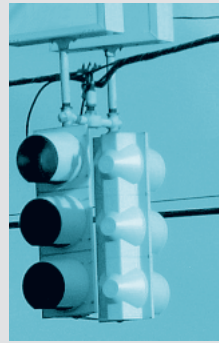


MyLincoln™/MyFord Touch™ Supplement



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MyFord Touch™ and MyLincoln Touch™

GENERAL INFORMATION

WARNING



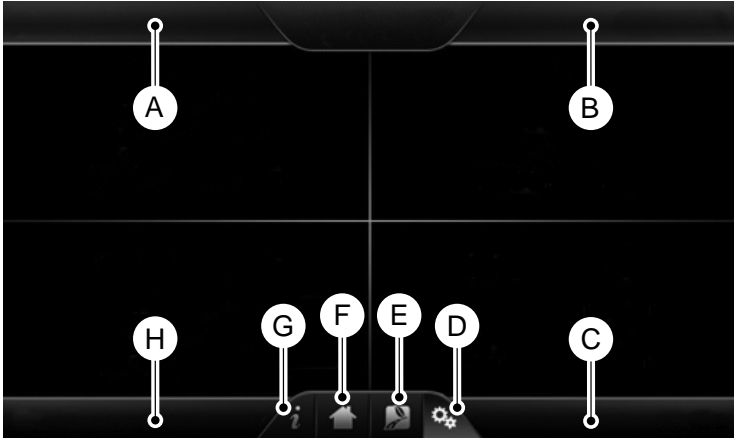
Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held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

MyLincoln Mobile and MyFord Mobile (If Equipped)

You can set up certain convenience features using the MyLincoln Mobile MyFord Mobile application on your smartphone. For more information visit:

Web Address

www.myfordmobile.com
www.mylincolnmobile.com



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MyFord Touch™ and MyLincoln Touch™

Item	Message
A	Phone
B	Navigation
C	Climate
D	Settings
E	EV Information *
F	Home
G	Information
H	Entertainment

* Hybrid vehicles only.

This system uses a four-corner strategy to provide quick access to several vehicle features and settings. The touchscreen provides easy interaction with your cell phone, entertainment, information and system settings. The corners display active modes within the menus, for example; your cell phone's status.

Note: Depending on your vehicle and options your vehicle may not have all of these features.

Note: Some features are not available while your vehicle is moving.

Note: You can access the entertainment features for 30 minutes after you switch the ignition off with all passenger doors closed.

PHONE

Press to select any of the following:

Menu Item
Phone
Quick Dial
Phonebook

Menu Item
History
Messaging
Settings

NAVIGATION

Press to select any of the following:

Menu Item
My Home
Favorites
Previous Destinations
Point of Interest
Emergency
Street Address
Intersection
City Center
Map
Edit Route
Cancel Route

CLIMATE

Press the corresponding icons to control the following options:

- Driver Settings
- Recirculated Air
- Auto
- Dual
- Passenger Settings
- A/C
- Defrost

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SETTINGS



Press to select any of the following:

Menu Item
Clock
Display
Sound
Vehicle
Settings
Help

EV Information



If your vehicle is a hybrid or Energi vehicle press this button to access the hybrid or Energi information.

HOME



Press to access the home screen.

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

INFORMATION



Press to select any of the following:

Menu Item
Services *
Travel Link *
Alerts
Calendar
Apps
Where Am I?

* This option may not be available in all markets and may require a subscription.

ENTERTAINMENT

Press to select any of the following:

Menu Item
AM
FM
SIRIUS *
CD
USB
BT Stereo
SD Card

* This option may not be available in all markets and may require a subscription.

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Using the Audio Controls

Depending on your vehicle, it may also have the following controls:

Controls	Action and Description
Power	Switch the media features on or off.
Volume	Adjust the volume of playing media.
Tune	Use as you normally would in media modes.
Eject	Eject a CD from the entertainment system.
Display	Press this button to switch the display screen off. Press again, or touch the screen to switch the display screen on.
Source	Touch the control repeatedly to switch between media modes.
Sound	Adjust the settings for:
	Bass
	Treble
	Midrange
	Set Balance and Fade
	DSP
	EQ Mode
Speed Compensated Volume	

Using the Steering Wheel Controls

Depending on your vehicle, it may also have the following controls:

Control	Action and Description
VOL	Adjust the volume of playing media.
Voice	Press to start a voice session. Press again to interrupt a voice prompt and begin speaking. Press and hold to end an active voice session.
Seek and Call Accept	Use as you normally would in media and phone modes.
Seek and Call Reject	Use as you normally would in media and phone modes.

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Using the Touchscreen

- Make sure your hands are clean and dry.
- Press firmly on the center of a control graphic or menu item.
- Keep metal objects or other conductive material away from the surface of the touchscreen.

Cleaning the Touchscreen Display

Use a dry, clean, soft cloth. If dirt or fingerprints 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.

Support

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

Monday–Saturday, 8:30am–8:00pm EST.

For Ford:

In the United States, call: 1-800-392-3673.

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

In Mexico, call: 01-800-719-8466.

For Lincoln

Monday–Saturday, 8:30am–8:00pm EST.

United States: 1-800-521-4140

Canada: 1-800-387-9333.

Times are subject to change due to holidays.

Safety Information

WARNING



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

- Do not attempt to service or repair the system. Have your vehicle checked by an authorized dealer.
- Do not operate media devices if the power cables are broken or damaged.
- Make sure the power cables do not interfere with the safe operation of your vehicle's controls or affect your safe driving abilities.
- Some SYNC functions are speed-dependent. Their use is limited to when your vehicle is traveling at speeds below 3 mph (5 km/h).

Make sure that you review your device's manual before using it with SYNC.

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Speed-restricted Features

Some features of this system are restricted from use unless your vehicle is stationary.

- Screens crowded with information, for example:
 - Point of Interest reviews and ratings
 - SIRIUS Travel Link (when available and activated) sports scores
 - SIRIUS Travel Link (when available and activated) Movie times

- SIRIUS Travel Link (when available and activated) Ski conditions.
- Any action that requires keyboard use, for example: entering a navigation destination or editing information.
- All lists are limited, for example: phone contacts.

See the following chart for more specific examples.

Speed-restricted Features	
Cell phone	Pairing a cell phone
	Adding or editing phonebook contacts
	Phone contacts and recent phone call entries
System Functionality	Enabling Valet Mode
	Editing settings while the rear view camera or active park assist are active
Wi-Fi and Wireless	Editing wireless settings
	Editing the list of wireless networks
Photos and Graphics	Adding or editing wallpaper
Text Messages	Composing text messages
	Viewing received text messages
	Editing preset text messages
Navigation	Using the keyboard to enter a destination
	Demo navigation route
	Adding or editing Address Book or Avoid Area entries

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Privacy Information

When you connect a cell phone to SYNC, the system creates a profile within your vehicle that links to that cell phone. This profile helps in offering you more cellular features and operating more efficiently. Among other things, this profile may contain data about your cell 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.

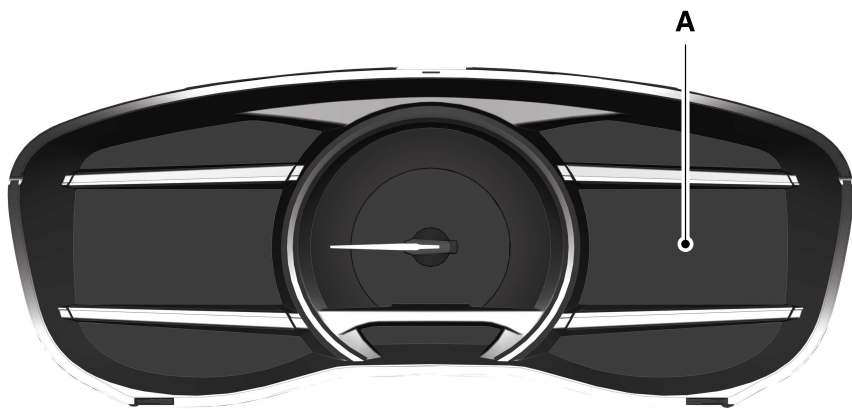
The cellular profile, media device index, and development log remain in your vehicle unless you delete them, and are generally accessible only in your vehicle when your cell phone or media player is connected. If you no longer plan to use the system or your vehicle, we recommend you carry out a Master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

System data cannot be accessed without special equipment and access to your vehicle's SYNC module. The Lincoln Motor Company, Ford Motor Company and Ford of Canada do not access the system data for any purpose other than as described without 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 The Lincoln Motor Company, Ford Motor Company and Ford of Canada. For further privacy information, see the sections on 911 Assist®, Vehicle Health Report, and Traffic, Directions and Information.

Accessing and Adjusting Modes Through Your Vehicle Information Display

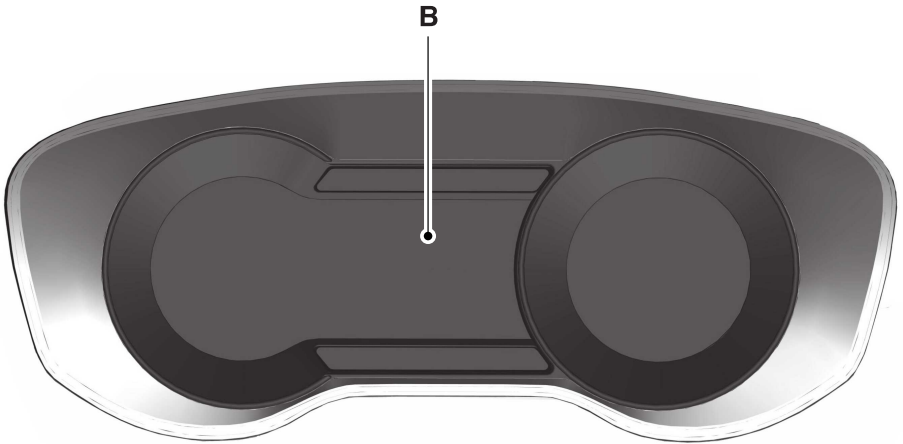
Depending on your vehicle and selected options you may be able to control some of the MyFord Touch and MyLincoln Touch features on your information display. The features are visible either in the right hand display (A) or in the center of the display (B).

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You can use your steering wheel controls to view and make minor adjustments to active modes without taking your hands off the wheel. For example:

- In Entertainment mode, you can view what is now playing, change the audio source, select memory presets and make some adjustments.
- In Phone mode, you can accept or reject an incoming call.
- If your vehicle is equipped with Navigation, you can view the current route or activate a route.

Use the **OK** and arrow buttons on the right side of your steering wheel to scroll through the available modes.

The selection menu expands and different options appear.

- Press the up and down arrows to scroll through the modes.
- Press the right arrow to enter the mode.
- Press the left or right arrows to make adjustments within the chosen mode.
- Press **OK** to confirm your selection.

Note: *If your vehicle is not equipped with Navigation, Compass appears in the display instead of Navigation. If you press the right arrow to go into the Compass menu, you can see the compass graphic. The compass displays the direction in which the vehicle is traveling, not true direction (for example, if the vehicle is traveling west, the middle of the compass graphic displays west; north displays to the left of west though its true direction is to the right of west).*

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Using Voice Commands

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 appear in the lower left status bar indicating the status of the voice command session (such as Listening, Success, Failed, Paused or Try Again).

How to Use Voice Commands



The following are some of the voice commands that you can say at any time during a voice command session.

Press the voice button and when prompted say:

Voice command
Main Menu
What Can I Say
Previous Page
Go Back
Help

Helpful Hints

- Make sure the interior of your vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken voice commands.
- After pressing the voice command icon, wait until after the tone sounds and a message appears before saying a voice command. Any voice 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 command icon.

Accessing a List of Available Voice Commands

To access a list of available voice commands you can do either of the following.

Using the touchscreen, press:

Menu Item
Settings
Help
Voice Command List

Using the steering wheel control, press the voice button and when prompted say one of the following:

Voice Commands
List of Commands
Radio List of Commands
Phone List of Commands
Voice Instructions List of Commands

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Voice Command Settings

These allow you to customize the level of system interaction, help and feedback. The

system defaults to standard interaction that uses candidate lists and confirmation prompts as these provide the highest level of guidance and feedback.

Menu Item	Action and Description	
Interaction Mode	Novice	In this mode the system provides detailed interaction and guidance.
	Advanced	This mode has less audible interaction and more tone prompts.
Confirmation Prompts	The system uses these short questions to confirm your voice command. If turned off, the system simply makes a best guess as to what you requested. The system may still occasionally ask you to confirm a voice command.	
Phone Candidate Lists	Candidate lists are lists of possible results from your voice commands. The system creates these lists when it has the same confidence level of several options based on your voice command	
Media Candidate Lists		

Using the touchscreen, press the settings icon, then press:

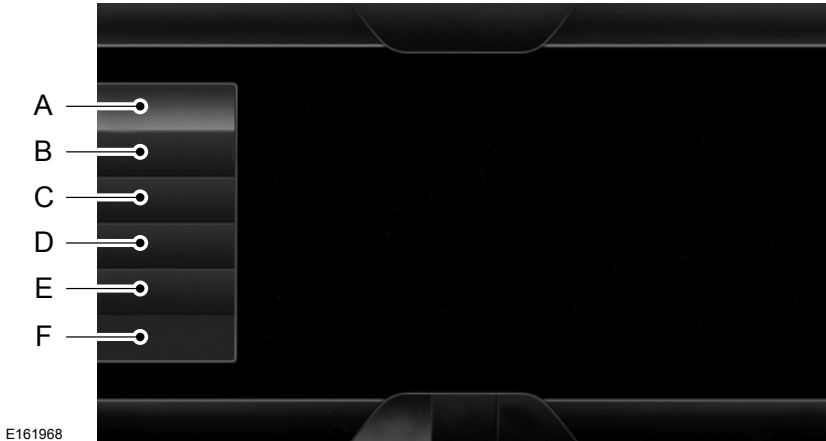
Menu Item
Voice Settings
Voice Control
Select from the following:
Interaction Mode
Confirmation Prompts
Media Candidate Lists
Phone Candidate Lists
Voice Control Volume

Using Voice Commands with the Touchscreen Options

The voice command system has a dual mode feature which allows you to switch between using voice commands and making on-screen selections. This is available only when the system displays a list of candidates generated during a voice command session. For example, this can be used when entering a street address or trying to call a contact from a cell phone paired to the system.

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SETTINGS



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Item	Menu Item
A	Clock
B	Display
C	Sound
D	Vehicle
E	Settings
F	Help

Clock

Under this menu, you can set the clock, access and adjust the display, sound and vehicle settings as well as access settings for specific modes or the help feature.

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Clock	Press the + or - to adjust the time. From this screen, you can also make other adjustments such as 12-hour or 24-hour mode, activate GPS time synchronization and have the system automatically update new time zones.

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Menu Item	Action and Description
	You can also switch the outside air temperature display off and on. It appears at the top center of the touchscreen, next to the time and date.

Note: You cannot manually set the date. Your vehicle's GPS does this for you.

Note: If the battery has been disconnected, your vehicle needs to acquire a GPS signal to update the clock. Once your vehicle acquires the signal, it may take a few minutes for the update to display the correct time.

Display

You can adjust the display using the touchscreen or the voice button on the steering wheel controls.

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Display	

Then select from the following:

Mode	Allows you to switch the display off. It also allows you to set the screen to a certain brightness or have the system automatically change based on the outside light level. If you also select:	
	Auto	These features will allow you to adjust the dimming of your screen.
	Night	
Edit Wallpaper	Allows you to display the default photo or upload your own.	
Auto Dim	When set to On , lets you use the automatic dimming feature. When set to Off you are able to adjust the brightness of the screen.	
	Brightness	Make the screen display brighter or dimmer.
Auto Dim Manual Offset	Allows you to adjust screen dimming as the outside lighting conditions change from day to night.	

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To make adjustments using the voice button, press the button and when prompted, say:

Voice command
Display Settings

Uploading Photos for Your Home Screen Wallpaper

To upload your photos, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Display	
Edit Wallpaper	Follow the system prompts to upload your photographs.

Only the photograph(s), which meets the following conditions display:

- Compatible file formats are as follows: JPG, GIF, PNG, BMP.
- Each file must be 1.5 MB or less.
- Recommended dimensions: 800 x 384.

Sound

To make adjustments using the touchscreen, select:

Menu Item
Settings
Sound
Then select from the following:
Bass
Midrange
Treble

Note: You cannot load photos directly from your camera. You must access the photos either from your USB mass storage device or from an SD card.

Note: Photographs with extremely large dimensions (such as 2048 x 1536) may not be compatible and appear as a blank (black) image on the display.

The system allows you to upload and view up to 32 photos.

Menu Item
Set Balance and Fade
Occupancy Mode
Speed Compensated Volume
DSP

Note: Your vehicle may not have all of these sound settings.

Vehicle

To make adjustments using the touchscreen, select:

Menu Item
Settings
Vehicle
Then select from the following:
Ambient Lighting

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Menu Item
Vehicle Health Report
Camera Settings
Enable Valet Mode
Charge Port Light Ring

Ambient Lighting (If Equipped)

When you switch this feature on, ambient lighting illuminates various locations within the cabin with a choice of colors. To access and make adjustments:

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Vehicle	
Ambient Lighting	

- You can then touch the desired color.
- Use the scroll bar to increase or decrease the intensity.
- To switch the feature on or off, press the power button.

Vehicle Health Report (If Equipped, US Only)

To make adjustments using the touchscreen, select:

Message	Action and Description
Settings	Press the settings icon.
Vehicle	
Vehicle Health Report	
Automatic Reminders Mileage Interval (Miles)	Turn on and off and set the mileage interval at which you would like to receive the reports. Press the ? for more information on these selections.
Run Vehicle Health Report Now	To run the vehicle health report immediately.

You can find more information on Vehicle Health Report in this chapter.

Camera Settings

This menu allows you to access settings for your rear view camera.

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To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Vehicle	
Camera Settings	
Then select from the following:	
Enhanced Park Aids	
Rear Camera Delay	

You can find more information on the rear view camera system in the parking aids chapter of your owner manual.

Enable Valet Mode

Valet mode allows you to lock the system. No information is accessible until the system is unlocked with the correct PIN.

Note: *If the system locks, and you need to reset the PIN, please contact the Customer Relationship Center.*

Monday-Saturday, 8:30am-8:00pm EST.

For Ford:

United States, call: 1-800-392-3673.

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

Mexico, call: 01-800-719-8466.

For Lincoln

Monday-Saturday, 8:30am-8:00pm EST.

United States: 1-800-521-4140

Canada: 1-800-387-9333.

Mexico, call: 01-800-719-8466.

Times are subject to change due to holidays.

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Vehicle	
Enable Valet Mode	Then enter a four digit PIN twice, as prompted.
Continue	After you press Continue the system locks until you enter the PIN again.

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Charge Point Light Ring (If Equipped)

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	
Vehicle	
Charge Port Light Ring	
You can then select:	
On	Illuminates when plugging in, opening doors, pressing the unlock button on your remote and while charging.
Off	Does not illuminate.
Limited	Illuminates only when plugging in, opening doors, or pressing the unlock button on your remote.

Note: Details on the charge port light ring functions are in the high voltage battery chapter of your owner manual.

Settings

Access and adjust system settings, voice features, as well as phone, navigation and wireless settings.

System

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
System	
Then select from the following:	
Language	Select to have the touchscreen display in English, Spanish or French.
Distance	Select to display units in kilometers or miles.
Temperature	Select to display units in Celsius or Fahrenheit.
System Prompt Volume	Adjust the volume of voice prompts from the system.
Touch Screen Button Beep	Select to have the system beep to confirm choices made through the touchscreen.

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Menu Item	Action and Description
Keyboard Layout	Have the touchscreen keyboard display in QWERTY or ABC format.
Install Applications	Install any downloaded applications or view the current software licenses.
Master Reset	Select to restore factory defaults. This erases all personal settings and personal data.

Voice Control

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	
Voice Control	
Then select from the following:	
Interaction Mode	Novice interaction mode provides more detailed interaction and guidance. Advanced mode has less audible interaction and more tone prompts.
Confirmation Prompts	Have the system ask you short questions if it has not clearly heard or understood your request. Note: Even with confirmation prompts turned off, the system may occasionally ask you to confirm settings.
Media Candidate Lists	Candidate lists are possible results from your voice commands. The system simply makes a best guess at your request with these turned off.
Phone Candidate Lists	Candidate lists are possible results from your voice commands. The system simply makes a best guess at your request with these turned off.
Voice Control Volume	This allows you to adjust the system's voice volume level.

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Media Player

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Media Player	

Then select from the following:

Autoplay	When this feature is on, the system automatically switches to the media source upon initial connection. This allows you to listen to music during the indexing process. When this feature is off, the system does not automatically switch to the inserted media source.	
Bluetooth Devices	Select to connect, disconnect, add or delete a device. You can also set a device as your favorite so that the system automatically attempts to connect to that device at every ignition cycle.	
Gracenote® Database Info	This allows you to view the version level of the Gracenote Database.	
Gracenote® Management	With this feature on, the Gracenote Database supplies metadata information for your music files. This overrides information from your device. This feature defaults to off.	
Cover Art Priority	You can select:	
	Media Player	Cover art displays from your device's music files. If there is no cover art for the files that exist on the device, then the Gracenote Database provides cover art.
	Gracenote	The Gracenote Database supplied cover art is used for your music files. This overrides any cover art from your device.

Navigation

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Navigation	

Then select from the following:

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Menu Item	Action and Description
Map Preferences	Turn breadcrumbs on and off.
	Have the system display your turn list top to bottom or bottom to top.
	Turn the Parking POI notification on and off.
Route Preferences	Select shortest route, fastest route or ecological route as your preferred route. This route will be displayed first.
	Always use preferred route. If set to yes, the system will only calculate a single route. This speeds up your destination entry process.
	Select a low, medium or high cost for the calculated ecological route. This may incur a time penalty.
	Have the system avoid freeways.
	Have the system avoid toll roads.
	Have the system avoid ferries or car trains.
	Have the system use HOV (high-occupancy vehicle) lanes.
Navigation Preferences	Have the system use guidance prompts.
	Have the system automatically fill-in State/Province information.
Traffic Preferences	Have the system automatically avoid traffic concerns or allow you to accept or decline an alternative route.
	Have the system automatically alert you to traffic concerns that occur on your route.
	Have the system display accident icons.
	Have the system display traffic jam icons.
	Have the system display closed roads.
	Have the system display areas where road work occurs.
	Have the system display incident icons.
	Have the system display areas where difficult driving conditions may occur. Have the system display areas where snow and ice on the road may occur.

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Menu Item	Action and Description
	Have the system display any smog alerts.
	Have the system display weather warnings.
	Have the system display where there may be reduced visibility.
	Have the system turn on your radio for traffic announcements.
Avoid Areas	Enter specific areas that would like to avoid on planned navigation routes.

Phone

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Phone	

Then select from the following:

Bluetooth Devices	Connect, disconnect, add or delete a device, as well as save it as a favorite.
Bluetooth	Turn Bluetooth on and off.
Do Not Disturb	Have all calls go directly to your voice mail and not ring inside your vehicle. With this feature turned on, text message notifications are also suppressed and do not ring inside your vehicle.
911 Assist	United States and Canada only. Turn on or turn off the 911 Assist feature. See Information (page 65).
Phone Ringer	Select the type of notification for phone calls - ring tone, beep, text to speech or silent.
Text Message Notification	Select the type of notification for text messages - alert tone, beep, text to speech, or have it be silent.

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Menu Item	Action and Description
Internet Data Connection	If compatible with your phone, you can adjust your internet data connection. Select to make your connection profile with the personal area network or to turn off your connection. You can also choose to adjust your settings or have the system always connect, never connect when roaming, or query on connect. Press ? for more information.
Manage Phonebook	Access features, such as automatic phonebook download, re-download your phonebook, add contacts from your phone as well as delete or upload your phonebook.
Roaming Warning	Have the system alert you when in Roaming mode.

Wireless and Internet

Your system has a Wi-Fi feature that creates a wireless network within your vehicle, thereby allowing other devices (such as personal computers or phones) in your vehicle to speak to each other, share files or play games. Using this Wi-Fi

feature, everyone in your vehicle can also access the internet if you have a USB mobile broadband connection inside your vehicle, your phone supports personal area networking or if you park outside a wireless hotspot.

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Wireless & Internet	

Then select from the following:

Wi-Fi Settings	Wi-Fi Network (Client) Mode
	Turns the Wi-Fi feature on and off in your vehicle. Make sure you switch it on for connectivity purposes.
	Choose a Wireless Network
	Allows you to use a previously stored wireless network. You can categorize by alphabetical listing, priority and signal strength. You can also choose to search for a network, connect to a network, disconnect from a network, receive more information, prioritize a network or delete a network.
	Gateway (Access Point) Mode

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Menu Item	Action and Description
	<p>Makes SYNC an access point for a phone or a computer when turned on. This forms the local area network within your vehicle for things, such as game playing, file transfer and internet browsing. Press ? for more information.</p>
	<p>Gateway (Access Point) Settings</p> <p>Allows you to view and change settings for using SYNC as the internet gateway.</p>
	<p>Gateway (Access Point) Devices List</p> <p>Allows you to view recent connections to your Wi-Fi system.</p>
USB Mobile Broadband	<p>Instead of using Wi-Fi, your system can also use a USB mobile broadband connection to access the internet. (You must switch on your mobile broadband device on your personal computer before connecting it to the system.) This screen allows you to set up what is your typical area for your USB mobile broadband connection. (USB mobile broadband settings may not display if the device is already on.) You can select the following:</p>
	Country
	Carrier
	Phone Number
	User Name
Password	
Bluetooth Settings	<p>Shows you the currently paired devices as well as giving you your typical Bluetooth options to connect, disconnect, set as favorite, delete and add device. Bluetooth is a registered trademark of the Bluetooth SIG.</p>
Prioritize Connection Methods	<p>Choose your connection methods and change them as needed. You can select to change order and have the system either always attempt to connect using a USB, mobile broadband, or using Wi-Fi.</p>

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The Wi-Fi CERTIFIED Logo is a certification mark of the Wi-Fi Alliance.



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Help

To make adjustments using the touchscreen, select:

Menu Item	Action and Description
Settings	Press the settings icon.
Help	
Then select from the following:	
System Information	Touchscreen system serial number
	Your vehicle identification number (VIN)
	Touchscreen system software version
	Navigation system version
	Map database version
	Sirius satellite radio ESN
	Gracenote® Database Information and Library version
View Software Licenses	View the licenses for any software and applications installed on your system.
Driving Restrictions	Certain features are not accessible when your vehicle is moving.
911 Assist	United States and Canada only. Turn on and turn off the 911 Assist feature. See Information (page 65).
	In Case of Emergency (ICE) Quick Dial

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Menu Item	Action and Description	
		The ICE contacts you select appear at the end of the Emergency Assistance call process.
	Edit	Select to access your phone-book and then select the desired contacts. The numbers then appear as options on this screen for the ICE 1 and ICE 2 buttons.
Voice Command List	View categorized lists of voice commands.	



You can also access Help using the voice commands. The system provides allowable voice commands for the current mode.

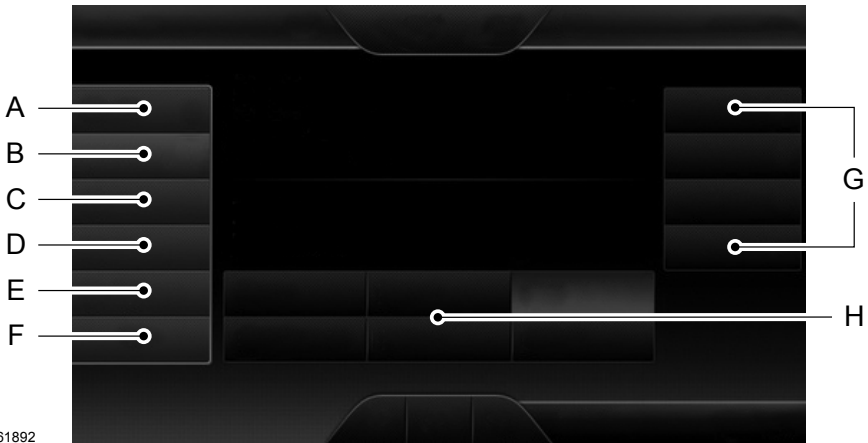
Press the voice button and when prompted say:

Voice command
Help

You can say help at any time to get assistance with commands, menus or other information.

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ENTERTAINMENT



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Message	Menu Item and Description
A	AM
B	FM
C	SIRIUS
D	CD
E	USB
F	Touch this button to scroll down for more options, for example SD Card and USB
G	These buttons change with the media mode you are in.
H	Radio memory presets.

Note: Some features may not be available in your area. Contact an authorized dealer for more information.

You can access these options using the touchscreen or voice commands.

AM/FM Radio



The following controls are available for AM/FM radio

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Item	Action and Description
AM	Touch either tab to listen to the radio. To change between AM and FM presets, just touch the AM or FM tab.
FM	
Presets	Save a station by pressing and holding one of the memory preset areas. There is a brief mute while the radio saves the station. Sound returns when finished.
HD Radio	Touch this button to turn HD Radio on. The light on the button illuminates when the feature is on. HD Radio allows you to receive radio broadcasts digitally, where available, providing free, crystal-clear sound. See HD Radio information later in this chapter. *
Scan	Touch this button to go to the next strong AM or FM radio station. The light on the button illuminates when the feature is on.
Direct Tune	Touch this button to manually enter the desired station number. Touch Enter when you are done.

* Where available.

Options

You can make adjustments to the following options:

Menu Item	Action and Description
Sound Settings	Touch this button to adjust settings for:
	Bass
	Midrange
	Treble
	Set Balance and Fade
	DSP
	Occupancy Mode
	Speed Compensated Volume
Set PTY for Seek / Scan	This allows you to select a category of music you would like to search for. You can then choose to either seek or scan for the stations playing that category.
RDS Text Display	This allows you to view the information broadcast by FM stations.

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Menu Item	Action and Description
AST	AST (Autostore) allows you to have the system automatically store the six strongest stations in your current location.
TAG Button	This feature is available when HD Radio is on, and allows you to tag a song to download later. When you select On, TAG appears on-screen when HD Radio is active. You can touch TAG to save the information of the song that is playing. When you plug in your portable music player, the information transfers, if supported by your device. When you are connected to iTunes, the tags appear to remind you of the songs you would like to download. See HD Radio information later in this chapter. *

Note: Your vehicle may not have all these sound settings.

* Where available.

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 that 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.

When HD Radio is on and you tune to a station broadcasting HD Radio technology, you may notice the following indicators on your screen:



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The HD logo either blinks when acquiring a digital station, and then stays solid when digital audio is playing, or is grey when acquiring a digital station, and then changes to orange when digital audio is playing. When this logo is available, you may also see Title and Artist fields on-screen.

The multicast indicator appears in FM mode (only) if the current station is broadcasting multiple digital broadcasts. The highlighted numbers 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. Other multicast stations (HD2 through HD7) are only available digitally.

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TAG allows you to save a song to download later when you are on an

acquired HD Radio station and the feature is on.

To turn the feature on and use it, select AM or FM and the select:

Menu Item	Action and Description
Options	
TAG Button	
On	When you hear a song you, select:
TAG	The system automatically saves the song's information and transfers it to your portable music player (if supported) when you connect it to the system. The system automatically transfers the tag to your player (if already connected) and a pop-up confirms the transfer. When you access iTunes with your portable music player, the tags appear to you as a reminder. The system allows you to tag up to approximately 100 songs. For a list of devices that support tagging, see www.SYNCMYride.com , www.SYNCMYride.ca or www.syncmaroute.ca

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

Menu Item	Action and Description
Scan	Allows you to hear a brief sampling of all available stations. This feature still works when HD Radio reception is on, although it does not scan for HD2-HD7 channels. You may see the HD logo appear if the station has a digital broadcast.
Presets	Allows you to save an active channel as a memory preset. Touch and hold a memory preset slot until the sound returns. There is a brief mute while the radio saves the station. Sound returns when finished. When switching to an HD2 or HD3 memory preset, the sound mutes before the digital audio plays, because the system has to reacquire the digital signal.

Note: As with any saved radio station, you cannot access the saved station if your vehicle is outside the station's reception area.

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HD Radio Reception and Station Troubleshooting

Potential reception issues	
Reception area	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.
	If you are listening to HD1, the system switches back to the analog broadcast until the digital broadcast is available again. However, if you are listening to any of the possible HD2-HD7 multicast channels, the station mutes and stays muted unless it is able to connect to the digital signal again.
Station blending	When the system first receives a station (aside from HD2-HD7 multicast stations), it first plays the station in the analog version. Once the 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. Blending is the shift from analog to digital sound or digital back to analog sound.

In order to provide the best possible experience, use the contact form to report any station issues found while listening to a station broadcasting with HD Radio technology. Independent entities own and operate each station. These stations are responsible for ensuring all audio streams and data fields are accurate.

Potential station issues		
Issues	Cause	Action
Echo, stutter, skip or repeat in audio. Increase or decrease in audio volume.	This is poor time alignment by the radio broadcaster.	No action required. This is a broadcast issue.
Sound fading or blending in and out.	The radio is shifting between analog and digital audio.	No action required. The reception issue may clear up as you continue to drive.
There is an audio mute delay when selecting HD2 or 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.	No action required. This is normal behavior. Wait until the audio is available.

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Potential station issues		
Issues	Cause	Action
Cannot access HD2 or 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.	No action required. 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 http://www.ibiquity.com/automotive/report_radio_station_experiences
There is no text information shown for currently selected frequency.	Data service issue by the radio broadcaster.	Fill out the station issue form at http://www.ibiquity.com/automotive/report_radio_station_experiences
HD2-HD7 stations not found when you press Scan	This selection disables HD2-HD7 channel search.	No action required. This is normal behavior.

HD Radio Technology manufactured under license from iBiquity Digital Corp. U.S. and foreign patents. HD Radio and the HD and HD Radio logos are proprietary trademarks of iBiquity Digital Corp. Ford Motor Company and iBiquity Digital Corp. are not responsible for the content sent using HD Radio technology. Content may be changed, added or deleted at any time at the station owner's discretion.

Radio Voice Commands



Press the voice button and when prompted say:

Voice command	Action and Description
Radio	
Then you can say a command similar to the following:	
FM	Say a frequency or preset.
Off	
Help	

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SIRIUS® Satellite Radio (If available and activated)



To turn the feature on press the lower left corner of the touchscreen, and then select:

Menu Item	Action and Description
SIRIUS	
You can then select any of the following:	
Presets	Save a channel by pressing and holding one of the memory preset areas. There is a brief mute while the radio saves the channel. Sound returns when finished.
Alerts	Save the current song, artist, or team as a favorite. If you are listening to music, you can save the song or artist, so the system can alert you when they are playing on a satellite radio channel. If you are listening to a sporting event, you can save your favorite teams so the system can alert you when they are playing on a satellite radio channel. You can also edit alerts or turn alerts on or off. When an alert appears on the screen, you can choose to tune to the channel, cancel the alert or turn off alerts.
Replay	Replay audio on the current channel. You can replay approximately 45 minutes of audio as long as you have remained tuned to the current station. Changing stations erases the previous audio. While in replay mode: Press and release the seek buttons to hear the previous or next song. Press and hold the seek buttons to reverse or fast forward in the current track. Press play or pause to play or pause the audio. Press the button again to return to live audio.
Scan	Touch this button to hear a brief sampling of channels.
Browse	Touch this button to view a list of all available stations. Scroll to see more categories. Touch the station you want to listen to.

Note: SIRIUS does not support the Alert feature on all channels. Ford Motor Company shall not be responsible for Alert feature variation.

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Browsing Controls

Message	Action and Description
Skip	Touch this button if you want to skip this channel.
Lock	Touch this button if you do not want anyone to listen to this channel.
Title	Touch this button to see song titles being played on other stations.
Artist	Touch this button to see artists being played on other stations.
Channel	Touch this button to see a list of all the channel names.

Options

Touch this button to view and adjust various media settings.

Menu Item	Menu Item, Actions and Description
Sound Settings	Touch this button to adjust settings for:
	Bass
	Midrange
	Treble
	Set Balance and Fade
	DSP
	Occupancy Mode
Speed Compensated Volume	
Set Category for Seek/Scan	This allows you to select a category of music you would like to search for. You can then choose to either seek or scan for the stations playing that category.
Parental Lockout	This allows you to lock and unlock channels, change or reset your PIN or unlock all channels. To use this feature, you need your initial PIN, which is 1234.
Artist / Title / Team Alerts	This feature allows you turn alerts on and off.

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Menu Item	Menu Item, Actions and Description
Electronic Serial Number (ESN)	SIRIUS requires this number when communicating with you about your account.
Direct Tune	Touch this button to manually enter the desired satellite channel number. Touch Enter when you are done

Note: Your vehicle may not have all these sound settings.

SIRIUS Satellite Radio 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.



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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 that begins on the date of sale or lease of your vehicle. See an authorized dealer for availability.

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

Note: This receiver includes the eCos real-time operating system. eCos is published under the eCos License.

Satellite Radio Electronic Serial Number (ESN)

You need your ESN to activate, modify or track your satellite radio account. The ESN is on the System Information Screen (SR ESN:XXXXXXXXXXXX).

To access your ESN, touch the bottom left corner of the touchscreen, then select:

Menu Item
SIRIUS
Options

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SIRIUS Satellite Radio Reception Factors and Troubleshooting

Potential reception issues	
Antenna obstructions	For optimal reception performance, keep the antenna clear of snow and ice build-up and keep luggage and other materials as far away from the antenna as possible.
Terrain	Hills, mountains, tall buildings, bridges, tunnels, freeway overpasses, parking garages, dense tree foliage and thunderstorms can interfere with your reception.
Station overload	When you pass a ground-based broadcast-repeating tower, a stronger signal may overtake a weaker one and the audio system may mute.
Satellite radio signal interference	Your display may show ACQUIRING... to indicate the interference and the audio system may mute.

Troubleshooting tips		
Message	Cause	Action
Acquiring...	Radio requires more than two seconds to produce audio for the selected channel.	No action required. This message should disappear shortly.
Satellite antenna fault SIRIUS system failure	There is an 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 an authorized dealer for service.
Invalid Channel	The channel is no longer available.	Tune to another channel or choose another preset.
Unsubscribed Channel	Your subscription does not include this channel.	Contact SIRIUS at 1-888-539-7474 to subscribe to the channel, or tune to another channel.
No Signal	The signal is lost from the SIRIUS satellite or SIRIUS tower to your vehicle antenna.	The signal is blocked. When you move into an open area, the signal should return.
Updating...	Update of channel programming in progress.	No action required. The process may take up to three minutes.

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Troubleshooting tips		
Message	Cause	Action
Questions? Call 1-888-539-7474	Your satellite service is no longer available.	Contact SIRIUS at 1-888-539-7474 to resolve subscription issues.
None found Check Channel Guide	All the channels in the selected category are either skipped or locked.	Use the channel guide to turn off the Lock or Skip function on that station.
Subscription Updated	SIRIUS has updated the channels available for your vehicle.	No action required.

SIRIUS Satellite Radio Voice Commands



If you are listening to SIRIUS satellite radio, press the voice button on the steering wheel controls. You will hear a prompt, you can then say any of the commands in the following table.

If you are not listening to SIRIUS satellite radio, press the voice button and, after the tones press the voice button and when prompted say:

Voice command
Sirius
You can then say any of the following or a similar command:
SAT 1

Voice command

Sports Games
Tune
Help
You can also say the name of any Sirius station, such as “The Highway” or “Deep Tracks”, to listen to that station.

CD



To access, press the lower left corner on the touchscreen, then select:

Menu Item
CD

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Insert your CD then select:

Menu Item	Action and Description
Repeat	Touch this button to repeat the currently playing track, all tracks on the disc or switch the feature off if already on.
Shuffle	Touch this button to play the tracks or entire albums in random order, or switch the feature off if already on.
Scan	Touch this button to hear a brief sampling of all available tracks.
More Info	Touch this button to see disc information.
Browse	Touch this button to look through all available CD tracks.

To adjust the Sound Settings, select:

Menu Item
Options
Sound Settings
Then any of the following:
Bass
Midrange
Treble
Set Balance and Fade
Occupancy Mode
EQ Mode
Speed Compensated Volume

Note: Your vehicle may not have all these sound settings.

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 following commands.

If you are not listening to a CD, press the voice button and, after the tone, say:

Voice command
CD Player

When listening to a CD you can say many commands. Following are a few examples of what you can say.

Voice command
Play
Pause
Next Track
Previous Track
Help

SD Card Slot and USB Port

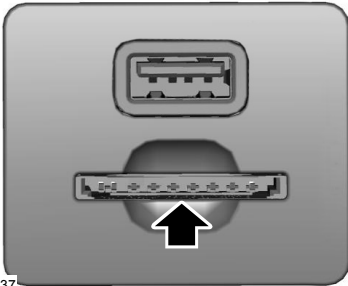
The SD card slot and USB port are located in the Media Hub.

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SD Card

Note: Your SD card slot is spring-loaded. To remove the SD card, press the card in and the system ejects it. Do not attempt to pull the card to remove it as this could cause damage.

Note: The navigation system also uses this card slot.

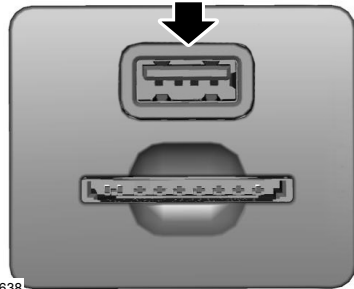


The SD card slot is located either in the center console or behind a small access door in the instrument panel. To access and play music from your device, press the lower left corner of the touchscreen.



SD logo is a trademark of SD-3C, LLC.

USB Port



The USB ports are located either in the center console or behind a small access door in the instrument panel. To access and play music from your device, press the lower left corner of the touchscreen.

This feature allows you to plug in media playing devices, memory sticks, flash drives or thumb drives, and charge devices if they support this feature.

Playing Music from Your Device

Note: The system is capable of indexing up to 30,000 songs.



Insert your device and select:

Menu Item	Action and Description
USB SD Card	Once the system recognizes your USB or SD card you can then select from the following options:
Repeat	This feature replays the currently playing song or album.

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Menu Item	Action and Description
Shuffle	Touch this button to play music on the selected album or folder in random order.
Similar Music	This feature allows you to choose music similar to what is currently playing.
More Info	Touch this button to see disc information, for example current track, artist name, album and genre.
Options	Touch this button to view and adjust various media settings.

Sound

You can adjust the settings for:

Menu Item	Action and Description
Sound Settings	Bass
	Midrange
	Treble
	Set Balance and Fade
	DSP
	EQ Mode
	Speed Compensated Volume
Media Player Settings	Allows you to select more settings, which is under Media Player. See Settings (page 14).
Device Information	Displays software and firmware information about the currently connected media device.
Update Media Index	Indexes your device when you connect it for the first time and each time the content changes (for example adding or removing tracks) to make sure you have the latest voice commands available for all media on the device.

Note: Your vehicle may not have all these sound settings.

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Browse

This feature allows you to view the contents of the device. It also allows you to search by categories, for example genre,

artist or album.

If you want to view song information, for example Title, Artist, File, Folder, Album, and Genre, touch the on-screen album art.

You can also select:

Menu Item	Action and Description
What's Playing?	To hear how the system pronounces the current band and song. This can be helpful when using voice commands to make sure the system correctly plays your request.

USB and SD Card Voice Commands



Press the voice button and when prompted say:

Voice command	
SD Card	
USB	
Then commands such as the following:	
Browse	
Next Track	
Pause	
Play	Say the name of what you would like to listen to such as a band, song, album or playlist.
Play Artist ____	*
Play Song ____	*
Similar Music	
Help	

* ____ is a dynamic listing, meaning that it could be the name of anything, such as a group, artist or song. For example you could say "Play artist The Beatles" or "Play song Penny Lane".

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Supported Media Players, Formats and Metadata Information

SYNC is capable of hosting nearly any digital media player, including iPod, iPhone 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, which are descriptive software identifiers embedded in the media files, 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.

Bluetooth Audio



The system allows you to stream audio over your vehicle's speakers from your connected, Bluetooth-enabled device.

To access, press the lower left corner on the touchscreen, then select:

Menu Item
BT Stereo

Bluetooth Audio Voice Commands



The voice system allows you to control your media with a simple voice command. For example to change songs, press the voice button and follow the system prompts.

PHONE

- A —
- B —
- C —
- D —
- E —
- F —



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Item	Message
A	Phone
B	Quick Dial
C	Phonebook
D	History
E	Messaging
F	Settings

Hands-free calling is one of the main features of SYNC®. Once you pair your cell phone, you can access many options using the touchscreen or voice commands. While the system supports a variety of features, many are dependent on your cell phone's functionality.

At a minimum, most cell 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 cell phone-dependent features. To check your cell phone's compatibility, see your cell phone's user manual and visit www.SYNCMyRide.com, www.SYNCMyRide.ca or www.syncmaroute.ca.

Pairing Your Cell Phone for the First Time

WARNING



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

The first thing you must do to use the phone features of SYNC is to pair your Bluetooth-enabled cell phone with SYNC. This allows you to use your cell phone in a hands-free manner.

Note: *This is a speed-dependent feature. It is unavailable when your vehicle is traveling at speeds over 3 mph (5 km/h).*

Touch the upper left corner of the touchscreen:

Message	Action and Description
Add phone	
Find SYNC	Follow the on-screen instructions. Make sure that Bluetooth is set to On and that your cell phone is in the correct mode. See your cell phone's manual if necessary. Select SYNC and a six-digit PIN appears on your device.

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Message	Action and Description
	<p>If you are prompted to enter a PIN on your device, it does not support Secure Simple Pairing. To pair, enter the PIN displayed on the touchscreen. Skip the next step.</p> <p>When prompted on your cell phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your cell phone.</p> <p>The display indicates when the pairing is successful. SYNC may prompt you for permission to access information and other cell phone options. For more information on your cell phone's capability, see your cell phone's manual and visit the website.</p>

Pairing Subsequent Cell Phones

Note: *This is a speed-dependent feature. It is unavailable when your vehicle is traveling at speeds over 3 mph (5 km/h).*

Make sure that Bluetooth is set to **On** and that your cell phone is in the correct mode. See your device's manual if necessary.

To pair a subsequent cell phone, select:

Menu Item	Action and Description
Phone	
Settings	
Bluetooth Devices	
Add Device	
Find SYNC	<p>Follow the on-screen instructions. Make sure that Bluetooth is set to On and that your cell phone is in the correct mode. See your cell phone's manual if necessary.</p> <p>Select SYNC and a six-digit PIN appears on your device. If you are prompted to enter a PIN on your device, it does not support Secure Simple Pairing. To pair, enter the PIN displayed on the touchscreen. Skip the next step.</p> <p>When prompted on your cell phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your cell phone.</p> <p>The display indicates when the pairing is successful. SYNC may prompt you for permission to access information and other cell phone options. For more information on your cell phone's capability, see your cell phone's manual and visit the website.</p>

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Making Calls



Press the voice button and say a command similar to the following:

Voice command
Call
Dial

You can say the name of a person from your phone book to call or say a number to dial. For example "Call Jenny" or "Dial 867-5309".

Receiving Calls

During an incoming call, an audible tone sounds. Call information appears in the display if it is available.

To accept the call, select:

Message
Accept

Note: You can also accept the call by pressing the phone button on the steering wheel.

To reject the call, select:

Message
Reject

Note: You can also reject the call by pressing the phone button on the steering wheel.

Ignore the call by doing nothing. SYNC logs it as a missed call.

Phone Menu Options

Press the top left corner on the touchscreen to select from the following options:

Menu Item	Action and Description
Phone	Touch this button to access the on-screen numerical pad to enter a number and place a call. During an active call, you can also choose any of these options:
	Mute Call
	Hold Call
	Privacy
	Join Calls
	End
Quick Dial	Select to call stored contacts.
Phonebook	Touch this button to access and call any contacts in your previously downloaded phonebook. The system places the entries in alphabetical categories summarized at the top of the screen

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Menu Item	Action and Description		
	To turn on contact picture settings, if your device supports this feature, select:		
	Phone		
	Settings		
	Manage Phonebook		
	Display Photos from Phonebook		
	Certain smartphones may support transferring street addresses when listed with phonebook contact information. If your cell phone supports this feature, you can select and use these addresses as destinations and save them as favorites.		
Call History	<p>Note: This is a cell phone-dependent feature. If your cell phone does not support downloading call history using Bluetooth, SYNC keeps track of calls made with the SYNC system. After you connect your Bluetooth-enabled cell phone to SYNC, you can access any previously dialed, received or missed calls. You can also choose to save these to:</p> <table border="1"> <tr> <td>Favorites</td> <td>Quick Dial</td> </tr> </table>	Favorites	Quick Dial
Favorites	Quick Dial		
Messaging	Send text messages using the touchscreen. See Text Messaging later in this section.		
Settings	Touch this button to access various phone settings, for example turning Bluetooth on and off, managing your phonebook and more. See Phone Settings later in this section		

Text Messaging

Note: Downloading and sending text messages using Bluetooth are cell phone-dependent features.

Note: Certain features in text messaging are speed-dependent and not available when your vehicle is traveling at speeds over 3 mph (5 km/h).

Note: SYNC does not download read text messages from your cell phone.

You can send and receive text messages using Bluetooth, read them aloud and translate text messaging acronyms, for example LOL.

Touch the top left corner of the display, then select:

Message
Phone
Messaging
Then any of the following:
Listen (speaker icon)

MyFord Touch™ and MyLincoln Touch™

Message
Dial
Send Text
View
Delete

Composing a Text Message

Note: This is a speed-dependent feature. It is unavailable when your vehicle is traveling at speeds over 3 mph (5 km/h).

Note: Downloading and sending text messages using Bluetooth are cell phone-dependent features.

To compose and send a text message, select:

Message	Action and Description
Phone	
Messaging	
Send Text	Enter a cell phone number or choose from your phonebook.
Edit Text	Allows you to customize the pre-defined message or create a message on your own.
Send	Sends the message as it is.

You can then preview the message, verify the recipient as well as update the message list.

Text Message Options

Message
I'll call you back in a few minutes.
I just left, I'll be there soon.
Can you give me a call?
I'm on my way.
I'm running a few minutes late.
I'm ahead of schedule, so I'll be there early.
I'm outside.
I'll call you when I get there.
OK

Message
Yes
No
Thanks
Stuck in traffic.
Call me later.
LOL

Receiving a Text Message

Note: If you select View and your vehicle is traveling over 3 mph (5 km/h), the system offers to read the message to you instead of allowing you to view it while driving.

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When a new message arrives, an audible tone sounds and the screen displays a pop-up with the caller name and ID, if supported by your cell phone. You can select:

Message	Action and Description

Message	Action and Description
View	To view the text message.
Listen	For SYNC to read the message to you.
Dial	To call the contact.
Ignore	To exit the screen.

Phone Settings

To enter the phone settings menu select:

Message	Action and Description
Phone	
Settings	
Then any of the following:	
Bluetooth Devices	Connect, disconnect, add or delete a device, as well as save it as a favorite.
Bluetooth	To turn Bluetooth off or on.
Do Not Disturb	If you want all calls to go directly to your voicemail and not ring in the vehicle. When this feature is on, text message notifications do not ring inside the cabin either.
911 Assist	United States and Canada only. Turn the 911 Assist feature on and off. See Information (page 65).
Phone Ringer	Select the ring tone you want to hear when you receive a call. Choose from possible system ring tones, your currently paired cell phone's ring tone, a beep, text-to-speech or a silent notification.
Text Message Notification	Select a text message notification, if supported by your cell phone. Choose from possible system alert tones, text-to-speech or silent.

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Message	Action and Description
Internet Data Connection	If your cell phone is compatible, use this screen to adjust your internet data connection. Select to make your connection profile with the personal area network or to turn off your connection. You can also choose to adjust your settings or have the system alert you when your cell phone is in roaming mode. Press ? for more information.
Manage Phonebook	To access features such as automatic phonebook download, re-download your phonebook, add contacts from your cell phone as well as delete or upload your phonebook.
Roaming Warning	To have the system alert you when your cell phone is in roaming mode.

Phone Voice Commands



Press the voice button and when prompted say any of the following or a similar command:

Voice command
Call Voicemail
Listen to Message
Reply to Message
Pair Phone
Help

ELECTRIC VEHICLE INFORMATION



Your system has special electric vehicle screens, which display power flow and charge settings. To access these screens, press the EV Info button.

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- A Charge Settings
- B Power Flow

Charge Settings (Ford Energi Vehicles Only)

This screen allows you to set up the charging convenience features.

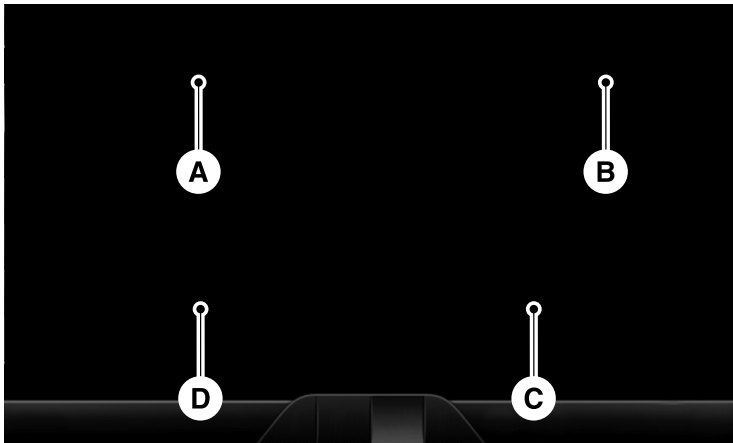
Note: You can set up and edit these profiles using the MyFord Mobile internet application. For more information on MyFord Mobile and to set up your MyFord Mobile account, visit:

Website
www.myfordmobile.com

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To improve the charging experience, your vehicle has the following convenience features:

Feature	Description
Value Charge	Your vehicle schedules its charging time for when the utility rates are lowest. Contact your utility company to see what rates are available.
Charge Now	Your vehicle starts charging immediately after you connect the charging plug.
Cabin Conditioning	Get the most miles out of every charge by conditioning your plugged in vehicle. Set the cabin temperature when you set your GO Time in order to use energy from your home, or charging station, instead of your vehicle battery.
GO Time	Setting GO Times allows you to control charging schedules and cabin conditioning settings so your vehicle is ready to drive when you are. By setting a GO Time, your vehicle can use your value charge settings to minimize your electricity costs but still prioritize getting a full charge before your GO Time. A calendar view allows you to program two GO Times per day for each day of the week. Note: Remember, you must plug in your vehicle for My GO Time to work.



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- A **My GO Time summary** displays the next GO Time and cabin temperature setting.
- B **Charging status and actual times** displays charging status with the charging start time, end time, and duration.
- C **Charge profile and mode** displays the charging profile and charging mode for the vehicle's present location.
- D **Estimated charge time limits** displays the estimated minimum and maximum times to fully charge the high-voltage battery and the battery's present state of charge as a percentage of total plug-in capacity.

My GO Time Summary

Menu Item	Action and Description
GO Time	This is the time and date of your next set drive time. Your vehicle automatically schedules charging and cabin conditioning to finish by this time.
Temperature	This is the chosen cabin conditioning setting for this GO Time.
Skip	This cancels the cabin conditioning for the present GO Time. Once you touch Skip, the GO Time and Temperature grey out, and the LED illuminates on the Skip button. Touch the button again to switch on the cabin conditioning. This feature allows you to ignore the present GO Time without having to delete it or having to switch off the entire schedule (see GO Time Schedule later in this section). After the present GO Time passes, the Skip feature resets.
Edit	This accesses your GO Time Schedule (see GO Time Schedule later in this section).
Charge Conflict Notification	<p>The system also alerts you to any conflicts by highlighting areas of the screen in yellow. If your battery cannot have a full charge by the scheduled drive time, the system highlights your next GO Time and Charge Complete time and the following message appears:</p> <p>Charge at GO time: under 100%</p> <p>This is normal; the vehicle is informing you of the conflicting situation. This notification only displays when the gearshift selector lever is in position P.</p>

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Menu Item	Action and Description
	Note: Charging occurs as soon as you plug the vehicle in. The system limits cabin conditioning to 15 minutes before your GO Time.

To eliminate the conflict notification immediately or to prevent a conflict in the future, try the following:

- Switch the present GO Time to occur later.
- Plug the vehicle into a 240V high current charging station instead of using the 120V low current convenience cord. Higher power charging yields shorter charge times.
- Plug the vehicle in sooner.

Estimated Charge Time Limits

Menu Item	Action and Description
Battery	This shows you the battery's current charge displayed as a percentage. A reading of 100% means the battery has a full charge. A reading of 0% indicates the battery has no plug-in energy left.
To fully charge	<p>240V / High Power is the estimated minimum charging time from the present high-voltage battery level to full charge (100%). This represents the shortest amount of time you should expect the high-voltage battery to recharge under ideal conditions. Ideal conditions include a 240V charging station and a minimum 30A service and high-voltage battery at a moderate temperature. Note: Some charging stations use lower voltage (208V), which result in longer charge times.</p> <p>120V / Low Power is the estimated maximum charging time from the present high-voltage battery level to full charge (100%). This represents the longest amount of time you should expect the high-voltage battery to recharge under normal conditions. Normal conditions include a 120V convenience cord and 12A service. Note: Charging may take longer when the AC line voltage is low and may indicate your electrical source is not meeting certain requirements. See Charging the High Voltage Battery in your owner manual.</p>

Note: These charging times are only estimates. It is normal for your actual charge duration to be longer.

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Value Charge Profile and Mode

Menu Item	Action and Description	
Value Charge Profile	This is the name of the presently detected Value Charge Profile. The system detects a customer defined value charge profile when the vehicle is within approximately 300 ft (91.4 m) of the GPS location registered for the profile. If the vehicle is close to more than one charge profile location, it chooses the closest.	
	Default Profile	Displays if you have not set up value charge profiles for specific locations through MyFord Mobile or My Lincoln Mobile or if you are not close enough to a defined profile location.
Edit	Touch this button to access your Value Charge profiles settings screen (see Value Charge Profiles later in this section).	
Charge Now	Touch this button if you want your vehicle to immediately charge when plugged in at this profile location. This button illuminates when Charge Now is the charge mode selected for the presently detected charge profile.	
Value Charge	Touch this button if you want to take advantage of off-peak electricity rates. The vehicle optimizes the charge schedule to be complete by the next GO Time. This button illuminates when Value Charge is the charge mode selected for the presently detected charge profile.	

Charging Status and Actual Times

This is the status of the charging system, which includes the charging plug, high-voltage battery and charger.

Menu Item	Action and Description
Next Charge	This means the vehicle is unplugged. Charge Start and Complete information is for the present vehicle location.
Waiting to charge	This means you plugged the vehicle in and it is ready to charge. Typical of Value Charge mode, the vehicle may not start charging right away because it is set to charge at times with lower utility costs.
Charging	This means the high-voltage battery is charging.
Charged	This informs you that the high-voltage battery is fully charged and not currently scheduled for further charging.

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Menu Item	Action and Description	
Fault	This alerts you that a fault is present and is preventing the high-voltage battery from charging. Check the charge plug connection, charge cord, and charging station.	
Start	This is the scheduled start time of charging.	
	At Plug In	When the vehicle is in Charge Now mode, and unplugged, the message At Plug In appears, indicating the vehicle immediately starts charging once you plug it in. Once you plug it in, the system shows the actual charge start time.
	Scheduled Charge Start Time	When the vehicle is in Value Charge mode, the system displays the scheduled charge start time (for example, 8:00 PM). Once charging starts, the system continues to display the actual charge start time.
Complete	This is the estimated time of charge completion.	
	Charge Now Duration	When the vehicle is in Charge Now mode, and unplugged, the system displays the charging duration in hours. Once you plug in the vehicle, the value shows the estimated time to finish charging.
	Scheduled Charge Complete Time	When the vehicle is in Value Charge mode, the system displays the estimated charge complete time. It is normal for the estimated complete time to change when charging. The vehicle keeps charging until the high-voltage battery is fully charged.

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GO Time Schedule

Menu Item	Action and Description	
Edit	Touch this button to see the GO Time Schedule	
On	This turns on the GO Time schedule.	
Off	This turns off the GO Time schedule. This also turns off the cabin conditioning function. Use this mode to prevent using energy for cabin preconditioning when you leave your vehicle plugged in and do not plan to use it for a while, such as when on vacation. Note: If you choose to perform Value Charging with the schedule off, the vehicle schedules charging to finish at the lowest cost within 24 hours of plugging the vehicle in.	
GO Time 1 GO Time 2	This displays the GO Time day-of-week and time. The blue highlighted GO Time is the present GO Time, which the vehicle is using for charge scheduling and cabin conditioning. You can schedule two GO Time events per day for each day of the week.	
	GO Time	Allows you to edit the GO Time and cabin conditioning temperature.
	--:--	Indicates that you can add a GO Time to this slot
	Note: If you set GO Time 2 to occur before GO Time 1, a message pops up alerting you. You need to go back to the previous screen and switch the times so GO Time 1 occurs before GO Time 2.	

GO Time and Cabin Conditioning

This screen allows you to enter or change the GO Time and cabin conditioning temperature.

Menu Item	Action and Description			
Time (+ and -)	These change the hours and minutes of your GO Time. The minutes change in increments of five. You can also switch the settings for AM and PM by touching those buttons.			
Cabin Conditioning (+ and -)	These switch the setting for your selected cabin conditioning temperature for this GO Time event. You can select from four settings:			
	65°F (18.5°C)	72°F (22°C)	85°F (29.5°C)	Off

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Menu Item	Action and Description
	<p>Note: Cabin conditioning can perform differently depending on if you plug into a 120V convenience cord or 240V charging station. The power available for conditioning is limited to the charging station power available.</p> <p>Note: Your vehicle may not always reach the set cabin temperature due to charging and ambient temperature conditions. This is normal operation.</p>
Clear	Touching this button erases the GO Time and cabin conditioning temperature.
Save	Touching this button stores the GO Time and temperature settings.

Note: If you select a GO Time, but choose **Off** for the temperature setting, the vehicle schedules charging to be complete by your GO Time and does not condition the cabin.

Note: Make sure you save your settings before returning to the previous screen. If you do not touch **Save**, the system will not automatically store the settings.

Value Charge Profiles

Menu Item	Action and Description	
Edit	Touch this button next to the profile name on the Settings screen to see the value charge profiles.	
Default	This displays the charging mode and off-peak times for your Default Value Charge profile. The system displays off-peak times for weekdays; the remaining hours of the day are considered peak time. The system displays similar off-peak times for weekend days.	
	<table border="1"> <tr> <td>Charge Now</td> <td>If you want your vehicle to immediately charge when you plug it in at this profile location.</td> </tr> </table>	Charge Now
Charge Now	If you want your vehicle to immediately charge when you plug it in at this profile location.	

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Menu Item	Action and Description	
	Value Charge	If you want to take advantage of off-peak electricity rates. The vehicle optimizes the charge schedule to be complete by the next GO Time.
	Edit	To access your Default Value Charge Profile settings screen (see Default Value Charge Profile later in this section).
Customer Defined Value Charge Profiles	Once you create profile names, this section displays the Value Charge Profile names and current Charge Mode for specific locations. You can set up and edit these profiles using the MyFord Mobile internet application. You can program up to nine unique charge profiles.	

Default Value Charge Profile

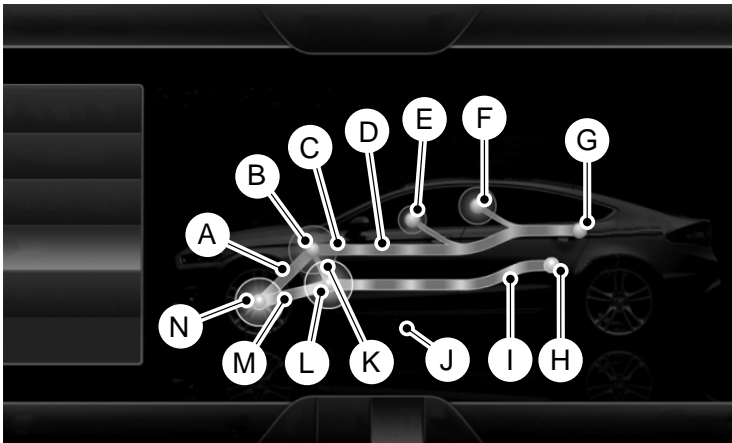
Menu Item	Action and Description	
Weekday Weekend	Edit	Touch this button to set the off-peak charge times. Set the Weekday times and Weekend times by pressing the Weekday and Weekend buttons.
	Save	Touch this button for the system to remember your settings. The system does not store your settings until you make selections for both Weekday and Weekend. If you touch the back arrow button to return to the previous screen without saving your settings, the system does not store them and you need to enter them again.
Weekday Start	This displays the start and finish change times, which you can modify, using the following:	
Weekend Start	+ and -	Allows you to switch the hours of your start and finish times.

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Menu Item	Action and Description	
Weekday Finish	AM	Allows you to switch the time of your start and finish time. This setting is viewable in 12-hour mode.
Weekend Finish	PM	
240V and 120V	These buttons represent the voltage service that the default profile is using. The system uses this selection to calculate estimated charge times.	
Clear	Touching this button erases the Default Value Charge preferences.	
Save	Touching this button stores your Default Value Charge preferences.	

Note: Make sure you save your settings before returning to the previous screen. If you do not touch **Save**, the system does not store your settings.

Power Flow



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MyFord Touch™ and MyLincoln Touch™

Callout	Item		Description
A	Motor-to-Wheel Flow		Shows the direction of power flow between the wheels and the electric motor.
B	Electric Motor		Represents the hybrid electric motor. The higher the motor power is, the larger the circle around this node. Any time the vehicle is ready to be driven, the motor node illuminates.
C	Battery-to-Motor Flow	¹	Shows the direction of power flow between the high-voltage battery and the electric motor. Flow toward the motor indicates the battery is providing power to accelerate the vehicle (discharging the battery). Flow toward the battery indicates the electric motor is providing power to the battery (charging the battery).
D	Plug	(Energi Only)	Appears when you plug your vehicle into the wall. When charging the high voltage battery from the wall, you can see flow from the plug to the battery on the screen.
E	Other	²	Includes all power usage from the low voltage accessories such as the climate control fan, headlights and heated seats. The higher the power usage is from these accessories, the larger the circle around the node. This node illuminates anytime the vehicle is on since there is always some low level power in use.
F	Climate	^{2,3}	includes the power usage from the high-voltage climate control components such as the electric A/C compressor and the electric heater (Energi only). The higher the power usage is from these components, the larger the circle around this node.

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Callout	Item	Description
G	High Voltage Battery Power	Represents your high-voltage battery. A circle illuminates around the node when the high-voltage battery is receiving power from regenerative braking or engine charging. The higher the power going into the high-voltage battery, the larger the circle around this node.
H	Fuel	Represents the fuel tank in the vehicle.
I	Fuel-to-Engine Flow	Shows flow from the fuel tank to the engine when the engine is on and using fuel (there are some cases where the engine is on, but not using any fuel). When the engine is on, but not using fuel, the engine node is active, but the fuel flow path is off. An example of this is when your foot is off the accelerator pedal and the vehicle is traveling at a high speed.
J	Engine on due to:	Provides you with the reason(s) the gasoline engine is on. When the gasoline engine is off, this display does not appear. Engine On due to reasons displayed by the system are in a chart following this list.
K	Motor-to-Engine Flow	Shows the direction of power flow between the engine and the electric motor. The direction indicates if the engine is providing power to the high-voltage electrical system, or if the high-voltage electrical system is providing power to control or start the engine.
L	Engine Power	Represents the gasoline engine. It illuminates only when the gasoline engine is on. The higher the engine power is, the larger the circle around this node.
M	Engine-to-Wheels Flow	Shows the direction of the power flow between the engine and the wheels.
N	Drive Power	Represents the power going to the wheels. The higher the wheel power is, the larger the circle around this node. When the engine is off, drive power is shown in blue. When the engine is on, drive power is shown in grey.

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¹The battery-to-motor flow includes battery power the vehicle is using for acceleration. It does not include energy the vehicle is using for accessories (such as air conditioning, headlights and radio). This screen displays accessories and climate usage separately.

² **Accessories** indicates electrical power demands from your vehicle's accessory systems. Accessories use power but do not contribute to making the vehicle move. The power flow displays power usage from the climate control system and other accessories separately.

³The climate control system may determine A/C is necessary even when you turn it off. In this case, you may see some climate power when the A/C is off.

Engine On due to	
Heater Setting	The engine is on because of the heater setting. Reduce or turn off the heater setting to return to electric mode.
High Speed	The engine is on because the vehicle speed exceeds the level for electric mode operation. Reduce the speed to return to electric mode.
Acceleration	The engine is on when applying pressure to the accelerator pedal or switching on the speed control. Reduce pressure on the accelerator pedal or switch off the speed control to return to full electric mode.
Neutral Gear	The engine is on because the vehicle is in neutral gear. Shift out of neutral gear to return to electric mode.
Low Gear	The engine is on because the vehicle is in low gear. Shift out of low gear to return to electric mode.
Battery Charging	The engine is on to charge the high-voltage battery. The vehicle returns to electric mode once the battery is charged.
Oil Maintenance (Energi Only)	The engine is on to maintain engine oil quality. The vehicle returns to electric mode when engine oil maintenance is complete. See Engine Oil Check in your owner manual.
Batt Temperature (Energi Only)	The engine is on due to high or low high-voltage battery temperature. This is a normal operating condition. The vehicle returns to electric mode automatically when possible.
Normal Operation	The engine is on to optimize vehicle operation. The vehicle returns to electric mode when possible.

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Status

This indicates which mode is active within the vehicle system.

Menu Item	Action and Description
Hybrid Drive	The electric motor and gasoline engine are powering the vehicle.
Charging HV Battery	The hybrid system is storing power in the high-voltage battery.
Idle	The vehicle is either at rest, or sharing very little power between the electric system parts.
Electric Drive	The vehicle is driving in electric mode (the power is coming from the electric motor). The gasoline engine is off in this mode.
Charge Complete (Energi Only)	The high-voltage battery charging from the wall is complete.

Status

Privacy Notice for GPS Mapping with MyFord Mobile and MyLincoln Mobile

MyFord Mobile and MyLincoln Mobile allows for GPS mapping when a vehicle is registered to a MyFord Mobile and MyLincoln Mobile account. To remove the vehicle from the account, thereby removing GPS mapping ability, a Master Reset can be performed in the vehicle. See **Settings** (page 14).

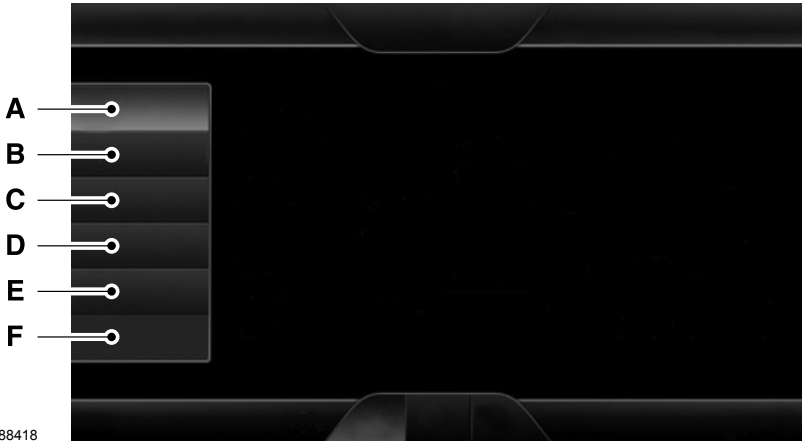
Before transferring ownership of a vehicle, owners may choose to execute a Master Reset or Factory Reset (completed via the MyFord Mobile and MyLincoln Mobile website). Either method removes the vehicle from all MyFord Mobile and MyLincoln Mobile accounts.

It is recommended that new owners conduct a Master Reset upon taking possession of the vehicle to remove it from any existing MyFord Mobile and MyLincoln Mobile accounts. The new owner can activate a MyFord Mobile and MyLincoln Mobile account by completing registration process on the website.

Website
www.myfordmobile.com www.mylincolnmobile.com

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INFORMATION



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Item	Menu Item
A	SYNC Services
B	Travel Link
C	Alerts
D	Calendar
E	Apps
F	Where Am I?

Depending on your vehicle and market, you may not have all of these options.

 If your vehicle is equipped with Navigation, press the **Information** button to access these features. If your vehicle is not equipped with Navigation, press the corner of the touchscreen with the green tab.

SYNC Services (If Equipped, United States Only)

Note: SYNC Services varies by trim level and model year and may require a subscription. Traffic alerts and turn-by-turn directions available in select markets. Message and data rates may apply. Ford Motor Company and The Lincoln Motor Company reserve the right to change or discontinue this product service at any time without prior notification or incurring any future obligation.

Note: SYNC Services requires activation before use. Visit 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. See **Phone** (page 43).

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Note: This feature does not function properly if you have enabled caller ID blocking on your cellular phone. Make sure your cellular 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 provided are only 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 your 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, 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. If you do not want Ford, Lincoln or its service providers to collect your vehicle travel information or other information identified in the Terms and Conditions, do not subscribe 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.

Connecting to SYNC Services

You can connect to SYNC Services using voice commands or by selecting a menu item on the touchscreen.

To use voice commands, press the voice button and say:

Voice Command	Action and Description
Services	This initiates an outgoing call to SYNC Services using your paired and connected Bluetooth-enabled cellular phone. Once you connect to the service, follow the voice prompts to request the desired service, for example traffic or directions.
Once connected to SYNC Services, you can also say the following:	
What Can I Say	Receive a list of available services from which to choose.
Services	To return to the Services main menu.
Help	Receive system help.

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If your vehicle is equipped with Navigation, press the **I (Information)** button. If your vehicle is not equipped with Navigation, press the green tab on your touchscreen.

To use the touchscreen select:

Menu Item
Connect to Services

This command initiates an outgoing call to SYNC Services using your paired and connected Bluetooth-enabled cellular phone. Once you connect to the service, follow the voice prompts to request the desired service.

Receiving Turn-by-Turn Directions

Press the voice button and say:

Voice Command	Action and Description
Directions	To receive directions to a location. Once you select your destination, the system uploads your current vehicle location, calculates a route based on current traffic conditions and sends it back to your vehicle. After the route download is complete, the phone call automatically ends. You then receive audible and visual driving instructions as you travel toward your destination.
Business Search	To find a business or type of business. Once you select your destination, the system uploads your current vehicle location, calculates a route based on current traffic conditions and sends it back to your vehicle. After the route download is complete, the phone call automatically ends. You then receive audible and visual driving instructions as you travel toward your destination.
Search near me	To find the closest business or type of business to your location, within business search.
Operator	Provides you with further assistance within Directions and Business Search. The system may prompt you to speak with an operator when it has difficulty matching your voice request. The live operator can assist you by searching for businesses by name or by

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Voice Command	Action and Description
	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 .
Yes [During an active route]	If you miss a turn, SYNC automatically asks if you want the route updated. Say yes when prompted and the system sends a new route to your vehicle.

Disconnecting from SYNC Services

Press and hold the hang-up phone button on the steering wheel.

From the SYNC Services main menu say:

Voice Command
Good-bye

SYNC Services Quick Tips

Tips	
Personalizing	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, for example Detroit Lions, or a news category. You can learn more about personalization by logging onto www.SYNCMyRide.com .
Push to interrupt	Press the voice button at any time (while connected to SYNC Services) to interrupt a voice prompt or an audio clip (such as a sports report) and say your voice command.
Portable	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 SYNC Services and continue enjoying your personalized services.

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SYNC Services Voice Commands



When a route has been downloaded (non-navigation systems), press the voice button on the steering wheel controls. When prompted, say any of the following commands:

Services

Voice command
Cancel Route
Route Status
Route summary
Update Route
Help

Sirius Travel Link (If Equipped, United States and Canada Only) (If

Equipped)

WARNING



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

Note: In order to use Sirius Travel Link, your vehicle must be equipped with navigation and your navigation SD card must be in the SD card slot.

Note: A paid subscription is required to access and use these features. Go to www.siriusxm.com/travellink for more information.

Note: Visit www.siriusxm.com/traffic and click on Coverage map and details for a complete listing of all traffic areas covered by Sirius Travel Link.

Note: Sirius, Lincoln and Ford are not responsible for any errors or inaccuracies in the Sirius Travel Link services or its use in vehicles.

When you subscribe to Sirius Travel Link, it can help you locate the best gas prices, find movie listings, get current traffic alerts, view the current weather map, get accurate ski conditions and see scores to current sports games.



If your vehicle is equipped with Navigation, touch the i (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab.

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Menu Item	Action and Description	
Traffic on Route	Touch these buttons to identify traffic incidents on your route, nearby your vehicle's current location or near any of your favorite places, if programmed.	
Traffic Nearby		
Fuel Prices	Touch this button to view fuel prices at stations close to your vehicle's location or on an active navigation route	
Movie Listings	Touch this button to view nearby movie theaters and their show times, if available.	
Weather	Touch this button to view the nearby weather, current weather, or the five day forecast for the chosen area.	
	Map	Select to see the weather map, which can show storms, radar information, charts and winds.
	Area	Select to choose from a listing of weather locations.
Sports Info	Touch this button to 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.	
Ski Conditions	Touch this button to view ski conditions for a specific area.	

Sirius Travel Link Voice Commands



Press the voice button on the steering wheel controls. When prompted, say any of the following or a similar command:

Voice command
Show Traffic
Show Weather
Help

Alerts



If your vehicle is equipped with Navigation, touch the I (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab.

Press Alerts, then choose from any of the following services:

Menu Item	Action and Description
View	The complete message
Delete	The message
Delete All	Messages

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This screen displays any system messages (such as an SD card fault).

Note: The system alerts you to any messages by turning the information icon yellow. After you read or delete the messages, the icon returns to white.

Calendar



If your vehicle is equipped with Navigation, touch the I (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab.

Press **Calendar**. You can view the current calendar by day, week or month.

911 Assist (If Equipped, United States and Canada Only) (If Equipped)

WARNINGS



Unless the 911 Assist setting is set on before 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.



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.



Always place your phone in a secure location in your vehicle so it does not become a projectile or damaged in a crash. Failure to do so may cause serious injury to someone or damage the phone, which could prevent 911 Assist from working properly.

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

Note: Before setting this feature on, make sure that you read the 911 Assist Privacy Notice later in this section for important information.

Note: If any user turns 911 Assist on or off, that setting applies for all paired phones. If 911 Assist is turned off, either a voice message plays or a display message (or icon) comes on (or both) when your 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, excluding knee airbags and rear inflatable safety belts where fitted 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 the 911 Assist feature visit:

Website
www.SYNCMYride.com www.SYNCMYride.ca www.syncmaroute.ca

See Supplemental Restraints System in your owner manual. Important information regarding airbag deployment is in this chapter.

See Roadside Emergencies in your owner manual. Important information regarding the fuel pump shut-off is in this chapter.

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Setting 911 Assist On



If your vehicle is equipped with Navigation, touch the I (Information) button to access these features. If your vehicle is not equipped with Navigation, touch the corner of the touchscreen with the green tab. Then select:

Menu Item
Apps
911 Assist
On



You can also access 911 Assist by pressing the Setting icon and then selecting:

Menu Item
Settings
Phone
911 Assist
You can also select:
Help
911 Assist

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.
- The 911 Assist feature must be set on prior to the incident.

- You must pair and connect a Bluetooth-enabled and compatible phone 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 United States, 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 trigger 911 Assist); however, SYNC tries to contact emergency services if 911 Assist triggers. If a connected phone sustains damage 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 (approximately 10 seconds) to cancel the call. If you fail to cancel the call, SYNC attempts 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 you do not cancel the call, and SYNC makes a successful call, a pre-recorded message plays for the 911 operator, and then the occupant(s) in your 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.

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911 Assist May Not Work If:

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

911 Assist Privacy Notice

When you turn on 911 Assist, it may disclose to emergency services that your vehicle has been in a crash involving the deployment of an airbag or activation of the fuel pump shut-off. Certain versions or updates to 911 Assist may also be capable of electronically or verbally disclosing to 911 operators your vehicle location or other details about your 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 (If Equipped, United States and Canada Only)

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 electronically monitored by your vehicle and will not monitor or report the status of any other system, (such as brake lining wear). Failure to perform scheduled maintenance and regularly inspect your vehicle may result in vehicle damage and serious injury.

Note: This feature is only available in the United States.

Note: Your Vehicle Health Report feature requires activation prior to use. Visit 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 cellular phone. Before running a report, review the 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.

Note: Cellular phone and SMS charges may apply when making a report.

Register for Vehicle Health Report and set your report preferences at www.SYNCMYRIDE.com. After registering, you can request a Vehicle Health Report (inside your vehicle). Return to your account at www.SYNCMYRIDE.com to view your report. You can also choose for SYNC to remind you automatically 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 a diagnostic report card. The Vehicle Health Report contains valuable information, for example:

- Vehicle diagnostic information.
- Scheduled maintenance.
- Open recalls and Field Service Actions.
- Items noted during vehicle inspections by your authorized dealer that still need servicing.

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Making a Report



If you want to run a report by using the touchscreen, select:

Menu Item
Apps
Vehicle Health Report



You can also run a vehicle health report by voice command.

Press the voice button and when prompted say:

Voice command
Vehicle Health Report

Vehicle Health Report Privacy Notice

When you create a Vehicle Health Report, Ford Motor Company or Lincoln 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 more vehicle information. Ford or Lincoln may use your 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. See www.SYNCMYride.com (Vehicle Health Report Terms and Conditions, and Privacy Statement) for more information.

Where Am I?

For information about your current location, select:

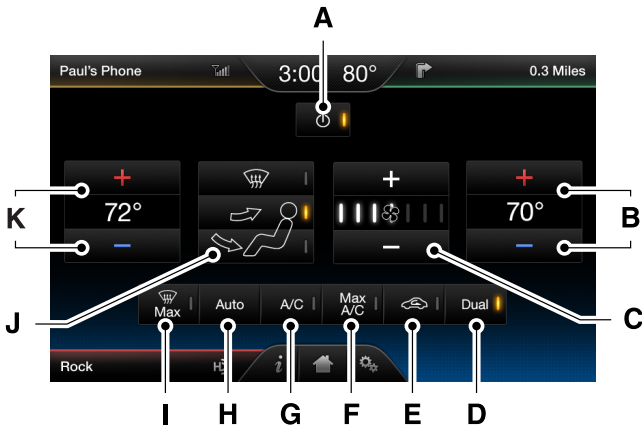
Menu Item	Action and Description
Where Am I?	View your vehicle's current location, if your vehicle is equipped with navigation. If your vehicle is not equipped with navigation, nothing displays.

CLIMATE

Touch the lower right corner on the touchscreen to access your climate control features. Depending on your vehicle line and option package, your climate screen may look different from this screen.

Note: You can switch temperature units between Fahrenheit and Celsius. See **Settings** (page 14).

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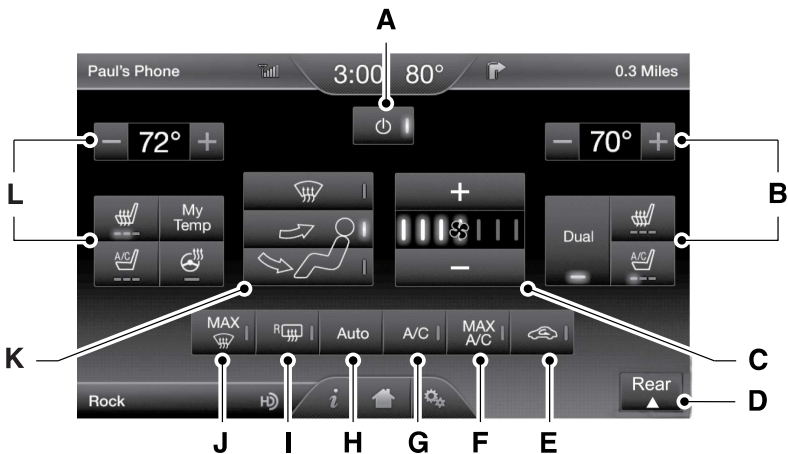


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- A **Power:** Touch to switch the system off and on. Outside air cannot enter your vehicle when you switch off the system.
- B **Passenger settings:** Touch + or – to adjust the temperature.
- C **Fan speed:** Touch + or - to adjust fan speed.
- D **DUAL:** Touch to switch on the passenger temperature control.
- E **Recirculated air:** Touch to turn the recirculated air on or off which may reduce the amount of time needed to cool down the interior and help reduce odors from reaching the interior. Recirculated air also engages automatically when MAX A/C or MAX defrost is selected and may be engaged manually in any airflow mode except defrost. It may also turn off in all airflow modes except MAX A/C and MAX defrost to reduce fog potential.
- F **MAX A/C:** Touch to cool your vehicle with recirculated air. Touch again for normal A/C operation. MAX A/C distributes air through instrument panel vents and may help reduce odors from entering your vehicle. MAX A/C is more economical and efficient than normal A/C mode.
- G **A/C:** Touch to turn the air conditioning on or off. Use A/C with recirculated air to improve cooling performance and efficiency. A/C engages automatically in MAX A/C, defrost and footwell/defrost.
- H **AUTO:** Touch to engage automatic operation, then set the temperature using the temperature control. The system automatically controls fan speed, airflow distribution, A/C on or off and the use of fresh or recirculated air.

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- I **MAX Defrost:** Distributes outside air through the windshield air vents and automatically switches the air conditioning on. The fan is set to the highest speed and the temperature to HI. When the air distribution is is set in this position, you are unable to select recirculated air or manually adjust the fan speed and temperature control.
- J **Manual airflow distribution controls:** Airflow can be directed into the following locations:
 - Footwell and Defrost:** Distributes air through the windshield defroster vents, demister vents, floor vents and rear seat floor vents, and provides outside air to reduce window fogging.
 - Panel:** Distributes air through the instrument panel vents.
 - Panel and Floor:** Distributes air through the instrument panel vents, demister vents, floor vents and rear seat floor vents.
 - Floor:** Distributes air through the demister vents, floor vents and rear seat floor vents.
 - Defrost:** Touch to clear the windshield of fog and thin ice. Touch again to return to the previous airflow selection. When on, defrost provides outside air to reduce window fogging and distributes air through the windshield defroster vents and demister vents.
- K **Driver settings:** Touch + or – adjust the temperature.



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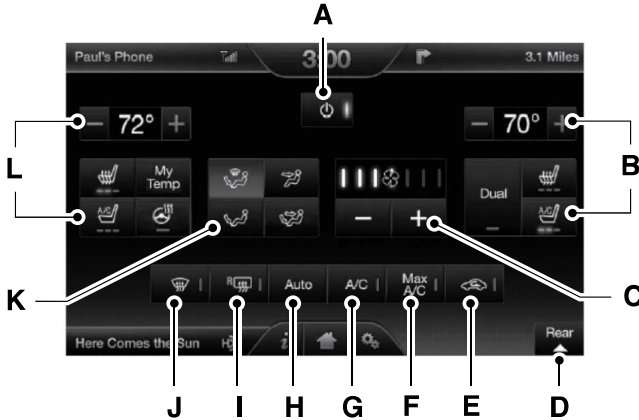
- A **Power:** Touch the button to switch the system on and off. Switching off the climate control system prevents outside air from entering the vehicle.
- B **Passenger settings:**
Touch the **+** or **-** to increase or decrease the air temperature on the passenger side of the vehicle.
Touch the heated seat icon to switch the heated seat off and on (if equipped).
Touch the climate-controlled seat icon to switch the climate-controlled seat off and on (if equipped).
Touch **Dual** to switch separate passenger side temperature controls off and on. When you switch off **Dual**, the passenger side temperature changes to match the driver side temperature.
Note: The passenger side temperature and the **Dual** indicator automatically turn on when the passenger is adjusting their temperature control.
- C **Fan speed:** Touch **+** or **-** to increase or decrease the volume of air circulated in your vehicle.
Note: When the system is controlling the fan speed automatically, all the fan speed indicators turn off.
- D **Rear:** Touch to access the rear climate control. Rear climate control settings appear at the bottom of the screen.
Touch the power icon to turn the rear climate control functions off and on.
Touch **Rear** to allow the rear seat passengers to adjust the rear climate settings. Touch it again to prevent the rear seat passengers from adjusting the settings. Rear Control automatically turns off when you use the touchscreen to adjust the rear climate settings.
Touch **+** or **-** to adjust the temperature.
To adjust fan speed, touch **+** or **-** next to the fan icon.
Touch **Rear** again to close the rear controls. Closing the rear climate control functions does not affect their current settings.
- E **Recirculated air:** Touch the button to switch between outside air and recirculated air. When you select recirculated air, the air currently in the passenger compartment recirculates. This may reduce the time needed to cool the interior (when used with **A/C**) and may reduce unwanted odors from entering your vehicle.
Note: Recirculated air may turn off automatically (or be prevented from turning on) in all airflow modes except **Max A/C** to reduce risk of fogging. Recirculated air may also turn on and off automatically in **Panel** or **Panel and Floor** airflow modes during hot weather in order to improve cooling efficiency.

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- F **Max A/C:** Touch the button to maximize cooling. Recirculated air flows through the instrument panel vents, air conditioning automatically turns on, and the fan automatically adjusts to the highest speed.
- G **A/C:** Touch the button to switch air conditioning compressor on or off. Use air conditioning with recirculated air to improve cooling performance and efficiency.
Note: In certain conditions (such as when using Max Defrost), the air conditioning compressor may continue to operate even after you switch off the air conditioning with the **A/C** button.
- H **Auto:** Touch the button to switch on automatic operation. Select the desired temperature using the temperature control. The system adjusts fan speed, air distribution, air conditioning operation, and selects outside air or recirculated air to heat or cool the vehicle in order to maintain the desired temperature. You can also use the **Auto** button to switch off dual zone operation by touching and holding the button for more than two seconds.
- I **Heated rear window:** Turns the heated rear window on and off. See the heated Windows and Mirrors chapter in your owner manual.
- J **Max Defrost:** Touch the button to maximize defrosting. Outside air flows through the windshield vents, fan automatically adjusts to the highest speed and the temperature dial returns to the full heat position. You can use this setting to defog or clear a thin covering of ice from the windshield. The heated rear window also automatically turns on when you select Max Defrost.
- K **Air distribution control:** Touch these buttons to switch airflow from the windshield, instrument panel, or footwell vents on or off. The system can distribute air through the following combinations: windshield, windshield/floor, panel, panel/floor, and floor.
Note: To prevent window fogging, you cannot select recirculated air when MAX Defrost is on.
- L **Driver settings:**
 - Touch the **+** or **-** to increase or decrease the air temperature on the driver side of the vehicle.
 - Touch the heated seat icon to switch the heated seat off and on (if equipped).
 - Touch the climate-controlled seat icon to switch the climate-controlled seat off and on (if equipped).
 - Touch **MyTemp** to select your preset temperature setpoint. Touch and hold **MyTemp** to save a new preset temperature setpoint.
 - Touch the heated steering wheel icon to switch the heated steering wheel on and off (if equipped).

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Note: If your vehicle is equipped with a wood-trimmed steering wheel, it does not heat between the 10 o'clock and 2 o'clock positions.



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- A **Power:** Touch the button to switch the system on and off. Switching off the climate control system prevents outside air from entering the vehicle.
- B **Passenger settings:**
 - Touch the **+** or **-** to increase or decrease the air temperature on the passenger side of the vehicle.
 - Touch the heated seat icon to turn the heated seat off and on (if equipped).
 - Touch the climate-controlled seat icon to turn the climate-controlled seat off and on (if equipped).
 - Touch **DUAL** to turn separate passenger side temperature controls off and on. When you turn off DUAL, the passenger side temperature changes to match the driver side temperature.

Note: The passenger side temperature and the **DUAL** indicator automatically turn on when the passenger is adjusting their temperature control.
- C **Fan speed:** Touch **+** or **-** to increase or decrease the volume of air circulated in your vehicle.

Note: When the system is controlling the fan speed automatically, all the fan speed indicators turn off.
- D **Rear:** Touch to access the rear climate control. Rear climate control settings appear at the bottom of the screen.

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Touch the power icon to turn the rear climate control functions off and on.

Touch **Rear Control** to allow the rear seat passengers to adjust the rear climate settings. Touch it again to prevent the rear seat passengers from adjusting the settings. **Rear Control** automatically turns off when you use the touchscreen to adjust the rear climate settings.

Touch + or – to adjust the temperature.

To adjust fan speed, touch + or – next to the fan icon.

Touch **Rear** again to close the rear controls. Closing the rear climate control functions does not affect their current settings.

- E **Recirculated air:** Touch the button to switch between outside air and recirculated air. When you select recirculated air, the air currently in the passenger compartment recirculates. This may reduce the time needed to cool the interior (when used with **A/C**) and may reduce unwanted odors from entering your vehicle.
Note: Recirculated air may turn off automatically (or be prevented from turning on) in all airflow modes except **Max A/C** to reduce risk of fogging. Recirculated air may also turn on and off automatically in **Panel** or **Panel and Floor** airflow modes during hot weather in order to improve cooling efficiency.
- F **MAX A/C:** Touch the button to maximize cooling. Recirculated air flows through the instrument panel vents, air conditioning automatically turns on, and the fan automatically adjusts to the highest speed.
- G **A/C:** Touch the button to switch air conditioning compressor on or off. Use air conditioning with recirculated air to improve cooling performance and efficiency.
Note: In certain conditions (such as when using Max Defrost), the air conditioning compressor may continue to operate even after you switch off the air conditioning with the **A/C** button.
- H **AUTO:** Touch the button to turn on automatic operation. Select the desired temperature using the temperature control. The system adjusts fan speed, air distribution, air conditioning operation, and selects outside air or recirculated air to heat or cool the vehicle in order to maintain the desired temperature. You can also use the **AUTO** button to turn off dual zone operation by touching and holding the button for more than two seconds.
- I **Heated rear window:** Turns the heated rear window on and off. See the heated Windows and Mirrors chapter in your owner manual.
- J **Defrost:** Press the button to distribute air to the windshield vents and de-mister. Air distribution to instrument panel and footwell vents turn off. You can use this setting to defog and clear the windshield of a thin covering of ice.
- K **Air distribution control:** Touch these buttons to turn airflow from the windshield, instrument panel, or footwell vents on or off. The system can distribute air through any combination of these vents.
- L **Driver settings:**

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Touch the **+** or **-** to increase or decrease the air temperature on the passenger side of the vehicle.

Touch the heated seat icon to turn the heated seat off and on (if equipped).

Touch the climate-controlled seat icon to turn the climate-controlled seat off and on (if equipped).

Climate Control Voice Commands



Press the voice button on the steering wheel controls. When prompted, say any of the following or a similar command:

Voice commands	
Climate On	
Climate Off	
Set temperature	Adjust the temperature to between 15.0 - 30.0°C or 59 - 86°F.

NAVIGATION

Note: The navigation SD card must be in the SD card slot to operate the navigation system. If you need a replacement SD card, see an authorized dealer.

Note: The SD card slot is spring-loaded. To remove the SD card, just push the card in and release it. Do not attempt to pull the card out to remove it; this could cause damage.

Your navigation system is comprised of two main features, destination mode and map mode.

Destination Mode

To set a destination press the green corner of your touchscreen, then the press:

Menu Item
Dest.
Choose any of the following:
My Home
Favorites
Previous Destinations
Point of Interest
Emergency
Street Address
Intersection
City Center

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Menu Item
Map
Edit Route
Cancel Route

To set your destination, enter the necessary information into the highlighted text fields (in any order).

For an address destination entry, press:

Menu Item	Action and Description
Go	Pressing this button makes the address location appear on the map.

To choose a previous destination, press:

Menu Item	Action and Description
Previous Destinations	The last 20 destinations you have selected appear.

Once you have chosen your destination press:

Menu Item	Action and Description	
Set as Dest	To make this your destination. You can also choose to set this as a waypoint (have the system route to this point on the way to your current destination) or save it as a favorite. You can then choose your route from three different options.	
	Fastest Route	Uses the fastest moving roads possible.
	Shortest Route	Uses the shortest distance possible.
	Eco Route	Uses the most fuel-efficient route.

To begin navigation press:

Menu Item	Action and Description
Start Route	You can cancel the route or have the system demo the route for you. During route guidance, you can press the talking bubble icon that appears in the upper right navigation corner (green bar) if you want the system to repeat route guidance information. When the system repeats the last guidance instruction, it updates the distance to the next guidance instruction, since it detects when the vehicle is moving.

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Note: If your vehicle is on a recognized road and you do not press the **Start Route** button, the system defaults to the Fastest Route option and begins guidance.

Point of Interest (POI) Categories

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

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 listing.

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

cityseekr

Note: cityseekr point of interest (POI) information is limited to approximately 912 cities (881 in the United States, 20 in Canada and 11 in Mexico).



cityseekr, when available, is a service that provides more information about certain points of interest such as restaurants, hotels and attractions.

When you have selected a point of interest, the location and information appear, such as address and phone number. If cityseekr lists the point of interest, more information is available, such as a brief description, check-in and checkout times or restaurant hours.

For a longer review, a list of services and facilities, the average room, meal price or the website press:

Menu Item
More Information

This screen displays the point of interest icon such as:



Hotel



Coffeehouse

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Food & Drink



Nightlife



Attraction



This icon appears when your selection exists in multiple categories within the system.

When you are viewing more information for hotels, cityseekr also tells you if the hotel has certain services and facilities using icons, such as:

- Restaurant
- Business center
- Handicap facilities
- Laundry
- Refrigerator
- 24 hour room service

Map Preferences

Menu Item	Second Level Messages, Actions and Descriptions	
Map Preferences		
Then select any of the following:		
Breadcrumbs	Display your vehicle's previously traveled route with white dots. You can switch this feature:	
	<table border="1"> <tr> <td>On</td> <td>Off</td> </tr> </table>	On
On	Off	
Turn List Format	Have the system display your turn list	

- Fitness center
- Internet access
- Pool
- Wi-Fi

For restaurants, cityseekr can provide information such as star rating, average cost, review, handicap access, hours of operation, and website address.

For hotels, cityseekr can provide information such as star rating, price category, review, check-in and checkout times, hotel service icons and website address.

Setting Your Navigation Preferences



Select settings for the system to take into account when planning your route.

To access the settings options, press

Menu Item
Settings
Navigation
Then select any of the following:

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Menu Item	Second Level Messages, Actions and Descriptions	
	Top to Bottom	Bottom to Top
Parking POI Notification	When parking point of interest notification is on, the icons display on the map when you get close to your destination. This may not be very useful in dense areas, and may clutter the map when other points of interest display. Set the automatic parking point of interest notification. You can switch this feature:	
	On	Off

Route Preferences

Menu Item	Second Level Messages, Actions and Descriptions		
Route Preferences			
Then select any of the following:			
Preferred Route	Choose to have the system display your chosen route type.		
	Shortest Route	Fastest Route	Ecological
Always use Preferred Route	Bypass route selection in destination programming. The system only calculates one route based on preferred route setting. When activated, the system uses your selected route type to calculate only one route to the desired destination.		
Eco Time Penalty	Select a level of cost for the calculated Eco Route. The higher the setting, the longer the time allotment is for the route.		
Avoid	When activated, you can to choose to have the system avoid motorways, toll roads, ferries and car trains when planning your route.		
Use HOV Lanes	Have the system use high-occupancy vehicle lanes, if available, when planning your route.		

Navigation Preferences

Menu Item	Second Level Messages, Actions and Descriptions
Navigation Preferences	
Then select any of the following:	
Guidance Prompts	Select the type of prompts the system uses.

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Menu Item	Second Level Messages, Actions and Descriptions	
	Tones Only	Voice and Tones
Auto - Fill State/Province	Have the system automatically fill in the state and province based on the information already entered into the system. You can switch this feature:	
	On	Off

Traffic Preferences

Menu Item	Second Level Messages, Actions and Descriptions	
Traffic Preferences		
Then select any of the following:		
Avoid Traffic Problems	You can choose how you want the system to handle traffic problems along your route.	
	Automatic	Have the system reroute you to avoid traffic incidents that develop and impact the current route. The system does not provide a traffic alert notification
	Manual	Have the system always provide a traffic alert notification for traffic incidents along the planned route. You have a choice to accept or ignore the notification before making the route deviation.
Traffic alert notification	Activate traffic alert notifications on or off.	
You are also able to switch on and off the 11 traffic map icons.	These icons will alert you to traffic and driving conditions including accidents, closures and weather conditions.	

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Avoid Area

Menu Item	Second Level Messages, Actions and Descriptions
Avoid Areas	Choose areas which you want the system to avoid when calculating a route for you
Then select any of the following:	
Add	Once you make a selection, the system tries to avoid the area(s) if possible for all routes. Select this button to program an entry, then choose a destination entry method. You can edit the name or location of a destination or remove it from your selections.
Delete	To remove an area from your selection, choose the listing on the screen. The screen will change, then press delete and confirm the deletion.

Map Mode

Press the green bar in the upper right area of the touchscreen to view map mode. Map mode shows advanced viewing comprised of both 2D city maps as well as 3D landmarks (when available).

2D city maps show detailed outlines of buildings, visible land use and land elements and detailed railway infrastructure for the most essential cities around the globe. These maps also contain features, such as town blocks, building footprints and railways.

3D landmarks appear as clear, visible objects that are typically recognizable and have a certain tourist value. The 3D landmarks appear in 3D map mode only. Coverage varies and improves with updated map releases.



Change the appearance of the map display by repeatedly pressing the arrow button in the upper left corner of the screen. It toggles between three different map modes: Heading up, North up and 3D.



Heading up (2D map) always shows the direction of forward travel to be upward on the screen. This view is available for map scales up to 2.5 miles (4 kilometers). The system remembers this setting for larger map scales, but shows the map in North up only. If the scale returns below this level, the system restores Heading up.



North up (2D map) always shows the northern direction to be upward on the screen.



3D map mode provides an elevated perspective of the map. This viewing angle can be adjusted and the map can be rotated 180 degrees by touching the map twice, and then dragging your finger along the shaded bar with arrows at the bottom of the map.

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You can also select the following options:

Menu Items	Description
View	Switches between full map, street list and exit view in route guidance.
Menu	Displays a pop-up box that allows direct access to navigation settings.



Press the speaker button on the map to mute route guidance. When the light on the button illuminates, the feature is on. The speaker button appears on the map only when route guidance is active.



Re-center the map by pressing this icon whenever you scroll the map away from your vehicle's current location.

Auto Zoom

Press the green bar to access map mode, then select the **+** or **-** zoom button to bring up the zoom level and Auto buttons on the touchscreen. When you press **Auto**, Auto Zoom turns on and **Auto** displays in the bottom left corner of the screen in the map scale. The map zoom level then synchronizes with vehicle speed. The slower your vehicle is traveling, the farther the map zooms in; the faster your vehicle is traveling, the farther the map zooms out. To switch off the feature, just press the **+** or **-** button again.

In 3D mode, rotate the map view by swiping your finger across the shaded bar with the arrows.

The ETA box under the zoom buttons appears when a route is active and displays the distance and time to your destination. If the button is pressed, a pop up appears with the destination listed (and waypoint if applicable) along with mileage and time to destination. You may also select to have either the estimated time to reach your destination or your estimated arrival time.

Map Icons



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



Scroll cursor allows you to scroll the map; the fixed icon is 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) indicates 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. You can select from any of the 22 icons available. You can use each icon more than once.



Home indicates the location on the map currently stored as the home position. You can only save one address from the Address Book as your Home entry. You cannot change this icon.



POI (Point Of Interest) icons indicate locations of any point of interest categories you choose to display on the map. You can choose to display three point of interest categories on the map at one time.

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Starting point indicates the starting point of a planned route.



Waypoint 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 display 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:

Menu Item	Action and Description	
Set as Dest	Touch this button to 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 touch this button.	
Set as Waypoint	Touch this button to set the current location as a waypoint.	
Save to Favorites	Touch this button to save the current location to your favorites.	
POI Icons	Touch this button to select icons to display on the map. You can select up to three icons to display on the map at the same time. You can switch these features:	
	On	Off
View / Edit Route	When on an active route, select any of the following options:	
	View Route	
	Edit Destination/Waypoints	
	Edit Turn List	
	Detour	
	Edit Route Preferences	
	Edit Traffic Preferences	
Cancel Route		

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HERE is the digital map provider for the navigation application. If you find map data errors, you may report them directly to Here by going to www.here.com/mapcreator. HERE 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 1-866-462-8837 in the United States and Canada and 01-800-557-5539 in Mexico or going to www.navigation.com/sync. 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 any of the following or a similar command:

Voice command
Destination
Zoom Out
Zoom In
Where Am I
Help

The following commands can only be used when a navigation route is active:

Voice command
Detour
Cancel Route
Show Route
Repeat Instruction
Turn List

One-shot Destination Street Address

To set a destination with voice commands, you can say:

Voice Command	Action and Description
Find an Address	The system asks you to say the full address. The system displays an example on-screen.

You can then speak the address naturally, such as "One two three four Main Street, Anytown".

MYFORD TOUCH™ AND MYLINCOLN TOUCH™ TROUBLESHOOTING

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

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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 online chat (during certain hours). Visit

www.SYNCMyRide.com,
www.SYNCMyRide.ca or
www.syncmaroute.ca for more information.

Phone issues		
Issue	Possible cause(s)	Possible solution(s)
There is excessive background noise during a phone call.	The audio control settings on your phone may be affecting SYNC performance.	Review your phone's manual about audio adjustments.
During a call, I can hear the other person but they cannot hear me.	This may be a 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.	This is a phone-dependent feature. This may be a possible phone malfunction.	Go to the website to review your phone's compatibility. Try turning off the device, resetting the device or removing the device's battery, then trying again. Try pushing your phonebook contacts to SYNC by using the Add Contacts feature. Use the SYNCmyphone feature available on the website.
The system says Phonebook Downloaded but the phonebook in SYNC is empty or missing contacts.	This may be a limitation on your phone's capability.	Try pushing your phonebook contacts to SYNC by using the Add Contacts feature. If the missing contacts are stored on your SIM card, try moving them to the device memory. Remove any pictures or special ring tones associated with the missing contact.

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Phone issues		
Issue	Possible cause(s)	Possible solution(s)
		Depending upon your phone, you may have to grant SYNC permission to access your phonebook contacts. Make sure to confirm when prompted by your phone during the phonebook download.
I am having trouble connecting my phone to SYNC.	This is a phone-dependent feature. This may be a possible phone malfunction.	Go to the website to review your phone's compatibility. Try turning off the device, resetting the device or removing the device's battery, then trying again. Try deleting your device from SYNC, deleting SYNC from your device and trying again. Check the security and auto accept and prompt always settings relative to the SYNC Bluetooth connection on your phone. Update your device's firmware. Turn off the Auto phonebook download setting. You can also preform the touchscreen system reset procedure.
Text messaging is not working on SYNC.	This is a phone-dependent feature. This may be a possible phone malfunction.	Go to the website to review your phone's compatibility. Try turning off the device, resetting the device or removing the device's battery, then trying again.

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USB and media issues		
Issue	Possible cause(s)	Possible solution(s)
I am having trouble connecting my device.	This may be a possible device malfunction.	Try turning off the device, resetting the device, removing the device's battery, then trying again. Make sure you are using the manufacturer's cable. Make sure you insert the USB cable correctly into the device and the USB port. Make sure that the device does not have an auto-install program or active security settings.
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. The device is not connected.	Review the device compatibility chart on the SYNC website to confirm your phone supports the Bluetooth audio streaming function. Make sure you correctly connect the device to SYNC, and that you have pressed play on your device. You can also preform the touchscreen system reset procedure.
SYNC does not recognize music that is on my device.	Your music files may not contain the correct artist, song title, album or genre information. The file may be corrupted. The song may have copyright protection, which does not allow it to play.	Make sure that all song details are populated. Some devices require you to change the USB settings from mass storage to MTP class.

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Vehicle Health Report and Services (Traffic, Directions and Information) issues		
(Where Available)		
Issue	Possible cause(s)	Possible solution(s)
I received a text that I did not activate Vehicle Health Report.	You did not activate your account on the website. You may have the wrong VIN (vehicle identification number) listed.	This is a free feature, but you must first register online to use it. Make sure that your VIN is correctly listed in your account.
I am 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 choose a preferred dealer. If it already lists a dealer, try selecting another dealer and logging out. Log back in, change it back to your preferred dealer, and retrieve the report.
I am unable to submit a report.	This could be due to your phone's compatibility. Bad signal strength. You did not register your phone correctly on the website.	Update your cellular number in your account on the website. Make sure you have full signal strength and that your Bluetooth volume level has been turned up. Make sure the currently connected phone is registered on your SYNCMyRide account. Try deleting your phone and performing a clean pairing.
I heard a commercial when I tried to use Traffic, Directions and Information.	You did not activate this phone for this service. Your phone has ID blocker active.	This is a free feature, but you must first register online to use it. Turn off ID blocker on your phone as the system recognizes you by your phone number.

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Vehicle Health Report and Services (Traffic, Directions and Information) issues

(Where Available)

Issue	Possible cause(s)	Possible solution(s)
		Make sure the currently connected phone is the same one that is registered on your SYNCMyRide account.

Voice command issues

Issue	Possible cause(s)	Possible solution(s)
SYNC does not understand what I am saying.	You may be using the wrong voice commands. You may be speaking too soon or at the wrong time.	Review the phone voice commands and the media voice commands at the beginning of their respective sections. After pressing the voice icon, wait until after the tone sounds and Listening appears before saying a command. Any command spoken before this does not register with the system.
SYNC does not understand the name of a song or artist.	You may be using the wrong voice commands. You may be saying the name differently than the way you saved it. The system may not be reading the name the same way you are saying it.	Review the media voice commands at the beginning of the media section. Say the song or artist exactly as 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. Make sure you are saying the complete title, such as "California remix featuring Jennifer Nettles". If the song titles are in all CAPS, you have to spell them. LOLA requires you to say "L-O-L-A".

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Voice command issues		
Issue	Possible cause(s)	Possible solution(s)
		Do not use special characters in the title. The system does not recognize them.
SYNC does not understand or is calling the wrong contact when I want to make a call.	<p>You may be using the wrong voice commands.</p> <p>You may be saying the name differently than the way you saved it.</p> <p>The system may not be reading the name the same way you are saying it.</p> <p>Contacts in your phonebook may be very short and similar, or they may contain special characters.</p> <p>Your phonebook contacts may be in CAPS.</p>	<p>Review the Phone voice commands at the beginning of the phone section.</p> <p>Make sure you are saying the contacts exactly as they are listed. For example, if you save a contact as Joe Wilson, say "Call Joe Wilson".</p> <p>Using the SYNC phone menu, open the phonebook and scroll to the name SYNC is having trouble understanding. SYNC will read the name to you, giving you some idea of the pronunciation SYNC is expecting.</p> <p>The system works better if you list full names, such as "Joe Wilson" rather than "Joe".</p> <p>Do not use special characters, such as 123 or ICE, as the system does not recognize them.</p> <p>If a contact is in CAPS, you have to spell it. JAKE requires you to say "Call J-A-K-E".</p>

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Touchscreen system reset

The touchscreen system has System Reset feature that can be performed if the function of a SYNC feature is lost. This reset is intended to restore functionality and will not erase any information previously stored in the system (such as paired devices, phonebook, call history, text messages, or user settings). To perform a System Reset, press and hold the Seek Up (>>) button while pressing and holding the Radio Power button. After approximately 5 seconds the screen will go black. Allow 1-2 minutes for the system reset to complete. You may then resume using the SYNC system.

Appendices

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GRANT OF SOFTWARE LICENSE: This EULA grants you the following license:

- You may use the SOFTWARE as installed on the DEVICE and as otherwise interfacing with systems and/or services provide by or through FORD MOTOR COMPANY or its third party software and service providers.

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Description of Other Rights and Limitations

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- **Obligation to Drive Responsibly:** You recognize your obligation to drive responsibly and keep attention on the road. You will read and abide with the DEVICE operating instructions particularly as they pertain to safety and assumes any risk associated with the use of the DEVICE.

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If the SOFTWARE is provided by FORD MOTOR COMPANY separate from the DEVICE on media such as a ROM chip, CD ROM disk(s) or via web download or other means, and is labeled "For Upgrade Purposes Only" or "For Recovery Purposes Only" you may install one (1) copy of such SOFTWARE onto the DEVICE as a replacement copy for the existing SOFTWARE, and use it in accordance with this EULA, including any additional EULA terms accompanying the upgrade SOFTWARE.

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Website
http://www.microsoft.com/exporting/

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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.

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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.

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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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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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5. Limitation of Liability

TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL TELENAV OR ITS LICENSORS AND SUPPLIERS BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING IN EACH CASE, BUT NOT LIMITED TO, DAMAGES FOR THE INABILITY TO USE THE EQUIPMENT OR ACCESS DATA, LOSS OF DATA, LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION OR THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE THE TELENAV SOFTWARE, EVEN IF TELENAV HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF TELENAV AND OF ALL OF TELENAV'S SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR

THE TELENAV SOFTWARE. SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

6. Arbitration and Governing Law

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

This Agreement and performance hereunder will be governed by and construed in accordance with the laws of the State of California, without giving effect to its conflict of 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.

7. Assignment

You may not resell, assign, or transfer this Agreement or any of your rights or obligations, except in totality, in connection with your permanent transfer of the Telenav Software, and expressly conditioned upon the new user of the

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Telenav Software agreeing to be bound by the terms and conditions of this Agreement. Any such sale, assignment or transfer that is not expressly permitted under this paragraph will result in immediate termination of this Agreement, without liability to Telenav, in which case you and all other parties shall immediately cease all use of the Telenav Software. Notwithstanding the foregoing, Telenav may assign this Agreement to any other party at any time without notice, provided the assignee remains bound by this Agreement.

8. Miscellaneous

8.1

This Agreement constitutes the entire agreement between Telenav and you with respect to the subject matter hereof.

8.2

Except for the limited licenses expressly granted in this Agreement, Telenav retains all right, title and interest in and to the Telenav Software, including without limitation all related intellectual property rights. No licenses or other rights which are not expressly granted in this Agreement are intended to, or shall be, granted or conferred by implication, statute, inducement, estoppel or otherwise, and Telenav and its suppliers and licensors hereby reserve all of their respective rights other than the licenses explicitly granted in this Agreement.

8.3

By using the Telenav Software, you consent to receive from Telenav all communications, including notices, agreements, legally required disclosures or other information in connection with the Telenav Software (collectively, "Notices") electronically. Telenav may provide such

Notices by posting them on Telenav's Website or by downloading such Notices to your wireless device. If you desire to withdraw your consent to receive Notices electronically, you must discontinue your use of the Telenav Software.

8.4

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

8.5

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

8.6

The headings in this Agreement are for convenience of reference only, will not be deemed to be a part of this Agreement, and will not be referred to in connection with the construction or interpretation of this Agreement. As used in this Agreement, the words "include" and "including," and variations thereof, will not be deemed to be terms of limitation, but rather will be deemed to be followed by the words "without limitation."

9. Other Vendors Terms and Conditions

The Telenav Software utilizes map and other data licensed to Telenav by third party vendors for the benefit of you and other end users. This Agreement includes end-user terms applicable to these companies (included at the end of this

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Agreement), and thus your use of the Telenav Software is also subject to such terms. You agree to comply with the following additional terms and conditions, which are applicable to Telenav's third party vendor licensors:

9.1 End User Terms Required by HERE North America, LLC

The data ("Data") is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and Telenav ("Telenav") and its licensors (including their licensors and suppliers) on the other hand.

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The Data for Mexico includes certain data from Instituto Nacional de Estadística y Geografía.

TERMS AND CONDITIONS

9.2 End User Terms Required by NAV2 (Shanghai) Co., Ltd

The data ("Data") is provided for your personal, internal use only and not for resale. It is protected by copyright, and is subject to the following terms and conditions which are agreed to by you, on the one hand, and NAV2 (Shanghai) Co., Ltd ("NAV2") and its licensors (including their licensors and suppliers) on the other hand.

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You agree to use this Data together with the Telenav Software solely for the internal business and personal purposes for which you were licensed, and not for service bureau, time-sharing or other similar purposes. Accordingly, but subject to the restrictions set forth in the following paragraphs, you agree not to otherwise reproduce, copy, modify, decompile, disassemble, create any derivative works of, or reverse engineer any portion of this Data, and may not transfer or distribute it in any form, for any purpose, except to the extent permitted by mandatory laws.

Restrictions.

Except where you have been specifically licensed to do so by Telenav, and without limiting the preceding paragraph, you may not use this Data (a) with any products, systems, or applications installed or otherwise connected to or in communication with vehicles, capable of vehicle navigation, positioning, dispatch, real time route guidance, fleet management or similar applications; or (b) with or in communication with any

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positioning devices or any mobile or wireless-connected electronic or computer devices, including without limitation cellular phones, palmtop and handheld computers, pagers, and personal digital assistants or PDAs.

Warning.

The Data may contain inaccurate or incomplete information due to the passage of time, changing circumstances, sources used and the nature of collecting comprehensive geographic data, any of which may lead to incorrect results.

No Warranty.

This Data is provided to you "as is," and you agree to use it at your own risk. Telenav and its licensors (and their licensors and suppliers) make no guarantees, representations or warranties of any kind, express or implied, arising by law or otherwise, including but not limited to, content, quality, accuracy, completeness, effectiveness, reliability, fitness for a particular purpose, usefulness, use or results to be obtained from this Data, or that the Data or server will be uninterrupted or error-free.

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Disclaimer of Liability:

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Export Control.

You shall not export from anywhere any part of the Data or any direct product thereof except in compliance with, and with all licenses and approvals required under, applicable export laws, rules and regulations, including but not limited to the laws, rules and regulations administered by the Office of Foreign Assets Control of the U.S. Department of Commerce and the Bureau of Industry and Security of the U.S. Department of Commerce. To the extent

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that any such export laws, rules or regulations prohibit HERE from complying with any of its obligations hereunder to deliver or distribute Data, such failure shall be excused and shall not constitute a breach of this Agreement.

Entire Agreement.

These terms and conditions constitute the entire agreement between Telenav (and its licensors, including their licensors and suppliers) and you pertaining to the subject matter hereof, and supersedes in their entirety any and all written or oral agreements previously existing between us with respect to such subject matter.

Governing Law.

The above terms and conditions shall be governed by the laws of the State of Illinois [insert "Netherlands" where European HERE Data is used], without giving effect to (i) its conflict of laws provisions, or (ii) the United Nations Convention for Contracts for the International Sale of Goods, which is explicitly excluded. You agree to submit to the jurisdiction of the State of Illinois [insert "The Netherlands" where European HERE Data is used] for any and all disputes, claims and actions arising from or in connection with the Data provided to you hereunder.

Government End Users.

If the Data is being acquired by or on behalf of the United States government or any other entity seeking or applying rights similar to those customarily claimed by the United States government, this Data is a "commercial item" as that term is defined at 48 C.F.R. ("FAR") 2.101, is licensed in accordance with these End-User Terms, and each copy of Data delivered or otherwise furnished shall be marked and embedded as appropriate with the following "Notice of Use," and shall be treated in accordance with such Notice:

NOTICE OF USE

CONTRACTOR (MANUFACTURER/
SUPPLIER) NAME: HERE

CONTRACTOR (MANUFACTURER/
SUPPLIER) ADDRESS: c/o Nokia, 425
West Randolph Street, Chicago, Illinois
60606

This Data is a commercial item as defined in FAR 2.101 and is subject to these End-User Terms under which this Data was provided.

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If the Contracting Officer, federal government agency, or any federal official refuses to use the legend provided herein, the Contracting Officer, federal government agency, or any federal official must notify HERE prior to seeking additional or alternative rights in the Data.

I. US/Canada Territory

A. United States Data. The End-User Terms for any Application containing Data for the United States shall contain the following notices:

"HERE holds a non-exclusive license from the United States Postal Service® to publish and sell ZIP+4® information."

"©United States Postal Service® 20XX. Prices are not established, controlled or approved by the United States Postal Service®. The following trademarks and registrations are owned by the USPS: United States Postal Service, USPS, and ZIP+4."

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B. Canada Data. The following provisions apply to the Data for Canada, which may include or reflect data from third party licensors (“Third Party Data”), including Her Majesty the Queen in Right of Canada (“Her Majesty”), Canada Post Corporation (“Canada Post”) and the Department of Natural Resources of Canada (“NRCan”):

1. Disclaimer and Limitation: Client agrees that its use of the Third Party Data is subject to the following provisions:

a. Disclaimer: The Third Party Data is licensed on an “as is” basis. The licensors of such data, including Her Majesty, Canada Post and NRCan, make no guarantees, representations or warranties respecting such data, either express or implied, arising by law or otherwise, including but not limited to, effectiveness, completeness, accuracy or fitness for a particular purpose.

b. Limitation on Liability: The Third Party Data licensors, including Her Majesty, Canada Post and NRCan, shall not be liable: (i) in respect of any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action alleging any loss, injury or damages, direct or indirect, which may result from the use or possession of such Data; or (ii) in any way for loss of revenues or contracts, or any other consequential loss of any kind resulting from any defect in the Data.

2. Copyright Notice: In connection with each copy of all or any portion of the Data for the Territory of Canada, Client shall affix in a conspicuous manner the following copyright notice on at least one of: (i) the label for the storage media of the copy; (ii) the packaging for the copy; or (iii) other materials packaged with the copy, such as user manuals or end user license agreements: “This data includes information taken with permission from Canadian authorities, including © Her Majesty the Queen in Right of Canada, © Queen’s Printer for Ontario, © Canada Post Corporation, GeoBase®, © The Department of Natural Resources Canada. All rights reserved.”

3. End-User Terms: Except as otherwise agreed by the parties, in connection with the provision of any portion of the Data for the Territory of Canada to End-Users as may be authorized under the Agreement, Client shall provide such End-Users, in a reasonably conspicuous manner, with terms (set forth with other end user terms required to be provided under the Agreement, or as otherwise may be provided, by Client) which shall include the following provisions on behalf of the Third Party Data licensors, including Her Majesty, Canada Post and NRCan:

The Data may include or reflect data of licensors, including Her Majesty the Queen in the Right of Canada (“Her Majesty”), Canada Post Corporation (“Canada Post”) and the Department of Natural Resources Canada (“NRCan”). Such data is licensed on an “as is” basis. The licensors, including Her Majesty, Canada Post and NRCan, make no guarantees, representations or warranties respecting such data,

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either express or implied, arising by law or otherwise, including but not limited to, effectiveness, completeness, accuracy or fitness for a particular purpose. The licensors, including Her Majesty, Canada Post and NRCan, shall not be liable in respect of any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action alleging any loss, injury or damages, direct or indirect, which may result from the use or possession of the data or the Data. The licensors, including Her Majesty, Canada Post and NRCan, shall not be liable in any way for loss of revenues or contracts, or any other consequential loss of any kind resulting from any defect in the data or the Data.

End User shall indemnify and save harmless the licensors, including Her Majesty, Canada Post and NRCan, and their officers, employees and agents from and against any claim, demand or action, irrespective of the nature of the cause of the claim, demand or action, alleging loss, costs, expenses, damages or injuries (including injuries resulting in death) arising out of the use or possession of the data or the Data.

4. Additional Provisions: The terms contained in this Section are in addition to all of the rights and obligations of the parties under the Agreement. To the extent that any of the provisions of this Section are inconsistent with, or conflict with, any other provisions of the Agreement, the provisions of this Section shall prevail.

II. Mexico. The following provision applies to the Data for Mexico, which includes certain data from the Instituto Nacional de Estadística y Geografía (“INEGI”):

A. Any and all copies of the Data and/or packaging containing Data for Mexico shall contain the following notice: “Fuente: INEGI (Instituto Nacional de Estadística y Geografía)”

III. Latin America Territory

A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

Territory	Notice
Ecuador	“INSTITUTO GEOGRAFICO MILITAR DEL ECUADOR AUTORIZACION N° IGM-2011-01- PCO-01 DEL 25 DE ENERO DE 2011” “source: © IGN 2009 - BD TOPO ®”
Guadeloupe, French Guiana and Martinique Mexico	“Fuente: INEGI (Instituto Nacional de Estadística y Geografía)”

IV. Middle East Territory

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A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

Country	Notice
Jordan	“© Royal Jordanian Geographic Centre”. The foregoing notice requirement for Jordan Data is a material term of the Agreement. If Client or any of its permitted sublicensees (if any) fail to meet such requirement, HERE shall have the right to terminate Client’s license with respect to the Jordan Data.

B. Jordan Data. Client and its permitted sublicensees (if any) are restricted from licensing and/or otherwise distributing HERE’s database for the country of Jordan (“Jordan Data”) for use in Enterprise Applications to (i) non-Jordanian entities for use of the Jordan Data solely in Jordan or (ii) Jordan-based customers. In addition, Client, its permitted sublicensees (if any) and End-Users are restricted from using the Jordan Data in Enterprise Applications if such party is (i) a non-Jordanian entity using the Jordan Data solely in Jordan or (ii) a Jordan-based customer. For purposes of the foregoing, “Enterprise Applications” shall mean Geomarketing applications, GIS applications, mobile business asset management applications, call center applications, telematics applications, public organization Internet applications or for providing geocoding services.

V. Europe Territory

A. Use of Certain Traffic Codes in Europe

1. General Restrictions Applicable to Traffic Codes. Client acknowledges and agrees that in certain countries of the Europe Territory, Client will need to obtain rights directly from third party RDS-TMC code providers to receive and use the Traffic Codes in the Data and to deliver to End-Users Transactions in any way derived from or based on such Traffic Codes. For such countries, HERE shall deliver the Data incorporating Traffic Codes to Client only after receiving certification from Client of its having obtained such rights.

2. Display of Third Party Rights Legends for Belgium. Client shall, for each Transaction that uses Traffic Codes for Belgium, provide the following notice to the End-User: “Traffic Codes for Belgium are provided by the Ministerie van de Vlaamse Gemeenschap and the Ministère de l’Equipement et des Transports.”

B. Paper Maps. With respect to any license granted to Client relating to making, selling or distributing paper maps (i.e., a map fixed on a paper or paper-like medium): (a) such license with respect to Data for the Territory of Great Britain is conditioned on Client’s entering into and complying with a separate written agreement with the Ordnance Survey (“OS”) to create and sell paper maps, Client’s paying to the OS any and all applicable paper map royalties, and Client’s complying with the OS copyright notice requirements; (b) such license for selling or otherwise distributing for charge with respect to Data for the Territory of Czech Republic

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is conditioned on Client's obtaining prior written consent from Kartografie a.s.; (c) such license for selling or distributing with respect to Data for the Territory of Switzerland is conditioned on Client's obtaining a permit from Bundesamt für Landestopografie of Switzerland; (d) Client is restricted from using Data for the Territory of France to create paper maps with a scale between 1:5,000 and 1:250,000; and (e) Client is restricted from using any Data to create, sell or distribute paper maps that are the same or substantially similar, in terms of data content and specific use of color, symbols and scale, to paper maps published by the European national mapping agencies, including without limitation, Landervermessungämter of Germany, Topografische Dienst of the Netherlands, Nationaal Geografisch Instituut of Belgium, Bundesamt für Landestopografie of Switzerland, Bundesamt für Eich- und Vermessungswesen of Austria, and the National Land Survey of Sweden.

C. OS Enforcement. Without limiting Section IV(B) above, with respect to Data for the Territory of Great Britain, Client acknowledges and agrees that the Ordnance Survey ("OS") may bring a direct action against Client to enforce compliance with the OS copyright notice (see Section IV(D) below) and paper map requirements (see Section IV(B) above) contained in this Agreement.

D. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

Country(ies) Notice

Austria	"© Bundesamt für Eich- und Vermessungswesen"
Croatia Cyprus, Estonia, Latvia, Lithuania, Moldova, Poland, Slovenia and/or Ukraine	"© EuroGeographics"
France	"source: © IGN 2009 – BD TOPO ®"
Germany	"Die Grundlagendaten wurden mit Genehmigung der zuständigen Behörden entnommen"
Great Britain	"Contains Ordnance Survey data © Crown copyright and database right 2010 Contains Royal Mail data © Royal Mail copyright and database right 2010"
Greece	"Copyright Geomatics Ltd."
Hungary	"Copyright © 2003; Top-Map Ltd."
Italy	"La Banca Dati Italiana è stata prodotta usando quale riferimento anche cartografia numerica ed al tratto prodotta e fornita dalla Regione Toscana."
Norway	"Copyright © 2000; Norwegian Mapping Authority"
Portugal	"Source: IgeoE – Portugal"

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Spain “Información geográfica propiedad del CNIG”

Sweden “Based upon electronic data © National Land Survey Sweden.”

Switzerland “Topografische Grundlage: © Bundesamt für Landestopographie.

E. Respective Country Distribution. Client acknowledges that HERE has not received approvals to distribute map data for the following countries in such respective countries: Albania, Belarus, Kyrgyzstan, Moldova and Uzbekistan. HERE may update such list from time to time. The license rights granted to Client under this TL with respect to the Data for such countries are contingent upon Client’s compliance with all applicable laws and regulations, including, without limitation, any required licenses or approvals to distribute the Application incorporating such Data in such respective countries.

VI. Australia Territory

A. Third Party Notices. Any and all copies of the Data and/or packaging relating thereto shall include the respective Third Party Notices set forth below and used as described below corresponding to the Territory (or portion thereof) included in such copy:

Copyright. Based on data provided under license from PSMA Australia Limited (www.pasma.com.au).

Product incorporates data which is © 20XX Telstra Corporation Limited, GM Holden Limited, Intelomatics Australia Pty Ltd and Continental Pty Ltd.

B. Third Party Notices for Australia. In addition to the foregoing, the End-User Terms for any Application containing RDS-TMC Traffic Codes for Australia shall contain the following notice: “Product incorporates traffic location codes which is © 20XX Telstra Corporation Limited and its licensors.”

VII. China Territory

Personal Use Only

You agree to use this Data together with [insert name of Client Application] for the solely personal, non-commercial purposes for which you were licensed, and not for service bureau, time-sharing or other similar purposes. Accordingly, but subject to the restrictions set forth in the following paragraphs, you may copy this Data only as necessary for your personal use to (i) view it, and (ii) save it, provided that you do not remove any copyright notices that appear and do not modify the Data in any way. You agree not to otherwise reproduce, copy, modify, decompile, disassemble or reverse engineer any portion of this Data, and may not transfer or distribute it in any form, for any purpose, except to the extent permitted by mandatory laws.

Restrictions

Except where you have been specifically licensed to do so by NAV2 , and without limiting the preceding paragraph, you may not (a) use this Data with any products, systems, or applications installed or otherwise connected to or in communication with vehicles, capable of vehicle navigation, positioning, dispatch, real time route guidance, fleet management or similar applications; or (b)

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with or in communication with any positioning devices or any mobile or wireless-connected electronic or computer devices, including without limitation cellular phones, palmtop and handheld computers, pagers, and personal digital assistants or PDAs. You agree to cease using this Data if you fail to comply with these terms and conditions.

Limited Warranty

NAV2 warrants that (a) the Data will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, and (b) any support services provided by NAV2 shall be substantially as described in applicable written materials provided to you by NAV2, and NAV2's support engineers will make commercially reasonable efforts to solve any problem issues.

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NAV2 and its suppliers' entire liability and your exclusive remedy shall be, at NAV2's sole discretion, either (a) return of the price paid, if any, or (b) repair or replacement of the Data that do not meet NAV2's Limited Warranty and that are returned to NAV2 with a copy of your receipt. This Limited Warranty is void if failure of the Data has resulted from accident, abuse, or misapplication. Any replacement Data will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Neither these remedies nor any product support services offered by NAV2 are available without proof of purchase from an authorized international source.

No Other Warranty:

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IP Protection

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Entire Agreement

These terms and conditions constitute the entire agreement between NAV2 (and its licensors, including their licensors and suppliers) and you pertaining to the subject matter hereof, and supersedes in their entirety any and all written or oral agreements previously existing between us with respect to such subject matter.

Governing Law.

The above terms and conditions shall be governed by the laws of the People's Republic of China, without giving effect to (i) its conflict of laws provisions, or (ii) the United Nations Convention for Contracts for the International Sale of Goods, which is explicitly excluded. Any dispute arising from or in connection with the Data provided to you hereunder shall be submitted to the Shanghai International Economic and Trade Arbitration Commission for arbitration.

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Appendices

Vehicle with SYNC only United States and Mexico

FCC ID: KMHSG1G1

IC: 1422A-SG1G1

Mexico

Model: KMHSG1P1

NOM-121-SCT1-2009

The operation of this equipment is subject to the following two conditions: (1) This equipment or device may not cause harmful interference, and (2) this equipment or device must accept any interference, including interference that may cause undesired operation.

Vehicle with SYNC with Touchscreen/My Touch

FCC ID: KMHSYNGG2

IC: 1422A-SYNGG2

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

WARNING



Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The term "IC" before the radio certification number only signifies that Industry Canada technical specifications were met.

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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