

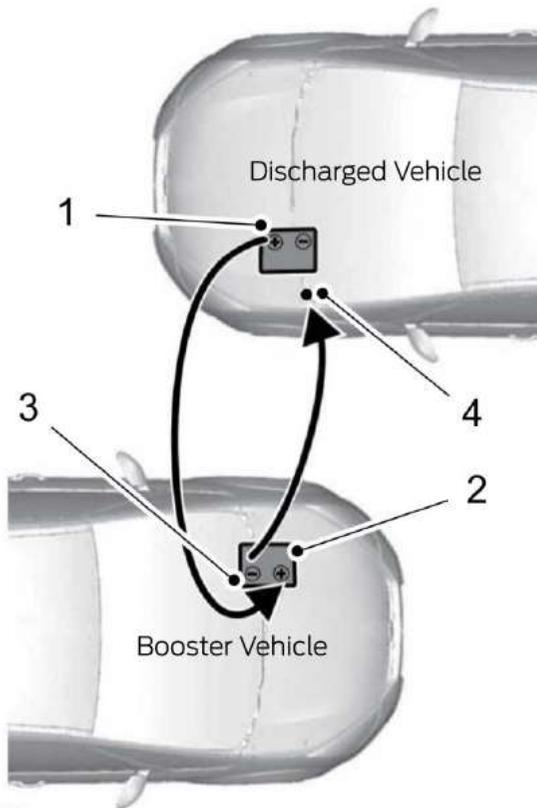
Ford European Vehicle Logistics – Trouble shooter Guide

	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/ reconnection									
Change language on SYNC	✓	✓	✓	✓	✓	✓	✓	✓	✓

Ford EVL Trouble Shooter Guide – Puma



Jump Starting the Vehicle



Connecting Jump Leads

Switch off the engine the disabled vehicle and any electrical equipment.

- 1) Connect the positive jumper cable to the positive terminal of the discharged battery.
- 2) Connect the other end of the positive jumper cable to the positive terminal of the booster battery.
- 3) Connect the negative jumper cable to the negative terminal of the booster battery.
- 4) Make the final connection of the negative jumper cable to an exposed metal part of the stalled vehicle's engine, or connect the negative cable to a ground connection point if available.

Starting the Engine

- 1) Start the engine of the booster vehicle and press the accelerator gently to keep the engine speed between 2000 and 3000 RPM.
- 2) Start the engine of the disabled vehicle.
- 3) Once the disabled vehicle has been started, run both vehicle engines for an additional three minutes before disconnecting the jumper cables.

Removing the Jumper Cables

Remove the jumper cables in the reverse order that they were connected.

*Note: If you are using a jump pack or booster box, follow the manufacturer's instructions.

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Ford EVL Trouble Shooter Guide – Puma



Puma Reference Images



Puma Engine Bay



Ground Connection
Point (-) Negative
Terminal

***THIS TERMINAL MUST
BE USED***



Positive (+) Terminal
Covered by Red cap

*Note: If you are using a jump pack or booster box, follow the manufacturer's instructions.

Ford EVL Trouble Shooter Guide – PUMA – 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 – PUMA BEV – Emergency Towing

If your vehicle becomes inoperable without access to wheel dollies or a vehicle transport trailer, it can be flat-towed with all wheels on the ground, regardless of the drivetrain, under the following conditions:

- Your vehicle is facing forward for towing in a forward direction.
- You switch Neutral Tow on.
- Maximum speed is 50 km/h (30 mph).
- Maximum distance is 80 km (50 mi).

Switching Neutral Tow On

1. Properly secure your vehicle to the tow vehicle.
2. Switch your vehicle on in accessory mode. See [Starting and Powering Off](#).
Note: Put your climate control system in recirculated air mode to prevent exhaust fumes from entering your vehicle. See [Climate Control](#).
3. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
4. Select Settings.
5. Select Vehicle Settings.
6. Select Neutral Tow.
7. Follow the instructions on the instrument cluster display.
8. Press and hold the brake pedal.
9. Shift into neutral (N).
Note: A confirmation message appears in the instrument cluster display.
10. Switch your vehicle off.

Switching Neutral Tow Off

1. Switch your vehicle on.
2. Press and hold the brake pedal.
3. Apply the electric parking brake. See [Electric Parking Brake](#).
Note: A confirmation message appears in the instrument cluster display and the electric parking brake lamp illuminates in the instrument cluster display.
Note: If your vehicle has an anti-theft alarm, make sure you switch perimeter sensing on when towing. See [Setting the Alarm Security Level](#)

Ford EVL Trouble Shooter Guide – PUMA ICE – Transmission Precautions and Failure Messages

Manual Transmission precautions

Do not rest your hand on the gearshift lever or use the gearshift lever to hang and support objects. This could cause damage to the transmission not covered by the vehicle Warranty.

Do not rest your foot on the clutch pedal or use the clutch pedal to keep your vehicle stationary when waiting on a hill. This could cause damage to the clutch not covered by the vehicle Warranty.

Failure to fully press the clutch pedal could cause increased shift efforts, prematurely wear transmission components or damage to the transmission. Engage the clutch smoothly for best operation. Engaging the clutch abruptly can cause damage to the transmission or clutch system that is not covered by the vehicle Warranty.

Automatic Transmission precautions

WARNING **WARNING:** Apply the parking brake, shift into park (P), switch the vehicle off and remove the key or remote control before you leave your vehicle. Failure to follow this instruction could result in personal injury or death.

WARNING **WARNING:** When your vehicle is stationary, keep the brake pedal fully pressed when shifting gears. Failure to follow this instruction could result in personal injury, death or property damage.

WARNING **WARNING:** Do not apply the brake pedal and accelerator pedal simultaneously. Applying both pedals simultaneously for more than a few seconds limits vehicle performance, which may result in difficulty maintaining speed in traffic and could lead to serious injury.

Message	Description
Transmission Malfunction Service Now	The system has detected a fault that requires service. Have your vehicle checked as soon as possible.
Transmission Limited Function See Manual	The transmission has limited functionality. The system has detected a fault that requires service. Have your vehicle checked as soon as possible.
Transmission Too Hot Press Brake	The transmission is overheating and needs to cool. Stop your vehicle as soon as it is safe to do so, leave the engine running and allow the transmission to cool. Wait until the message disappears.
Transmission Overheating Stop Safely	
Transmission Not in Park	Displays as a reminder to shift into park (P).