



Talking Technology 2.0

Helping to Manage Your Customer Relationships

CONNECTIVITY
TECHNOLOGY



DRIVER-ASSIST
TECHNOLOGY



NOTE: To display and function properly, use Internet Explorer as your browser. Or you can download this file and open using Acrobat Reader on your desktop.

Issued: December 2018





Understanding the Customer Journey

When an individual is ready to consider a new vehicle, they begin a progression of steps that starts with identifying their options and lasts all the way through vehicle ownership. This progression is sometimes called the customer journey.

The customer journey can be broken into three main phases: shop, buy and own.

Each phase is defined by the actions the customer takes at each point in the lifecycle. The following chart provides examples of typical customer actions within each phase:

The Customer's Role





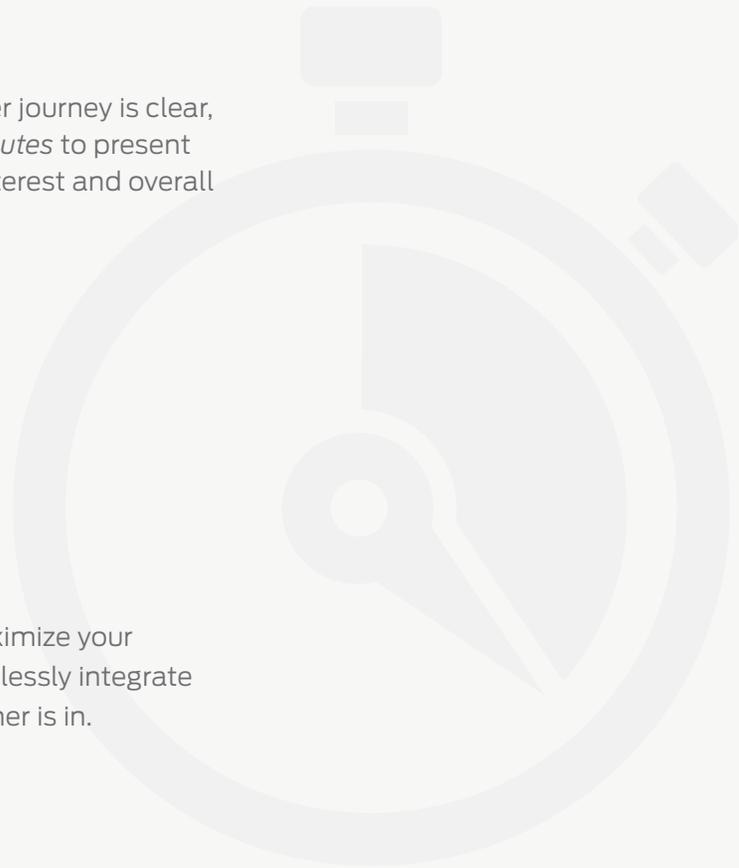
How to Use This Guide

Your role in building customer satisfaction during the customer journey is clear, but your window of opportunity is small. You have only *25 minutes* to present vehicle features to your customers before they start to lose interest and overall satisfaction begins to decline.

This means your presentation needs to be:

- **Targeted:** Focusing on the features that make the biggest impact on overall customer satisfaction
- **Clear:** Making sure even the most complex technology features are easy to understand
- **Concise:** Being mindful of your customer’s time every step along the way

This Talking Technology Guide has been designed to help maximize your effectiveness by making content easier to reference and seamlessly integrate into your conversation, regardless of which phase your customer is in.



CATEGORIZATION:

This version of the Talking Technology Guide has been streamlined to cover only those technologies that research proves means the most to new vehicle buyers. These features are categorized as either **Connectivity Technology** or **Driver-Assist Technology**.



CONNECTIVITY TECHNOLOGY

- Communication
- Dealer/Customer Relations
- Information & Assistance
- Internet Access
- Music & Entertainment
- Navigation & Travel
- Vehicle Controls



DRIVER-ASSIST TECHNOLOGY

- Driver-Assist Technologies
- Ford Co-Pilot360 Technology
- Ford Co-Pilot360 Assist+ Technology



How to Use This Guide (cont'd.)

TECHNOLOGY BY CATEGORY:

A quick reference to determine the category of a technology feature.



VEHICLE AVAILABILITY:

The availability of each Driver-Assist and Connectivity Technology feature shown across the Ford lineup in an easy-to-follow format.

TECHNOLOGY FEATURE PAGE:

Technology Category
Feature Name
Feature Overview

FORD CO-PILOT360™ TECHNOLOGY [Back to 2019 Vehicle Availability Chart](#)

Auto High-Beam Headlamps

Auto High-Beam Headlamps automatically switch the headlamps between low and high beams to help drivers see better when no other vehicles are around, and help prevent blinding glare for other drivers if the driver forgets to turn off high beams.

AT FIRST CONTACT WITH DEALERSHIP:
Auto High-Beam Headlamps automatically control the high beams to help drivers see better when no other vehicles are around, and help prevent blinding glare for other drivers if the driver forgets to turn off high beams.

DURING A TEST-DRIVE:

- Point out that Auto High-Beam Headlamps require no additional driver interaction once set and turned on.
- Remind your customers that during nighttime driving, if it is dark enough and no other traffic is present, the system automatically turns the high beams on. When the system detects an approaching vehicle's headlamps or a preceding vehicle's tailamps, the system turns the high beams off, while low beams remain on.
- Demonstrate that drivers may override the feature at any time by using the high-beam lever on the steering column.

AT DELIVERY:

- Help drivers use the Information Display to set On or Off by scrolling through the available menus and selecting Settings > Vehicle Lighting > Auto Highbeams > On/Off.
- Show customers how to enable the system by rotating the Headlamp switch to the Auto position.
- Point out that the camera mounted behind the rearview mirror monitors surrounding traffic conditions and high-beam usage.
- Demonstrate that drivers may, at any time, override the feature by using the high-beam lever on the steering column.

DURING OWNERSHIP:

- Auto High-Beam Headlamps are designed as a set-it-and-forget-it feature. Remind owners that the system is designed to function in varying weather conditions, such as fog or rain, and will not activate the high beams if there is sufficient ambient lighting (street signs, for example).
- Auto High-Beam Headlamps help alleviate the stress of having to turn off and on the high beams to avoid distracting other drivers.

Driver Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.

34

Issued: December 2018

Word Tracks and Presentation Tips

Presentation tips and how to's organized according to the customer journey so you know what to focus on:

Shop: At First Contact With Dealership

Buy: During a Test-drive

Own: At Delivery

Points to Share Throughout Ownership



Technology by Category



CONNECTIVITY TECHNOLOGY

COMMUNICATION

- Android Auto™ Compatibility
- Apple CarPlay™ Compatibility
- FordPass™
- SYNC®
- SYNC 3
- SYNC 3 AppLink®

INFORMATION & ASSISTANCE

- Android Auto Compatibility
- Apple CarPlay Compatibility
- Ford+Alexa
- FordPass
- FordPass Connect™ With 4G LTE Wi-Fi Hotspot
- SYNC
- SYNC 3
- SYNC 3 AppLink

INTERNET ACCESS

- FordPass Connect With 4G LTE Wi-Fi Hotspot

MUSIC & ENTERTAINMENT

- Android Auto Compatibility
- Apple CarPlay Compatibility
- SYNC
- SYNC 3
- SYNC 3 AppLink

NAVIGATION & TRAVEL

- Android Auto Compatibility
- Apple CarPlay Compatibility
- FordPass
- SYNC 3 AppLink
- Voice-Activated Touchscreen Navigation System
- Waze for Android Auto
- Waze for iOS™ AppLink

VEHICLE CONTROLS

- FordPass Connect With 4G LTE Wi-Fi Hotspot

DEALER/CUSTOMER RELATIONS

- FordPass
- SYNC 3



DRIVER-ASSIST TECHNOLOGY

DRIVER-ASSIST TECHNOLOGY

- 360-Degree Camera
- Active Park Assist
- Adaptive Cruise Control with Stop-and-Go
- Adaptive LED Headlamps
- Enhanced Active Park Assist
- Forward Sensing System
- Hill Descent Control
- Hill Start Assist
- Reverse Sensing System

FORD CO-PILOT360 TECHNOLOGY

- Auto High-Beam Headlamps
- BLIS (Blind Spot Information System) with Cross-Traffic Alert
- Lane-Keeping System
- Pre-Collision Assist with Automatic Emergency Braking (AEB)
- Rear View Camera

FORD CO-PILOT360 ASSIST+ TECHNOLOGY

- Adaptive Cruise Control with Stop-and-Go and Lane Centering
- Evasive Steering Assist
- Voice-Activated Touchscreen Navigation System



2019 Vehicle Availability

This chart shows current 2019 model year information from published Order Guides. Specific feature availability varies by vehicle and model year. See Order Guides for specific packaging and availability on FMCDealer.com.

CONNECTIVITY TECHNOLOGY ⁽¹⁾	2019 EcoSport	2019 Edge	2019 Escape	2019 Expedition	2019 Explorer	2019 F-150	2019 F-Series Super Duty® Chassis Cab	2019 F-Series Super Duty Pickup	2019 Fiesta	2019 Flex	2019 Fusion Energi	2019 Fusion + Hybrid	2019 Mustang	2019 Ranger	2019 Taurus	2019 Transit	2019 Transit Connect
Android Auto™ Compatibility (SYNC® 3)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Apple CarPlay™ Compatibility (SYNC 3)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Ford+Alexa (SYNC 3)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
FordPass™ • MyFord Mobile (availability TBD)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
FordPass Connect™ Embedded Modem	●	●	●	●	●	●	●	●				●	●	●			●
FordPass Connect With 4G LTE Wi-Fi Hotspot	●	●	●	●	●	●	●	●				●	●	●			●
SYNC	●	●	●	●	●	●	●	●	●	●		●	●	●	●	●	●
SYNC 3	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
SYNC 3 AppLink®	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Voice-Activated Touchscreen Navigation System	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Waze for Android Auto™ (SYNC 3)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Waze for iOS™ AppLink® (SYNC 3)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

(1) A dot in the chart indicates that this technology is available on the vehicle. Feature availability and functionality vary by model; see Order Guides and Owner's Manuals for specific packaging details and availability.



2019 Vehicle Availability

This chart shows current 2019 model year information from published Order Guides. Specific feature availability varies by vehicle and model year. See Order Guides for specific packaging and availability on **FMCDealer.com**.

	2019 EcoSport	2019 Edge	2019 Escape	2019 Expedition	2019 Explorer	2019 F-150	2019 F-Series Super Duty® Chassis Cab	2019 F-Series Super Duty Pickup	2019 Fiesta	2019 Flex	2019 Fusion Energi	2019 Fusion + Hybrid	2019 Mustang	2019 Ranger	2019 Taurus	2019 Transit	2019 Transit Connect
DRIVER-ASSIST TECHNOLOGY⁽¹⁾																	
360-Degree Camera				●	●	●											
Active Park Assist						●				●					●		
Adaptive Cruise Control With Stop-and-Go				●		●					●	●					
Adaptive LED Headlamps		●															
Enhanced Active Park Assist		●	●	●	●						●	●					●
Forward Sensing System		●	●		●						●	●		●			●
Hill Descent Control™				●	●	●		●									
Hill Start Assist	●	●	●	●	●	●	●	●	●		●	●	●	●	●	●	●
Reverse Sensing System	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●
FORD CO-PILOT360 TECHNOLOGY																	
Auto High-Beam Headlamps		●	●	●	●						●	●	●	●	●		●
BLIS® (Blind Spot Information System) With Cross-Traffic Alert	●	●	●	●	●	●		●		●	●	●	●	●	●		●
Lane-Keeping System		●	●	●	●	●		●			●	●	●	●	●	●	●
Pre-Collision Assist With Automatic Emergency Braking (AEB)		●		●		●					●	●	●	●			●
Rear View Camera	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●
FORD CO-PILOT360 ASSIST+ TECHNOLOGY																	
Adaptive Cruise Control With Stop-and-Go and Lane Centering		●															
Evasive Steering Assist		●															
Voice-Activated Touchscreen Navigation System	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

(1) A dot in the chart indicates that this technology is available on the vehicle. Feature availability and functionality vary by model; see Order Guides and Owner's Manuals for specific packaging details and availability.



Android Auto™ Compatibility

Android Auto allows owners to interact with their Android™ mobile phone using Google Assistant™ while keeping their eyes on the road and hands on the wheel.⁽¹⁾ They can make calls, return missed calls and listen to voicemail, as well as send, read and reply to text messages. They can also play music from their favorite apps and enjoy the option of having multiple navigation apps to choose from, including Google Maps™ and Waze™.⁽²⁾



AT FIRST CONTACT WITH DEALERSHIP:

Android Auto helps personalize the in-vehicle experience for customers by giving them a different connectivity option complete with a familiar interface. It enhances convenience by allowing drivers to integrate and control many of the features of their Android mobile device using voice commands and the vehicle's screen.

Using Android Auto requires the phone to be running Android 5.0 (Lollipop) or higher and the Android Auto app downloaded on the smartphone.

DURING A TEST-DRIVE:

- Once you've determined that your customer is using an Android mobile device, have an appropriate USB cord available during test-drives. There are two major types, Micro-USB and USB-C, that are used on different phones
- If you use an Android phone, connect it to the vehicle with a USB cord before the test-drive. Or, connect the customer's phone to demo if they have downloaded the Android Auto app

- While stopped in a safe location, demonstrate and describe the key features of Android Auto, focusing on how the customer's favorite apps — including Google Maps, Waze, Google Play™ Music — can be accessed using the Google Assistant by simply saying, "OK Google"

AT DELIVERY:

- Depending on the customer's phone, consider gifting them with an appropriate Micro-USB or USB-C cord to keep in the vehicle (typical cost is less than \$10)
- Assist customers in installing the Android Auto app on their phones (from the Google Play Store™). Connect to the dealership's guest Wi-Fi before downloading the app
- Guide the customer to enable Android Auto in the vehicle settings
- Guide the customer to connect their Android phone to the vehicle and set up favorite apps such as Pandora®, Google Maps, Waze and Google Play Music

(1) Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Android Auto is available on 2017 and newer models with SYNC 3; owners of 2016 models with SYNC 3 are required to perform a software update available early 2017. Requires phone with compatible version of Android Auto and active data service. SYNC 3 does not control Android Auto while in use. Google and other third parties are responsible for their respective functionality. Message and data rates may apply. Android Auto, Google, Google Play and other marks are trademarks of Google Inc.

(2) Waze is available via iPhone® with SYNC 3/software version 3.0 and on Android Auto™. Commands vary by phone and Applink software. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. Android Auto is a trademark of Google Inc.

PANDORA, the PANDORA logo, and the Pandora trade dress are trademarks or registered trademarks of Pandora Media, Inc. Used with permission.

Continued on next page.



Android Auto™ Compatibility (cont'd.)

DURING OWNERSHIP:

- Always put safety first; remind your customers that they shouldn't allow controlling their phone or devices to distract them from the road
- Customers can access the Google Assistant™ by saying, "OK Google," or by pressing the Voice button on the steering wheel
- Show how to use the Tachometer icon  to return to the available SYNC® 3 touchscreen; in this SYNC/Android Auto integrated view, owners will be able to use some limited features of SYNC 3 on the touchscreen
- Point out that an Android Auto icon will show in the bottom feature bar. Select this icon to return to Android Auto from SYNC 3
- When driving a rental car or other vehicle not equipped with Android Auto, the Android Auto app provides much of the same functionality on the customer's smartphone screen

(1) Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Android Auto is available on 2017 and newer models with SYNC 3; owners of 2016 models with SYNC 3 are required to perform a software update available early 2017. Requires phone with compatible version of Android Auto and active data service. SYNC 3 does not control Android Auto while in use. Google and other third parties are responsible for their respective functionality. Message and data rates may apply. Android Auto, Google, Google Play and other marks are trademarks of Google Inc.

(2) Waze is available via iPhone® with SYNC 3/software version 3.0 and on Android Auto™. Commands vary by phone and Applink software. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. Android Auto is a trademark of Google Inc.

PANDORA, the PANDORA logo, and the Pandora trade dress are trademarks or registered trademarks of Pandora Media, Inc. Used with permission.



Apple CarPlay™ Compatibility

Apple CarPlay allows owners to use Siri® to interact with their iPhone® while keeping their eyes on the road and hands on the wheel.⁽¹⁾ They can make calls, return missed calls and listen to voicemail, as well as send, read and reply to text messages. They can also play music from their favorite apps and use Apple Maps navigation.

Using Apple CarPlay requires an iPhone 5 or later with iOS™ 7.1 or later. For Waze™⁽²⁾ or Google Maps™ in CarPlay, need iOS 12 or higher.



AT FIRST CONTACT WITH DEALERSHIP:

Apple CarPlay helps personalize the in-vehicle experience for customers by giving them a different connectivity option complete with a familiar interface. It enhances convenience by allowing drivers to integrate and control many of the features of their iOS device using voice commands and the vehicle's screen.

DURING A TEST-DRIVE:

- Have an appropriate lightning connector USB cord available during test-drives.
Note: Certain Apple CarPlay features may not function without the appropriate USB cord
- If you use an iPhone, connect it to the vehicle with a USB cord before the test-drive. Or, connect the customer's phone
- While stopped in a safe location, demonstrate and describe the key features of Apple CarPlay, focusing on how the customer's favorite apps — including Apple Maps — can appear right on the vehicle's touchscreen

(1) Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Apple CarPlay is available on 2017 and newer models with SYNC 3; owners of 2016 models with SYNC 3 are required to perform a software update, available early 2017, and purchase a hardware upgrade through your dealer. Requires phone with compatible version of Apple iOS and active data service. SYNC 3 does not control Apple CarPlay while in use. Apple is solely responsible for their functionality. Message and data rates may apply. Apple, Apple CarPlay, iPhone, Apple Maps and Siri are trademarks of Apple Inc. App Store is a service mark of Apple Inc.

AT DELIVERY:

- Depending on the customer's phone, consider gifting them with a lightning connector USB cord to keep in the vehicle (typical cost is less than \$10)
- Guide the customer to connect their iPhone to the vehicle and set up favorite apps such as Pandora®, Apple Maps or Waze

DURING OWNERSHIP:

- Always put safety first; remind your customers that they shouldn't allow controlling their phone or devices to distract them from the road
- Customers can use the Voice button on the steering wheel or the touchscreen to access available features
- Show how to use the SYNC® icon to return to the available SYNC 3 touchscreen; in this SYNC/Apple CarPlay integrated view, they will be able to use some limited features of SYNC 3 on the touchscreen
- Point out that an Apple CarPlay icon will show in the bottom feature bar. Select this icon to return to Apple CarPlay from SYNC 3

(2) Waze is available via iPhone® with SYNC 3/software version 3.0 and on Android Auto™. Commands vary by phone and AppLink software. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. Android Auto is a trademark of Google Inc.

iOS is a trademark or registered trademark of Cisco in the U.S. and in other countries and is used under license.

PANDORA, the PANDORA logo, and the Pandora trade dress are trademarks or registered trademarks of Pandora Media, Inc. Used with permission.



Ford+Alexa⁽¹⁾

Ford Motor Company and Amazon™ have collaborated to make many of the functions of Amazon’s Alexa home assistant available in the vehicle. When connected to SYNC® 3 AppLink®,⁽²⁾ Amazon’s cloud-based voice service provides hands-free access to a variety of features and capabilities.



AT FIRST CONTACT WITH DEALERSHIP:

Ford+Alexa enhances driver convenience by bringing many of the features of the popular home-based Amazon Alexa assistant into the vehicle.

DURING A TEST-DRIVE:

- If you use an iPhone®, have an appropriate lightning connector USB cord available during test-drives; Android™ phones connect via Bluetooth®
- Select a simple voice command like, “Alexa, what’s the weather tomorrow,” to demonstrate Ford+Alexa
- Explain Ford+Alexa key features, focusing on how the app brings the fun and convenience of Alexa into the vehicle

AT DELIVERY:

- If the customer uses an iPhone, consider gifting them with a lightning connector USB cord to keep in the vehicle (typical cost is less than \$10)
- While connected to the dealership’s guest Wi-Fi, have the customer download and install the free Ford+Alexa app on their phone

- Guide the customer to set up and use Ford+Alexa in the vehicle
- Remind customers that they do not need an in-home Amazon Alexa device, such as Echo, in order to enjoy this feature within their vehicle. The only requirements are an active Amazon account and the Ford+Alexa app

DURING OWNERSHIP:

- Always put safety first; remind your customers that they shouldn’t allow controlling their phone or devices to distract them from the road
- Using Alexa with SYNC 3 is simple and hands-free — just ask, and Alexa will respond

(1) Alexa requires available SYNC 3 AppLink version 2.2 or higher. Certain Alexa functionality is dependent on smartphone and home technology. Amazon, Alexa and all related logos and marks are trademarks of Amazon.com, Inc. or its affiliates. Don’t drive while distracted or while using handheld devices. Use voice controls. Some features may be locked out while the vehicle is in gear.

(2) SYNC AppLink is compatible with select smartphone platforms and requires any compatible apps to be installed and running on a capable smartphone while connected to Ford/Lincoln SYNC. Commands may vary by phone and AppLink software. Message and data rates may apply.

Amazon and all related logos are trademarks of Amazon.com, Inc. or its affiliates. Android is a trademark of Google Inc.

The Bluetooth word mark is a trademark of the Bluetooth SIG, Inc.

iPhone is a trademark of Apple Inc., registered in the U.S. and other countries.



FordPass™

FordPass⁽¹⁾ is a mobility app designed to promote your customer's engagement and loyalty to your dealership while helping to address all their mobile connectivity needs.

With the available FordPass Connect™⁽²⁾ embedded modem, members enjoy the added benefit of being able to remotely control certain vehicle functions:

- Remote start and stop
- Lock and unlock from anywhere
- Schedule auto start times
- Check fuel, fluid levels and tire pressure readings



AT FIRST CONTACT WITH DEALERSHIP:

FordPass offers customers a variety of convenience and mobility options using their mobile phones.

DURING A TEST-DRIVE:

- While stopped in a safe location, demonstrate how the app can be used to find parking (in select cities) or a nearby gas station

AT DELIVERY:

- With the customer's phone connected to the dealership's guest Wi-Fi, guide the customer to download and install the FordPass app
- Guide the customer to select your dealership as their preferred dealership
- Guide the customer to set up My Wallet
- If the vehicle is equipped with FordPass Connect, guide the customer to use the app to activate the embedded modem and begin using the remote features

DURING OWNERSHIP:

- Inform customers about select cities where the app can assist with finding parking
- Remind customers that Roadside Assistance is just one click away⁽³⁾
- Point out that customers can talk to or chat with a FordPass Guide for assistance using any of the FordPass features

(1) FordPass, compatible with select smartphone platforms, is available through download. Message and data rates may apply. FordPass Connect, an optional feature on select 2017 and newer model-year vehicles, is required for certain features.

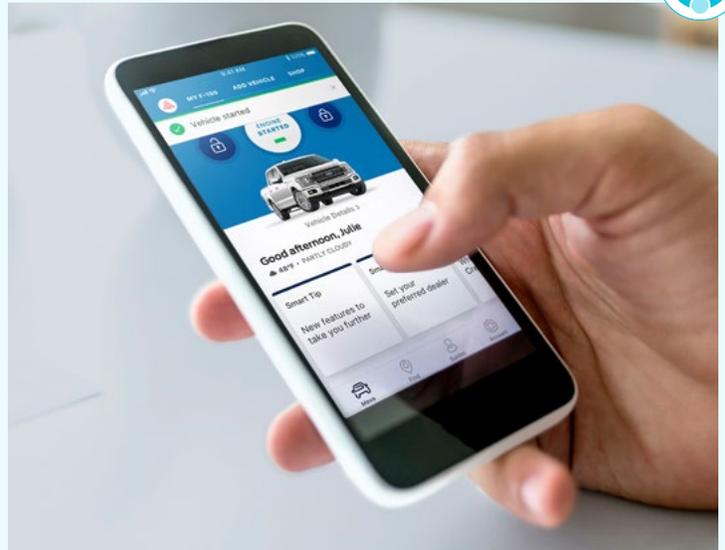
(2) FordPass Connect is an optional feature. Includes complimentary 1-year subscription (after which, fees apply) for remote features, excluding 4G LTE Wi-Fi hotspot, and starts with vehicle sale date. Subscription is subject to compatible 4G LTE network availability. Evolving technology/cellular networks may affect future functionality. Certain restrictions, 3rd-party terms, or message/data rates may apply. 4G LTE Wi-Fi hotspot includes complimentary wireless data trial that begins upon AT&T activation and expires at the end of 3 months or when 3GB of data is used, whichever comes first, but cannot extend beyond the complimentary subscription period for remote features. To activate, go to www.att.com/ford. Learn more at fordpass.com.

(3) Roadside Assistance is included for certain Ford owners and available to everyone for a pre-service fee.



FordPass Connect™⁽¹⁾ Embedded Modem

With a FordPass Connect-equipped vehicle, owners can use the FordPass™ app⁽²⁾ to remote start their vehicle and climate control system, locate their parked vehicle, and access vehicle status including fuel level and approximate mileage.



AT FIRST CONTACT WITH DEALERSHIP:

FordPass Connect enhances convenience by allowing customers to connect to and control certain vehicle functions using the FordPass app on their mobile phones.

FordPass Connect also features a 4G LTE Wi-Fi hotspot that allows customers to connect laptops, tablets, smartphones and more. They can connect up to 10 devices at a time and maintain a connection up to 50 feet from the vehicle. The hotspot uses a powerful vehicle antenna that provides better coverage than a mobile phone in spotty areas. Every new vehicle comes with a free 3-month or 3GB data trial.

DURING A TEST-DRIVE:

- Since you can't demonstrate the feature without activating the modem, show customers samples of the Vehicle Alert screens, and describe the other key features
- A master reset needs to be performed so the sales consultant's control is removed from the vehicle

AT DELIVERY:

- Guide the customer to download and install the FordPass app
- Guide the customer to activate FordPass Connect from the app and to start or stop the vehicle using the app. Explain that the remote features are available complimentary for one year beginning from the vehicle sale date⁽¹⁾

DURING OWNERSHIP:

- FordPass Connect includes a complimentary 1-year subscription for remote features, excluding Wi-Fi hotspot, and starts with vehicle sale date⁽³⁾

(1) FordPass Connect is an optional feature. Includes complimentary 1-year subscription (after which, fees apply) for remote features, excluding 4G LTE Wi-Fi hotspot, and starts with vehicle sale date. Subscription is subject to compatible 4G LTE network availability. Evolving technology/cellular networks may affect future functionality. Certain restrictions, 3rd-party terms, or message/data rates may apply. 4G LTE Wi-Fi hotspot includes complimentary wireless data trial that begins upon AT&T activation and expires at the end of 3 months or when 3GB of data is used, whichever comes first, but cannot extend beyond the complimentary subscription period for remote features. To activate, go to www.att.com/ford. Learn more at fordpass.com.

(2) FordPass, compatible with select smartphone platforms, is available through download. Message and data rates may apply. FordPass Connect, an optional feature on select 2017 and newer model-year vehicles, is required for certain features.

(3) MY 2018 vehicles include a 5-year trial period; MY 2019 vehicles include a 1-year trial period.



FordPass Connect™ With 4G LTE Wi-Fi Hotspot

The 4G LTE Wi-Fi Hotspot allows users to connect laptops, tablets, smartphones and more. Users can connect up to 10 devices at a time and maintain a connection up to 50 feet from the vehicle. This feature is included with FordPass™. The vehicle comes with a trial 3-month/3GB introductory data plan, after which owners can subscribe to a data plan with AT&T for a fee.



AT FIRST CONTACT WITH DEALERSHIP:

The 4G LTE Wi-Fi Hotspot provides the benefit of convenient connectivity. Passengers are able to stay connected and entertained while on the go. The hotspot features a powerful vehicle antenna that provides better coverage in spotty areas.

DURING A TEST-DRIVE:

- Since you can't demonstrate the feature without activating the modem, paint a picture for the customer of what they (and their family) could do with an internet connection in the car

AT DELIVERY:

- With the customer's phone connected to the dealership's guest Wi-Fi, guide the customer to download and install the FordPass⁽¹⁾ app
- Guide the customer to set up the app and activate the FordPass Connect⁽²⁾ modem in the vehicle

- Guide the customer to configure the 4G LTE Wi-Fi Hotspot and assist them in connecting their phone to the hotspot. Explain that there is a complimentary 3-month or 3GB data subscription, after which the customer must establish a data contract with AT&T to use Wi-Fi data⁽³⁾

DURING OWNERSHIP:

- Family share plans are not affected when passengers are connected to the 4G LTE Wi-Fi Hotspot because 90% of plans are unlimited
- The 4G LTE Wi-Fi Hotspot includes a complimentary wireless data trial that begins upon AT&T activation and expires at the end of 3 months or when 3GB of data is used, whichever comes first, but cannot extend beyond the complimentary 1-year or 5-year subscription period for remote features.⁽¹⁾⁽³⁾

(1) FordPass, compatible with select smartphone platforms, is available through download. Message and data rates may apply. FordPass Connect, an optional feature on select 2017 and newer model-year vehicles, is required for certain features.

(2) FordPass Connect is an optional feature. Includes complimentary 1-year subscription (after which, fees apply) for remote features, excluding 4G LTE Wi-Fi hotspot, and starts with vehicle sale date. Subscription is subject to compatible 4G LTE network availability. Evolving technology/cellular networks may affect future functionality. Certain restrictions, 3rd-party terms, or message/data rates may apply. 4G LTE Wi-Fi hotspot includes complimentary wireless data trial that begins upon AT&T activation and expires at the end of 3 months or when 3GB of data is used, whichever comes first, but cannot extend beyond the complimentary subscription period for remote features. To activate, go to www.att.com/ford. Learn more at fordpass.com.

(3) MY 2018 vehicles include a 5-year trial period; MY 2019 vehicles include a 1-year trial period.



SYNC®

SYNC is an in-vehicle, voice-activated, fully integrated communications system that allows owners to control their Bluetooth®-enabled mobile phones and digital media devices with simple voice commands.⁽¹⁾



AT FIRST CONTACT WITH DEALERSHIP:

SYNC enhances convenience with hands-free, voice-activated calling and access to apps customers use every day. SYNC also provides complimentary SYNC 911 Assist^{®(2)} service for the life of the vehicle, connecting the driver to a local 911 operator in the event of certain collisions.

DURING A TEST-DRIVE:

- Pair your phone to the demonstration vehicle before the test-drive
OR
Demonstrate how quickly and easily you can pair your phone before leaving the lot
- Use voice commands to call your dealership to demonstrate how easy it is to make a call and the quality of the connection
- Use voice commands to play a song from your phone

AT DELIVERY:

- Guide customers to pair their phones as part of the delivery
- Guide customers to use voice commands to place a call (Hint: Suggest they call a friend or family member to let them know that they just bought a new car!)
- Guide customers to use voice commands to play a song from their phone. **Note:** To access for commands for songs, the device must be indexed. Indexing is part of the Bluetooth connection process and may take several minutes to complete

(1) Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Some features may be locked out while the vehicle is in gear. Not all features are compatible with all phones. Message and data rates may apply.

(2) The vehicle's electrical system (including the battery), the wireless service provider's signal and a connected mobile phone must all be available and operating for 911 Assist to function properly. These systems may become damaged in a crash. The paired mobile phone must be connected to SYNC, and the 911 Assist feature enabled, in order for 911 to be dialed. When the feature is ON, 911 Assist uses your paired and connected mobile phone to assist occupants to contact emergency services by dialing 911 if your airbag deploys or, on certain vehicles, if the emergency fuel pump shut-off is activated.

Aftermarket on-board diagnostic devices may interfere with various vehicle systems including Vehicle Health Report and 911 Assist. To avoid interference, remove the device or contact the device maker for more information on compatibility.

The Bluetooth word mark is a trademark of the Bluetooth SIG, Inc.

Continued on next page.



SYNC® (cont'd.)

DURING OWNERSHIP:

Always put safety first; remind your customers that they shouldn't allow controlling their phone or devices to distract them from the road.

A few basic voice commands make using SYNC easy and convenient:

- **SYNC** to return to the main menu
- **Cancel** to cancel the requested action
- **Help** to list the options available in the current mode

When pairing a new phone, download its phonebook so making calls will be easy.



SYNC® 3⁽¹⁾

Available SYNC 3 is the latest version of Ford's voice-activated, fully integrated communications system, featuring our next generation of voice-activated technology. SYNC 3 combines enhanced voice recognition and performance with an easy-to-use design to help customers connect to their phone, music, navigation and more.



AT FIRST CONTACT WITH DEALERSHIP:

Like the original version of SYNC, SYNC 3 also includes navigation, SiriusXM® Radio, AppLink®, Android Auto™ and Apple CarPlay™ compatibility, and allows users to control Bluetooth®-enabled mobile phones and digital media devices with simple voice commands. The latest version responds even faster to voice commands and the capacitive touchscreen has impressive responsiveness.

DURING A TEST-DRIVE:

- Pair your phone to the demonstration vehicle before the test-drive
OR
Demonstrate how quickly and easily you can pair your phone before leaving the lot
- Use voice commands to call your dealership to demonstrate how easy it is to make a call and the quality of the connection
- Use voice commands to play a song from your phone

AT DELIVERY:

- Guide customers to set up their **Owner.Ford.com** account
- Guide customers to pair their phones as part of the delivery
- Guide customers to use voice commands to place a call (Hint: Suggest they call a friend or family member to let them know that they just bought a new car!)
- Guide customers to use voice commands to play a song from their phone

DURING OWNERSHIP:

- Always put safety first; remind your customers that they shouldn't allow controlling their phone or devices to distract them from the road
- Virtually anything owners can do by touch they can also do by voice to keep their hands on the wheel and eyes on the road. The system recognizes thousands of voice commands
- Ford is continuously updating its SYNC software to help improve quality, add functionality and enhance the overall operating experience. Remind customers to keep SYNC 3 up to date with the latest software as new updates become available — all they need is a Wi-Fi connection

(1) Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Some features may be locked out while the vehicle is in gear. Not all features are compatible with all phones. Message and data rates may apply. Optional Navigation System map updates cannot be received via Wi-Fi and require a separate update.

The Bluetooth word mark is a trademark of the Bluetooth SIG, Inc.



SYNC® 3 AppLink®

With available SYNC 3 AppLink,⁽¹⁾ owners can launch and voice-control many of their favorite mobile apps or access them in the organized apps section of the touchscreen while in their vehicle. This easy-to-use section automatically loads SYNC-enabled apps on the vehicle's touchscreen from a paired and connected smartphone.



AT FIRST CONTACT WITH DEALERSHIP:

AppLink enhances customer convenience by allowing them to control their favorite apps using voice commands while keeping their hands on the wheel and their eyes on the road.

DURING A TEST-DRIVE:

- Connect your smartphone to the vehicle before the test-drive. Or pair the customer's phone:
 - Apple® users must connect their device (iPhone®, iPad® or iPod® Touch) via USB and have a compatible app running in the background. Waze™⁽²⁾ must be running in the foreground to use
 - Android™ users may connect their mobile phone to available SYNC 3 by Bluetooth®. Compatible apps must be installed and running on compatible devices
- While stopped in a safe location, demonstrate and describe the key features of AppLink. Show how they can use it to control the apps using voice commands and the touchscreen

AT DELIVERY:

- Help new owners set up their smartphones to access their favorite compatible AppLink apps:
 - Guide the customer to connect their smartphone to the vehicle via USB for iOS™ devices, or via Bluetooth for Android devices
 - Guide the customer to set up the permissions on the Settings > Mobile Apps screen
 - Show customers how to access their favorite compatible AppLink apps by selecting Apps on the SYNC 3 feature bar.

Note: Some apps may need to be open on the phone
 - Guide the customer to control a favorite app using both voice commands and the touchscreen. Include the Help function: Say the name of the app followed by "Help," for example, "Pandora® Help" to get a list of available voice commands

(1) SYNC AppLink is compatible with select smartphone platforms and requires any compatible apps to be installed and running on a capable smartphone while connected to SYNC. Commands may vary by phone and AppLink software. Message and data rates may apply.

(2) Waze is available via iPhone® with SYNC 3/software version 3.0 and on Android Auto™. Commands vary by phone and AppLink software. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. Android Auto is a trademark of Google Inc.

PANDORA, the PANDORA logo, and the Pandora trade dress are trademarks or registered trademarks of Pandora Media, Inc. Used with permission.

Continued on next page.



SYNC® 3 AppLink® (cont'd.)

DURING OWNERSHIP:

- Always put safety first; remind your customers that they shouldn't allow controlling their phone or devices to distract them from the road
- Point out that some apps will use data from the smartphone's data plan. Customers should monitor their usage to avoid extra charges
- A list of available apps can be found in the AppLink Catalog on **owner.ford.com**. Tell customers to check back often as new apps are being added on a regular basis
- Customers will download apps from their smartphone's app store

(1) SYNC AppLink is compatible with select smartphone platforms and requires any compatible apps to be installed and running on a capable smartphone while connected to SYNC. Commands may vary by phone and AppLink software. Message and data rates may apply.

(2) Waze is available via iPhone® with SYNC 3/software version 3.0 and on Android Auto™. Commands vary by phone and AppLink software. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. Android Auto is a trademark of Google Inc.

PANDORA, the PANDORA logo, and the Pandora trade dress are trademarks or registered trademarks of Pandora Media, Inc. Used with permission.



Voice-Activated Touchscreen Navigation System

The Voice-Activated Touchscreen Navigation System uses Global Positioning System (GPS) technology and is comprised of 2-D/3-D mapping. This allows drivers to find addresses and points of interest using voice commands for enhanced convenience, while the system provides voice-guided turn-by-turn directions. Also, to make things even simpler and easier, the user can zoom in and out of map application.



AT FIRST CONTACT WITH DEALERSHIP:

With the available Voice-Activated Touchscreen Navigation System, drivers always have a navigational aid onboard. This system provides a 2-D and 3-D experience with a rotating, elevated map view, enhanced graphics and point of interest (POI) building images, and includes SiriusXM Traffic and Travel Link®.⁽¹⁾

DURING A TEST-DRIVE:

With the vehicle parked, provide a brief overview of the system:

- Touch the Nav icon in the bottom feature bar to bring up the map, which shows current vehicle location
- Point out and change the map views: North Up, Heading Up and 2-D (city maps) or 3-D (landmarks and city models)
- Touch the Search icon and show how to do a one-box search like Google™; just type in an address or point of interest
- Show that they can save Work address, Home address or Favorites to always be able to route back from wherever they are. Estimated times to Home and Work appear on the screen

With the vehicle moving, provide some examples of using the system:

- Press the Voice button and say, "Get directions to <city>"

- When the desired destination is found, just touch the Voice button on the steering wheel and say, "Set as destination," or touch Start on the touchscreen
- Point out that turn-by-turn directions appear on the screen as the system tells the driver where and when to turn

AT DELIVERY:

Help owners save their Home and Work addresses into the system.

They can set Home as the nearest intersection to ensure privacy or set their specific home address to always find their way wherever they are. Make sure the vehicle is in Park first. Once set up in the system, the time to reach Home and Work destinations, from wherever the driver is currently located, appears clearly on the screen:

- Touch Nav > Destination > Home and touch Yes at the prompt
- Use the keyboard to enter an address or intersection
- Touch the desired result when it appears on the screen and then touch Save
- Home appears with time to reach the destination on the Destination screen
- Repeat the process to set up a Work address in the system

(1) SiriusXM Traffic and SiriusXM Travel Link are available on select vehicles equipped with the Navigation System. SiriusXM audio and data services each require a subscription sold separately or as a package, by SiriusXM Radio, Inc. If you decide to continue service after your trial, the subscription plan you choose will automatically renew thereafter and you will be charged according to your chosen payment method at then-current rates. Fees and taxes apply. To cancel, you must call SiriusXM at 1-866-635-2349. See Sirius XM Customer Agreement for complete terms at www.siriusxm.com. All fees and programming subject to change. Sirius, XM, and all related marks and logos are trademarks of SiriusXM Radio, Inc.

Continued on next page.



Voice-Activated Touchscreen Navigation System (cont'd.)

Remind owners of how to use the system, including:

- Voice commands; to see list on-screen just press the Voice button and say, "Navigation list of commands"
- Setting a destination using voice or one-box search
- Changing the map view between North Up, Heading Up and 2-D (city maps) or 3-D (landmarks and city models)

DURING OWNERSHIP:

As system updates and performance improvements become available over time, owners have convenient ways to keep their systems running optimally.

Software Updates Via USB:

- Owners can use available SYNC® 3 while installation takes place in the background
- Installation can also continue when the vehicle is off
- Navigation map updates are only available through USB, not Wi-Fi

Software Updates Via Wi-Fi:

Automatic updates are available through Wi-Fi connection.

- Navigation map updates cannot be done through Wi-Fi, since the files are so large. Map updates can be done via USB or dealership Technician
- SYNC 3 can periodically check if an update is available, download, install and activate the software
- Like a USB update, download and installation can continue while the vehicle is off
- Detailed instructions for updating software are located at **Owner.Ford.com**

Enable Automatic System Updates:

This allows software updates via a Wi-Fi connection.

- Press Settings > General > Automatic System Updates > On, and agree to the Terms and Conditions
- Press Settings > Wi-Fi > On and select an available network

Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Some features may be locked out while the vehicle is in gear. Not all features are compatible with all phones. Message and data rates may apply.



Waze™⁽¹⁾ for Android Auto™

With Android Auto, owners have a choice of navigation apps, including Waze, the world's largest community-based traffic and navigation app.⁽²⁾ Waze is available through Apple CarPlay™, though iPhone® users can choose to use Waze using SYNC® 3 AppLink®.



AT FIRST CONTACT WITH DEALERSHIP:

Waze is designed to help drivers save time on their commutes. Those who have used the app on their mobile phones will discover that the in-dash version provides an enhanced customer experience.

DURING A TEST-DRIVE:

- Have an appropriate USB cord available during test-drives
- If you use an Android™ phone, connect it to the vehicle with a USB cord before the test-drive. Or, connect the customer's phone
- While stopped in a safe location, demonstrate and describe the key features of Waze. Use Waze to guide you back to the dealership

AT DELIVERY:

- Depending on the customer's phone, consider gifting them with an appropriate USB cord to keep in the vehicle (typical cost is less than \$10)
- While connected to the dealership's guest Wi-Fi, guide the customer to install the latest version of the Waze app on their phone
- Guide the customer to connect their phone to the vehicle and set up Waze

DURING OWNERSHIP:

- Always put safety first; remind your customers that they shouldn't allow controlling their phone or devices to distract them from the road
- Waze for Android Auto includes most but not all of the features on the phone version of the app

(1) Waze is available via iPhone® with SYNC 3/software version 3.0 and on Android Auto™. Commands vary by phone and AppLink software. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. Android Auto is a trademark of Google Inc.

(2) Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Android Auto is available on 2017 and newer models with SYNC 3; owners of 2016 models with SYNC 3 are required to perform a software update available early 2017. Requires phone with compatible version of Android Auto and active data service. SYNC 3 does not control Android Auto while in use. Google and other third parties are responsible for their respective functionality. Message and data rates may apply. Android Auto, Google, Google Play and other marks are trademarks of Google Inc.



Waze™⁽¹⁾ for iOS™ AppLink®

Ford and Waze have teamed up together to bring the world's largest community-based traffic and navigation app into the SYNC® 3 touchscreen for iPhone® users.⁽²⁾ Waze is designed to help drivers save time on their commutes, and now that it's available for iOS™ via AppLink, customers have even more options when it comes to navigation. Needs software version 3.0.



AT FIRST CONTACT WITH DEALERSHIP:

With Waze for iOS AppLink, customers familiar with using Waze on their iOS devices can now enjoy the enhanced experience of accessing it from their vehicle's touchscreen.

DURING A TEST-DRIVE:

- Have an appropriate lightning connector USB cord available during test-drives
- If you use an iPhone, connect it to the vehicle with a USB cord before the test-drive. Or, connect the customer's phone
- While on a test-drive, demonstrate and describe the key features of Waze. Use Waze to guide you back to the dealership

AT DELIVERY:

- Depending on the customer's phone, consider gifting them with a lightning connector USB cord to keep in the vehicle (typical cost is less than \$10)
- Guide the customer to install the latest version of the Waze app on their iPhone
- Guide the customer to connect their iPhone to the vehicle and set up Waze

DURING OWNERSHIP:

- The customer must make a choice between using Apple CarPlay™ or SYNC AppLink. Apple CarPlay must be disabled in order to use Waze for iOS AppLink

(1) Waze is available via iPhone® with SYNC 3/software version 3.0 and on Android Auto™. Commands vary by phone and AppLink software. iPhone is a trademark of Apple Inc., registered in the U.S. and other countries. Android Auto is a trademark of Google Inc.

(2) SYNC AppLink is compatible with select smartphone platforms and requires any compatible apps to be installed and running on a capable smartphone while connected to SYNC. Commands may vary by phone and AppLink software. Message and data rates may apply.

Apple CarPlay and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

iOS is a trademark or registered trademark of Cisco in the U.S. and in other countries and is used under license.



360-Degree Camera

This system helps drivers see the ground in front of or around the vehicle to help avoid obstacles or to help line up the vehicle when parking.



AT FIRST CONTACT WITH DEALERSHIP:

- The 360-Degree Camera images are captured by 4 exterior camera placements designed to help the driver maneuver the vehicle to avoid obstacles, drive in tight spots, help line up the vehicle when parking, and even navigate narrow roads

DURING A TEST-DRIVE:

- Point out that the camera is easily activated by pushing the button located on the instrument panel
- Show the image displayed on the screen to help the driver see around the vehicle
- Have your customer toggle through the different views

AT DELIVERY:

Show customers how settings are configured. When in Park, Neutral or Drive, press the button to display front images:

- Front 360 + Normal View: Presents the normal front camera view next to a 360-Degree Camera view. This view will appear on the touchscreen when the Camera button is pressed in every gear but Reverse
- Front Normal View: Provides an image of what is directly in front of the vehicle. Access this view by pressing the Camera button from the Front 360 + Normal View screen

- Front Split View: Provides an extended view of what is in front of the vehicle. Access this view by pressing the Camera button from the Front Normal View screen

When in Reverse, press the button to display rear images:

- Rear 360 + Normal View: Presents the normal rear camera view next to a 360-Degree Camera view. This view can be accessed by putting the vehicle in Reverse, or by pressing the Camera button from the Rear Split View screen
- Rear Normal View: Provides an image of what is directly behind the vehicle. Access this view by pressing the Camera button from the Rear 360 + Normal View screen
- Rear Split View: Provides an extended view of what is behind the vehicle, designed to be able to see oncoming cross traffic from either direction. Access this view by pressing the Camera button from the Rear Normal View screen

DURING OWNERSHIP:

Remind your customers that Camera Systems are supplemental Driver-Assist aids. Remind owners to use them only in conjunction with looking out the windows and checking the mirrors for maximum confidence. Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Active Park Assist

With the simple press of a button, ultrasonic sensors can detect an appropriate parallel parking space and automatically steer the vehicle into the space. The driver remains in control of the gear shifter, accelerator and brake pedals during the entire event. The system takes care of the steering.



AT FIRST CONTACT WITH DEALERSHIP:

With the simple press of a button, ultrasonic sensors can detect an appropriate parallel parking space and automatically steer the vehicle into the space. The driver remains in control of the gear shifter, accelerator and brake pedals during the entire event. The system takes care of the steering.

DURING A TEST-DRIVE:

- Remind the driver that they are always responsible for braking and stopping the vehicle
- Be traveling under 20 mph as you look for where you'd like to park
- Press the Active Park Assist button; the touchscreen provides information and instructions
- Use the turn signal to search for parking spaces on the right or left. If the turn signal is not used, the system automatically searches on the right
- When a suitable space is found, just follow the instructions on the touchscreen
- Keep vehicle under 6 mph while parking
- If the driver grasps the steering wheel or presses the button again, the system will deactivate

- Point out that the system is designed to find available parking spaces under specific conditions:
 - Can't be any closer than 16 inches
 - Can't be any farther than 5 feet
 - Must be in Drive gear (won't detect in Reverse)

AT DELIVERY:

- There's nothing special to set or configure; Active Park Assist is easy to use

DURING OWNERSHIP:

Remind your customers that this is a sensor-based system and those sensors must be clear of snow, ice and significant levels of frost or mud to work properly. Also remind customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Adaptive Cruise Control With Stop-and-Go

When activated, Adaptive Cruise Control with Stop-and-Go automatically keeps a constant speed and a preset GAP distance from the vehicle ahead, without the driver having to work the accelerator or brake pedals. It can also bring the vehicle to a stop if necessary and resume acceleration. If the vehicle is stopped for longer than three seconds, the driver must intervene and press the "RES" button or accelerator pedal to resume system operation.



AT FIRST CONTACT WITH DEALERSHIP:

Adaptive Cruise Control with Stop-and-Go provides the convenience of a conventional cruise system, plus the added benefit of automatically adjusting to maintain a comfortable preset GAP distance from the vehicle ahead. It can also bring the vehicle to a stop and resume acceleration. If the vehicle is stopped for longer than three seconds, the driver must intervene and press the "RES" button or accelerator pedal to resume system operation.

DURING A TEST-DRIVE:

- First, your customer can select the desired GAP distance. Adjust the GAP to one of 4 available settings by pressing GAP. Each preset GAP distance appears by the number of bars in the Information Display
- Now turn on the cruise control by pressing ON
- Point out that automatic decreases in vehicle speed and engagement of brakes are normal parts of the system. Once traffic clears, the system returns to cruise Set speed and normal speed-control function. If the traffic ahead doesn't clear within 3 seconds, owners should press RES+ or the driver must tap the accelerator pedal to get moving. Mention that there's no longer a need to manually adjust speed

- Your customer can turn the system off by pressing OFF or pressing the brake pedal, just like conventional cruise control. Full control then reverts back to the driver

AT DELIVERY:

- Use the Information Display to set Normal or Adaptive by scrolling through the menus: Settings > Driver Assist > Cruise Control > Adaptive/Normal
- Remind your customer that Normal mode acts as the conventional cruise control system

DURING OWNERSHIP:

Point out that if the sensors are blocked by rain, snow, mud or damage, an error message will appear in the Information Display.

Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Adaptive LED Headlamps

This feature provides advanced actively controlled light distribution of low beam and/or high beam lamps. A forward mounted camera will read the input of an oncoming or a preceding vehicle ahead. The light distribution technology will mask the high beam locally to provide glare-free lighting to oncoming traffic, while maintaining high beam segments on around them, helping to increase driver visibility.



AT FIRST CONTACT WITH DEALERSHIP:

In general, when driving with the switch in Autolamp position, the high beam is activated automatically by receiving camera input of oncoming/preceding vehicles, and masking the high beam locally to avoid glare to those vehicles, while maintaining high beam segments on around them, helping to increase driver visibility.

DURING A TEST-DRIVE:

- Try to drive at dusk or nighttime, so you can point out the direction of the headlamps around curves and turns
- Explain that the system only works with the lighting control in the Autolamp position. You can switch this feature on or off in the information display

AT DELIVERY:

- There's nothing special to set or configure; the Adaptive LED Headlamps are easy to use

DURING OWNERSHIP:

Remind your customers that Adaptive LED Headlamps are not replacements for attentive driving, so remember to make driving the primary activity while behind the wheel. Also, note that newer programs use a digital light switch that resets itself to Autolamp mode every ignition cycle.

Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Enhanced Active Park Assist

This feature helps make getting into and out of parallel and perpendicular parking spaces, and out of parallel parking spaces, less stressful. Active Park Assist and Perpendicular Park Assist identify appropriately sized parallel and perpendicular parking spots and steers the vehicle into them. Park Out Assist steers the vehicle out of its parking spot. Going in or coming out, the driver controls the gear shifter, accelerator and brake pedals while the system takes care of the steering.



AT FIRST CONTACT WITH DEALERSHIP:

This feature helps make getting into and out of virtually all parking spaces less stressful. Active Park Assist and Perpendicular Park Assist identify appropriately sized parallel and perpendicular parking spots and steers the vehicle into them. Park Out Assist steers the vehicle out of its parking spot. Going in or coming out, the driver controls the gear shifter, accelerator and brake pedals, while the system takes care of the steering.

DURING A TEST-DRIVE:

- Point out that the system is designed to find available parking spaces under specific conditions: can't be any closer than 16 inches, can't be any farther than 5 feet, must be in Drive gear (won't detect in Reverse)
- When in Park and activating Park Out Assist, the vehicle in front must be close enough to detect. The system tells the driver whether to put the vehicle in Drive or Reverse
- Use the turn signal to search for parking spaces on the right or left. If the turn signal is not used, the system automatically searches on the right

- Keep vehicle under 6 mph while parking
- Remind the driver that they are always responsible for braking and stopping the vehicle
- Going into or coming out of a parking space, if the driver grasps the steering wheel or presses the button again, the system will deactivate

AT DELIVERY:

- There's nothing special to set or configure; Enhanced Active Park Assist is easy to use

DURING OWNERSHIP:

Remind your customers that this is a sensor-based system and those sensors must be clear of snow, ice and significant levels of frost or mud to work properly. Also remind customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Forward Sensing System

This feature assists drivers in various parking or low speed situations by providing an audible alert when the vehicle gets close to surrounding vehicles and other objects in front of the vehicle. Closer to an object, the warning tone repeat rate increases.



AT FIRST CONTACT WITH DEALERSHIP:

When the vehicle is in Drive and is traveling below 5 mph, the Forward Sensing System uses ultrasonic sensors on the front bumper to determine the distance of certain objects in front of the vehicle:

- If an object is detected up to approximately 2 feet in front of the vehicle, a high-pitched audible tone will come from the front interior of the vehicle
- The warning becomes a solid tone when the object is 12 inches away from the vehicle

DURING A TEST-DRIVE:

- Point out the ultrasonic sensors on the front bumper that can detect objects; sensors must be clear of snow, ice and significant levels of frost or mud
- Some vehicles may also provide a visual enhancement
- A visual diagram appears in the touchscreen indicating where objects may be present in the front

- Green, yellow and red guidelines indicate visual proximity when equipped with 360-Degree Camera feature
- When also equipped with the Reverse Sensing System, the front and rear sensors can actively sense objects while in Forward and Reverse

AT DELIVERY:

- Use the Information Display to set On or Off. Scroll through the available menus by selecting Settings > Driver Assist > Front Park Aid > On/Off
- Defaults to On each key cycle

DURING OWNERSHIP:

Remind your customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Hill Descent Control™

This feature allows the driver to set and maintain a vehicle speed between 3 and 20 mph while descending steep grades on various surface conditions.



AT FIRST CONTACT WITH DEALERSHIP:

This feature allows the driver to set and maintain a vehicle speed between 3 and 20 mph while descending steep grades on various surface conditions.

DURING A TEST-DRIVE:

- Press and release the Hill Descent Control button (location varies by vehicle). A light in the cluster will illuminate and a chime will sound when this feature is activated
- To increase descent speed, press the accelerator pedal until the desired speed is reached. To decrease, press the brake pedal until reaching the desired speed
- The chosen vehicle speed is maintained when the driver removes his or her foot from the pedal
- The feature requires a cooling-down interval after a period of sustained use. Also, it cannot control descent in all surface conditions and circumstances, such as ice or extremely steep grades

AT DELIVERY:

- There's nothing special to set or configure; Hill Descent Control is easy to use
- Refer your customers to the Owner's Manual for more information on Hill Descent modes, including telltales in the instrument cluster, info in the message center while the system is operating and operating speeds

DURING OWNERSHIP:

Remind your customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Hill Start Assist

This feature helps to keep the vehicle from rolling back when it is on a slope and the driver's foot is transitioning from the brake pedal to the accelerator. The feature also works when the vehicle is in Reverse and nose down on an incline.



AT FIRST CONTACT WITH DEALERSHIP:

This feature helps to keep the vehicle from rolling back when it is on a slope and the driver's foot is transitioning from the brake pedal to the accelerator. The feature also works when the vehicle is in Reverse and nose down on an incline.

DURING A TEST-DRIVE:

- Point out the situations where this feature is beneficial: pulling away from a car park ramp, traffic lights or when reversing uphill into a parking space
- Press the brake pedal to bring the vehicle to a complete standstill. Keep the brake pedal pressed
- If the sensors detect that the vehicle is on a slope, the feature will activate automatically
- When releasing the brake pedal, the vehicle will remain on the slope without rolling away for approximately 2 seconds. This hold time will automatically be extended if the driver is in the process of driving off. This allows time for the driver to transition his or her foot from the brake to the accelerator pedal

AT DELIVERY:

For manual transmission vehicles, use the Information Display to set On or Off. Scroll through the available menus by selecting Settings > Driver Assist > Hill Start Assist > On/Off.

DURING OWNERSHIP:

Remind your customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Reverse Sensing System

This feature assists drivers in various parking situations by sounding an audible alert when the vehicle gets close to surrounding vehicles and other objects behind the vehicle. Closer to an object, the warning tone repeat rate increases.



AT FIRST CONTACT WITH DEALERSHIP:

This feature assists drivers in various parking situations by sounding an audible alert when the vehicle gets close to surrounding vehicles and other objects. Closer to an object, the warning tone repeat rate increases.

DURING A TEST-DRIVE:

- Point out the ultrasonic sensors on the rear bumper that detect objects; sensors must be clear of snow, ice and significant levels of frost or mud
- Some vehicles may also provide a visual enhancement
- An image appears in the available touchscreen indicating where objects may be present in the rear
- Green, yellow and red guidelines provide visual proximity

AT DELIVERY:

- Use the Information Display to set On or Off. Scroll through the available menus by selecting Settings > Driver Assist > Rear Park Aid > On/Off
- Defaults to On each key cycle
- This feature doesn't replace attentive driving. Always check mirrors or use the Rear View Camera when backing up

DURING OWNERSHIP:

Remind your customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Auto High-Beam Headlamps

Auto High-Beam Headlamps automatically switch the headlamps between low and high beams to help drivers see better when no other vehicles are around. If a vehicle is detected ahead, Auto High-Beam Headlamps automatically switch to low beam to help prevent blinding glare for other drivers.



AT FIRST CONTACT WITH DEALERSHIP:

Auto High-Beam Headlamps automatically control the high beams to help drivers see better when no other vehicles are around, and help prevent blinding glare for other drivers if the driver forgets to turn off high beams.

DURING A TEST-DRIVE:

- Point out that Auto High-Beam Headlamps require no additional driver interaction once set and turned on
- Remind your customers that during nighttime driving, if it is dark enough and no other traffic is present, the system automatically turns the high beams on. When the system detects an approaching vehicle's headlamps or a preceding vehicle's taillamps, the system turns the high beams off, while low beams remain on
- Demonstrate that drivers may override the feature at any time by using the high-beam lever on the steering column

AT DELIVERY:

- Help drivers use the Information Display to set On or Off by scrolling through the available menus and selecting Settings > Vehicle Lighting > Auto Highbeam > On/Off
- Show customers how to enable the system by rotating the Headlamp switch to the Auto position
- Point out that the camera mounted behind the rearview mirror monitors surrounding traffic conditions and high-beam usage
- Demonstrate that drivers may, at any time, override the feature by using the high-beam lever on the steering column

DURING OWNERSHIP:

- Auto High-Beam Headlamps are designed as a set-it-and-forget-it feature. Remind owners that the system is designed to function in varying weather conditions, such as fog or rain, and will not activate the high beams if there is sufficient ambient lighting (street lights, for example)
- Auto High-Beam Headlamps help alleviate the stress of having to turn off and on the high beams to avoid distracting other drivers

Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



BLIS® (Blind Spot Information System) With Cross-Traffic Alert

BLIS can alert the driver when a vehicle is detected in the blind spot zone; the Cross-Traffic Alert can warn the driver when traffic is detected approaching from the sides while the vehicle is in Reverse.



AT FIRST CONTACT WITH DEALERSHIP:

BLIS With Cross-Traffic Alert is designed to alert the driver when changing lanes or backing out of a parking space in order to help alert them to another vehicle detected in their blind spots.

DURING A TEST-DRIVE:

- Point out that the system defaults to On with each key cycle
- Show customers the BLIS warning lights located in the sideview mirrors that indicate a vehicle in their blind spot. When a vehicle is detected in the blind spot and the driver uses the turn signal indicator, the BLIS warning light flashes to alert the driver
- BLIS turns on when the engine is started and the vehicle is driven forward above approximately 3 mph (5 km/h). It remains on while the transmission is in D (Drive), S (Sport) or N (Neutral). Once shifted into Reverse, the system engages Cross-Traffic Alert mode

- Cross-Traffic Alert activates when another vehicle is detected approaching as the vehicle is in Reverse. When activated, warnings include an audio alert, warning message and flashing sideview mirror light from the corresponding left or right side

AT DELIVERY:

- Remind customers that the system defaults to On with each key cycle. Owners can change the setting per trip by scrolling through the Information Display and selecting Settings > Driver Assist > Blind Spot or Cross Traffic Alert > On/Off
- Drivers should always remain alert, check mirrors and look over their shoulder when changing lanes or backing up

DURING OWNERSHIP:

Remind customers that extreme weather conditions may block the sensor system. If this happens, a warning message appears in the Information Display and a tone sounds inside the vehicle.

Remind your customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Lane-Keeping System

The Lane-Keeping System is a collection of features (Lane-Keeping Alert, Lane-Keeping Assist and Driver Alert) designed to alert the driver if the vehicle is unintentionally leaving its lane so they can take the appropriate action.



AT FIRST CONTACT WITH DEALERSHIP:

Driver fatigue and inattention are recurring problems on today's roads. The Lane-Keeping System helps alert the driver when the vehicle unintentionally leaves its lane.

DURING A TEST-DRIVE:

Press the Lane-Keeping System button to turn on. Highlight the different icons the driver will see in the Information Display when the Lane-Keeping System is active. (Note: The display may look slightly different depending on the make and model.):

- No lines/walls = off
- Gray lines/walls = system is on but not available
- Green lines/walls = system is available and ready to provide a warning or intervention
- Yellow line/wall = system is providing a Lane-Keeping Assist intervention (torque)
- Red line/wall = system is providing a Lane-Keeping Alert warning (vibration)

The Lane-Keeping **Alert** sends vibration pulses to the steering wheel when unintentional lane departure is detected.

The Lane-Keeping **Assist** provides steering torque to help direct the driver to steer the vehicle back into its lane when unintentional lane departure is detected.

The **Driver Alert System** continuously monitors driving patterns using a forward-looking camera. It provides visual and audio warnings when the system estimates the driver's vigilance level to be less than that of an attentive driver.

AT DELIVERY:

Use the Information Display to set Mode and Intensity. Scroll through the available menus by selecting Settings > Driver Assist > Lane Keeping Sys:

- Mode > Alert/Aid/Alert + Aid
- Intensity > High/Normal/Low

Use the Information Display to set Driver Alert. Scroll through the available menus by selecting Settings > Driver Assist > Driver Alert > On/Off.

Remind your customers:

- If the road the driver is traveling on has clear lane markings and vehicle speed reaches 40 mph, the system may be ready to detect lane drift
- When the driver uses the turn signal to change lanes, the system recognizes the driver's intention and will not issue a warning
- The system defaults to the last driver's setting after each ignition cycle, which means all settings are saved, including if the system is turned on

Continued on next page.



Lane-Keeping System (cont'd.)

DURING OWNERSHIP:

- The system is automatically turned on in the Alert mode when a programmed MyKey® is detected
- The Lane-Keeping System does not control the steering. Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle



Pre-Collision Assist With Automatic Emergency Braking (AEB)

Pre-Collision Assist With Automatic Emergency Braking (AEB) is designed to alert drivers of a potential frontal collision with the rear end of a stationary vehicle or a pedestrian by sounding an audible alert and flashing a visual warning light on the windshield or instrument cluster. If the driver's response is not sufficient, the brakes will pre-charge to provide full responsiveness when braking is applied. If a collision is imminent, brakes can apply automatically.



AT FIRST CONTACT WITH DEALERSHIP:

Pre-Collision AEB provides a warning to the driver if a collision is imminent to encourage them to be more attentive to the traffic ahead. If the driver's response is not sufficient, AEB can apply the vehicle's brakes automatically.

DURING A TEST-DRIVE:

- Show where the warning lights are located — either on top of the dash panel, reflecting a row of red lights onto the windshield in front of the driver, or within the instrument cluster
- Suggest that using the highest sensitivity setting is recommended. Use the Information Display to scroll through the available menus and select Settings > Driver Assist > Pre-Collision:
 - Sensitivity > High/Normal/Low
- Reinforce the main benefits in helping the driver stay alert:
 - An alarm inside the cabin alerts
 - Lights on the windshield warn
 - Brakes pre-charge
- DO NOT DEMONSTRATE, but reinforce that Automatic Emergency Braking can bring the vehicle to a complete stop if a collision with another vehicle or pedestrian is imminent. Share with customers that the system can only detect a human standing upright or moving at a typical walking pace

AT DELIVERY:

- Remind owners that they have a vehicle with Pre-Collision Assist With AEB
- Explain that:
 - The system uses a camera-based technology to scan the road ahead, looking for vehicles traveling in the same direction
 - If a front-end collision is imminent, the system:
 - Alerts with an alarm inside the cabin
 - Warns with lights on the windshield
 - Pre-charges the brakes for maximum braking force
- Reinforce that the vehicle may apply the brakes and, in some cases, bring the vehicle to a complete stop
- Remind customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle

DURING OWNERSHIP:

The system is always on and there's nothing drivers need to do except pay attention to the alert and warning to help them brake to avoid a collision.

The radar sensor and camera must be unobstructed for the system to operate properly. If any obstruction is detected, a message appears in the Information Display screen with potential causes and actions to take to clear the obstruction.

Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Rear View Camera

Everyday driving situations frequently require backing up, a maneuver that can be difficult when the driver can't see what's behind the vehicle. The Rear View Camera displays an image on the screen of what's directly behind the vehicle when the vehicle is in Reverse gear, to help the driver while backing up the vehicle.



AT FIRST CONTACT WITH DEALERSHIP:

The Rear View Camera automatically displays an image of what's directly behind the vehicle, to help the driver maneuver when driving in Reverse.

DURING A TEST-DRIVE:

Since the camera image is designed to help the driver maneuver while the vehicle is in Reverse, have your customer back into a parking space.

Certain conditions may cause a blurry or distorted image on the screen:

- Water droplets, snow or mud may obscure the camera lens. Ensure that the lens is clean prior to use. (Note: Certain vehicles are equipped with a camera lens washer that is activated with the liftgate glass washer. Check individual vehicle Order Guides for availability.)
- At night or in dark areas, Reverse lamps must be operating correctly to illuminate the area behind the vehicle and produce a clear image on the display
- A variety of guidelines (green, yellow, red) and distance indicators will appear on the screen to provide visual reference of proximity to objects nearby

AT DELIVERY:

Show customers how settings are configured on the touchscreen:

- Press Settings > Vehicle > Rear View Camera. Choose to adjust:
 - Rear Camera Delay
 - Visual Park Aid Alert

If the Delay feature is on, the camera will turn off after the vehicle reaches a speed of approximately 5 mph, or immediately if the Delay feature is off.

DURING OWNERSHIP:

Remind your customers that Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Adaptive Cruise Control With Stop-and-Go and Lane Centering

When activated, Adaptive Cruise Control with Stop-and-Go and Lane Centering automatically keeps a constant speed and a preset GAP distance from the vehicle ahead, without the driver having to work the accelerator or brake pedals. It can also bring the vehicle to a stop if necessary and resume acceleration. If the vehicle is stopped for longer than three seconds, the driver must intervene and press the "RES" button or accelerator pedal to resume system operation. The system also includes Lane Centering, which can read lane markings to aid the driver in keeping the vehicle within its lane.



AT FIRST CONTACT WITH DEALERSHIP:

Adaptive Cruise Control with Stop-and-Go and Lane Centering provides the convenience of a conventional cruise system, plus the added benefit of automatically adjusting to maintain a comfortable preset GAP distance from the vehicle ahead. It can also bring the vehicle to a stop and resume acceleration. If the vehicle is stopped for longer than three seconds, the driver must intervene and press the "RES" button or accelerator pedal to resume system operation. The system also includes Lane Centering, which can read lane markings to aid the driver in keeping the vehicle within its lane (assuming the driver's hands are on the wheel).

DURING A TEST-DRIVE:

- First, your customer can select the desired GAP distance. Adjust the GAP to one of 4 available settings by pressing GAP. Each preset GAP distance appears by the number of bars in the Information Display
- Now turn on the cruise control by pressing ON
- Use the Lane Centering switch/button to turn ON

- Point out that automatic decreases in vehicle speed and engagement of brakes are normal parts of the system. Once traffic clears, the system returns to cruise Set speed and normal speed-control function. If the traffic ahead doesn't clear within 3 seconds, owners should press RES+ or the driver must tap the accelerator pedal to get moving. Mention that there's no longer a need to manually adjust speed
- Your customer can turn the system off by pressing OFF or pressing the brake pedal, just like conventional cruise control. Full control then reverts back to the driver

AT DELIVERY:

- Use the Information Display to set Normal or Adaptive by scrolling through the menus: Settings > Driver Assist > Cruise Control > Adaptive/Normal
- Remind your customer that Normal mode acts as the conventional cruise control system

DURING OWNERSHIP:

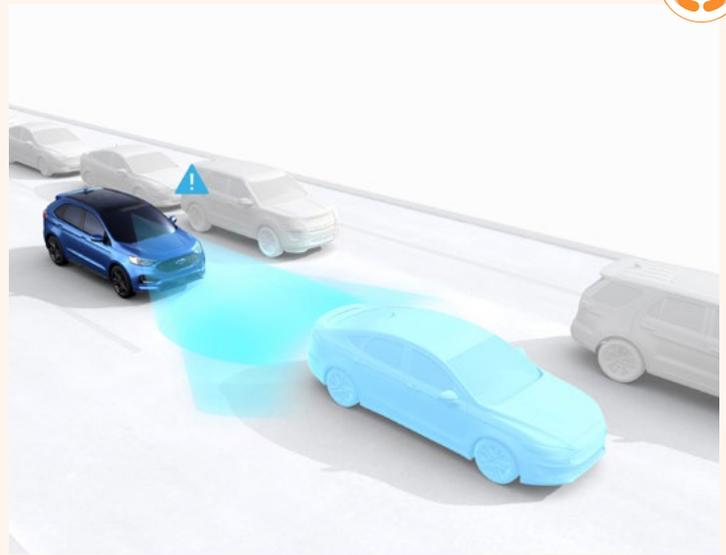
Point out that if the sensors are blocked by rain, snow, mud or damage, an error message will appear in the Information Display.

Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Evasive Steering Assist

Available Evasive Steering Assist is designed to help drivers avoid a potential collision with a slower or stopped vehicle in front of them by providing steering support to driver initiated action, if a collision cannot be avoided by braking alone. After the driver passes the inoperative vehicle, the system applies steering support in the opposite direction to encourage them to steer back into the lane. The system deactivates once Evasive Steering Assist fully passes the other vehicle.



AT FIRST CONTACT WITH DEALERSHIP:

Evasive Steering Assist is designed to help drivers avoid potential frontal collisions by providing steering support to help them steer around a vehicle to avoid a collision.

DURING A TEST-DRIVE:

DO NOT TRY THIS, but reinforce that Evasive Steering Assist provides steering support to help avoid a slower-moving or stationary vehicle ahead, if there is insufficient space to avoid the collision by braking alone.

AT DELIVERY:

- Remind your customers that they have a vehicle with Evasive Steering Assist
- Explain that:
 - The system uses camera and radar-sensing technology to scan the road ahead, looking for slower-moving or stationary vehicles
 - The system does not activate if the distance to the vehicle ahead is too small and a crash cannot be avoided

- Reinforce that Evasive Steering Assist does not steer the vehicle itself, but can support the steering input of the driver to help maneuver around a vehicle to avoid a collision. If the driver does not turn the steering wheel, the system does not activate

DURING OWNERSHIP:

Remind owners that the system is always on and it can help them steer around a vehicle to avoid a collision. If the driver turns off Active Braking, Evasive Steering Assist also turns off.

The radar sensor and camera must be unobstructed for the system to operate properly. If any obstruction is detected, a message appears in the Information Display screen with potential causes and actions to take to clear the obstruction.

Driver-Assist features are supplemental and do not replace the driver's attention, judgment and need to control the vehicle.



Voice-Activated Touchscreen Navigation System

The Voice-Activated Touchscreen Navigation System uses Global Positioning System (GPS) technology and is comprised of 2-D/3-D mapping. This allows drivers to find addresses and points of interest using voice commands for enhanced convenience, while the system provides voice-guided turn-by-turn directions. Also, to make things even simpler and easier, the user can zoom in and out of map application.



AT FIRST CONTACT WITH DEALERSHIP:

With the available Voice-Activated Touchscreen Navigation System, drivers always have a navigational aid onboard. This system provides a 2-D and 3-D experience with a rotating, elevated map view, enhanced graphics and point of interest (POI) building images, and includes SiriusXM Traffic and Travel Link®.⁽¹⁾

DURING A TEST-DRIVE:

With the vehicle parked, provide a brief overview of the system:

- Touch the Nav icon in the bottom feature bar to bring up the map, which shows current vehicle location
- Point out and change the map views: North Up, Heading Up and 2-D (city maps) or 3-D (landmarks and city models)
- Touch the Search icon and show how to do a one-box search like Google™; just type in an address or point of interest
- Show that they can save Work address, Home address or Favorites to always be able to route back from wherever they are. Estimated times to Home and Work appear on the screen

With the vehicle moving, provide some examples of using the system:

- Press the Voice button and say, “Get directions to <city>”

- When the desired destination is found, just touch the Voice button on the steering wheel and say, “Set as destination,” or touch Start on the touchscreen
- Point out that turn-by-turn directions appear on the screen as the system tells the driver where and when to turn

AT DELIVERY:

Help owners save their Home and Work addresses into the system.

They can set Home as the nearest intersection to ensure privacy or set their specific home address to always find their way wherever they are. Make sure the vehicle is in Park first. Once set up in the system, the time to reach Home and Work destinations, from wherever the driver is currently located, appears clearly on the screen:

- Touch Nav > Destination > Home and touch Yes at the prompt
- Use the keyboard to enter an address or intersection
- Touch the desired result when it appears on the screen and then touch Save
- Home appears with time to reach the destination on the Destination screen
- Repeat the process to set up a Work address in the system

(1) SiriusXM Traffic and SiriusXM Travel Link are available on select vehicles equipped with the Navigation System. SiriusXM audio and data services each require a subscription sold separately or as a package, by SiriusXM Radio, Inc. If you decide to continue service after your trial, the subscription plan you choose will automatically renew thereafter and you will be charged according to your chosen payment method at then-current rates. Fees and taxes apply. To cancel, you must call SiriusXM at 1-866-635-2349. See Sirius XM Customer Agreement for complete terms at www.siriusxm.com. All fees and programming subject to change. Sirius, XM, and all related marks and logos are trademarks of SiriusXM Radio, Inc.

Continued on next page.



Voice-Activated Touchscreen Navigation System (cont'd.)

Remind owners of how to use the system, including:

- Voice commands; to see list on-screen just press the Voice button and say, "Navigation list of commands"
- Setting a destination using voice or one-box search
- Changing the map view between North Up, Heading Up and 2-D (city maps) or 3-D (landmarks and city models)

DURING OWNERSHIP:

As system updates and performance improvements become available over time, owners have convenient ways to keep their systems running optimally.

Software Updates Via USB:

- Owners can use available SYNC® 3 while installation takes place in the background
- Installation can also continue when the vehicle is off
- Navigation map updates are only available through USB, not Wi-Fi

Software Updates Via Wi-Fi:

Automatic updates are available through Wi-Fi connection.

- Navigation map updates cannot be done through Wi-Fi, since the files are so large. Map updates can be done via USB or dealership Technician
- SYNC 3 can periodically check if an update is available, download, install and activate the software
- Like a USB update, download and installation can continue while the vehicle is off
- Detailed instructions for updating software are located at **Owner.Ford.com**

Enable Automatic System Updates:

This allows software updates via a Wi-Fi connection.

- Press Settings > General > Automatic System Updates > On, and agree to the Terms and Conditions
- Press Settings > Wi-Fi > On and select an available network

Don't drive while distracted. Use voice-operated systems when possible; don't use handheld devices while driving. Some features may be locked out while the vehicle is in gear. Not all features are compatible with all phones. Message and data rates may apply.