

This Quick Reference Guide is not intended to replace your vehicle Owner's Manual, which contains more detailed information concerning the features of your vehicle, as well as important safety warnings designed to help reduce the risk of injury to you and your passengers. Please read your entire Owner's Manual carefully as you begin learning about your new vehicle and refer to the appropriate chapters when questions arise. All information contained in this Quick Reference Guide was accurate at the time of duplication. We reserve the right to change features, operation and/or functionality of any vehicle specification at any time. Your Ford dealer is the best source for the most current information. For detailed operating and safety information, please consult your Owner's Manual.

### Learn More About Your New Vehicle

Scan the country-appropriate QR code with your smartphone (make sure you have a scanner app installed) and you can access even more information about your vehicle.



owner.ford.com (U.S.)



ford.ca (Canada)

### WARNING

Driving while distracted can result in loss of vehicle control, crash and injury. We strongly recommend that you use extreme caution when using any device that may take your focus off the road. Your primary responsibility is the safe operation of your vehicle. We recommend against the use of any hand-held device while driving and encourage the use of voice-operated systems when possible. Make sure you are aware of all applicable local laws that may affect the use of electronic devices while driving.

#### United States Ford Customer Relationship Center

1-800-392-3673 (FORD)  
(TDD for the hearing impaired:  
1-800-232-5952)

owner.ford.com

@FordService

#### United States Warranty Customers:

Download a FREE electronic copy of the most up-to-date Warranty Guide by visiting [owner.ford.com](http://owner.ford.com)

Select **Owner / SYNC & Vehicle Features / Owner Manuals.**

Limo/Livery/Hearse vehicles: To view and download your Warranty Guide, visit the Fleet website [fleet.ford.com/limo](http://fleet.ford.com/limo).

Select **Limo/Livery/Hearse Warranty Information**

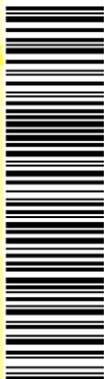
#### Canada Ford Customer Relationship Centre

1-800-565-3673 (FORD)  
(TDD for the hearing impaired:  
1-888-658-6805)

ford.ca

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KEB119G217 AA



# 2019 Fiesta

## quick reference guide



# commonly used voice commands

## SYNC® Say the Word.

Press the voice button  on the right side of your steering wheel and then say:

### Global

- » Cancel
- » Help
- » Main Menu
- » List of Commands<sup>1</sup>

### Audio

- » Sirius Channel  
<channel number><sup>2</sup>
- » AM <frequency number>
- » FM <frequency number>
- » Bluetooth Audio
- » USB

### Navigation<sup>1,3</sup>

- » Find an Address
- » Find a \_\_\_\_
- » Find a POI

- » Find an Intersection
- » Find the Nearest \_\_\_\_
- » Show Previous Destinations
- » Drive Home
- » Cancel Route
- » Show Route
- » Where Am I?

### Phone

- » Pair Phone
- » Call <contact name>
- » Call <contact name> at  
<location>
- » Dial <number>
- » Delete
- » Clear

### SiriusXM Travel and Travel Link<sup>1,2</sup>

- » Show Traffic
- » Show Weather Map
- » Show Fuel Prices
- » Show 5-Day Forecast

### Apps

- » Mobile Apps
- » List Mobile Apps
- » Find Mobile Apps
- » <App Name>

<sup>1</sup> only available with SYNC 3

<sup>2</sup> SiriusXM may not be available in all markets. Activation and a subscription are required.

<sup>3</sup> if equipped

Some services may not be available in your area. Refer to your **Owner's Manual**, visit the website or call the toll-free number for more information.

**For U.S. customers:** Visit [owner.ford.com](http://owner.ford.com) or call 1-800-392-3673 (select Option 1 or 2 for language, then Option 3).

**For Canadian customers:** Visit [syncmyride.ca](http://syncmyride.ca) or [syncmaroute.ca](http://syncmaroute.ca) or call 1-800-565-3673 (select Option 1 or 2 for language, then Option 3).

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### 1. Media Steering Wheel Controls\*

- Press **+** to increase or **-** to decrease volume levels.
- Press to access voice recognition.
- Press to access phone mode or to answer a call.
- Press to end a call.
- Press to access the previous or next media selection.

### 2. Trip Computer

Press the button on the end of the left-hand steering wheel lever to scroll through the trip computer displays. These displays include odometer and fuel information. Refer to the **Information Displays** chapter of your **Owner's Manual** for more information.

### 3. Service Engine Soon

Normally, the service engine soon light stays on until you switch the engine on. It turns off if no malfunctions are present. If the light remains on or blinks after you start the engine, the On-Board Diagnostics (OBD-II) system detects a problem. Drive in a moderate fashion and contact your authorized dealer as soon as possible.

### 4. Keyless Starting\*

You can start your vehicle by pressing the brake pedal (automatic transmission) or clutch pedal (manual transmission), and then pressing the **START STOP** button. Press the button again, without applying the brake, to switch the engine off. If you leave your vehicle idling for an extended period of time, the engine shuts down automatically. Before this happens, a message appears in the information display, allowing you time to override the shutdown feature. If you try to leave the vehicle when it is still on, the horn will sound twice.

**Note:** A valid key must be inside the vehicle for the ignition to start.



### 5. Windshield Wipers

Pull the lever down for a single wipe. Raise the lever upward for intermittent, normal or high-speed wipe. Adjust the intermittent wipe interval using the rotary control on the lever. To spray and wash the windshield, press the end of the wiper lever in. To operate the rear wiper, pull the lever toward you. To wash the rear window, pull the lever further toward you.

### 6. Cruise Control\*

**To Set a Cruise Control Speed**

- Press and release **ON**.
- Drive to the desired speed.
- Press and release **SET+**, then take your foot off the accelerator. The indicator displays in the instrument cluster confirming you have set the speed correctly.

After you set your speed, you can change it in 1 mph (2 km/h) increments by pressing **SET+** or **SET-**. To disable, press the **OFF** control.

### 7. Adjusting the Steering Column

Unlock the steering wheel by pulling the lever down. Adjust the wheel to the desired position. Push the lever back up to lock the steering wheel into place.

### 8. SYNC 3\* Touchscreen\*

Displays information about audio, mobile apps, settings, phone and navigation\*. To operate the touchscreen, you can simply touch the item or option that you want to select. The button highlights when you select it. Refer to the **SYNC 3** chapter in your **Owner's Manual** for more information.

### 9. Lock and Unlock Button

Press the  button located near your audio system to lock and unlock all the doors. When you lock the doors, the button lights.

SYNC is an in-vehicle communications system that works with your *Bluetooth* wireless technology-enabled phone and portable media player

### Using Voice Recognition

You can control many features using voice commands. This allows you to keep your hands on the wheel and focus on what is around you. To begin a voice session, press the voice button . A list of available voice commands appears in the display. You can also find additional voice commands in the *SYNC* chapter of your *Owner's Manual* or in the *Commonly Used Voice Commands* in this guide.

### Helpful Hints for Using Voice Recognition

- » Make sure the interior of your vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken commands.
- » Before giving a voice command, wait for the system announcement to finish, followed by a single tone. Any command spoken before this does not register with the system.
- » Speak naturally, without long pauses between words.
- » You can interrupt the system at any time while it is speaking by pressing the voice button . You can cancel a voice session by pressing and holding the voice button .

The system provides feedback through audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of interaction. You can customize the voice recognition system to provide more or less instruction and feedback. Please see the *SYNC* chapter of your *Owner's Manual*.

### SYNC Owner Account

A SYNC owner account is essential for keeping up with the latest software downloads available for SYNC. It also provides you with access to customer support for any questions you may have.

To create a SYNC owner account, visit the website:

- [owner.ford.com](http://owner.ford.com) (United States)
- [syncmyride.ca](http://syncmyride.ca)
- [syncmaroute.ca](http://syncmaroute.ca) (Canada)

### Support

The SYNC support team is available to help you with any questions you cannot answer on your own.

In the United States,  
call 1-800-392-3673.

In Canada,  
call 1-800-565-3673.

### Pairing a Phone for the First Time

Wireless pairing of your phone with SYNC allows you to make and receive hands-free calls. Make sure to switch on the ignition and the radio. Shift the transmission into park (P) for automatic transmission or first gear for manual transmission.

1. Make sure to switch on your phone's *Bluetooth* feature before starting the search. See your device's manual if necessary.
2. Press the phone button. When the audio display indicates there is no paired phone, select the option to add.

3. When a message to begin pairing appears in the audio display, search for SYNC on your phone to start the pairing process.
4. When prompted on your phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your phone. If you are prompted to enter a PIN on your device, enter the PIN displayed on the screen. Your phone is now paired and the display indicates that the pairing was successful.

5. Depending on your phone's capability and your market, the system may prompt you with questions, such as setting the current phone as the primary phone (the phone SYNC automatically tries to connect with first upon vehicle start-up) and downloading your phone book.

To pair subsequent phones, please see the *SYNC* chapter of your *Owner's Manual*.

### Using Your Connected Phone

You can use voice commands to make, receive, accept and reject phone calls. Text messages can also be sent and received through the SYNC system. Please refer to the **SYNC** chapter in your *Owner's Manual* for more information about using your connected phone with the SYNC system, including voice commands and screen selections.

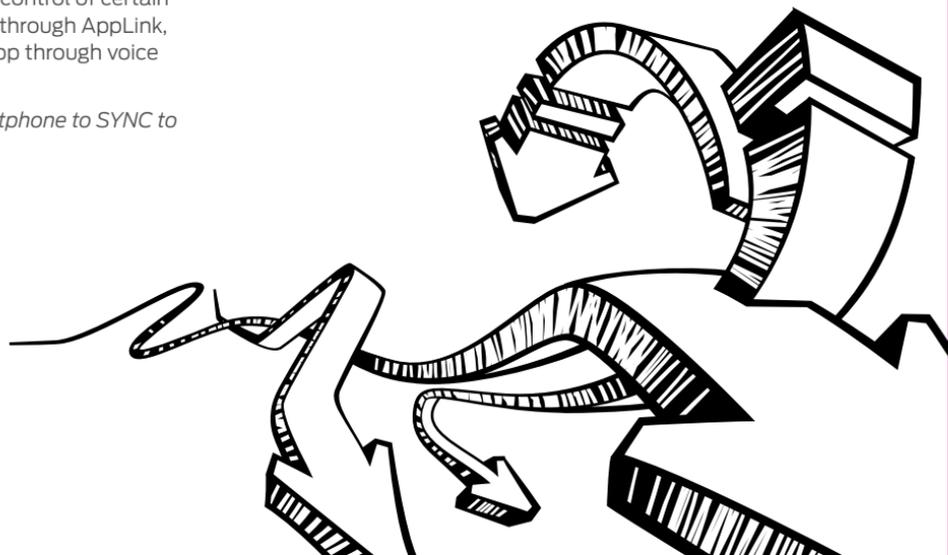
### Apps

AppLink enables voice and steering wheel control of certain smartphone apps. Once an app is running through AppLink, you can control the main features of the app through voice commands and steering wheel controls.

**Note:** You must pair and connect your smartphone to SYNC to access AppLink.

### Using SYNC with Your Media Player

You can access and play music from your digital music player over your vehicle's speaker system using the system's media menu or voice commands. You can also sort and play your music by specific categories, such as artist and album. Please reference the **SYNC** chapter of your *Owner's Manual* for information on how to connect your device through USB or *Bluetooth*.



SYNC® 3\*

The SYNC 3 system allows you to interact with a variety of features using the touchscreen and voice commands. By integrating with your *Bluetooth* wireless technology-enabled phone, the touchscreen provides easy integration with many of your vehicle's features.

### Using The Touchscreen

To operate the touchscreen, you can simply touch the item or option that you want to select. The button changes color when you select it. The touchscreen allows you quick access to all of your comfort, navigation, communication and audio options. Using the status and feature bar, you can quickly select the feature you want to use.



### SYNC Owner Account and Updating Your System

A SYNC owner account is essential for keeping up with the latest software downloads available for SYNC, provides you access to customer support for questions you may have and allows you to maintain your account permissions.

To create a SYNC owner account, visit the website:

[owner.ford.com](http://owner.ford.com) (United States)

[syncmyride.ca](http://syncmyride.ca) or [syncmaroute.ca](http://syncmaroute.ca) (Canada)

Once you have your SYNC owner account, you can log in to visit the SYNC software update page to update SYNC using a USB. You can also update your SYNC system over Wi-Fi. For information on how to update your system, please see the **SYNC 3** chapter in your *Owner's Manual*.

## Home Screen

You can reach the Home screen by pressing the Home button on the main screens. The Home screen displays features such as audio, phone and settings.

## Using Voice Recognition

Using voice commands allows you to keep your hands on the wheel and focus on what is in front of you. To activate the SYNC 3 voice commands, press the voice button on the steering wheel and wait for the prompt. You can find the available voice commands in the **SYNC 3** chapter of your *Owner's Manual* or in the **Commonly Used Voice Commands** in this guide.

## Pairing Your Phone for the First Time

Pair your *Bluetooth* wireless technology-enabled phone with SYNC before using the functions in hands-free mode. Switch on *Bluetooth* on your device to begin pairing. See your phone's manual if necessary.

To add a phone:

1. Select **Add Phone**.
2. Follow the on-screen instructions.
3. A prompt alerts you to search for the system on your phone.
4. Select your vehicle's make and model as it displays on your phone.
5. Confirm that the six-digit number appearing on your phone matches the six-digit number on the touchscreen.

6. The touchscreen indicates when the pairing is successful.

7. Your phone may prompt you to give the system permission to access information. To check your phone's compatibility, see your phone's manual or visit the website.

To pair subsequent phones, please see the **SYNC 3** chapter in your *Owner's Manual*.

## Using Your Connected Phone

You can use voice commands to make, receive, accept and reject phone calls. Text messages can also be sent and received through the system. Please refer to the **SYNC 3** chapter in your *Owner's Manual* for more information about using your connected phone with the system, including voice commands and screen selections.

## Smartphone Connectivity

SYNC 3 allows you to use Apple CarPlay and Android Auto to access your phone. When you use Apple CarPlay or Android Auto, you can:

- » Use your phone's voice assistant.
- » Send and receive messages.
- » Listen to music.
- » Make calls.

Apple CarPlay and Android Auto disable some SYNC 3 features. Most Apple CarPlay and Android Auto features use mobile data.



## Audio

You can select from a variety of entertainment options, including AM/FM radio, USB, *Bluetooth* Stereo and Apps.

## Presets



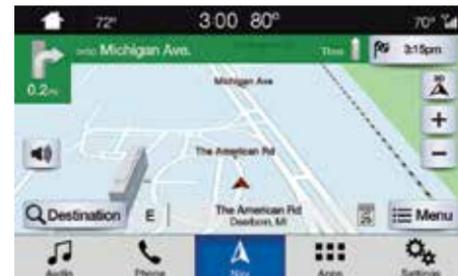
To set a new preset, tune to the station and then press and hold one of the preset buttons. The audio mutes briefly while the system saves the station and then returns. There are two preset banks available for AM, three banks for FM and three banks for SiriusXM\*. To access additional presets, tap the preset button.

## Apps

AppLink enables voice, steering wheel and touchscreen control of certain smartphone apps.

Once an app is running through AppLink, you can control the main features of the app through voice commands and steering wheel controls.

## Navigation



Your navigation system is comprised of two modes. Map mode shows advanced viewing of 2D city maps, 3D landmarks and 3D city models (when available). 2D city maps show detailed outlines of buildings, visible land use and landscape features. Destination allows you to set a destination through search, previous destinations or preset home, work and favorite destinations.

Select **Destination** on the screen, then select **Search**. You can search for a destination using a street address, partial address, city, point of interest, intersection or latitude and longitude. Once you have chosen your destination, press **Start**. The system uses a variety of screens and prompts to guide you to your destination.

## Settings

Under the **Settings** menu, you can access and adjust the settings for many of the system features. To access additional settings, swipe the screen left or right.

comfort



### Moonroof\*



The moonroof controls are on the overhead console and have a one-touch open and close feature. To stop its movement during one-touch operation, press the control a second time. Press and release the rear of the **SLIDE** control to open the moonroof. Press and hold the front of the **SLIDE**

control to close the moonroof. Press and hold the rear of the **TILT** control to vent the moonroof. The sunscreen can be manually opened or closed when the glass panel is closed.

### Heated Seats\*



Press  once for seat heating. The light on the control illuminates.

Press  again to switch off the seat heater. The light on the control turns off.

convenience

### Passive Key\*

**Note:** The intelligent access transmitter must be within 5 feet (1.5 meters) of your vehicle. It contains a mechanical key blade that you can use to unlock the driver door, if necessary.

**To unlock all of the doors:** Press the unlocking button once. When you unlock your vehicle, the direction indicators will flash to confirm your vehicle has unlocked and the alarm has disarmed.

**To lock all of the doors:** Touch the outer door handle lock sensor for approximately one second.

### Integrated Keyhead Transmitter and Intelligent Access Remote Entry Icons\*

- Press  once to lock all doors. Press again within three seconds to confirm all doors are locked.
- Press  once to unlock the driver door. Press again within three seconds to unlock all of the doors.
- Press  twice within three seconds to open the luggage compartment or liftgate.
- **Car finder:** Press  twice within three seconds to locate your vehicle. The horn sounds and the direction indicators flash.
- Press  to activate the panic alarm. Press again or switch on the ignition to deactivate.

### MyKey®\*

MyKey allows you to program certain driving restrictions in order to promote good driving habits. You can program settings such as speed restrictions and limited volume levels. For complete information, refer to the **MyKey** chapter in your **Owner's Manual**.

### Autolamps\*

When you switch autolamps  on, your headlamps turn on and off automatically in low-light situations or when the wipers turn on.



**Front Seat Adjusters**

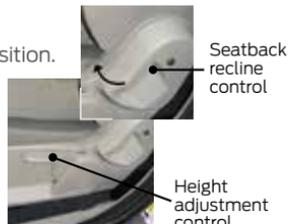
Lift the controls to adjust your seat position.

**Recline Adjustment**

Pull the control to adjust the angle of the seatback.

**Height Adjustment**

Lift the control to adjust the seat cushion height.

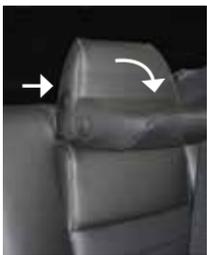


Seatback recline control

Height adjustment control

**Folding Rear Seatback with Adjustable Head Restraints**

You can fold down the rear seatbacks for more cargo space. To do this, make sure the adjustable rear head restraints are in the lowest position. Press and hold the release buttons on the seatback and push the seatback forward. When raising the seatback(s), make sure you hear the seat latch into place. Pull down on the seatback to make sure it is latched.

**Automatic Climate Control\***

Automatically control the temperature, fan speed and airflow direction to reach and maintain your selected temperature.

Press the **AUTO** button to switch the automatic system on and off. Press **OFF** to switch off the climate system.

**Ambient Lighting\***

Lights the interior with a choice of several colors. The ambient lighting control is in the center stack, under the climate controls. Press and release the  button to cycle through your color choices.

The ambient lighting will switch on when you switch the ignition on.

**Hill Start Assist**

The system makes it easier to pull away when you park your vehicle on a slope without using the parking brake. When active, this feature allows your vehicle to remain stationary on a slope for up to two to three seconds after you release the brake pedal. This short period gives you time to move your foot to the accelerator and pull away. For vehicles with a manual transmission, you can switch this feature on or off in the information display. For vehicles with an automatic transmission, the system turns on when you switch the ignition on and cannot be switched off.

**Sport Mode and Manual Shifting\***

This transmission gives you the ability to manually change gears if you would like.

**To Use:**

- Move the gearshift lever from drive (D) to sport (S).
- Activate SelectShift using the thumb toggle located on the side of your gearshift lever to make manual shifts.
- Press the (+) button to upshift. Press the (-) button to downshift.

**USB Ports**

The USB ports allow you to plug in media playing devices, memory sticks and charge devices (if supported).



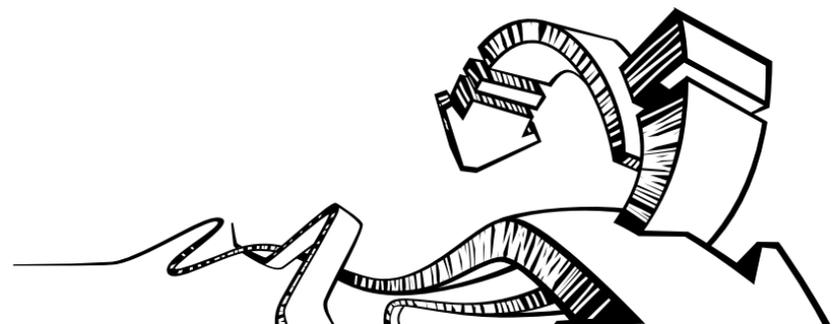
#### Rear View Camera

The rear view camera system provides a video image of the area behind the vehicle. The image appears when the transmission is in reverse (R) and uses a variety of guidelines to alert you of your proximity to objects. For more information about the Rear View Camera, please see the *Parking Aids* chapter of your *Owner's Manual*.



#### Heated Exterior Mirrors\*

The outside mirrors have heating elements that defrost or de-mist the mirror glass. The feature turns on automatically when you switch on the rear defrost.



#### Rear Window Buffeting

You may hear a pulsing noise when just one of the windows is open. Lower the opposite window slightly to reduce this noise. Press the control to open the window. Lift the control to close the window.

#### Luggage Compartment Opening and Closing

Press the button located in the top of the liftgate pull cup handle to unlatch the liftgate, and then pull on the outside handle.

**Use the Remote to Unlatch the Luggage Compartment**

Press the  button twice within three seconds.



## essential information



### Towing Your Vehicle

Towing your vehicle behind an RV or any other vehicle may be limited. Refer to the **Towing the Vehicle on Four Wheels** section in the **Towing** chapter of your **Owner's Manual**.

### Refueling

When refueling your vehicle:

1. Make sure the ignition is switched off.
2. Fully open the fuel door.

3. Insert the fuel filler nozzle into the fuel system up to the first notch, and leave the nozzle inserted and resting against the cover of the fuel tank until you are done pumping.
4. Make sure you keep the fuel pump nozzle in a level position when refueling or it may impact the flow of the fuel. Improper positioning can also cause the fuel pump to shut off before the fuel tank is full.
5. When you finish refueling, slowly raise and remove the fuel pump nozzle. Fully close the fuel door.



If you are refilling your tank from a fuel container, make sure you use the fuel filler funnel included with your vehicle. Using an aftermarket funnel may not work with the capless system and could cause damage to your vehicle. For more information and for your fuel filler funnel location, please see the **Fuel and Refueling** chapter of your **Owner's Manual**.

### Fuel Tank Capacity and Fuel Info

Your vehicle has a 12.4 gallon (47 liter) fuel tank capacity. We recommend regular unleaded gasoline with a pump (R+M)/2 octane rating of 87. To provide improved performance, we recommend premium fuel for severe duty usage, such as trailer towing. Use only UNLEADED fuel or UNLEADED fuel blended with a maximum of 15% ethanol and a minimum octane rating of 87. Do not use any other fuel because it could damage or impair the emission control system.

### Location of Spare Tire and Tools

Your spare tire and tools are under the carpeted wheel cover. A dissimilar spare tire is designed for emergency use only and should be replaced as soon as possible. For complete details on changing your tire, see the **Wheels and Tires** chapter in your **Owner's Manual**.

### Tire Pressure Monitoring System\*

When one or more of your tires are under-inflated, your vehicle turns on the low tire pressure warning light (⚠️) in the instrument cluster. If this happens, stop and check your tires as soon as possible. Inflate them to the proper pressure. Refer to the **Wheels and Tires** chapter of your **Owner's Manual** for more information.

### Roadside Assistance

Your new Ford vehicle comes with the assurance and support of 24-hour emergency roadside assistance. To receive roadside assistance in the United States, call **1-800-241-3673**. In Canada, call **1-800-665-2006**.

