

Ford European Vehicle Logistics – Trouble shooter Guide

| | Puma | Kuga | Explorer | Focus | Transit/ Tourneo Courier | Transit/ Tourneo Connect | Transit | E-transit | Transit/ Tourneo Custom |
|---|------|------|----------|-------|--------------------------------|--------------------------------|---------|-----------|-------------------------------|
| | BEV | FHEV | EV | ICE | BEV | ICE | ICE | EV | PHEV/BEV |
| Vehicle Access/Keys | | | | | | | | | |
| Jump starting | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Emergency towing | ✓ | ✓ | | ✓ | ✓ | ✓ | | | ✓ |
| Transmission failure | ✓ | ✓ | | ✓ | ✓ | ✓ | | | ✓ |
| Battery disconnections/r econnection | | | | | | | | | |
| Change language on SYNC | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Ford EVL Trouble Shooter Guide – KUGA– Transmission Issues

Manual Transmission

What should I do if any gear is not fully engaged? Fully press the clutch pedal and shift into neutral. Release the clutch pedal for a moment, fully press the clutch pedal again and shift into gear.

Automatic Transmission

Use this procedure to shift your vehicle out of park (P) in the event of an electrical malfunction or emergency.

Note: This mode could be unavailable if your 12 V battery charge level is low. Connect an external power source and attempt the procedure again.

Note: Your vehicle could shift to park (P) after 30 minutes, or when the vehicle battery charge level is low. Prolonged use of this mode can cause the 12 V battery to run out of charge.

Note: This mode could be unavailable if your vehicle is below operating temperature. Warm up your vehicle and attempt the procedure again.

Note: Do not tow your vehicle in this mode. Failure to follow these instructions could result in vehicle damage not covered by the vehicle warranty.

Shifting Your Vehicle Out of Park (P)

1. Apply the parking brake. See [Applying the Electric Parking Brake - Manual Transmission](#).

Note: If the battery is out of charge, use an external power source to apply the parking brake.

1. Power your vehicle on without your foot on the brake pedal.
2. Fully press and hold the brake pedal.
3. Fully press and hold the accelerator pedal.
4. Shift into neutral (N).
5. Press the manual (M) or low (L) button.
6. Attempt to start your vehicle.

Note: A confirmation message appears when your vehicle enters the mode.

Note: You must complete this procedure within 15 seconds. If your vehicle shifts into park (P) attempt the procedure again.

1. Release accelerator and brake pedals.
2. Release the parking brake.

Note: Your vehicle is free to roll.

1. Switch your vehicle off.

Note: Do not tow your vehicle in this mode.

Returning Your Vehicle to Normal Mode

1. Press the brake pedal.
2. Shift into park (P).

Ford EVL Trouble Shooter Guide – KUGA – Change language on SYNC

1. Press Settings on the touchscreen.
 2. Press General.
 3. Press Language.
 4. Press a setting.
- Note: Available languages vary by region.

Ford EVL Trouble Shooter Guide – KUGA FHEV – Emergency Towing

If your vehicle is disabled without access to wheel dollies, a car-hauling trailer, or a flatbed transport vehicle it can be flat-towed with all wheels on the ground. You may do this under the following conditions:

- Your vehicle is facing forward so that it is towed in a forward direction.
- The transmission selector lever is placed in neutral position.
- Maximum speed is 50 km/h (30 mph).
- Maximum distance is 80 km (50 mi).

Note: Put your climate control system in recirculated air mode to prevent exhaust fumes from entering your vehicle. See Climate Control.

Drive off slowly and smoothly without jerking the vehicle you are towing.

You must only use the towing eye that was delivered with your vehicle.

Tow ropes or rigid towing bars must be placed on the same side. For example, right hand rear towing point to right hand front towing point.

You must use a tow rope or rigid towing bar that is of the correct strength for the weight of the towing vehicle and the vehicle that is being towed.

The weight of the vehicle that is being towed must not exceed the weight of the towing vehicle.