

# 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 CUSTOM – Transmission Issues

## Automatic Transmission

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

**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:** *If the battery is out of charge, use an external power source.*

**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.

**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. Shift into neutral (N) again within a few seconds.

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 – Transit Custom PHEV/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).

**Note:** If your vehicle has an anti-theft alarm, make sure you switch perimeter sensing off when towing. See [Setting the Alarm Security Level](#).

## Switching Neutral Tow On

1. Properly secure your vehicle to the tow vehicle.
2. Switch your vehicle on in accessory mode.

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

3. Apply the parking brake.
4. Press the menu button on the steering wheel to enter the instrument cluster display main menu.
5. Select Settings.
6. Select Vehicle Settings.
7. Select Neutral Tow.
8. Follow the instructions on the instrument cluster display.
9. Press and hold the brake pedal.
10. Shift into neutral (N).

**Note:** A confirmation message appears in the instrument cluster display.

11. Release the parking brake.
12. Switch your vehicle off.

## Switching Neutral Tow Off

1. Switch your vehicle on.
2. Press and hold the brake pedal.
3. Shift into park (P).

**Note:** A confirmation message appears in the instrument cluster display and the park (P) position illuminates on the transmission selector.

# Ford EVL Trouble Shooter Guide – TRANSIT CUSTOM (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.