

## 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**  
**Lincoln Customer Relationship Center**  
1-800-521-4140  
(TDD for the hearing impaired 1-800-232-5952)  
**lincolnowner.com**

**Canada**  
**Lincoln Customer Relationship Centre**  
1-800-387-9333  
**lincolncanada.com**

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 Lincoln dealer is the best source for the most current information. For detailed operating and safety information, please consult your Owner's Manual.



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**2014 MKZ HYBRID**



## Quick Reference Guide



THE LINCOLN MOTOR COMPANY

# Commonly Used Voice Commands

SYNC® Say the Word.

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2014 MKZ HYBRID

Touch the  button on the right-hand side of your steering wheel and then say:

## Basic Commands

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- ▶ List of commands
- ▶ Main menu
- ▶ Previous
- ▶ Next
- ▶ Go back
- ▶ Exit
- ▶ Help
- ▶ Vehicle health report
- ▶ Pair my phone

## Phone

- ▶ Phone list of commands
- ▶ Dial
- ▶ Call <name> on cell/  
at home/at work
- ▶ Call voicemail
- ▶ Do not disturb <On/Off>
- ▶ Listen to text messages  
(phone-dependent feature)

## Climate

- ▶ Climate control list  
of commands
- ▶ Climate <On/Off>
- ▶ Climate my temperature
- ▶ Climate temperature  
<60-85> degrees

## SYNC Services\*

Must say "Services" first, and then

- ▶ What can I say?
- ▶ Traffic
- ▶ Directions
- ▶ Business search
- ▶ Operator (for direction or  
business search)
- ▶ Favorites
- ▶ News, sports, weather,  
horoscopes, stock quotes,  
movies or travel
- ▶ Help

## Entertainment

- ▶ Audio list of commands
  - You can also get detailed  
lists of commands for radio,  
USB, **Bluetooth**® audio,  
Sirius and SD card
- ▶ Audio <On/Off>
- ▶ Radio
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  - ▶ Sports <headlines/  
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\*if equipped

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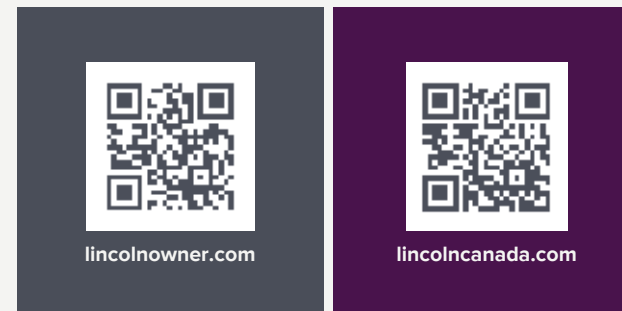
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Some services may not be available in your area. For additional support, refer to your Owner's Manual, visit the website or call the toll-free number.

**U.S. customers:** Visit [SyncMyRide.com](http://SyncMyRide.com) or call **1-800-392-3673** (select Option 1 or 2 for language, then press 3). **Canadian customers:** Visit [SyncMyRide.ca](http://SyncMyRide.ca) or call **1-800-565-3673** (select Option 1 or 2 for language, then press 3).



### 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.



## Instrument Panel

2014 MKZ HYBRID

### 1 Left Vehicle Info Display

Use the steering wheel controls to navigate to various screens and see how your driving style directly impacts your fuel economy.

► **The Display Mode** provides hybrid-specific information through the following screens:

- Vehicle Range
- Inform
- Enlighten
- Engage
- Empower
- MyView

- **MyView** lets you choose what information you wish to display. Select **Change MyView** in the **Options** menu to scroll through the content and make your selections.

► **Trip 1 & 2 Modes** also offer specific information in addition to overall mileage calculations, such as EV Distance.

► **Fuel Economy Mode** provides ways you can monitor your energy use:

- Fuel History
- Coach

- **Coach** allows you to see how efficient your recent acceleration, braking and cruising behavior was and learn to improve upon it.

- The **Brake Coach** appears after the vehicle has come to a stop, and coaches you to brake in a manner that will maximize the amount of energy returned through the

regenerative braking system. The displayed percentage indicates your braking efficiency.

### 2 Power Tilt/Telescoping Steering Column\*

The 4-way control adjusts the steering wheel to your desired position.

### 3 Right Vehicle Info Display

Use the steering wheel controls to navigate to information about Entertainment, Phone, Navigation\*, and efficiency leaves and flowers. Better efficiency equals more leaves, and when long-term driving efficiency improves, you'll see flowers! Refer to the **MyLincoln Touch™** chapter in your **Owner's Manual** for more information.

### 4 Steering Wheel Audio Controls\*

### 5 Push Button Start

Allows you to start your vehicle by pressing the **ENGINE START/STOP** button while fully pressing down on the brake pedal. Press the button again to switch off the engine.

**Note:** Your intelligent access key must be inside the vehicle for the ignition to start.

### 6 Push Button Shift Transmission

Your vehicle is equipped with an electronic transmission. The shift buttons

are located on the instrument panel, next to the MyLincoln Touch system.

### Putting your vehicle in gear:

1. Fully press down the brake pedal.
2. Press and release one of the **PRNDL** buttons to select your gear.
3. The gear shift button you select will light and the instrument cluster will show the selected gear.
4. Release the brake pedal and your transmission will remain in the selected gear.

**Note:** When entering an automatic car wash, always put your vehicle into **Stay in Neutral** mode:

1. Press the neutral (N) button on the shifter assembly once. The information display will read **"Press N to enter Stay in Neutral mode"**.
2. Press N again. The message **"Stay in Neutral mode engaged"** will appear in the information display and the N button will flash continuously to confirm your selection.

To exit **Stay in Neutral** mode, simply press another gear.



## Using SYNC with MyLincoln Touch

SYNC is a hands-free, voice recognition system used for entertainment, information and communication.

Use the four-corner, four-color touchscreen to explore and interact with your vehicle. The touchscreen is sensitive and works the same way traditional controls, knobs and buttons do. Make sure you press the desired icon accurately.


Press the various corners on your touchscreen to personalize the many features and settings of your vehicle all in one place. The system provides easy interaction with your cellular phone, multimedia entertainment, climate controls and navigation system\*.

### EV Info

- ▶ Your system has hybrid-specific screens that display your vehicle power settings.
- ▶ Press the EV Info button to view the Power Flow screen. This shows you where your vehicle power is coming from and where it is being used.



### General Tips

- ▶ Press the home  icon at any time to return to the home screen.
- ▶ For additional support, refer to your **Owner's Manual**, visit the website or call the toll-free number. See the inside front cover of this guide for more details.

### Create Your Owner Account

1. Set up your owner account at **SyncMyRide.com** (U.S.) or **SyncMyRide.ca** (Canada). Register by following the on-screen instructions. After registering, you can see what complimentary services you are eligible for.
2. SYNC uses a wireless connection called **Bluetooth<sup>®</sup>** to communicate with your phone. Switch Bluetooth mode on in your phone's menu options. This lets your phone find SYNC. For more details on setting up your phone with SYNC, visit **SyncMyRide.com** (U.S.) or **SyncMyRide.ca** (Canada), or your phone manufacturer's website.

### Why You Need a SYNC Owner Account

A SYNC owner account is required for Vehicle Health Report activation and the ability to view your reports online. You'll also be able to take advantage of all the SYNC Services\* and personalization features, such as saving your favorites and points of interest (POI). You'll receive the latest software updates that add new places, directions and information, and if you have questions, you'll get free customer support. Visit the website or call the toll-free number for more information. See the inside front cover of this guide for details.

### Pairing Your Phone with SYNC

1. Make sure that your vehicle is in park (P) and your radio and ignition are switched on. Touch **Add Phone** in the upper left corner of the touchscreen.

**Find SYNC** appears on the screen and instructs you to begin the pairing process from your device.

2. Make sure that **Bluetooth** is set to **ON** and that your cellular phone is in the proper mode. See your phone's manual if necessary. Select SYNC and a six-digit PIN appears on your device.
3. If you are prompted to enter a PIN on your device, it does not support Secure Simple Pairing. To pair, enter the PIN displayed on the touchscreen. Skip the next step.
4. When prompted on your phone's display, confirm that the PIN provided by SYNC matches the PIN displayed on your cellular phone.
5. The display indicates when the pairing is successful.

**Note:** The system may prompt you to set your phone as the primary/favorite (the primary phone will receive messages and voicemail); download your phone book (this is required to use the full set of voice commands) and switch on 911 Assist<sup>®</sup>.

### Tips

- ▶ Make sure you accept the request from SYNC to access your phone.
- ▶ To pair subsequent phones, please refer to **Pairing Subsequent Phones** in the **MyLincoln Touch** chapter of your **Owner's Manual**.
- ▶ If you are experiencing pairing problems, try performing a clean pairing by deleting your services from SYNC, deleting the SYNC connection from your phone, and then repeating the **Pairing Your Phone with SYNC** process.



### Phone

Voice-control your phone to connect with many other features and SYNC Services\*:

- ▶ Connect to SYNC Services for traffic, directions, business searches and information favorites.
- ▶ Connect to Operator Assist to help locate a listing or destination.
- ▶ Call for a Vehicle Health Report.
- ▶ Connects automatically with a 911 Operator in the event of an accident (feature must be on prior to an event).
- ▶ Transfer calls seamlessly from SYNC to phone as you get in or out of your vehicle.
- ▶ Refer to the **MyLincoln Touch** chapter of your **Owner's Manual** for complete details.

## Using Your Phone with SYNC

**Note:** Enter your phone book contacts with both first and last names to increase the ability of SYNC to select the correct contact. Remember to say the contact name exactly as it's listed in your phone book.

## Making a Phone Call

Use SYNC to make a phone call to anyone in your phone book by pressing the voice button. When prompted, give a voice command.

For example, you could say **"Call Jake Smith at home"**. SYNC repeats the command back to you and dials the number.

**Note:** You can also make phone calls by giving the voice command **"Dial"**, then verbally saying the phone number.



## Answering Incoming Calls

Whenever you have an incoming call, you will be able to see the name and number of the person calling in your display. Press **ACCEPT** on the touchscreen or the phone button to answer an incoming call.

## Ending the Call

Press and hold the phone button.

## Do Not Disturb Mode

This feature blocks incoming calls and text messages, and saves them for later. You still have access to outgoing calls when this feature is active. Say the voice command **"Do not disturb on"** to enable and **"Do not disturb off"** to disable.



## Navigation\*

Make sure that your navigation SD card is inserted into the media port or your navigation will not work.

Get started with your navigation system by pressing the upper-right, green corner. The available, voice activated navigation system includes:

- ▶ SiriusXM Traffic
- ▶ SiriusXM Travel Link
- ▶ GPS (Global Positioning System) technology
- ▶ 3-D mapping
- ▶ Turn-by-turn navigation

## Set a Destination

Set a destination on your touchscreen by using a street address, city center, a place on the map or a point of interest (POI). The easiest way, however, is by voice.

1. Press the voice button. When prompted, say **"Destination street address"**.
2. The system will ask you to say the full address and will display an example on-screen.
3. You can then speak the address naturally, such as: **"One two three Main Street, Anytown"**.

You can also use the touchscreen to enter a destination and narrow your choices by city or street as you type.

You can choose from up to three different types of routes:

- ▶ **Fastest:** Uses the fastest moving roads possible.
- ▶ **Shortest:** Uses the shortest distance possible.
- ▶ **Eco (EcoRoute):** Uses the most fuel efficient route.

## Tips

- ▶ Save your favorite locations by touching **"Save to Favorites"**.
- ▶ Change your map views from Heading-up, North-up or 3D.



## Climate

Control the temperature, airflow direction, fan speed and other climate features for you and your front passenger. Say **"Climate temperature 72 degrees"** and MyLincoln Touch will make the adjustment.



## Set Your Temperature

- ▶ Touch the lower-right, blue Climate corner on the touchscreen.

- ▶ Set your exact, desired temperature by using the + or – buttons.



## Entertainment

No matter how you store your music, SYNC makes it yours to enjoy when you're behind the wheel. Just press the lower-left, red corner of the touchscreen. From here, you can easily go between AM/FM, Sirius and other media sources.

## Set Your Radio Presets

- ▶ Touch the Entertainment corner on the touchscreen.
- ▶ Touch FM.
- ▶ Touch Direct Tune.
- ▶ Enter the desired station and touch Enter.
- ▶ Touch Presets and then touch and hold one of the memory preset buttons to save it. You'll hear a brief mute and the sound will return once the station is saved.

## Using SYNC to Access Digital Media

SYNC has a media hub with multiple inputs, allowing you to access personal media from your digital devices. Plug in your USB media devices, such as phones and MP3 players, and use SYNC to play all of your favorite music.

**Note:** SYNC indexes your music; the more information that is stored on your USB device, the longer it takes SYNC to index.

## Using Voice Commands to Play Music

1. Plug your media player into your USB port.
2. Press the voice button. When prompted, say **"USB"**, then follow up by saying a voice command.

For more information, refer to the **MyLincoln Touch** chapter of your **Owner's Manual**. For support, visit the website or call the toll-free number. See the inside front cover of this guide for details.



## Autowipers\*

If activated, your wipers will turn on automatically when moisture is present on the windshield. The wiper speed will vary based on the amount of moisture detected and the sensitivity setting. To deactivate, switch off your wiper controls.



- ▶ To switch on, use the wiper stalk or the information display.
- ▶ To adjust the sensitivity setting, use the rotary control on the stalk.

**Note:** Make sure to switch off this feature before entering a car wash.

## Rear Door Unlocking and Opening


Pull the interior door release handle twice to open the rear doors. The first pull unlocks the door while the second pull opens the door.

## Remote Start

Remote start allows you to start your vehicle from the outside of the vehicle from your transmitter. To start, press  and then press  twice within three seconds.



Once inside, apply the brake while pressing the **START/STOP** button. Shift into drive (D) and go.

To switch off your vehicle from the outside of the vehicle after using your remote start, press  once.




## Intelligent Access Key


**Note:** Your intelligent access key must be within 3 feet (1 meter) of the vehicle for intelligent access to function properly. The keyless warning alert sounds the horn twice when you exit the vehicle with the intelligent access key and your

vehicle is in RUN, indicating the vehicle is still on.


To unlock and open the driver's door, pull the front exterior door handle. To lock the doors, touch and briefly hold the sensor on top of the door handle. To unlock and open the trunk, press the exterior trunk release button above the license plate.


The intelligent access key also contains a mechanical key blade, which can be used to unlock the driver door, if necessary.

Press  once to lock all doors. Press again within three seconds to confirm all doors are locked.

Press  once to unlock the driver's door. Press again within three seconds to unlock all doors.



Press  for the panic alarm. Press again or switch on the ignition to switch the panic alarm off.

Press  twice within three seconds to open the trunk.


**Car finder:** Press  twice within three seconds to locate your vehicle. The horn will sound and the lamps will flash.

## Heated and Ventilated\* Front Seats




To use, press the heated seat symbol  or the cooled seat symbol  located on the touchscreen to cycle through the various settings and off. More lights indicate warmer or cooler settings. The heated and ventilated seats will only function when the engine is running.

## Heated Steering Wheel\*

Your vehicle may be equipped with a heated steering wheel. Press the  icon in your touchscreen to switch this feature on and off.

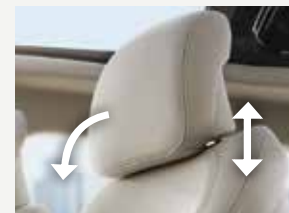
## Rear Heated Seats\*

The rear heated seat controls are on the rear of the center console. To use, press the heated seat button  to cycle through the various heat settings and off. More lights indicate warmer settings. The rear heated seats will function only when the ignition is on.

## Memory Function

The memory control, located on the driver's door, allows the positioning recall of the driver's seat, power mirrors, power tilt and telescopic steering column\* and adjustable pedals\*. To program position **1**, move the memory features to your preferred position. Press and hold the **1** button until you hear a tone. Use this same procedure to set positions **2** and **3** using the respective buttons. Recall the set memory positions by pressing the desired memory control.

## Tilting Head Restraints



You can adjust your vehicle's front-row head restraints. Pull up to raise the head restraint. To lower, press the head restraint down while pressing and holding the guide sleeve adjust/release button. Tilt the head restraint forward for additional comfort by gently pulling the top of the head restraint. Once it is in the forward-most position, tilting it forward once more will release it to the upright position.

**Note:** Do not attempt to force the head restraint backward after it is tilted. Instead, continue tilting it forward until the head restraint releases to the upright position.

## Multi-contour Front Seats with Active Motion\*

Using the button mounted on the outside of the front seats or through the touchscreen menu, you and a front seat passenger can adjust the massage and support settings. You can also control the intensity of the massage, increase or decrease the lumbar bolster and cushion support, and adjust the height of the bolster.





### Easy Fuel® System

With this system, you simply open the fuel door, insert the nozzle and begin fueling. It is self-sealing and therefore protected against dust, dirt, water, snow and ice.

Wait 10 seconds from the time the refueling nozzle is shut-off until you remove the nozzle from the vehicle to allow residual fuel in the nozzle to drain into the tank. When using a portable fuel container, slowly insert the fuel funnel (located in the spare tire compartment) and pour the fuel into the funnel.

**Note:** Do not use aftermarket funnels as they will not work with the Easy Fuel system and may cause damage. Properly clean the funnel after each use.

### Rear View Camera

This system provides a video image of the area behind the vehicle. The display automatically appears in the touchscreen when the vehicle is in reverse (R) and uses green, yellow and red guides to alert you of your proximity to objects.



### Automatic Engine Shutdown

Your vehicle includes a feature that automatically shuts down the engine if it has been idling for an extended period of time. The ignition also turns off in order to save battery power. You can override this feature temporarily by pressing the brake or accelerator pedal, or by pressing **OK** or the **RESET** button in your information display. Refer to the **Information Displays** chapter of your **Owner's Manual** for more details.



### Electric Parking Brake

The operating switch (P) replaces the conventional handbrake. The location of the switch is to the left of the steering column. To use, pull the switch up. The brake system warning lamp will light to confirm that the electric parking brake has been applied.

You can release the electric parking brake manually by switching on the ignition, pressing the brake pedal and then pressing the electric parking brake switch. Refer to the **Brakes** chapter of your **Owner's Manual** for more details.

### Towing

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** for more information.

### Open 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.

### Hybrid Transmission

Due to the technologically advanced, electronically controlled, continuously variable transaxle, you will not feel shift changes like those of a non-hybrid vehicle. Since the transmission controls your engine speed, the engine speed may seem elevated at times. This is normal hybrid operation, as it helps deliver fuel efficiency and performance.

### Fuel Tank Capacity/Fuel Info

Your vehicle's fuel tank capacity is 13.5 gallons (51.1L). Use only "Regular" unleaded gasoline with an octane rating of 87 or higher. **Do not use E85 fuels because your vehicle was not designed to run on fuels with more than 15% ethanol.**



### BLIS® (Blind Spot Information System) with Cross Traffic Alert (CTA)



This system is designed to alert the driver of certain collision risks. Radar sensors detect if vehicles ahead of you which are moving in the same direction, may be a collision risk. The system will alert you with an audible tone and red warning light which will appear above the instrument panel. If the risk of collision increases, the system will increase brake support to help reduce collision speed.

### Temporary Mobility Kit

The kit is located in the spare tire well in the trunk. The kit consists of an air compressor to reinflate the tire and a sealing compound in a canister that will effectively seal most

punctures caused by nails or similar objects. This kit will provide a temporary seal allowing you to drive your vehicle up to 120 miles (200 kilometers) at a maximum speed of 50 mph (80 km/h). For more details, refer to the **Wheels and Tires** chapter of your **Owner's Manual**.

### Tire Pressure Monitoring System

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

### Roadside Assistance

Your new Lincoln vehicle comes with the assurance and support of 24-hour emergency roadside assistance. To receive roadside assistance in the United States, call **1-800-521-4140**. In Canada, call **1-800-665-2006**.



## Silent Key Start

When you switch on the ignition, your engine may not sound like it has started because your hybrid vehicle is equipped with silent key start. This fuel-saving feature allows your vehicle to be ready to drive without requiring your gas engine to be running. Look for the green 'ready to drive' indicator light in your information display. When the light displays, your vehicle has been successfully started and is ready to drive.

## Unique Driving Characteristics

Your hybrid comes equipped with a gasoline-powered engine, an electric motor and a high-voltage lithium-ion battery. The power-split architecture switches between electric-only mode, gas-only mode or a combination of both. Depending on driving conditions, here's how the power split works:

**Accelerating:** Step on the gas and get all the responsiveness of a traditional gasoline engine.

**City Driving:** In stop-and-go driving and at low speeds, the electric motor provides the necessary power, with the gas engine only kicking in to recharge the battery or when more power is needed.

**Cruising/Highway Driving:** Due to greater power demands at highway speeds, your vehicle will use the gasoline engine more frequently than while driving at city traffic speeds. This is normal.

**ECO Cruise Control:** This feature saves vehicle energy by slowing down acceleration compared to standard cruise control. Your vehicle may relax its acceleration temporarily when going uphill. This feature can be controlled through the information display.

**Braking:** Your vehicle is equipped with standard hydraulic braking and regenerative braking. The regenerative braking system allows the energy normally lost through braking to be recovered and stored in the high-voltage battery. With this system, over 90% of braking energy normally lost through friction brakes may be recovered via regenerative braking.

**Stopped:** To save energy, the gasoline engine usually turns off.

## High-voltage Lithium-ion Battery System

The battery pack is a self-charging system and does not require regular service maintenance. The battery compartment is located behind the rear, fold-down seats. Cabin air is drawn through vents in the rear package tray (located near the rear speakers) to cool the battery. For optimal battery operation, keep these air inlets free of any potential obstruction. The battery pack should only be serviced by an authorized electric vehicle technician. Improper handling can result in personal injury or death. Refer to your **Owner's Manual** for more details.

## Optimizing Efficiency

**EV+** allows your vehicle to learn frequent destinations and automatically change to electric mode when nearing your destination. The EV indicator will display **EV+** when this mode is active. You should see this about 1/8 mile (200 meters) from a frequent destination.

**Note:** The **EV+** feature can be switched on or off through the Driver Assist section of the Setting menu within your information display.

## Active Park Assist\*

The feature detects an available parallel parking space and automatically steers the vehicle into the space (hands-free) while you control the accelerator, gearshift and brakes. The system visually and audibly instructs you to park your vehicle. To use:

- ▶ Press the button located on the right side of the instrument panel.
- ▶ To stop the parking procedure, grab the steering wheel or press the control again. For complete information, refer to the **Parking Aids** chapter of your **Owner's Manual**.



**Note:** The driver is always responsible for controlling the vehicle, supervising the system and intervening, if required.

## Front and Rear Sensing System\*

The front sensors are active when the gearshift is in any position other than park (P) or neutral (N) and the vehicle speed is below 6 mph (10 km/h). The rear sensors are active when the transmission is in reverse (R). As the vehicle moves closer to the obstacle, the rate of the audible warning increases. This system sounds a warning tone if there is an obstacle near the vehicle's front or rear bumper, and will increase in frequency as the object gets closer.





## Lincoln Drive Control

This feature intelligently integrates chassis and steering controls for personalized ride comfort, steering and handling. **Normal** is the factory default setting. It delivers an engaging drive experience with confident handling.

You can change this setting through the information display by navigating through the cluster menu to Settings, Driver Assist and then Drive Control to configure two additional settings:

- ▶ **Comfort:** Provides lower steering effort and a more fluid suspension.
- ▶ **Sport:** Increases handling and control with a sporty feel.

## Retractable Panoramic Roof\*

Located on the overhead console, your controls have a one-touch open and close feature. To open the roof, press the open  button. It opens fully and will adjust its opening automatically at certain speeds to help reduce wind noise. To manually override this feature, press the open or close button. It will reset after each ignition cycle. To close, press the close  button.