

# 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 – TRANSIT/TOURNEO COURIER – Transmission Issues

Message	Details
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).
SHIFT SYS FAULT Apply Park Brake Before Exiting the Vehicle	Displays when there is a system fault and the park brake needs to be depressed before exiting the vehicle. See your authorized dealer.
Select M to Confirm Stay in Neutral Mode	Displays when you shift into neutral (N).
Select L to Confirm Stay in Neutral Mode	Displays when you shift into neutral (N).
Stay in Neutral Mode Engaged	Displays to confirm that your vehicle has entered Stay in Neutral Mode.

# Ford EVL Trouble Shooter Guide – Transit Courier 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

Switch your vehicle on.

Press and hold the brake pedal.

Apply the electric parking brake. **See Electric Parking Brake.**

# Ford EVL Trouble Shooter Guide – TRANSIT COURIER (2024) – 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.