call history information), then press DIAL. (This is a phone-dependent feature.)

### **Making Calls Using Voice Commands**

Press the voice button and when prompted say “Phone”.

1. Say “Call <phone book contact name>” or “Dial”, then the desired number.
2. When the system confirms the number, say “Dial” or “Call” to initiate the call.

To erase the last spoken digit, say “Delete”; to erase all spoken digits, say “Clear”.

To end the call, press and hold the phone button.

### Receiving Calls

When receiving a call, you can:

- Answer the call by pressing the phone button.
- Reject the call by pressing and holding the phone button.
- Ignore the call by doing nothing.

### Phone Options during an Active Call

During an active call, you have additional menu features which become available such as putting a call on hold, joining calls, etc.

To access:

1. Press the PHONE hard button.
2. Select from the following options:

When you select:	You can:
<b>Send</b>	Receive an incoming call, make an outgoing call or redial.
<b>End</b>	End or ignore a call.
<b>Privacy Mode</b> *	Switch a call from an active hands-free environment to your cellular phone for a more private conversation.
<b>Hold Call</b> *	Put an active call on hold. Press OK when Hold on/off appears.
<b>Join Calls</b> *	Join two separate calls.
<b>Quick Dial</b>	Save frequently called numbers for quick access. You can select and save numbers from the Phonebook or Call History tabs.

\* This is a phone-dependent feature.

### Accessing Features through the Phone Menu

SYNC's phone menu allows you to redial a number, access your call history and phone book and send text messages as well as access phone and system settings. You can also access advanced features such as 911 Assist™, Vehicle Health Report and SYNC Apps.

1. Press the PHONE hard button.
2. Select from the following:

<b>When you select:</b>	<b>You can:</b>
<b>Phone</b>	Access basic options such as making calls, ending calls and joining calls.
<b>Phonebook</b> <sup>1</sup>	Allows you to access your downloaded phonebook. SYNC categorizes your contacts alphabetically in the Quick Sort buttons on the right of the screen. The buttons are highlighted if there are contacts stored in that category. Press the highlighted category to access those listings.
<b>Call History</b> <sup>2</sup>	Allows you to access any previously dialed, received or missed calls while your phone has been connected to the system.
<b>Text Messaging</b>	Allows you to send, download and delete text messages.
<b>Settings</b>	Access Bluetooth Devices menu listings (add, connect, set as primary, on/off, delete) as well as Advanced menu listings (911 Assist, <b>Vehicle Health Report</b> , factory defaults, master reset, etc.).
<b>SYNC Apps</b>	Access the SYNC services portal where you can request various types of information, traffic reports and directions.

<sup>1</sup> This is a speed-dependent and phone-dependent feature.

<sup>2</sup> This is a phone-dependent feature.

**Text Messaging**

**Note:** This is a phone-dependent feature.

SYNC allows you to receive, send, download and delete text messages. The system can also read incoming text messages to you so that you do not have to take your eyes off the road.

**Receiving a Text Message**

**Note:** This is a phone-dependent feature. Your phone must support downloading text messages using Bluetooth to receive incoming text messages.

**Note:** Forwarding a text message is a speed-dependent feature and can only be done when the vehicle is traveling at 3 mph (5 km/h) or less.

**Note:** Only one recipient is allowed per text message.

When a new message arrives, an audible tone sounds and the display indicates you have a new message. You have these options:

1. Press View to receive and open the text message.
2. Press Listen to have SYNC read the message to you.
3. Press Reply to send a message back to the sender.
4. Press Dial to call the sender.
5. Press Cancel to exit the screen.

If you select View, you can:

- Listen as SYNC reads the message to you aloud.
- Compose your own message.\*
- Reply to the message.\*
- Forward the text message to someone in your phone book or to a phone number.\*

\* This is a speed-dependent feature.

**Sending Text Messages**

Text messaging is a phone-dependent feature. If your phone is compatible, SYNC allows you to receive, send, download and delete text messages.

1. Press the PHONE hard button.
2. Select the Text Messaging tab, then press Compose.
3. Scroll to select from the following options:

**Send Text Message?** enables you to send a new text message based on a pre-defined set of 15 messages.

1. Press OK to select. If the system detects your phone does not support this feature, “Unsupported” appears in the display and SYNC returns to the main menu.
2. Scroll to cycle through the following options:

<b>Pre-defined text message options</b>
Be there in 10 minutes
Be there in 20 minutes
Call me
Call you later
Can't talk right now
Can't wait to see you
I love you
I need more directions
I'm stuck in traffic
No
Thanks
Too funny
Where R you?
Why?
Yes

1. Select the desired text message. Each text message is sent with the following signature: “This message was sent from my <Ford or Lincoln>”.
2. Press Recipients, then choose who to send it to using the Phone Book or Phone Number.



**Accessing Your Phone Settings**

These are phone-dependent features. Your phone settings allow you to access and adjust features such as your ring tone, text message notification, modify your phone book and also set up automatic download.

1. Press the phone button.
2. Scroll until Phone Settings appears, then press OK.
3. Scroll to select from the following options:

When you select:	You can:
<b>Phone Status</b>	See the provider, name, signal power, battery power and roaming status of your connected phone. Press OK to select and scroll to view the information. When done, press OK again to return to the phone status menu.
<b>Set Ringer</b>	Select which ring tone sounds during an incoming call (one of the system's or your phone's). 1. Press OK to select and scroll to hear Ringer 1, Ringer 2, Ringer 3 and Phone Ringer. 2. Press OK to select. <b>Note:</b> If your phone supports in-band ringing, your phone's ringer sounds when Phone Ringer is chosen.
<b>Message Notification</b>	Have the option of hearing an audible tone to notify you when a text message arrives. 1. Press OK to select and scroll between Message Notification On or Message Notification Off. 2. Press OK to select.

When you select:	You can:
<b>Modify Phonebook</b>	<p>Modify the contents of your phone book (i.e. add, delete, download). Press OK to select and scroll between:</p> <p>Add Contacts: Press OK to add more contacts from your phone book. "Push" the desired contact(s) on your phone. Refer to your phone's user guide on how to 'push' contacts.</p> <p>Delete Phonebook: Press OK to delete the current phone book and call history. When Delete Phonebook appears, press OK to confirm. SYNC takes you back to the Phone Settings menu.</p> <p>Download Phonebook: Press OK to select and press OK again when Confirm Download? appears.</p>
<b>Auto Download</b>	<p>Automatically download your phone book each time your phone connects to SYNC. Press OK to select. When Auto Download On? appears, press OK to have your phonebook automatically downloaded each time.</p> <p>Select Off to NOT download your phonebook every time your phone connects to SYNC. Your phonebook, call history and text messages can only be accessed when your specific phone is connected to SYNC.</p> <p><b>Note:</b> Downloading times are phone- and quantity-dependent.</p> <p><b>Note:</b> When auto download is on, any changes, additions or deletions saved since your last download are deleted.</p>
<b>Return</b>	Exit the current menu.

**System Settings**

System Settings provide access to your Bluetooth Devices and Advanced menu features.

The Bluetooth Devices menu allows you to add, connect, delete and set a phone as “primary” as well as turn your Bluetooth feature on and off.

The Advanced menu allows you to access and set prompts, languages, defaults, perform a master reset, install an application and view system information.

**Bluetooth Devices Menu Options**

This menu allows you to add, connect, delete, set a phone as primary, and turn Bluetooth on or off.

1. Press the phone button to enter the Phone Menu.
2. Scroll until System Settings appears and press OK.
3. Scroll until Bluetooth Devices appears and select OK.
4. Scroll to select from the following options:

If you select:	You can:
<b>Add Bluetooth Device</b> *	Pair additional phones to the system. 1. Press OK to select, then again when Find SYNC appears in the display. 2. Follow the directions in your phone’s user guide to put your phone into discovery mode. A six-digit PIN appears in the display. 3. When prompted on your phone’s display, enter the six-digit PIN provided by SYNC. 4. When Set As Primary Phone? appears, press OK. Scroll to toggle between Yes and No, then press OK. 5. Depending on the functionality of your phone, you may be asked additional questions (i.e. if you would like to download your phonebook). Scroll and use OK to select your responses.
<b>Connect Bluetooth Device</b>	Connect a previously paired Bluetooth-enabled phone. 1. Press OK to select and view a list of previously paired phones. 2. Scroll until the desired device is chosen, then press OK to connect the phone. <b>Note:</b> Only one device can be connected at a time. When another phone is connected, the previous one is disconnected.

If you select:	You can:
<b>Set As Primary Phone?</b>	Set a previously paired phone as your primary phone. Press OK to select and scroll to select the desired phone. Press OK to confirm <b>Note:</b> SYNC attempts to connect with the primary phone at every ignition cycle. When a phone is selected as primary, it appears first in the list and is marked with an *.
<b>Set Bluetooth On/Off</b>	Turn the Bluetooth feature on and off. Press OK and scroll to toggle between On and Off. When the desired selection is chosen, press OK. <b>Note:</b> Turning Bluetooth off disconnects all Bluetooth devices and deactivates all Bluetooth features.
<b>Delete Device</b>	Delete a paired phone. Press OK and scroll to select the device. Press OK to confirm.
<b>Delete All Devices</b>	Delete all previously paired phones (and all information originally saved with those phones). Press OK to select.
<b>Return</b>	Exit the current menu.

\* This is a speed-dependent feature.

### **Advanced Menu Options**

This menu allows you to access settings such as prompts, languages, defaults, perform a master reset, install an application and view system information.

1. Press the PHONE hard button.
2. Select the Settings tab, then Advanced.
3. Use the arrow buttons to choose between things like Bluetooth On/Off, 911 Assist, Vehicle Health Report, Incoming Call Ringer, etc.

**SYNC APPLICATIONS AND SERVICES (IF EQUIPPED)**

**Note:** In order for the following features to work, your cellular phone must be compatible with SYNC. To check your phone's compatibility, visit [www.SYNCMyRide.com](http://www.SYNCMyRide.com) or [www.syncmaroute.ca](http://www.syncmaroute.ca).

- SYNC Services (if equipped, U.S. only): Provides access to traffic, directions and information such as travel, horoscopes, stock prices and more.
- 911 Assist™: Can alert 911 in the event of an emergency.
- Vehicle Health Report (if equipped, U.S. only): Provides a diagnostic and maintenance report card of your vehicle.
- SYNC AppLink™: Allows you to connect to and use certain applications such as Pandora and Stitcher (if your phone is compatible).

**911 Assist**

**WARNING:** Unless the 911 Assist setting is set on prior to a crash, the system will not dial for help which could delay response time, potentially increasing the risk of serious injury or death after a crash.



**WARNING:** Do not wait for 911 Assist to make an emergency call if you can do it yourself. Dial emergency services immediately to avoid delayed response time which could increase the risk of serious injury or death after a crash. If you do not hear 911 Assist within five seconds of the crash, the system or phone may be damaged or non-functional.



**WARNING:** Always place your phone in a secure location in the vehicle so it does not becoming a projectile or get damaged in a collision. Failure to do so may cause serious injury to someone or damage the phone which could prevent 911 Assist from working properly.

**Note:** SYNC 911 Assist feature must be set on prior to the incident.

**Note:** Before setting this feature on, ensure that you read the 911 Assist privacy notice later in this section for important information.

**Note:** If 911 Assist is turned on or off by any user, that setting applies for all paired phones. If 911 Assist is turned off, a voice message plays and/or a display message/icon comes on when the vehicle is started after a previously paired phone connects.

**Note:** Every phone operates differently. While SYNC 911 Assist works with most cellular phones, some may have trouble using this feature.

If a crash deploys an airbag or activates the fuel pump shut-off, your SYNC equipped vehicle may be able to contact emergency services by dialing 911 through a paired and connected Bluetooth-enabled phone. For more information about 911 Assist, visit [www.SYNCMYRide.com](http://www.SYNCMYRide.com) or [www.syncmaroute.ca](http://www.syncmaroute.ca).

- For information on airbag deployment, refer to the *Supplementary Restraints System* chapter.
- For information on the fuel pump shut-off, refer to the *Roadside Emergencies* chapter.

#### **Setting 911 Assist On**

If your vehicle **is not** equipped with a navigation system, perform the following:

1. Press the phone button to enter the Phone Menu.
2. Scroll until 911 Assist appears in the display.
3. Scroll to select ON, then press OK. Set On appears in the display.

If your vehicle **is** equipped with a navigation system, perform the following:

1. Press the PHONE hard button.
2. Select the Settings tab.
3. Press Advanced. Select 911 Assist, then turn the system on.

To make sure that 911 Assist works properly:

- SYNC must be powered and working properly at the time of the incident and throughout feature activation and use.
- SYNC 911 Assist feature must be set on prior to the incident.
- A Bluetooth-enabled and compatible phone has to be paired and connected to SYNC.
- A connected Bluetooth-enabled phone must have the ability to make and maintain an outgoing call at the time of the incident.
- A connected Bluetooth-enabled phone must have adequate network coverage, battery power and signal strength.
- The vehicle must have battery power and be located in the U.S., Canada or in a territory in which 911 is the emergency number.

***In the Event of a Crash***

Not all crashes deploy an airbag or activate the fuel pump shut-off (which would activate 911 Assist); however, if 911 Assist is triggered, SYNC tries to contact emergency services. If a connected phone is damaged or loses connection to SYNC, SYNC searches for, and tries to connect to, any available previously paired phone and tries to make the call to 911.

Before making the call:

- SYNC provides a short window of time (about 10 seconds) to cancel the call. Failure to cancel the call results in SYNC attempting to dial 911.
- SYNC says the following, or a similar message: “SYNC will attempt to call 911, to cancel the call, press Cancel on your screen or press and hold the phone button on your steering wheel.”

If the call is not cancelled and a successful call is made, a pre-recorded message is played for the 911 operator, then the occupant(s) in the vehicle is able to talk with the operator. Be prepared to provide your name, phone number and location immediately, because not all 911 systems are capable of receiving this information electronically.

***911 Assist May Not Work If***

- Your cellular phone or 911 Assist hardware was damaged in a crash.
- The vehicle's battery or SYNC system has no power.
- The phone(s) paired and connected to the system was thrown from the vehicle.

***911 Assist Privacy Notice***

Once 911 Assist is set on, it may disclose to emergency services that the vehicle has been in a crash involving the deployment of an airbag or activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of electronically or verbally disclosing to 911 operators the vehicle location, and/or other details about the vehicle or crash to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not turn the feature on.

### Vehicle Health Report



**WARNING:** Always follow scheduled maintenance instructions, regularly inspect your vehicle, and seek repair for any damage or problem you suspect. Vehicle Health Report supplements, but cannot replace normal maintenance and vehicle inspection. Vehicle Health Report only monitors certain systems that are electronically monitored by the vehicle and will not monitor or report the status of any other system, (i.e., brake lining wear). Failure to perform scheduled maintenance and regularly inspect your vehicle may result in vehicle damage and serious injury.

**Note:** Your Vehicle Health Report feature requires activation prior to use. Visit [www.SYNCMYRide.com](http://www.SYNCMYRide.com) to register. There is no fee or subscription associated with Vehicle Health Report, but you must register to use this feature.

**Note:** This feature may not function properly if you have enabled caller ID blocking on your mobile phone. Before running a report, review *Vehicle Health Report privacy notice*.

**Note:** In order to allow a break-in period for your vehicle, you may not be able to create a Vehicle Health Report until your vehicle odometer has reached 200 miles.

Register for Vehicle Health Report and set your report preferences at [www.SYNCMYRide.com](http://www.SYNCMYRide.com). After registering you can request a Vehicle Health Report (inside your vehicle). Return to your account at [www.SYNCMYRide.com](http://www.SYNCMYRide.com) to view your report. You can also choose for SYNC to automatically remind you to run reports at specific mileage intervals. Cellular phone airtime usage may apply when reporting.

The system allows you to check your vehicle's overall health in the form of diagnostic report card. The vehicle health report contains valuable information such as:

- Vehicle Diagnostic Information
- Scheduled maintenance
- Open Recalls and Field Service Actions
- Unserviced items from vehicle inspections by your authorized dealer



If your vehicle **is not** equipped with a navigation system, run a report by performing the following (after the vehicle has been running a minimum of 60 seconds):

1. Press the phone button to enter the Phone Menu.
2. Scroll until Vehicle Health appears in the display, then press OK.
3. Select from one of the options listed in the following table.

If your vehicle **is** equipped with a navigation system, run a report by performing the following (after the vehicle has been running a minimum of 60 seconds):

1. Press the PHONE hard button.
2. Select the Settings tab.
3. Press Advanced, then select Vehicle Health Report.
4. Select from one of the options listed in the following table.

<b>Vehicle Health Report options</b>	
<b>Automatic Reports</b>	Press OK and select on or off. Select “On” to have SYNC automatically prompt you to run a health report at certain mileage intervals. <b>Note:</b> You must first turn this feature on before you can select the mileage intervals at which you would like to be prompted.
<b>Mileage Intervals</b>	Press OK. Scroll to select between 5,000, 7,500 or 10,000 mile intervals and press OK to make your selection.
<b>Run Report</b>	Press OK for SYNC to run a health report of your vehicle’s diagnostic systems and send the results to Ford where it is combined with scheduled maintenance information, open recalls and other field service actions and un-serviced vehicle inspection items from your authorized dealer.

**Vehicle Health Report Privacy Notice**

When you run a Vehicle Health Report, Ford Motor Company may collect your cellular phone number (to process your report request) and diagnostic information about your vehicle. Certain versions or updates to Vehicle Health Report may also collect additional vehicle information. Ford may use the vehicle information it collects for any purpose. If you do not want to disclose your cellular phone number or vehicle information, do not run the feature or set up your Vehicle Health Report profile at [www.SYNCMYride.com](http://www.SYNCMYride.com). Refer to [www.SYNCMYride.com](http://www.SYNCMYride.com) - Vehicle Health Report Terms and Conditions, and Privacy Statement - for more information.

**SYNC Services: Traffic, Directions & Information (TDI)**

**Note:** SYNC Services requires activation prior to use. Visit [www.SYNCMYride.com](http://www.SYNCMYride.com) to register and check your eligibility for complimentary services. Standard phone and message rates may apply. Subscription may be required. You must also have the active SYNC Services Bluetooth-enabled cellular phone paired and connected to the system in order to connect to, and use, SYNC Services. Refer to the *Phone features* for pairing instructions.

**Note:** This feature does not function properly if you have enabled caller ID blocking on your mobile phone. Make sure your mobile phone is not blocking caller ID before using SYNC Services.

**Note:** The driver is ultimately responsible for the safe operation of the vehicle, and therefore, must evaluate whether it is safe to follow the suggested directions. Any navigation features are provided only as an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. Maps used by this system may be inaccurate because of errors, changes in roads, traffic conditions or driving conditions.

**Note:** When you connect, the service uses GPS technology and advanced vehicle sensors to collect the vehicle's current location, travel direction and speed to help provide you with the directions, traffic reports, or business searches you request. Further, to provide the services you request and for continuous improvement, the service may collect and record call details and voice communications. For more information, see SYNC Services Terms and Conditions at [www.SYNCMYride.com](http://www.SYNCMYride.com). If you do not want Ford or its service providers to collect the vehicle travel information or other information identified in the Terms and Conditions, do not activate or use the service.

SYNC Services uses advanced vehicle sensors, integrated GPS technology and comprehensive map and traffic data, to give you personalized traffic reports, precise turn-by-turn directions, business search, news, sports, weather and more. For a complete list of services, or to learn more, please visit [www.SYNCMYride.com](http://www.SYNCMYride.com).

**Connecting to SYNC Services Using Voice Commands**

1. Press the voice button.
2. When prompted, say "Services". This initiates an outgoing call to SYNC Services using your paired and connected Bluetooth-enabled cellular phone.

3. Once you're connected to the service, follow the voice prompts to request the desired service such as "Traffic" or "Directions". You can also say "What are my choices?" to receive a complete list of available services from which to choose.
4. Say "Services" to return to the services main menu or for help, say "Help".

#### **Connecting to SYNC Services Using the Phone Menu**

1. Press the phone button to enter the Phone Menu.
2. Scroll until *Services* appears in the display.
3. Press OK to confirm and enter the Services menu. The display indicates the system is connecting.
4. Press OK. SYNC initiates the call to the services portal.
5. Once connected, follow the voice prompts to request your desired Service such as Traffic or Directions. You can also say "What are my choices?" to receive a complete list of available services from which to choose.
6. To return to the services menu, say "Services" or for help, say "Help".

#### **Receiving Turn-by-Turn Directions**

1. When connected to SYNC Services, say "Directions" or "Business search". To find the closest business or type of business to your current location just say "Business search" and then "Search near me". If you need further assistance in finding a location you can say "Operator" at any time within a Directions or Business search to speak with a live operator. You may also be prompted to speak with an operator. The live operator can assist you by searching for businesses by name or by category, residential addresses by street address or by name or specific street intersections. Operator Assist is a feature of your SYNC Services subscription. For more information on Operator Assist visit [www.SYNCMYride.com/support](http://www.SYNCMYride.com/support).
2. Follow the voice prompts to select your destination. Once your destination is selected, your current vehicle location is uploaded and a route based on current traffic conditions is calculated and sent back to your vehicle. After the route download is complete, the phone call is automatically ended. You then receive audible and visual driving instructions as you travel towards you destination.
3. While on an active route, you can select or say "Route summary" or "Route status" to view the Route Summary turn list or the Route Status ETA. You can also turn voice guidance on or off, cancel the route or update the route.

If you miss a turn, SYNC automatically asks if you want the route updated. Just say, "Yes" when prompted and a new route will be delivered to your vehicle.

**Disconnecting from SYNC Services**

1. Press and hold the phone button on the steering wheel.
2. Say “Good-bye” from the SYNC Services main menu.

<b>SYNC Services Quick Tips</b>	
<b>Personalizing</b>	You can personalize your services feature to provide quicker access to your most used or favorite information. You can save address points such as, work or home. You can also save favorite information like sports teams or a news category. To learn more, log onto <a href="http://www.SYNCMYride.com">www.SYNCMYride.com</a> .
<b>Push to interrupt</b>	Press the voice button at any time (while you are connected to SYNC TDI Services) to interrupt a voice prompt or an audio clip (such as a sports report), wait for the listening tone, and say your voice command.
<b>Portable</b>	Your subscription is associated with your Bluetooth-enabled cellular phone number, not your VIN (Vehicle Identification Number). You can pair and connect your phone to any vehicle equipped with Traffic, Directions and Information and continue enjoying your personalized services. You can even access your account outside the vehicle. Just use the number on your phone's call history. Traffic and Directions features do not function properly but information services and the 411 connect and text message features are available.

**SYNC AppLink**

SYNC AppLink is a software application which allows you to connect to and use applications on your smartphone such as Pandora and Stitcher via your SYNC system (provided your phone is compatible with these features). For troubleshooting tips, available applications, and a list of supported smart phone devices, please visit [www.SYNCMYride.com](http://www.SYNCMYride.com).

If your vehicle **is not** equipped with a navigation system, you can access AppLink from the media menu, phone menu or by using voice commands.

To access using the media menu:

1. Press AUX. Media Menu displays on-screen.
2. Press MENU, then scroll to Mobile Apps and press OK to see a list of available applications.
3. Once started, press MENU to access the media menu.
4. Scroll to the desired application (i.e. Pandora), then press OK. From here you can access the features which accompany the application such as Thumbs up, Thumbs down, etc. For more information, please visit [www.SYNCMYride.com](http://www.SYNCMYride.com).

To access using the phone menu:

1. Press the phone button. Media Menu displays on-screen.
2. Press MENU, then scroll to Mobile Apps and press OK to see a list of available applications.
3. Once started, press MENU to access the media menu.
4. Scroll to the desired application (i.e. Pandora), then press OK. From here you can access the features which accompany the application such as Thumbs up, Thumbs down, etc. For more information, please visit [www.SYNCMYride.com](http://www.SYNCMYride.com).

**Note:** iPhone® users need to connect the phone to the USB port in order to start the application. It is recommended to lock your iPhone® after starting an application.

To access using voice commands:

1. Press the voice icon.
2. When prompted, say “Mobile Apps”.
3. Say the name of the application after the tone.

**Note:** Your smart phone must be paired and connected to access AppLink using voice commands.

If your vehicle **is** equipped with a navigation system:

1. Press the PHONE hard button.
2. Select the SYNC APPS tab, then select Mobile Apps.
3. Select an application (for example, Pandora) or, if there are not any listed, select Find Applications.
4. When a mobile media application has been selected, use the on-screen display or press Mobile Apps Menu to access the features which accompany the application such as Thumbs up, Thumbs down, etc. For more information, please visit [www.SYNCMYride.com](http://www.SYNCMYride.com).

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**USING SYNC WITH YOUR MEDIA PLAYER**

You can access and play music from your digital music player over the vehicle's speaker system using the system's media menu or voice commands. You can also sort and play your music by specific categories such as artists, albums, etc.

SYNC is capable of hosting nearly any digital media player including: iPod®, Zune™, "Plays from device" players, and most USB drives. SYNC also supports audio formats such as MP3, WMA, WAV and ACC.

**Connecting Your Digital Media Player to the USB Port**

**Note:** If your digital media player has an on/off switch, ensure that the device is turned on.

To connect using voice commands:

1. Plug the device into the vehicle's USB port.
2. Press the voice icon and when prompted, say "User device".
3. You can now play music by saying any of the appropriate voice commands, such as:
  - Play All
  - Play Artist <name>
  - Play Album <name>
  - Play Genre <name>
  - Play Playlist <name>
  - Play Track <name>

To connect using the system menu:

1. Plug the device into the vehicle's USB port.
2. Press the MEDIA hard button.
3. Select the User Device tab, then press Source repeatedly until USB appears.
4. Press Music Library.
5. Select from the listed features.

Once connected, the system indexes any readable media files. (The time required to complete this depends on the size of the media content being indexed.) If Autoplay is on, you can access media files randomly as they are indexed. If turned off, indexed media is not available until the indexing process is complete. SYNC is capable of indexing thousands of average size media and notifies you if the maximum indexing file size is reached.

**What's Playing?**



At any time when a track is playing, you can press the voice icon and ask the system, "What's playing?". The system reads the metadata tags (if populated) of the playing track to you.

**Media Voice Commands**



Press the voice icon and, when prompted, say "User Device" then any of the following:

"User Device"
"Autoplay off"
"Autoplay on"
"Pause"
"Play"
"Play album <name>" <sup>1,3</sup>
"Play all"
"Play artist <name>" <sup>1,3</sup>
"Play genre <name>" <sup>1,3</sup>
"Play next folder" <sup>2</sup>
"Play next track"
"Play playlist <name>" <sup>1,3</sup>
"Play previous folder" <sup>2</sup>
"Play previous track"
"Play track <name>" <sup>1,3</sup>
"Repeat off"
"Repeat on"
"Shuffle off"
"Shuffle on"
"Similar music"
"Voice settings"

<sup>1</sup> "<name>" is a dynamic listing, meaning that it could be the name of any desired group, artist, etc.

<sup>2</sup> Voice commands which are only available in folder mode.

<sup>3</sup> Voice commands which are not available until indexing is complete.

### Supported Media Players, Formats and Metadata Information

SYNC® is capable of hosting nearly any digital media player, including iPod®, Zune™, “Plays from device” players, and most USB drives. Supported audio formats include MP3, WMA, WAV and AAC.

It is also able to organize your indexed media from your playing device by metadata tags. Metadata tags are descriptive software identifiers embedded in the media files which provide information about the file.

If your indexed media files contain no information embedded in these metadata tags, SYNC may classify the empty metadata tags as *Unknown*.

### Media Menu Sources and Features

The User Device menu allows you to select your media source and how to play your music (by artist, genre, shuffle, repeat, etc.).

1. Make sure your USB device is plugged in to your system.
2. Press the MEDIA hard button.
3. Select the User Device tab, then press Source repeatedly to cycle through USB, BT Audio and Line In:

When you select:	You can:
<b>Music Library</b>	Access SYNC's many media features, such as: Play All, Play Artists, Play Albums, Play Tracks, Play Playlists, and Explore the USB.
<b>Similar Music</b>	Play music similar to what is currently playing from the USB port. The system uses the metadata information of each song to compile a playlist for you. The system creates a new list of similar songs and begin playing. The metadata tags must be populated for this feature to include each track.
<b>Repeat</b>	Repeat any song.
<b>Shuffle</b>	Randomly play available media files in the current playlist.
<b>Settings</b>	Access Bluetooth Devices menu listings (add, connect, set as primary, on/off, delete) as well as Advanced menu listings (prompts, languages, defaults, master reset, install application and system information).
<b>Text</b>	View additional information, if available.



### Accessing the Media Music Library

This menu allows you to select and play your media by artist, album, genre, playlist, track, similar music or even to explore what is on your USB device.

1. Make sure that your device is plugged into the USB port and is turned on.
2. Press the MEDIA hard button.
3. Select the User Device tab, then press Source repeatedly until USB appears.
4. Select Music Library.

If there are no media files to access, the display indicates there is no media. If there are media files, you have the following options to scroll through and select from:

When you select:	You can:
Play all	Play all indexed media (tracks) from your playing device in flat file mode, one at a time in numerical order.
<b>Artists</b>	Sort all indexed media by artist. Once selected, the system lists and then play all artists and tracks alphabetically. If there are less than 255 indexed artist, they are listed alphabetically in flat file mode. If there are more, they are categorized in alphabetical categories.
<b>Albums</b>	Sort all indexed media by albums. If there are less than 255 indexed albums, they are listed alphabetically in flat file mode. If there are more, they are organized into alphabetical categories.
<b>Genres</b>	Sort indexed music by genre (category) type. SYNC lists the genres alphabetically in flat file mode. If there are more than 255, SYNC automatically organizes them into alphabetical categories.

When you select:	You can:
<b>Playlists</b>	Access your playlists (from formats such as ASX, .M3U, .WPL, .MTP.). The system lists your playlists alphabetically in flat file mode. If there are more than 255, they are organized into alphabetical categories.
<b>Tracks</b>	Search for and play a specific track which has been indexed. SYNC lists your tracks alphabetically in flat file mode. If there are more than 255, SYNC automatically organizes them into alphabetical categories.
<b>Explore USB</b>	Explore all supported digital media on your media device connected to the USB port. You can only view media content which is compatible with SYNC; other files saved are not visible.

### Bluetooth Audio



Your system allows you to stream audio over your vehicle's speakers from your connected, Bluetooth-enabled cellular phone.

To access:

1. Make sure your paired phone is in streaming mode.
2. Press the MEDIA hard button.
3. Select the User Device tab, then press Source repeatedly until BT Audio appears.

### Line In (Auxiliary Input Jack)



Your system allows you to select and play music from your portable music player over the vehicle's speakers.

To access:

1. Make sure your paired phone is in streaming mode.
2. Press the MEDIA hard button.
3. Select the User Device tab, then press Source repeatedly until Line In appears.

**System Settings**

System settings provide access to your Bluetooth devices and Advanced menu features.

The Bluetooth menu allows you to add, connect and delete a device as well as turn the Bluetooth feature on and off.

The Advanced menu allows you to access and set prompts, languages, defaults and perform a master reset.

**Bluetooth Devices Menu Options**

This menu allows you to add, connect and delete devices as well as turn Bluetooth on and off.

1. Press the MEDIA hard button.
2. Select the User Device tab, then BT Devices.
3. Select from:

<b>When you select:</b>	<b>You can:</b>
<b>Connect</b>	Connect a previously paired Bluetooth-enabled phone.
<b>Add</b>	Add a device through Discovery and Discoverable modes.
<b>Delete</b>	Delete a paired media device.
<b>Advanced</b>	Access menu listings (prompts, languages, defaults, master reset, install application and system information).

**TROUBLESHOOTING**

Your SYNC system is easy to use. However, should questions arise, please refer to the tables below.

Use the website at any time to check your phone's compatibility, register your account and set preferences as well as access a customer representative via an on-line chat (during certain hours). Visit [www.SYNCMyRide.com](http://www.SYNCMyRide.com) or [www.syncmaroute.ca](http://www.syncmaroute.ca) for more information.

<b>Phone issues</b>		
<b>Issue</b>	<b>Possible Cause(s)</b>	<b>Possible Solution(s)</b>
A lot of background noise during a phone call.	The audio control settings on your phone may be affecting SYNC performance.	Review your phone's user guide regarding audio adjustments.
During a call, I can hear the other person but they cannot hear me.	Possible phone malfunction.	Try turning off the device, resetting the device, removing the device's battery, then trying again.
SYNC is not able to download my phonebook.	<ul style="list-style-type: none"> <li>• This is a phone-dependent feature, OR</li> <li>• Possible phone malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Go to the website to review your phone's compatibility.</li> <li>• Try turning off the device, resetting the device or removing the device's battery, then trying again.</li> <li>• Try "pushing" your phonebook contacts to SYNC by using the Add Contacts feature.</li> <li>• Use the "SYNCmyphone" feature available on the website.</li> </ul>

Phone issues		
Issue	Possible Cause(s)	Possible Solution(s)
The system says “Phonebook Downloaded” but my phonebook in SYNC is empty or is missing contacts.	Limitations on your phone’s capability.	<ul style="list-style-type: none"> <li>• Try “pushing” your phonebook contacts to SYNC by using the Add Contacts feature.</li> <li>• If the missing contacts are stored on your SIM card, try moving them to the device memory.</li> <li>• Remove any pictures or special ring tones associated with the missing contact.</li> </ul>
I’m having trouble connecting my phone to SYNC.	<ul style="list-style-type: none"> <li>• This is a phone-dependent feature, OR</li> <li>• Possible phone malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Go to the website to review your phone’s compatibility.</li> <li>• Try turning off the device, resetting the device or removing the device’s battery, then trying again.</li> <li>• Try deleting your device from SYNC, deleting SYNC from your device and trying again.</li> <li>• Check the security and “auto accept/prompt always” settings relative to the SYNC <i>Bluetooth</i> connection on your phone.</li> <li>• Update your device’s software firmware.</li> </ul> vTurn off the Auto phonebook download setting.
Text messaging is not working on SYNC.	<ul style="list-style-type: none"> <li>• This is a phone-dependent feature, OR</li> <li>• Possible phone malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Go to the website to review your phone’s compatibility.</li> <li>• Try turning off the device, resetting the device or removing the device’s battery, then trying again.</li> </ul>

USB/Media issues		
Issue	Possible Cause(s)	Possible Solution(s)
I'm having trouble connecting my device.	Possible device malfunction.	<ul style="list-style-type: none"> <li>• Try turning off the device, resetting the device or removing the device's battery, then trying again.</li> <li>• Make sure you are using the manufacturer's cable.</li> <li>• Make sure the USB cable is properly inserted into the device and the vehicle's USB port.</li> <li>• Make sure that the device does not have an auto-install program or active security settings.</li> </ul>
SYNC does not recognize my device when I turn on the car.	This is a device limitation.	Make sure you are not leaving the device in your vehicle during very hot or cold temperatures.
Bluetooth audio does not stream.	This is a phone-dependent feature, OR The device is not connected.	Make sure the device is connected to SYNC and that you have pressed play on your device.
SYNC does not recognize music that is on my device.	Your music files may not contain the proper artist, song title, album or genre information, OR The file may be corrupted, OR The song may have copyright protection which does not allow it to play.	<ul style="list-style-type: none"> <li>• Make sure that all song details are populated.</li> <li>• Some devices require you to change the USB settings from mass storage to MTP class.</li> </ul>

<b>Vehicle Health Report/Services (Traffic, Directions and Information) issues</b>		
<b>Issue</b>	<b>Possible Cause(s)</b>	<b>Possible Solution(s)</b>
I received a text that the Vehicle Health Report is not activated.	Your account may not be activated on the website, OR You may have the wrong VIN (vehicle identification number) listed.	<ul style="list-style-type: none"> <li>• This is a free feature, but you must first register online to use it.</li> <li>• Make sure that your VIN is correctly listed in your account.</li> </ul>
I'm unable to retrieve the report on the website, or I receive a system error.	The preferred dealer information did not load correctly.	When you register your account, you must list a preferred dealer. If one is already listed, try selecting another dealer and logging out. Log back in and change it back to your preferred dealer and retrieve the report.
I'm unable to submit a report.	This could be due to your phone's compatibility, OR Bad signal strength, OR Your phone may not be activated on the website.	<ul style="list-style-type: none"> <li>• Update your mobile number in your account on the website.</li> <li>• Make sure you have full signal strength and that your <i>Bluetooth</i> volume level has been turned up.</li> <li>• Try deleting your phone and performing a clean pairing.</li> </ul>
I heard a commercial when I tried to use Traffic, Directions and Information.	The phone in use is not activated, OR Your phone has ID blocker active.	<ul style="list-style-type: none"> <li>• This is a free feature, but you must first register online to use it.</li> <li>• Turn off ID blocker on your phone as the system recognizes you by your phone number.</li> <li>• Make sure the currently connected phone is the same one that is registered on your SyncMyRide account.</li> </ul>

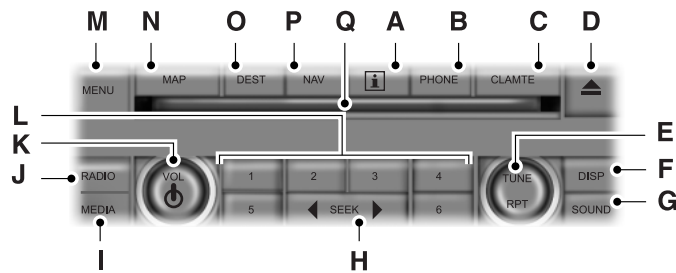
<b>Voice command issues</b>		
<b>Issue</b>	<b>Possible Cause(s)</b>	<b>Possible Solution(s)</b>
SYNC does not understand what I am saying.	You may be using the wrong voice commands, OR You may be speaking too soon or at the wrong time.	<ul style="list-style-type: none"> <li>• Review the Phone voice commands and the Media voice commands at the beginning of their respective sections.</li> <li>• Be aware that SYNC's microphone is either in your rear view mirror or in the headliner just above the windshield.</li> </ul>
SYNC does not understand the name of a song or artist.	You may be using the wrong voice commands, OR You may not be saying the name exactly as it is saved, OR The system may not be "reading" the name the same way you are saying it.	<ul style="list-style-type: none"> <li>• Review the media voice commands at the beginning of the media section.</li> <li>• Say the song or artist exactly as they are listed. If you say, "Play Artist Prince", the system does not play music by Prince and the Revolution or Prince and the New Power Generation.</li> <li>• Make sure you are saying the complete title such as "California remix featuring Jennifer Nettles".</li> <li>• If the songs are saved in all CAPS, you have to spell them. LOLA requires you to say, " Play L-O-L-A"</li> <li>• Do not use special characters in the title as the system does not recognize them.</li> </ul>



Voice command issues		
Issue	Possible Cause(s)	Possible Solution(s)
<p>SYNC does not understand or is calling the wrong contact when I want to make a call.</p>	<p>You may be using the wrong voice commands, OR                      You may not be saying the name exactly as it is saved, OR                      Contacts in your phonebook may be very short and similar, or they may contain special characters, OR                      Your phonebook contacts may be saved in CAPS.</p>	<ul style="list-style-type: none"> <li>• Review the phone voice commands at the beginning of the phone section.</li> <li>• Make sure you are saying the contacts exactly as they are listed. For example, if a contact is saved as Joe Wilson, say “Call Joe Wilson”.</li> <li>• The system works better if you list full names such as “Joe Wilson” rather than “Joe”.</li> <li>• Do not use special characters such as 123 or ICE as the system does not recognize them.</li> <li>• If contacts are saved in CAPS, you have to spell them. JAKE requires you to say, “ Call J-A-K-E.”</li> </ul>

## NAVIGATION CONTROLS

## Type 1



**WARNING:** Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device or feature that may take their focus off the road. Your primary responsibility is the safe operation of the vehicle. We recommend against the use of any handheld device while driving, encourage the use of voice-operated systems when possible and that you become aware of applicable state and local laws that may affect use of electronic devices while driving.

After the system initializes, the screen is divided into two sections:

- **Status bars:** This is the top and bottom portion of screen that displays the clock or date and useful information, depending on the current mode.
- **Display area:** The touchscreen changes depending on current system operation. Buttons are displayed in this area depending on the current screen for you to make choices.

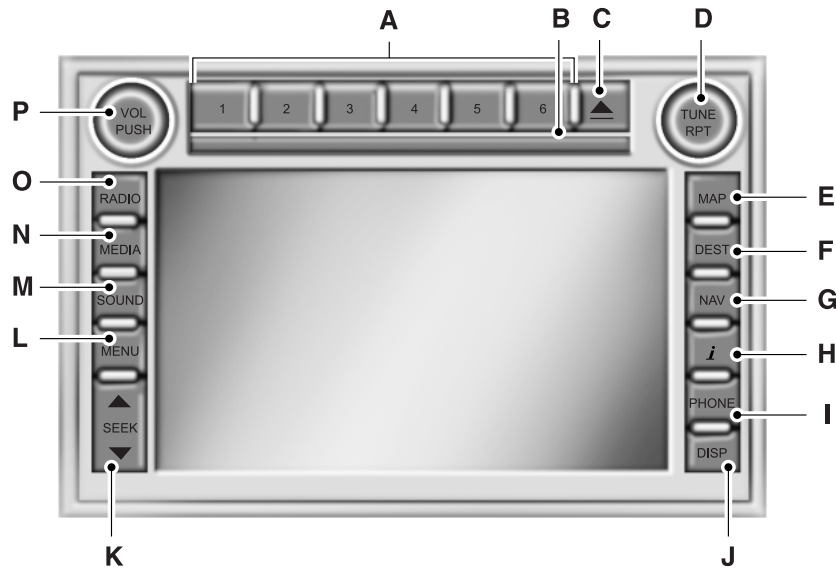
**Note:** Some features such as SIRIUS satellite radio may not be available in your location. Check with your authorized dealer.

If you select:	You can:
A. I (Information)	Access features such as Where am I?, SIRIUS® Travel Link™, Calendar, System Info and Help.
B. PHONE	Access the SYNC phone menu.
C. CLIMATE	Access the climate menu.

If you select:	You can:
D. Eject	Eject a CD or DVD from the system.
E. TUNE/RPT	<p><b>In radio or satellite radio mode</b>, turn to advance in individual increments up or down the frequency band to the desired station.</p> <p><b>In MP3 mode</b>, turn to advance to the next or previous folder.</p> <p><b>In navigation mode</b>, hear the last spoken navigation guidance prompt.</p>
F. DISP	Select a display mode: On, Status Bar Only, and Off.
G. SOUND	<p>Access the sound menu.</p> <p>Press while the sound menu is active to see the menu tabs of Bass/Treble, Balance/Fade, SCV (Speed Compensated Volume), DSP (Digital Signal Processing) and Visualizer.</p>
H. SEEK	<p><b>In radio and satellite radio mode</b>, press the arrow buttons to find previous or next available stations or channels within the currently selected Category or Genre.</p> <p><b>In CD/DVD mode</b>, press the arrow buttons to select the previous or next track or chapter.</p>
I. MEDIA	<p>Press to access the media menu.</p> <p>Press while the media menu is active to see the available sources of CD/DVD, Jukebox and User Device.</p>
J. RADIO	<p>Press to access the radio menu.</p> <p>Press while the radio menu is active to see the available sources of AM, FM1, FM2, SAT1, SAT2, and SAT3 (satellite radio).</p>

If you select:	You can:
K. VOL	Turn to adjust the volume. Press and hold to turn the system on and off. <b>Note:</b> If a navigation route is active when the navigation system is turned off, the route is resumed when the system is turned on again.
L. Memory presets	<b>In radio and satellite radio mode</b> , press to access your saved preset stations or channels. To save to a station or channel, tune to the desired station or channel, then press and hold a preset button. The sound momentarily mutes, then returns when the preset is saved.
M. MENU	Press to access the system menu. Press while the system menu is active to see the menu tabs of Display, Clock, Feedback Settings, System Settings and Valet Mode.
N. MAP	Press to access the navigation map. Press while the map display is active to center the map on the current vehicle position. Press while the map display and route are active to see the different map guidance views
O. DEST	Press to access the navigation destination entry menu. Press while the navigation destination entry menu is active to show additional destination entry techniques.
P. NAV	Press to access the navigation menu. Press while the navigation menu is active to see the navigation menu tabs.
Q. CD/DVD slot	Insert a CD or DVD, label side up.

Type 2



**!** **WARNING:** Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device or feature that may take their focus off the road. Your primary responsibility is the safe operation of the vehicle. We recommend against the use of any handheld device while driving, encourage the use of voice-operated systems when possible and that you become aware of applicable state and local laws that may affect use of electronic devices while driving.

After the system initializes, the screen is divided into two sections:

- **Status bars:** This is the top and bottom portion of screen that displays the clock or date and useful information, depending on the current mode.
- **Display area:** The touchscreen changes depending on current system operation. Buttons are displayed in this area depending on the current screen for you to make choices.

**Note:** Some features such as SIRIUS satellite radio may not be available in your location. Check with your authorized dealer.

If you select:	You can:
A. Memory presets	<b>In radio and satellite radio mode</b> , press to access your saved preset stations or channels. To save to a station or channel, tune to the desired station or channel, then press and hold a preset button. The sound momentarily mutes, then returns when the preset is saved.
B. CD/DVD slot	Insert a CD or DVD, label side up.
C. Eject	Eject a CD or DVD from the system.
D. TUNE/RPT	<b>In radio or satellite radio mode</b> , turn to advance in individual increments up or down the frequency band to the desired station. <b>In MP3 mode</b> , turn to advance to the next or previous folder. <b>In navigation mode</b> , hear the last spoken navigation guidance prompt.
E. MAP	Press to access the navigation map. Press while the map display is active to center the map on the current vehicle position. Press while the map display and route are active to see the different map guidance views.
F. DEST	Press to access the navigation destination entry menu. Press while the navigation destination entry menu is active to show additional destination entry techniques.
G. NAV	Press to access the navigation menu. Press while the navigation menu is active to see the navigation menu tabs.
H. I (Information)	Access features such as Where am I?, SIRIUS® Travel Link™, Calendar, System Info and Help.
I. PHONE	Access the SYNC phone menu.

If you select:	You can:
J. DISP	Select a display mode: On, Status Bar Only, and Off.
K. SEEK	<p><b>In radio and satellite radio mode</b>, press the arrow buttons to find previous or next available stations or channels within the currently selected Category or Genre.</p> <p><b>In CD/DVD mode</b>, press the arrow buttons to select the previous or next track or chapter.</p>
L. MENU	<p>Press to access the system menu.</p> <p>Press while the system menu is active to see the menu tabs of Display, Clock, Feedback Settings, System Settings and Valet Mode.</p>
M. SOUND	<p>Access the sound menu.</p> <p>Press while the sound menu is active to see the menu tabs of Bass/Treble, Balance/Fade, SCV (Speed Compensated Volume), DSP (Digital Signal Processing) and Visualizer.</p>
N. MEDIA	<p>Press to access the media menu.</p> <p>Press while the media menu is active to see the available sources of CD/DVD, Jukebox and User Device.</p>
O. RADIO	<p>Press to access the radio menu.</p> <p>Press while the radio menu is active to see the available sources of AM, FM1, FM2, SAT1, SAT2, and SAT3 (satellite radio).</p>
P. VOL/PUSH	<p>Turn to adjust the volume. Press and hold to turn the system on and off.</p> <p><b>Note:</b> If a navigation route is active when the navigation system is turned off, the route is resumed when the system is turned on again.</p>

**DISPLAY MODE**

You can choose to turn your screen on or off and also if you would like to view the status bars on the top and bottom of the screen. Press DISP to see the options.

**Display mode voice commands**

The following voice commands are available in display mode. If you are not in display mode, press the voice button on the steering wheel. When prompted, say “Display mode” and then any of the following commands.

Display mode voice commands
“Display on”
“Display off”
“Status bar”
“Brighter”
“Dimmer”
“Day”
“Night”
“Auto”
“Help”

**STATUS BARS**

The top status bar shows the current mode, exterior temperature and time and display icons if you have enabled *Bluetooth* or other options.



The bottom status bar shows the Home icon and may also show the current driver and passenger selected temperatures, fan speed and air flow direction, the current mode being used, the Artist and Title of the currently playing CD, Artist and Title for Jukebox and radio.

**Note:** As climate controls are vehicle-dependent, some vehicles may not display climate readings in the status bar.



### Customizing your home screen

Depending on your vehicle's option package and software, your screens may vary in appearance from the screens shown in this section. Your features may also be limited depending on your market. Check with your authorized dealer for availability.



Press the house icon to access the home screen. Here you can:

- Save or view pictures
- View your current audio and climate control settings
- Display the audio visualizer

You can split the screen in to two or three different sections, or you can choose to have one main view.

- The left side displays an uploaded photo or the map screen.
- The right side can also display the uploaded photo. The upper right panel only displays the current audio settings. The lower right panel displays the vehicle's climate settings or the visualizer.

### Loading photos

**Note:** The system is not compatible with discs written in Packet Write mode.

**Note:** Only the photograph(s) which meet these conditions will be displayed.

Your system allows you to save and view up to 32 photos. The photo display has the following limitations:

- The file must be 1.5MB or smaller.
- The file extension must be JPE, JPG or JPEG.
- The file path must be 255 characters or fewer.
- Up to 256 files or folders can be displayed in one folder.
- The CD or DVD must be ISO 9660 format, UDF format is not supported.

To load photos:

1. Touch the left side of the home screen.
2. Select Add. When the disclaimer appears asking to confirm the supported photo formats, press OK.
3. Insert a CD-ROM which contains your photos.
4. Press OK. The photos are listed on the right half of the screen.
5. Select either Add or Add All. The photos are now saved to the hard drive.

### Editing and deleting photos

To edit photos, go to the home screen, then:

1. Touch the current photo on the home screen.
2. Select the Edit button.
3. Adjust the photo by zooming in or out, moving right, left, up or down and also rotating left or right.

**Note:** Press the Reset button to return to the original image.

To delete a photo, select the Delete button.

To delete all photos:

1. Press the Menu hard button.
2. Select the System Settings tab on the touchscreen.
3. Press the View button for Delete Stored Items.
4. Select Saved photos.

### Using the Touch-Sensitive Controls on Your System

Your vehicle's centerstack has touch-sensitive switches for your infotainment and climate control systems. To turn a feature on and off, just touch the graphic with your finger. To get the best performance from the touch-sensitive controls:

- Do not press hard on the controls. They are sensitive to light touch.
- Use your bare finger to touch the center of a touch-control graphic. Touching off-center of the graphic may cause a nearby control to turn on or off.
- Make sure your hands are clean and dry.
- Since the touchscreen operates based on the touch of a finger, you may have trouble using it if you are wearing gloves.
- Metal and other conductive material should be kept away from the surface of the touchscreen as this may cause electronic interference (i.e. control activation).

Depending on your vehicle and option package, you may also have these controls on your bezel:

- Power: Turn the media (or climate features) on or off.
- VOL: Increase or decrease the volume.
- Fan: Increase or decrease the fan speed.
- Seek and Tune buttons: Use as you normally would in media modes.
- Eject: Eject a CD.
- SOURCE: Touch the word repeatedly to see all available media modes. The screen does not change, but you see the media changes in the lower left status bar.
- SOUND: Touch the word to access the Sound menu where you can make adjustments to settings such as: Bass, Treble, Midrange, Balance and Fade, THX Deep Note Demo (if equipped), DSP (if equipped), Occupancy Mode (if equipped), and Speed Compensated Volume settings.
- Hazard flasher: Press the button to turn the hazard flashers on or off.

**Cleaning the Touchscreen Display**

Clean the display with a clean, soft cloth such as one used for cleaning glasses. If dirt or finger prints are still visible, apply a small amount of alcohol to the cloth. Do not pour or spray alcohol onto the display. Do not use detergent or any type of solvent to clean the display.

**USING VOICE RECOGNITION**

This system helps you control many features using voice commands. This allows you to keep your hands on the wheel and focus on what is in front of you. The system provides feedback through audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of interaction (voice settings).

The system also asks short questions (confirmation prompts) when it is not sure of your request or when there are multiple possible responses to your request.

When using voice commands, words and icons may also appear in the lower left status bar indicating the status of the voice session (i.e., listening, success, failed, paused or try again).

**How to use voice commands with your system**



Press the voice icon; after the tone, speak your command clearly.

<b>These commands can be said at any time</b>
“Navigation”
“Climate”*
“Audio”
“Jukebox”
“Radio”
“Display mode”
“User profile”
“Disc”
“CD”
“DVD”
“Video CD”
“Line in”
“Phone”*

These commands can be said at any time
“Voice settings”
“USB”*
“Dial”*
“Bluetooth audio”*
“Tutorial”
“Confirmations”
“Help”
*If equipped

To access a list of all available voice commands, press the I hard button. Select the Help tab on the touch screen, then the Voice Commands tab and choose the desired category.

#### **Helpful hints**

- Make sure the interior of the vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken commands.
- After pressing the voice icon, wait until after the tone sounds and “Listening” appears before saying a command. Any command spoken prior to this does not register with the system.
- Speak naturally, without long pauses between words.
- At any time you can interrupt the system while it is speaking by pressing the voice icon.

#### **Voice settings**

Voice settings allow you to customize the level of system interaction, help and feedback. The system defaults to standard interaction which uses candidate lists and confirmation prompts as these provide the highest level of guidance and feedback.

**Interaction Mode:** Novice mode provides more detailed interaction and guidance while the advanced mode has less audible interaction and more tone prompts.

**Confirmation Prompts:** Confirmation prompts are short questions the system asks when it is not sure of your request or when there are multiple possible responses to your request. If turned off, the system simply makes a best guess as to what you requested and you may still occasionally be asked to confirm settings.

**SYSTEM MENU FEATURES**

Your system offers many menu features such as allowing you to adjust the touchscreen brightness, time and language, feedback and system settings. You can access these options by pressing the MENU hard button.

If you select:	You can:
<b>Display</b>	Adjust settings for the touch screen. <b>Brightness</b> allows you to adjust screen brightness by touching + or -. <b>Contrast</b> allows you to adjust screen contrast by touching + or -. <b>Day/Night Mode</b> allows you to select Day mode, Night mode or have the system automatically switch for you by selecting Auto mode. <b>Daytime Color</b> allows you to select a light or dark color for daytime screen lighting. <b>Note:</b> When the headlamps are on under very bright outdoor light conditions, the system remains in day mode, even if night is selected.
<b>Clock</b>	Adjust settings for the clock. <b>Note:</b> If your vehicle is equipped with an in-dash analog clock, you can set the time on this screen but it may not appear in status bar for viewing purposes. <b>Display Clock</b> allows you to turn the clock on or off. <b>Format</b> allows you to switch between 12- and 24-hour clock display. <b>Auto Time Zone</b> allows you to have the system automatically switch the time whenever you enter a new time zone. <b>Note:</b> The system does not implement daylight savings time. <b>Restore Defaults</b> allows you to restore system defaults.

If you select:	You can:
<b>Feedback</b>	<p>Train the system to better recognize your voice. Two profiles can be created; see <i>Voice recognition</i> later in this section.</p> <p><b>Touch Screen Button Beep</b> allows you to select when the system sounds an audible tone: All Buttons (whenever any system button is touched), Touch Screen (only when touch screen selections are made) or Off (no audible tones at all).</p> <p><b>Voice Volume</b> allows you to change navigation voice and audible tone volume by touching + or -.</p> <p><b>Satellite Radio Channel Name</b> allows you to choose to display the satellite radio channel name.</p> <p><b>Voice Recognition Interaction Mode</b> allows you to choose the level of system interaction and feedback. Standard is the default and provides the most interaction and feedback using prompts. Advanced uses less feedback and prompts.</p> <p><b>Voice Recognition Confirmation</b> allows you to choose level of voice command confirmation. Selecting On causes the system to always ask to confirm a command. Selecting Off causes the system to ask for confirmation less frequently.</p> <p><b>Voice Recognition User Profile</b> allows you to switch between user profiles.</p>

If you select:	You can:
<b>System Settings</b>	<p>Choose basic system settings.</p> <p><b>Language</b> allows you to choose between English, Spanish and French.</p> <p><b>Units</b> allows you to choose between English and Metric measurements.</p> <p><b>Keyboard Layout</b> allows you to choose between an ABC or QWERTY keyboard.</p> <p><b>Delete Stored Items</b> allows you to choose to delete all of the entries from Address Book, Previous Destinations, Avoid Areas, Saved Photos and Voice Recognition Profiles. Touch View to see what entries have been stored.</p> <p><b>Restore Factory Default Settings</b> allows you to restore factory default settings.</p>
<b>Valet Mode</b>	<p>Lock and unlock the system using a four-digit PIN.</p> <p><b>Note:</b> The PIN can be reset by simultaneously pressing and holding presets 1 and 5 while on the PIN entry screen. After approximately five seconds, the system transitions to the valet mode screen indicating that the PIN is reset. Once you have reset the PIN, the system then allows you to set a new PIN.</p>
<b>Voice Control</b>	<p>Set the system to automatically listen for USB or SYNC voice commands first. This eliminates the need to say “USB” or “User Device” before any SYNC media commands.</p>

**LISTENING TO MUSIC**

Your system offers many media options. You can access these options using the touchscreen or voice commands.

**AM/FM radio**

Press the RADIO hard button.

To change between AM and FM1/FM2, touch the AM or FM tab.

When you select:	You can:
<b>Show Options</b>	Select from additional listening options. <b>Scan</b> allows you to hear a brief sampling of all radio stations. <b>Scan Presets</b> allows you to hear a brief sampling of all stations stored in the memory presets. <b>Autoset Presets</b> allows you to store the strongest local stations available in the AM and FM frequency bands. <b>HD Radio</b> allows you to receive radio broadcasts digitally (where available), providing free, crystal clear sound. Refer to the <i>HD Radio™ information</i> in the following section. <sup>1</sup> <b>Multicast</b> allows you to choose which HD radio broadcast you would like to receive. When HD Radio broadcasts are available, this button appears if the selected station has more than one digital broadcast. HD1 signifies the main programming status and is available in analog and digital broadcasts. Any additional multicast stations (HD2–HD8) are digitally broadcast and can be accessed by pressing Multicast. Refer to HD Radio Information in the following section for more information. <sup>1,2</sup>
<b>Show Presets</b>	View the preset stations. To save a station, press and hold one of the memory preset hard buttons or memory preset areas on the touch screen. There is a brief mute while the station is being saved, then sound returns when it's done.



When you select:	You can:
<b>Set PTY/All</b>	Select a category of music you would like to search for and then choose to either seek or scan for the stations. <sup>2</sup> <b>Note:</b> The system scans the frequency band three times for the chosen program type. If the program type is unavailable in your reception range, the system returns to the previous station.
<sup>1</sup> U.S only	
<sup>2</sup> FM1/FM2 radio tab only	

**Audio and radio voice commands**



If you are listening to the audio system, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not listening to the audio system, press the voice button and, after the tone, say “Audio”, then any of the commands in the following chart.

<b>“AUDIO”</b>
“On”
“Off ”
“Headphones”
“Headphones off”
“Jukebox”
“Disc”
“CD”
“DVD”
“Video CD”
“Radio”
“Sirius”
“SYNC”
“Line in”
“USB”
“User Device”

<b>“AUDIO”</b>
“Phone”
“Read Message”
“Help”



If you are listening to the radio, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not listening to the radio, press the voice button and, after the tone, say “Radio”, then any of the commands in the following chart.

<b>“RADIO”</b>
“On”
“Off ”
“<530–1710>”
“<87.7–107.9>”
“AM <530–1710>”
“FM <87.7–107.9>”
“AM”
“FM1”
“FM2”
“Preset <1–6>”
“AM preset <1–6>”
“FM1 preset <1–6>”
“FM2 preset <1–6>”
“Tune”*
“Help”
*If you have said, “Tune”, refer to the following “Tune” chart.

<b>“TUNE”</b>
“<530–1710>”
“<87.7–107.9>”
“AM <530–1710>”
“FM <87.7–107.9>”
“AM”
“FM1”

<b>“TUNE”</b>
“FM2”
“Preset <1-6>”
“AM preset <1-6>”
“FM1 preset <1-6>”
“FM2 preset <1-6>”
“Help”

**HD Radio® information (if available)**

**Note:** HD Radio broadcasts are not available in all markets.

HD Radio™ technology is the digital evolution of analog AM/FM radio. Your system has a special receiver which allows it to receive digital broadcasts (where available) in addition to the analog broadcasts it already receives. Digital broadcasts provide a better sound quality than analog broadcasts with free, crystal clear audio and no static or distortion. For more information, and a guide to available stations and programming, please visit [www.hdradio.com](http://www.hdradio.com).

When this feature is enabled and you are tuned to a station broadcasting HD Radio technology, you may notice the following indicators on your screen:



**HD) logo** blinks when a digital station is being acquired and is solid when digital audio is playing. When this logo is available, you may also see Title and Artist fields on-screen.



**Multicast indicator** appears in FM mode (only) if the current station is broadcasting multiple digital broadcasts.

The numbers that are highlighted signify available digital channels where new or different content is available. HD1 signifies the main programming status and is available in analog and digital broadcasts. Any additional multicast stations (HD2–HD7) are only broadcast digitally.

When HD Radio broadcasts are active, you can access the following functions:

When you select:	You can:
Scan	Hear a brief sampling of all available stations. This feature still works when HD Radio reception is activated, although it does not scan for HD2-HD7 channels. You may see the HD logo appear if the station has a digital broadcast.
Seek	Hear the next strong radio station. If the current station has multiple digital broadcasts, the multicast indicator appears. Press Seek repeatedly to advance through all available broadcasts. If you are on the last multicast channel, press Seek to advance to the next strong station.
Tune	Go up and down the frequency in individual increments. If the current station has multiple digital broadcasts, the multicast indicator appears. Press Tune repeatedly to advance through all available broadcasts. If you are on the last broadcast channel, turn to advance to the next frequency on the band.
Set PTY/All	Select a category of music you would like to search for and then choose to either seek or scan for the stations. <b>Note:</b> The system scans the frequency band three times for the chosen program type. If the program type is unavailable in your reception range, the system returns to the previous station.

When you select:	You can:
Multicast	Allows you to choose which HD radio broadcast you would like to receive. When HD Radio broadcasts are available, this button appears if the selected station has more than one digital broadcast. HD1 signifies the main programming status and is available in analog and digital broadcasts. Any additional multicast stations (HD2–HD8) are digitally broadcast and can be accessed by pressing Multicast.
To save a multicast station as a preset	When the channel is active on-screen, press and hold a memory preset slot on the right of the screen until the sound returns. There is a brief mute, then the sound returns signifying it was saved. When recalling a HD2 or HD3 memory preset, there is a mute before the digital audio is played as the system must once again acquire the digital signal. If you have turned this feature off and pressed a memory preset containing an HD Radio broadcast station, a pop-up appears asking you if you would like to turn the feature back on. As with any saved radio station, you cannot access the saved station if your vehicle is outside the station's reception area.

**HD Radio reception/station troubleshooting**

<b>Potential reception issues</b>	
Reception area	<p>If you are listening to a multicast station and you are on the fringe of the reception area, the station may mute due to weak signal strength.</p> <p>If you are listening to HD1, the system switches back to the analog broadcast until the digital broadcast is available again.</p> <p>However, if you are listening to any of the possible HD2–HD7 multicast channels, the station mutes and stay muted unless it is able to connect to the digital signal again.</p>
Station blending	<p>When a station is first received (aside from HD2–HD7 multicast stations), the system first plays the station in the analog version and then, if receiver verifies the station is an HD Radio station, it shifts to the digital version. Depending on the station quality, you may hear a slight sound change when the station changes from analog to digital. This shift from analog to digital sound or digital back to analog, is known as “blending”.</p>

In order to provide the best possible experience, a contact form has been developed to report any station issues found while listening to a station broadcasting with HD Radio technology. Every station is independently owned and operated. These stations are responsible for ensuring all audio streams and data fields are accurate.

See the following chart for potential station issues.

<b>Potential station issues</b>		
<b>Issue</b>	<b>Cause</b>	<b>Action</b>
Echo, stutter, skip or repeat in audio. Increase or decrease in audio volume.	Poor time-alignment by the radio broadcaster.	None - broadcast issue.
Sound fading or blending in and out	The radio is shifting between analog and digital audio.	None - reception issue that may clear up as you continue to drive.
Audio mute delay when selecting HD2/HD3, multicast preset or direct tune.	The digital multicast is not available until the HD Radio broadcast is decoded. Once decoded, the audio is available.	None - this is normal behavior. Wait until the audio is available.
Cannot access HD2/HD3 multicast channel when recalling a preset or from a direct tune	The previously stored multicast preset or direct tune is not available in your current reception area.	None - the station is not available in your current location.
Text information does not match currently playing audio	Data service issue by the radio broadcaster.	Fill out the station issue form at website listed below.*
No text information shown for currently selected frequency	Data service issue by the radio broadcaster.	Fill out the station issue form at website listed below.*
HD2–HD7 stations not found when Scan is pressed.	Pressing Scan disables HD2–HD7 channel search.	None - this is normal behavior.
* <a href="http://www.ibiquity.com/automotive/report_radio_station_experiences">http://www.ibiquity.com/automotive/report_radio_station_experiences</a>		

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#### **HD radio voice commands**



If you are listening to the radio, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not listening to the radio, press the voice button and, after the tone, say "Radio", then any of the commands in the following chart.

<b>"RADIO"</b>
"<87.7 - 107.9> HD <1-8>"
"FM <87.7-107.9> HD <1-8>"
"Tune HD <1-8>"*
"Help"
*If you have said, "Tune", refer to the following "Tune" chart.
<b>"TUNE"</b>
"<87.7 - 107.9> HD <1-8>"
"FM <87.7-107.9> HD <1-8>"
"Tune HD <1-8>"
"Help"



**SIRIUS® satellite radio (if activated)**



Press the RADIO hard button, then select SAT on the touch screen.

When you select:	You can:
SAT123	Access three different satellite radio modes (SAT1, SAT2 or SAT3)
Scan	Allows you to hear a brief sampling of all satellite radio channels within the current genre.
Scan Presets	Allows you to hear a brief sampling of all channels stored in the memory presets.
Channel Guide	See a list of channels sorted by genre and also skip or lock out certain channels. Select the desired genre and choose a channel by pressing the channel name button. You can then choose to “Skip” or “Lock” a certain channel. A skipped channel is not accessible using the tune knob, scan or seek functions. (To access the skipped channel, select ‘Direct Tune’ and enter the channel number.) A locked channel can only be accessed by entering the “Channel Guide” and then entering the system’s PIN.
Direct Tune	Enter the desired satellite channel number using the on-screen keypad.
Set Genre	Allows you to choose from a list of genres. Once a genre is chosen and you press SEEK, it will only look for channels in that genre.

When you select:	You can:
Memo	<p>Allows you to save a song title and artist to the system. When the saved song is playing on any satellite radio channel, the system alerts you with a pop-up in the lower status bar. You can either tune to the station or ignore the pop-up. When you are in the Memo screen, the following options are available:</p> <p><b>Refresh</b> allows you to refresh the current artist and title information.</p> <p><b>Song Alert</b> allows you to store the song information displayed in the Title Field. When the stored song is played in the future, an audio and visual notification is initiated.</p> <p><b>Artist Alert</b> allows you to store the artist information currently displayed in the Artist Field. When that artist is played again, the system alerts you with a pop-up.</p> <p><b>Alert On/Off</b> allows you to select Artists and Titles that you would like the system to alert you to when they are playing on other channels.</p> <p><b>Note:</b> SIRIUS® does not support the Alert feature on all channels. Ford Motor Company shall not be responsible for Alert feature variation.</p>
Show Presets	Display presets at the bottom of the screen.

### **SIRIUS® satellite radio voice commands**



If you are listening to SIRIUS® satellite radio, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not listening to SIRIUS® satellite radio, press the voice button and, after the tone, say “SIRIUS”, then any of the commands in the following chart.

<b>“SIRIUS”</b>
“Sirius On”
“Sirius off”

<b>“SIRIUS”</b>
“<0-233>”
“<Channel name>”
“SAT 1”
“SAT 2”
“SAT 3”
“Preset <#>”
“SAT 1 preset <#>”
“SAT 2 preset <#>”
“SAT 3 preset <#>”
“Seek up”
“Seek down ”
“Store preset <1-6>”
“Store SAT1 preset <1-6>”
“Store SAT2 preset <1-6>”
“Store SAT3 preset <1-6>”
“Tune”*
“Help”
*If you have said, “Tune”, refer to the following “Tune” chart.
<b>“TUNE”</b>
“<0-233>”
“<Channel name>”
“SAT 1”
“SAT 2”
“SAT 3”
“Preset <#>”
“SAT 1 preset <#>”
“SAT 2 preset <#>”
“SAT 3 preset <#>”
“Help”

**SIRIUS® information**

**Note:** SIRIUS® reserves the unrestricted right to change, rearrange, add or delete programming including canceling, moving or adding particular channels, and its prices, at any time, with or without notice to you. Ford Motor Company shall not be responsible for any such programming changes.



SIRIUS® satellite radio is a subscription-based satellite radio service that broadcasts a variety of music, sports, news, weather, traffic and entertainment programming. Your factory-installed SIRIUS® satellite radio system includes

hardware and a limited subscription term which begins on the date of sale or lease of the vehicle. Refer to your authorized dealer for availability.

For more information on extended subscription terms (a service fee is required), the online media player and a complete list of SIRIUS® satellite radio channels, and other features, please visit [www.siriusxm.com](http://www.siriusxm.com) in the United States, [www.sirius.ca](http://www.sirius.ca) in Canada, or call SIRIUS® at 1-888-539-7474.

**Satellite radio electronic serial number (ESN):** You need your ESN to activate, modify or track your satellite radio account. The ESN is found on the System Information Screen (SR ESN:XXXXXXXXXXXX). To access your ESN, press the I button on the navigation screen, then select the System Info tab.

Potential satellite radio reception issues	
<b>Antenna obstructions</b>	For optimal reception performance, keep the antenna clear of snow and ice build-up and keep luggage and other material as far away from the antenna as possible.
<b>Terrain</b>	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with your reception.

<b>Potential satellite radio reception issues</b>	
<b>Station overload</b>	When you pass a ground-based broadcast repeating tower, a stronger signal may overtake a weaker one and result the audio system muting.
<b>Satellite radio signal interference</b>	Your display may show ACQUIRING . . . to indicate the interference and the audio system may mute.

<b>SIRIUS® troubleshooting tips</b>		
<b>Radio Display</b>	<b>Condition</b>	<b>Possible Action</b>
Acquiring	Radio requires more than two seconds to produce audio for the selected channel.	No action required. This message should disappear shortly.
Sat Fault/SIRIUS® system failure	Internal module or system failure present.	If this message does not clear shortly, or with an ignition key cycle, your receiver may have a fault. See your authorized dealer for service.
Invalid Channel	Channel no longer available.	Tune to another channel or choose another preset.
Unsubscribed Channel	Subscription not available for this channel.	Contact SIRIUS® at 1-888-539-7474 to subscribe to the channel, or tune to another channel.
No Signal	Loss of signal from the SIRIUS® satellite or SIRIUS® tower to the vehicle antenna.	The signal is currently being blocked. When you move into an open area, the signal should return.

SIRIUS® troubleshooting tips		
Radio Display	Condition	Possible Action
Updating	Update of channel programming in progress.	No action required. The process may take up to three minutes.
Call SIRIUS® 1-888-539-7474	Satellite service has been deactivated by SIRIUS® Satellite Radio.	Call SIRIUS® at 1-888-539-7474 to reactivate or resolve subscription issues.
No Channels Available	All the channels in the selected category are skipped or locked.	Using the channel guide, unlock or unskip the channels.
Subscription Updated	SIRIUS® has updated the channels available for your vehicle.	No action required.

**CD**

Press the MEDIA hard button, then select the CD tab on the touch screen. If there is no disc in the system, NO DISC appears in the status bar and you cannot access the CD screen.

Once a disc is loaded, you can choose from Scan, Compress, Repeat, Shuffle, Track List and Record.

When you select:	You can:
Scan	Hear a brief sampling of all listenable tracks.
Compress	Turn the compression feature on and off. This feature boosts more quiet music and lowers louder music to minimize the need for volume adjustment.
Repeat	Hear the selected track continuously.
Shuffle	Play the tracks in a random order.
Track List	View a list of the tracks.
Record	Save the CD or CD tracks into the Jukebox to hear them played later.

**CD voice commands**



If you are listening to a CD, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not listening to a CD, press the voice button and, after the tone, say “CD”, then any of the commands in the following chart.

CD voice commands
“Play”
“Pause”
“Repeat”
“Repeat off”
“Shuffle”
“Shuffle off”
“Play next track”
“Play previous track”
“Play track <1-512>”
“Play folder <1-255>”
“Play folder <1-255> track <1-512>”
“Play next folder”
“Play previous folder”
“Folder mode”
“Folder mode off”
“Repeat track”
“Repeat folder”
“Help”

**MP3**

Press the MEDIA hard button, then select the CD tab on the touch screen. If there is no disc in the system, NO DISC appears in the status bar and you cannot access the CD screen.

Once a disc is loaded, you can choose from Scan, Compress, Repeat, Shuffle, Folder Mode and Folder List.

<b>When you select:</b>	<b>You can:</b>
<b>Scan</b>	Hear a brief sampling of all listenable tracks.
<b>Compress</b>	Turn the compression feature on and off. This feature boosts more quiet music and lowers louder music to minimize the need for volume adjustment.
<b>Repeat</b>	Hear the selected track continuously.
<b>Shuffle</b>	Play the tracks in a random order.
<b>Folder Mode</b>	Listen to and seek through songs within the current folder.
<b>Folder List</b>	Access and view folders on the disc. Select the root folder (if available), then any other folder on the disc.

**DVD**

**Note:** Your system only plays NTSC formatted discs. PAL format is not supported.

Your system allows you to play DVD audio and video discs. Make sure the vehicle is in P (Park) (vehicles equipped with an automatic transmission) or the parking brake is engaged (vehicles equipped with a manual transmission). This allows you to be able to view and hear the DVD. If the vehicle is moving, the video does not play.

<b>When you select:</b>	<b>You can:</b>
<b>Title</b>	Go to the disc's main title screen.
<b>Menu</b>	Go to the disc's main menu.
<b>Cursor Controls</b>	Navigate to the desired menu selections.



When you select:	You can:
<b>Settings</b>	Adjust certain settings of the DVD player, such as: <b>Video Display Settings</b> allows you to adjust the brightness and contrast. You can also choose to return to the default settings by pressing “Restore Default”. <b>Audio Language</b> allows you to choose which language you would like the DVD audio track to play in. <b>Subtitle Display</b> allows you to turn subtitles on and off. <b>Subtitle Language</b> allows you to choose which language you would like the subtitles to appear. <b>Aspect Ratio</b> allows you to choose wide, full, normal or cinema display. <b>Angle Mark Notification</b> allows you to have more viewing angles from which to select. Once you have made your selection, press ENTER to confirm.
<b>Search</b>	Go to a specific title or chapter using the keypad.
<b>Note:</b> Some of the above settings are disc-dependent and availability and operation may vary.	



During disc play, you can also touch the screen to access the “virtual remote” which allows you to “Move Controls” on the screen as well as use the cursor controls, “Enter” and “Return” to navigate and make selections within the menus.

Dolby® noise reduction is manufactured under license from Dolby® Laboratories Licensing Corporation. “Dolby®” and the double-D symbol are registered trademarks of Dolby® Laboratories Licensing Corporation.

**Disc voice commands**

If you are listening to or watching a disc, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not listening to or watching a disc, press the voice button and, after the tone, say “Disc”, then any of the commands in the following chart.

<b>Disc voice commands</b>
“Play”
“Pause”
“Menu”
“Title menu”
“Play next title”
“Play previous title”
“Play title <1-99>”
“Play next chapter”
“Play previous chapter”
“Play chapter <1-999>”
“Play next group”
“Play previous group”
“Play group <1-9>”
“Repeat”
“Repeat off”
“Shuffle”
“Shuffle off”
“Play next track”
“Play previous track”
“Play track <1-512>”
“Play folder <1-255>”
“Play folder <1-255> track <1-512>”
“Play next folder”
“Play previous folder”
“Folder mode”
“Folder mode off”
“Help”

**DVD voice commands**



If you are watching a DVD, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not watching a DVD, press the voice button and, after the tone, say “DVD”, then any of the commands in the following chart.

DVD voice commands
“Play”
“Pause”
“Menu”
“Menu title”
“Play next title”
“Play previous title”
“Play title <1-99>”
“Play next chapter”
“Play previous chapter”
“Play chapter <1-999>”
“Play next group”
“Play group <1-9>”
“Repeat”
“Repeat off”
“Play next track <1-512>”
“Play previous track”

**Video CD voice commands**



If you are watching a video CD, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not watching a video CD, press the voice button and, after the tone, say “Video CD”, then any of the commands in the following chart.

Video CD voice commands
“Play”
“Pause”
“Play next track”
“Play previous track”
“Play track <1-512>”
“Help”

**Jukebox**

Your system has a Jukebox feature which allows you to save desired tracks or CDs to the hard drive for later access. The hard drive can store up to 10 GB\* (164 hours; approximately 2,472 tracks) of music. The system contains a Gracenote® media database that allows for display of song title, album title, and album cover art. After saving music to the hard drive, you can access and play your music by specific tracks, artists, albums or genres. You can even choose to create and access your own playlists.

**\*Note:** 1 GB equals one billion bytes (1,000,000,000B).

**Recording music to your jukebox**

To record music to your jukebox:

1. Insert a CD, then select Record on the touch screen.
2. Select individual tracks or press Select All to record the entire CD.  
**Note:** The system automatically saves all tracks if none are selected.
3. Press Start Recording.

The progress shows at the bottom of the screen.

**Note:** If you are not actively listening to the disc being recorded, the record rate is much quicker (as fast as five minutes).

**Accessing the music in your jukebox**

Once you have saved music to your jukebox, you can then choose different ways to play the music.

1. Press the MEDIA hard button on the navigation system.
2. Select the Jukebox tab on the touch screen. You can then select from the following options:

<b>When you select:</b>	<b>You can:</b>
<b>Scan</b>	Hear a brief sampling of all listenable tracks.
<b>Repeat</b>	Hear the selected track continuously.
<b>Shuffle</b>	Play the tracks in a random order.

When you select:	You can:
<b>Music library</b>	<p>Access all of your saved music. You can choose to view or play the material in the following ways:</p> <p><b>Play All Tracks</b> allows you to play all tracks saved in the jukebox.</p> <p><b>Playlist</b> allows you to play your own playlist.</p> <p><b>Play genre</b> allows you to have the system play only music from a specific genre.</p> <p><b>Play artist</b> allows you to have the system play only music by a specific artist.</p> <p><b>Play album</b> allows you to have the system play only music from a specific album.</p>
<b>Options</b>	<p>View your other options.</p> <p><b>Edit Playlists</b> allows you to edit your playlists.</p> <p><b>Edit Music Library Contents</b> allows you to make changes to the content in your music library.</p> <p><b>Update Album Information from CD Database</b> allows you to update the residing album information from the Gracenote® database if a recent software update was performed.</p> <p><b>Hard Disk Drive Information</b> allows you to access the system's hard drive disc information such as used/free space and total capacity.</p> <p><b>CD Database Information</b> allows you to access the CD database information.</p>

**Creating a playlist**

Press the MEDIA hard button, then select the Jukebox tab on the touch screen.

1. Select Options.
2. Select Edit Playlists, then which playlist you would like to create.
3. Select which category you would like to access from your saved music.
4. Select the desired songs and then press Add. The system shows you the currently selected songs. You can choose to Edit Name to change the name of the playlist, Delete Playlist to remove it, Add Tracks to the playlist or Sort Playlist.
5. When you are done making any adjustments to the playlist, select Edit Name to rename your playlist.

**Jukebox voice commands**

If you are listening to music stored in the jukebox, press the voice button on the steering wheel controls. When prompted, say any of the commands in the following chart.

If you are not listening to music stored in the jukebox, press the voice button and, after the tone, say “Jukebox”, then any of the commands in the following chart.

<b>Jukebox voice commands</b>
“Play” <sup>1</sup>
“Pause”
“Repeat”
“Repeat off”
“Shuffle”
“Shuffle off”
“Play next track”
“Play previous track”
“Play genre <name>”
“Play artist <name>” <sup>1</sup>
“Play album <name>” <sup>1</sup>
“Play track <name>” <sup>1</sup>
“Play playlist <name>”
“Play playlist <1-5>”

<b>Jukebox voice commands</b>
“Search genre <name>” <sup>2</sup>
“Search artist <name>” <sup>2</sup>
“Search album <name>” <sup>2</sup>
“Search track <name>” <sup>2</sup>
“Refine album <name>” <sup>3</sup>
“Refine artist <name>” <sup>3</sup>
“Help”
<sup>1</sup> These commands can be said at any time during listening to the jukebox and after any of the search and refine commands.
<sup>2</sup> While listening to the jukebox, press the voice button on the steering wheel controls. When prompted, you may say any of these commands.
<sup>3</sup> Your search can be narrowed beyond the search command by using these commands.

**USER DEVICE**

If your vehicle is equipped with SYNC®, there is a User Device tab. For more information, refer to the SYNC® chapter.

**LINE IN (AUXILIARY INPUT JACK)**

Your vehicle is equipped with an audio input jack which allows a portable audio device to be plugged into your vehicle’s audio system. To turn this feature on, press the MEDIA hard button on the system.

For more information on the auxiliary input jack, refer to *Auxiliary input jack (Line in)* in the *Audio Systems* chapter.

**TOUCHSCREEN CLIMATE CONTROLS**

Press the CLIMATE hard button to access your climate control features. Depending on your vehicle line and option package, your climate screen may have different features than what is listed below .

<b>Climate control features</b>	
<b>Driver temperature</b>	Touch the arrows to increase or decrease the temperature.
<b>Manual controls</b>	Select any of the following airflow distribution modes: <b>Floor/Defrost</b> distributes air through the windshield defroster vents, demister vents, floor vents and rear seat floor vents, and provides outside air to reduce window fogging. <b>Panel</b> distributes air through the instrument panel vents. <b>Panel/Floor</b> distributes air through the instrument panel vents, demister vents, floor vents and rear seat floor vents. <b>Floor</b> distributes air through the demister vents, floor vents and rear seat floor vents. <b>Defrost</b> distributes air through the windshield defroster vents and demister vents. Touch to clear the windshield of fog and thin ice. Touch again to return to the previous airflow selection.
<b>Fan speed</b>	Touch + or – to increase or decrease fan speed.
<b>Passenger temperature</b>	Touch the arrows to increase or decrease the temperature.
<b>Dual</b>	Touch to turn on the passenger side temperature control.
<b>MAX A/C</b>	Touch to cool the vehicle with recirculated air. Touch again for normal A/C operation. MAX A/C is more economical and efficient than normal A/C mode.



**Climate control voice commands**



If you are not viewing the climate control screen, press the voice button and, after the tone, say “Climate”, then any of the commands in the following chart.

Climate control voice commands
“On”
“Off”
“Automatic”
“Dual off”
“A/C on”
“A/C off”
“Max A/C on”
“Max A/C off”
“Defrost”
“Defrost off”
“Rear Defrost”
“Rear defrost off”
“Recirc”
“Recirc off”
“Fan speed increase”
“Fan speed decrease”
“Temperature increase”
“Temperature decrease”
“Temperature <16.0–32.0>”
“Temperature <60–90>”
“Help”

**INFORMATION MENU FEATURES**

Under the Information menu, you can access features such as Where Am I? and SIRIUS® Travel Link™, view your calendar, see system information and get basic system help.

Press the I (Information) hard button to access these features.

**Where Am I?**

Press the I button and select the Where Am I? tab. The system gives you your current GPS location (latitude and longitude), the current street you are on as well as the street in front and behind the vehicle position along with distance information.

**Note:** Not all tab selections shown here will be available in all markets. Check with your authorized dealer for availability.

**SIRIUS® Travel Link™ (if equipped and if activated)**

**WARNING:** Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device or feature that may take their focus off the road. Your primary responsibility is the safe operation of the vehicle. We recommend against the use of any handheld device while driving, encourage the use of voice-operated systems when possible and that you become aware of applicable state and local laws that may affect use of electronic devices while driving.

**Note:** A paid subscription is required to access and use these features. Go to [www.siriusxm.com/travellink](http://www.siriusxm.com/travellink) for more information.

SIRIUS® Travel Link™ (if activated) can help you locate the best gas prices, find movie listings, get current traffic alerts, access the current weather map, get accurate ski conditions and scores to current sports games.



Press the information button and then select Sirius Travel Link™, then choose from any of the following services:

When you select:	You can:
<b>Traffic On Route</b>	Identify traffic incidents on your route, nearby your vehicle's current location or near any of your favorite places (if programmed).
<b>Traffic Nearby</b>	
<b>My Places</b>	
<b>Weather</b>	View the nearby weather, current weather, or the 5-day forecast for the chosen area. Select Weather Map to see storms, radar information, charts and winds. Select Area to select from a listing of weather locations. Also view ski conditions for a specific area
<b>Fuel Prices</b>	View fuel prices at stations close to your vehicle's location or on an active navigation route.
<b>Movie Listings</b>	View nearby movie theaters and their show times (if available).
<b>Sports Info.</b>	View scores and schedules from a variety of sports. You can also save up to 10 favorite teams for easier access. The score automatically refreshes when a game is in progress.

**SIRIUS® Travel Link™ voice commands**



Press the voice button and, after the tone, say "Travel Link", then any of the commands in the following chart:

<b>"Travel Link"</b>
"Traffic"
"Weather map"
"Weather"
"5-day weather forecast"
"Movie listings"
"Fuel prices"

<b>“Travel Link”</b>	
“Sports schedules”*	
“Sports scores”*	
“Sports headlines”*	
“Help”	
*If you have said, “Sports scores” or “Sports schedules” or “Sports headlines” you may say any of the commands in the following chart:	
<b>Sports-related commands</b>	
“NFL”	
“College football”	
“NHL”	
“College basketball”	
“NBA”	
“WNBA”	
“Baseball”	
“Golf”	
“MLS”	
“My teams”	
“Help”	
<b>Additional sports-related voice commands</b>	
“NFL scores”	“NFL schedule”
“NFL headlines”	“NBA scores”
“NBA schedule”	“NBA headlines”
“NHL scores”	“NHL schedule”
“NHL headlines”	“Baseball scores”
“Baseball schedule”	“Baseball headlines”
“College football scores”	“College football schedule”
“College football headlines”	“College basketball scores”
“College basketball schedule”	“College basketball schedule”
“Motor sports order”	“Motor sports schedule”
“Motor sports headlines”	“Golf leaderboard”
“Golf schedule”	“Golf headlines”

Additional sports-related voice commands	
“WNBA scores”	“MLS scores”
“WNBA schedule”	“MLS schedule”
“WNBA headlines”	“MLS headlines”
“My teams scores”	“My teams schedule”
“My team headlines”	“Help”

**Calendar**



Press the information button, then select Calendar. You can then select which month you would like to view by using the arrow buttons selecting Go to Today.

You can view calendars from one previous year and the next 10 years.

**Note:** Not all tab selections may be available in all markets. Check with your authorized dealer for availability.

**System information**



Press the information button, then select System Information.

In this screen you can view the following options:

- Phone number for your Customer Service Center
- Current system versions installed
- Current SIRIUS® Radio ESN
- SIRIUS® Travel Link™ ESN

**Note:** Not all tab selections may be available in all markets. Check with your authorized dealer for availability.

**Help**

The Help screen allows you to view basic information about controls and driving restrictions as well as traffic legend information and basic voice commands available in various modes.

<b>If you select:</b>	<b>You can:</b>
<b>Basic Operation</b>	View hard buttons on your navigation system. Press the desired icon to view the button description.
<b>Driving Restriction</b>	View the system's driving restriction.
<b>Traffic Legend</b>	View the color code for the Speed and Flow of roads on the navigation system. You can also select Traffic Incidents to help you differentiate between viewed and unviewed incidents.
<b>Voice Commands</b>	View a brief listing of possible voice commands in a specific mode.

**SOUND FEATURES**

The sound menu allows you to access and adjust settings such as Bass, Treble, Fade, Balance, Speed Compensated Volume (SCV) and the visualizer. Press the SOUND hard button.

<b>When you select:</b>	<b>You can:</b>
<b>Bass/Treble</b>	Increase or decrease levels by pressing + or -.
<b>Balance/Fade</b>	Adjust the sound between the left and right speakers (Balance) and front and rear speakers (Fade).
<b>SCV</b>	Have the system automatically adjust radio volume according to vehicle speed to compensate for road and wind noise. Select a level of compensation between 1 and 7 by pressing the corresponding button.
<b>Visualizer</b>	Turn the audio visualizer display on or off. <b>Note:</b> Turning the visualizer setting to off does not remove the visualizer on the home screen. You need to select a different view in order to remove the visualizer.

**NAVIGATION SYSTEM**

Your navigation system allows you to set a destination by using your touch screen or voice commands.

The navigation system contains map coverage for the United States, Puerto Rico and U.S. Virgin Islands, Canada and Mexico.

**Disclaimer**

A disclaimer appears once per ignition cycle when the DEST button is pressed. Press Accept to agree to the terms and access navigation functions. If you do not press Accept, you only have access to non-navigation functions. The disclaimer has information similar to the following:

- Always obey local traffic regulations.
- It is recommended to program the system only when stopped.
- Some functions are unavailable while the vehicle is in motion to help minimize distraction.
- Periodic map updates are available at an additional cost.

**Programming a destination using the touchscreen**

1. Press the DEST hard button.
2. Select from the following:
  - **Quick:** Allows you to cancel the route, access emergency destinations (such as a hospital or police), save your favorite destinations to presets for quick access, find the nearest point of interest (POI), and also to use a previous destination or an entry from your address book as a destination.
  - **Standard:** Allows you to set a destination using any of the following: Address Book, Previous Destination, Phone Number, Map, Street Address, POI, Freeway Exit/Entrance or Intersection. Selections on the standard screen are speed-dependent features.
  - **Edit Route:** Allows you to make any adjustments to the currently selected navigation route such as: Cancel, Detour, View Route, Edit Route Preferences, Edit Traffic Preferences, Edit Destination/Way Points and Edit Turn List.

**Programming a destination using voice commands**

Press the voice button on the steering wheel.

<b>If you want to:</b>	<b>Say:</b>
Enter an address	“Destination street address”
Enter an intersection	“Destination intersection”
Find a point of interest (POI) by its category	“Destination nearest <POI category>” or “Destination nearest POI”
Find a point of interest (POI) by its name	“Destination POI”
Go to a previous destination	“Destination previous destination”
Go to your home location	“Destination home”
Use a nametag from your address book	“Destination <nametag>”
Get help	“Help”

**Note:** If the system’s language is set to French or Spanish, the city and street names need to be spelled. When in Spelling Mode, you may speak letters or say, “Line #”. The system is designed to work even if you have made a spelling error.

**POI Categories**

Your system offers a variety of POI (Points of Interest) categories.

<b>Main categories</b>	
Food/Drink & Dining	Automotive
Travel & Transportation	Shopping
Financial	Entertainment & Arts
Emergency	Recreation & Sports
Community	Government
Health & Medicine	Domestic Services



Within these main categories, there are subcategories which contain more listings:

Subcategories
Restaurant
Golf
Parking
Home & Garden
Personal Care Services
Auto Dealership
Govt. Office
Public Transit
Education

To expand these listings, press the + in front of the POI listing.

The system also allows you to sort the POIs alphabetically, by distance or by cityseekr listings (if available).

**Setting your navigation preferences**

Select settings for the system to take into account when planning your route. Press the NAV hard button.

When you select:	You can:
<b>Map Preferences</b>	Access and adjust map content such as Street Name, Time to Destination, Speed Limit , Breadcrumbs, Points of Interest (POI) icons, Map View, Bird's Eye View and Turn List Format.
<b>Route Preferences</b>	Choose between Shortest Distance or Fastest Time when navigating a route. Also select to avoid freeways, toll roads ferries, etc.
<b>Traffic Preferences</b>	Have the system color code roads according to speed of traffic flow or add special icons to the map for things such as road work, accidents, etc. You can also choose to receive traffic alerts.*

When you select:	You can:
<b>Navigation Preferences</b>	Access and adjust guidance prompts, average speed, fuel price display, calibration and default settings.
<b>Avoid Areas</b>	Choose areas which you want the system to avoid when calculating a route for you. The system does its best to avoid the items and areas that have been set. There may be some situations where it is impossible to completely avoid the selection(s). For example, if a destination or waypoint is located in an area that is set to avoid, the system cannot avoid it.
*Requires SIRIUS® Travel Link™, which is only available in the U.S.	

### Map mode

Press the MAP hard button to view map mode. When in map mode, an icon appears on the upper left side of the screen; this is a toggle button to change the view of the map display.

Roads on the map are displayed in a variety of colors. Building footprints display areas of major buildings in the 20 largest cities in the U.S. These areas may be displayed depending on their size and the map zoom level.



**Heading up** always shows the direction of forward travel to be upward on the screen. This view is available for map scales up to 2.5 mi (4 km). For larger map scales, this setting is remembered, but the map is shown in North up only. If the scale returns below this level, then Heading up is restored.



**North up** always shows the northern direction to be upward on the screen.

### Map icons



**Vehicle mark** shows current location of the vehicle. It stays in the center of the map display, except when in scroll mode.



**Scroll cursor** allows you to scroll the map; the icon is fixed in the center of the screen. The map position closest to the cursor is in a window on the top center part of the screen.



**Address book entry default icon(s)** indicate the location on the map of an address book entry. This is the default symbol shown after the entry has been stored to the Address Book by any method other than the map. A different icon can be selected from the 22 icons available; each icon can be used more than once.



**Home** indicates the location on the map currently stored as the home position. Only one entry from the Address Book can be saved as Home. This icon cannot be changed.



**POI (Point Of Interest) icons** can be displayed on the map and can be turned on or off. There are about 56 subcategories of POIs that can be selected to be displayed on the map one at a time.



**Starting point** indicates the starting point of a planned route.



**Waypoints** indicates the location of a waypoint on the map. The number inside the circle is different for each waypoint and represents the position of the waypoint in the route list.



**Destination symbol** indicates the ending point of a planned route.



**Next maneuver point** indicates the location of the next turn on the planned route.



**No GPS symbol** indicates that insufficient GPS satellite signals are available for accurate map positioning. This icon may be intermittently displayed under normal operation in an area with poor GPS access.

**Quick touch buttons**

When in map mode, touch anywhere on the map display to access the following options:

<b>When you select:</b>	<b>You can:</b>
<b>Set as Dest</b>	Select a scrolled location on the map as your destination. (You may scroll the map by pressing your index finger on the map display. When you reach the desired location, simply let go and then press Set as Dest.)
<b>Set as Waypoint</b>	Set the current location as a waypoint.
<b>Save to Address Book</b>	Save the current location to the address book.
<b>POI Icons On/Off</b>	Select POI icons to be displayed on the map. Up to three icons can be selected for display on the map at the same time.
<b>View Traffic</b>	Adjust the map display to the right scale. This scale allows the entire route to be visible in the screen.
<b>View/Edit Route</b>	Access these features when a route is active: Cancel route Edit route preferences Edit destination/waypoints View route Edit traffic preferences* Edit turn list

When you select:	You can:
<p><b>Map Scrolling</b></p>	<p><b>Single scroll mode</b> allows you to press and release on the map display to bring the pressed position to the center of the screen. The scroll mode will time out after five minutes of inactivity.</p> <p><b>Continuous scroll mode</b> allows you to press and hold to begin scrolling continuously in one of eight directions closest to the point that is pressed. The scroll continues until the map is released, and increases in speed after three seconds. This is not possible if the vehicle is moving. The scroll mode will time out after five minutes of inactivity.</p>
<p>*Requires SIRIUS Travel Link™ to be activated.</p>	



A scrolling circle appears in the center of the screen when in 3D map mode. Trace the circle with your finger to rotate the map.

Navteq is the digital map provider for the navigation application. If you find map data errors, you may report them directly to Navteq by going to <http://mapreporter.navteq.com>. Navteq evaluates all reported map errors and responds with the result of their investigation by e-mail.

**Navigation Map Updates**

Annual navigation map updates are available for purchase through your dealership, by calling 1-800-NAVMAPS or going to [www.navigation.com/ford](http://www.navigation.com/ford). You need to specify the make and model of your vehicle to determine if there is an update available.

**Navigation voice commands**

When in navigation mode, press the voice button on the steering wheel controls. After the tone, say “Navigation”, then any of the following commands:

Navigation system voice commands	
“Repeat instruction”	“Detour”
“Cancel route”	“Cancel next waypoint”
“Show turn list”	“Show route”
Show destination	Show next waypoint
“Show map”	“Show north up”
Show heading up	“Select map POI icons”
“Voice on”	“Voice off”
“Voice volume increase”	“Voice volume decrease”
“Zoom in”	“Zoom out”
“Destination”*	“Destination home”
“Destination <nametag>”	“Destination <POI category>”
“Destination POI”	“Destination nearest <POI category>”
“Destination street address”	“Destination intersection”
“Destination previous destination”	“Destination nearest POI”
“Play Nametags”	“Help”

\*If you have said the command, “Destination”, you may say any of the above commands or commands in the following Destination chart.

“DESTINATION”
“Home”
“<nametag>”
“Street address”
“Intersection”
“Previous destination”
“POI”
“<POI category>”
“POI category”
“Nearest <POI category>”
“Nearest POI”
“Help”

**Troubleshooting**

Symptoms	Possible Cause	Action
Focus Error	System unable to play reproduced disc.	Contact your dealer.
Bad Disc	Disc was inserted upside down or the system is unable to read the information on the disc.	The system automatically ejects the disc.
Track Error	The system is unable to reproduce a corrupt MP3 file.	The system skips the corrupted track.
Invalid Disc Detected	Dirty CD/DVD or unsupported format	Wipe the CD/DVD with a dry, soft cloth from the center to the outer edge of the disc.
Address Not Found/Address Range Does Not Exist. Show the midpoint of the street? (Popup window)	The house number entered is not registered in the database.	Press NO and enter a valid number for the specified street, or press YES to view the middle point of the street.
Navigation Fault. A system fault has been detected that may cause the navigation to perform abnormally. Please contact your dealership. (Popup window)	System hardware or software error	Contact your dealer.
Error. PINs did not match. Please re-enter. (Popup window)	A different PIN was entered to unlock the system for valet mode.	Press OK and try entering PIN again. If unable, contact your dealer.
Invalid PIN. Please Re-enter. (Popup window)	System does not recognize PIN as valid.	Press OK and enter different PIN to lock the system.

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**End user notice****Microsoft® Windows® Mobile for Automotive Important Safety Information**

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**Read and follow instructions**

Before using your Windows Automotive-based system, read and follow all instructions and safety information provided in this end user manual (“User’s Guide”). Not following precautions found in this User’s Guide can lead to an accident or other serious consequences.

**Keep User’s Guide in Vehicle**

When kept in the vehicle, the User’s Guide will be a ready reference for you and other users unfamiliar with the Windows Automotive-based system. Please make certain that before using the system for the first time, all persons have access to the User’s Guide and read its instructions and safety information carefully.



**WARNING:** Operating certain parts of this system while driving can distract your attention away from the road, and possibly cause an accident or other serious consequences. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

**General Operation****Voice Command Control**

Functions within the Windows Automotive-based system may be accomplished using only voice commands. Using voice commands while driving allows you to operate the system without removing your hands from the wheel.

**Prolonged Views of Screen**

Do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

**Volume Setting**

Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

**Use of Speech Recognition Functions**

Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor any speech recognition functions included in the system and address any errors.

**Navigation Features**

Any navigation features included in the system are intended to provide turn by turn instructions to get you to a desired destination. Please make certain all persons using this system carefully read and follow instructions and safety information fully.

**Distraction Hazard**

Any navigation features may require manual (non-verbal) setup. Attempting to perform such set-up or insert data while driving can seriously distract your attention and could cause an accident or other serious consequences. Stop the vehicle in a safe and legal manner before attempting these operations.

**Let Your Judgment Prevail**

Any navigation features are provided only as an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. Any such feature is not a substitute for your personal judgment. Any route suggestions made by this system should never replace any local traffic regulations or your personal judgment or knowledge of safe driving practices.

**Route Safety**

Do not follow the route suggestions if doing so would result in an unsafe or illegal maneuver, if you would be placed in an unsafe situation, or if you would be directed into an area that you consider unsafe. The driver is ultimately responsible for the safe operation of the vehicle and therefore, must evaluate whether it is safe to follow the suggested directions.

**Potential Map Inaccuracy**

Maps used by this system may be inaccurate because of changes in roads, traffic controls or driving conditions. Always use good judgment and common sense when following the suggested routes.

**Emergency Services**

Do not rely on any navigation features included in the system to route you to emergency services. Ask local authorities or an emergency services operator for these locations. Not all emergency services such as police, fire stations, hospitals and clinics are likely to be contained in the map database for such navigation features.

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TeleNav may revise this Agreement and the privacy policy at any time, with or without notice to you. You agree to visit <http://www.telenav.com> from time to time to review the then current version of this Agreement and of the privacy policy.

**1. Safe and Lawful Use**

You acknowledge that devoting attention to the TeleNav Software may pose a risk of injury or death to you and others in situations that otherwise require your undivided attention, and you therefore agree to comply with the following when using the TeleNav Software: (a) observe all traffic laws and otherwise drive safely; (b) use your own personal judgment while driving. If you feel that a route suggested by the TeleNav Software instructs you to perform an unsafe or illegal maneuver, places you in an unsafe situation, or directs you into an area that you consider to be unsafe, do not follow such instructions; (c) do not input destinations, or otherwise manipulate the TeleNav Software, unless your vehicle is stationary and parked; (d) do not use the TeleNav Software for



any illegal, unauthorized, unintended, unsafe, hazardous, or unlawful purposes, or in any manner inconsistent with this Agreement; (e) arrange all GPS and wireless devices and cables necessary for use of the TeleNav Software in a secure manner in your vehicle so that they will not interfere with your driving and will not prevent the operation of any safety device (such as an airbag).

You agree to indemnify and hold TeleNav harmless against all claims resulting from any dangerous or otherwise inappropriate use of the TeleNav Software in any moving vehicle, including as a result of your failure to comply with the directions above.

### **2. Account Information**

You agree: (a) when registering the TeleNav Software, to provide TeleNav with true, accurate, current, and complete information about yourself, and (b) to inform TeleNav promptly of any changes to such information, and to keep it true, accurate, current and complete.

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You agree that any dispute, claim or controversy arising out of or relating to this Agreement or the TeleNav Software shall be settled by independent arbitration involving a neutral arbitrator and administered by the American Arbitration Association in the County of Santa Clara, California. The arbitrator shall apply the Commercial Arbitration Rules of the American Arbitration Association, and the judgment upon the award rendered by the arbitrator may be entered by any court having jurisdiction. Note that there is no judge or jury in an arbitration proceeding and the decision of the arbitrator shall be binding upon both parties. You expressly agree to waive your right to a jury trial.

This Agreement and performance hereunder will be governed by and construed in accordance with the laws of the State of California, without giving effect to its conflict of laws provisions. To the extent judicial action is necessary in connection with the binding arbitration, both TeleNav and you agree to submit to the exclusive jurisdiction of the courts of the County of Santa Clara, California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply.

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**8. Miscellaneous**

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8.4 TeleNav's or your failure to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

8.5 If any provision herein is held unenforceable, then such provision will be modified to reflect the intention of the parties, and the remaining provisions of this Agreement will remain in full force and effect.

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FCC ID: KMHSYNG2 IC: 1422A-SYNG2

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



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The antenna used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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