

# 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 – TRANSIT/TOURNEO

## CONNECT – Transmission Issues



### Transmission in Emergency Mode

Transmission in emergency mode The indicator lamp lights up yellow. An acoustic warning may also be given. A text notification may also be shown on the instrument cluster display. There is a fault in the system and the automatic transmission is operating in an emergency mode. It is not possible to engage reverse gear in some cases.

1. Go to a suitably qualified workshop immediately.



### Transmission Faulty

Transmission faulty The warning lamp lights up red. An acoustic warning may also be given. A text notification may also be shown on the instrument cluster display. There is a serious fault in the transmission. Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Engage the parking lock. Or: switch on the electric parking brake.
3. Seek expert assistance.

# Ford EVL Trouble Shooter Guide – TRANSIT CONNECT (2024) – Change language on SYNC

1. Access the SYNC Menu: Press the Menu button (usually a gear icon) on the SYNC screen.
2. Navigate to Settings: Select "Settings" from the menu options.
3. Select System: Choose "System" from the settings menu.
4. Choose Language: Select your preferred language from the available options, which may include English, French, or Spanish.