

*Road Service Quick Reference Guide
2016 Lincoln MKZ / MKZ Hybrid*



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Index

Towing, Loading and Transporting	2
Curb Weight	2
Car Carrier Loading	3
Neutral Mode	4
Shift Lock Override Procedure	5
Jacking and Tire Service	6
Fuel Service	8
Jump-Start Procedures	9
Electronic Key	10
Hood Release	12
Additional Information	13

Important Notice:

This publication should not be used while driving. The procedures in this publication should only be used by qualified and trained personnel.

This Road Service Quick Reference Guide was developed to highlight some common procedures when servicing or towing a Lincoln vehicle. It is not all inclusive. For complete information: the applicable vehicles owner's manual, Ford Wrecker Towing Manual and the AAA Towing and Service Manual should be used in conjunction with this guide.

The procedures recommended and described in this guide are effective methods of performing light service and towing operations. Some of these procedures require the use of auxiliary equipment specially designed for the purpose. The auxiliary equipment should be used when and as recommended and whenever the trained operator deems it appropriate. It is important to read the various WARNINGS, CAUTIONS and NOTES in this manual in order to minimize the risk of personal injury to service personnel and or customers and to avoid procedures which may damage the vehicle or render it unsafe. It is also important to understand that these warnings, cautions and notes are not exhaustive. Neither AAA nor the auto and towing equipment manufacturers could possibly know, evaluate and advise the reader of all conceivable methods of towing or evaluate individual situations. Accordingly, anyone who uses a towing procedure must be thoroughly convinced that neither personal safety nor vehicle safety will be jeopardized by the selected procedure.

AAA is not responsible for changes made by the manufacturers to the vehicles or their recommendations. Important changes in procedures will be furnished to all manual users on the internet at AAA.biz/auto.

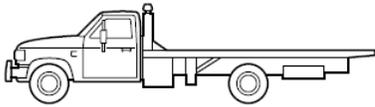
TOWING, LOADING AND TRANSPORTING:

Curb Weight

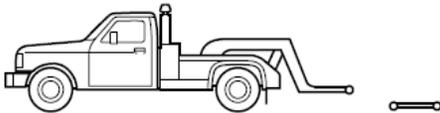
MKZ with 2.0L I4, FWD or AWD:	3,687 lbs.
MKZ with 3.7L V-6, FWD or AWD:	3,823 lbs.
MKZ Hybrid, FWD:	3,792 lbs.

Correct towing equipment for specific models:

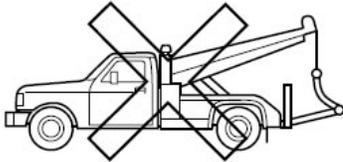
The use of car carrier equipment is the preferred method of towing all Lincoln vehicles. A secondary, alternative wheel lift with dollies procedure may be used when a car carrier is inaccessible.



Car Carrier is the Recommended Towing Procedure for: All Lincoln vehicles



Secondary, Alternative Procedure: Wheel lift with Dollies: AWD, FWD, Front Wheel Lift and Rear Wheel Lift



Ford Motor Company has not approved a slingbelt towing procedure. Vehicle damage may occur if towed incorrectly, or by any other means.

CAR CARRIER LOADING:



Front T-Slot



Nylon Bridal with Short Nylon Strap Extension

Use the front two reinforced T-slots to load the vehicle onto a car carrier. The use of a nylon bridle with a secondary nylon strap will assist in avoiding damage to the under panel splash shields.

Before loading, ensure that the transmission is in “Neutral”.

Tie down for transport: Wheel strap tie downs are the preferred method of securing Lincoln vehicles for transport. A secondary method is securing by using the reinforced T-hook slots.

Stay in Neutral Mode

Stay in Neutral mode allows the vehicle to stay in Neutral when you exit the vehicle. The vehicle must be stationary to enter this mode.

To Enter Stay in Neutral Mode:

Caution: Prior to performing this procedure secure the vehicle and ensure it will not roll. Deploy wheel chocks.

1. Press the Neutral (N) button on the shifter assembly.
2. The message Select N Again to Enter Stay in Neutral mode will appear in the information display screen.
3. Press the Neutral (N) button again to enter Stay in Neutral mode. The message Stay in Neutral Mode Engaged will appear in the instrument cluster when the vehicle has entered Stay in Neutral mode.

Note: During this mode the Neutral (N) button will flash continuously and the instrument cluster will display neutral as the selected gear.

Exiting Stay in Neutral Mode

To disable Stay in Neutral mode put the vehicle in another gear.

If the transmission gear shift selector cannot be moved to position N, it may need to be overridden. See shift lock override procedure.

Load the vehicle carefully avoiding contact between the undercarriage of the vehicle and the bed of tow vehicle. Use ramping if needed. To prevent too much downward pull you will need to keep the leading edge of the vehicle more than 2 feet from the winch drum.

Securing the Vehicle for Transport

Note: Wheel Straps should be used to secure the vehicle for transport.

When the vehicle is in its loaded position on the flatbed with the bed still in the deployed position, secure the vehicle to prevent it from rolling by chocking the wheels and attaching one wheel strap or tie down to the wheel closest to you, then set the parking brake.

Caution: Do not overly tighten the tie downs or the vehicle may be damaged.

After securing, return the bed to the transporting position, then slacken the winch wire rope slightly to prevent downward pull as bumps are encountered during transport.

Note: Make sure that the ignition switch is in the OFF position, the vehicle is in Park and parking brake is set.

SHIFT LOCK OVERRIDE PROCEDURE:

Note: When moving the vehicle from Park to Neutral, be sure the vehicle is secured using the parking brake and/or wheel chocks. This will prevent the vehicle from rolling.

Note: This feature will only function if the 12-volt battery has power.

If the shift lever cannot be shifted with your foot on the brake pedal, there may be a problem with the shift lock. The following steps may be used as an emergency measure to ensure that the shift lever can be shifted:

- Apply the parking brake and turn the ignition off before performing this procedure.



- Locate the brake-shift interlock access slot. The slot is located below the media hub, in the center console storage bin. The access slot does not have a label.

Note: Make sure that you correctly identify the access hole as not to damage the media hub.

- Using a small tool, press and hold the brake shift interlock switch. The shift buttons on the instrument panel will flash when the vehicle is in override mode.
- With the override switch still held, press the Neutral (N) button to shift from park.
- Release the override button. The vehicle will remain in Neutral mode for towing purposes or can be shifted to the desired gear and driven (if possible).
- Release the parking brake and/or remove wheel chocks.

JACKING AND TIRE SERVICE:



MKZ Hybrid:

This model is only factory equipped with an inflator kit. Lincoln requires that these models be towed for a flat tire. **Do not** deploy the inflator kit.

JACKING: If Equipped with a Spare Tire:

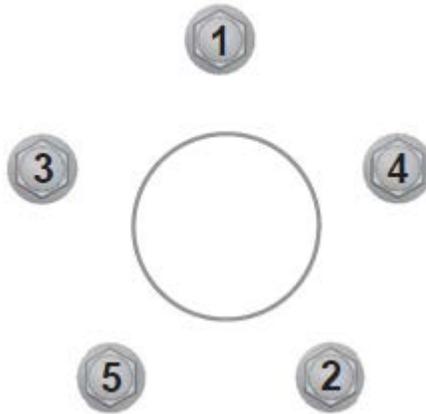
Note: Chock the tires and set the parking brake to ensure the vehicle will not move.



The spare tire and factory tools are located in the trunk, under the package shelf in the wheel well.



Use the jacking points shown above. Place the jack in its proper location. Observe all standard jacking precautions and ensure that the vehicle is on firm, level ground and that the wheels are chocked. As the jack comes in contact with the vehicle body, ensure that it is contacting the correct location on the vehicle.



Tighten lugnuts in the pattern shown above.

Wheel Lug Nut Torque Specifications

When a wheel is installed, always remove any corrosion, dirt or foreign materials present on the mounting surfaces of the wheel or the surface of the wheel hub, brake drum or brake disc that contacts the wheel. Make sure that any fasteners that attach the rotor to the hub are secured so they do not interfere with the mounting surfaces of the wheel. Installing wheels without correct metal-to-metal contact at the wheel mounting surfaces can cause the wheel nuts to loosen and the wheel to come off while the vehicle is in motion, resulting in loss of control.

Bolt size	lb-ft (Nm)
M12 x 1.5	100 (135)

*Torque specifications are for nut and bolt threads free of dirt and rust. Retighten the lug nuts to the specified torque as soon as possible and no more than 100 miles (160 kilometers) after changing a flat tire.

WARNING: Failure to follow these precautions could cause the wheel nuts to loosen and the tire to fall off, resulting in death or serious injury.

- Never use oil or grease on the wheel bolts or wheel nuts. Oil and grease may cause the wheel nuts to be excessively tightened, leading to bolt or disc wheel damage. In addition, the oil or grease can cause the wheel nuts to loosen and the wheel may fall off, causing a serious accident. Remove any oil or grease from the wheel bolts or wheel nuts.
- When installing a tire, only use wheel nuts that have been specifically designed for that wheel.
- Check for any cracks or deformations in the bolt screws, nut threads or bolt holes of the wheel.
- Never install a wheel with excessive rust. Light surface rust should be cleaned off of the wheel and mounting surface.
- Never install a tire with excessive tread wear.

FUEL SERVICE:



Press the center-rear edge of the fuel filler door and release to open. Locate the portable funnel that comes with the vehicle. The funnel is located in the trunk. Carefully insert the funnel into the capless fuel system to add fuel.

FUEL SHUTOFF:

In the event of a moderate to severe collision, this vehicle includes a fuel pump shutoff feature that stops the flow of fuel to the engine. Not every impact will cause a shutoff.

Should the vehicle shut off after a collision, you may restart the vehicle. For vehicles equipped with a key system:

1. Switch off the ignition.
2. Switch on the ignition.
3. Repeat steps 1 and 2 to re-enable the fuel pump.

For vehicles equipped with a push button start system:

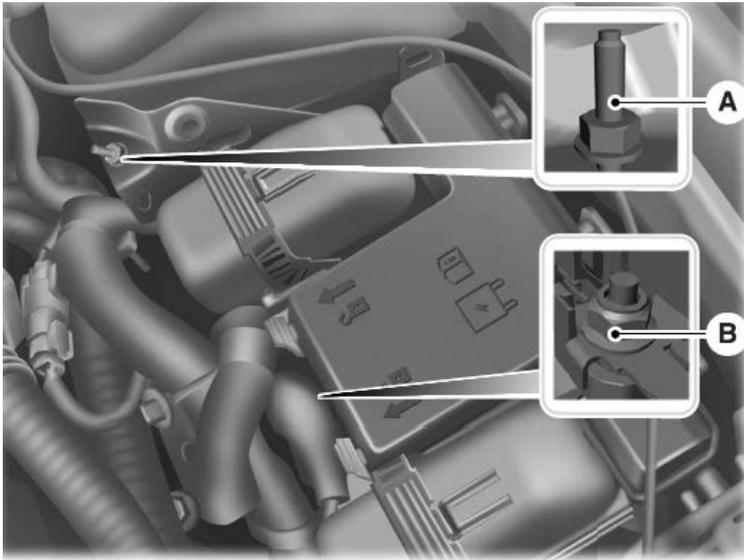
1. Press the START/STOP button to switch off the ignition.
2. Press the brake pedal and press the START/STOP button to switch on the ignition.
3. Remove the foot from the brake pedal and press the START/STOP button to switch off the ignition.
4. You can either attempt to start the engine by pressing the brake pedal and the START/STOP button, or switch on the ignition only by pressing the START/STOP button without pressing the brake pedal. Both ways re-enable the fuel system.

JUMP-STARTING:

MKZ - The battery is located on the driver's side of the engine compartment.

- Follow all normal jump-starting precautions as outlined in other AAA/CAA publications and those provided by the manufacturer.
- Ensure that all electrical accessories and the ignition switch are turned OFF and the ignition key is removed from the ignition before connecting jumper cables or a jumper box to the discharged vehicle

MKZ Hybrid- The 12 volt battery is located on the driver's side of the trunk. Use the remote boost posts shown below to boost a discharged battery.



A. Negative prong (-)

B. Positive prong (+)

- Follow all normal jump-starting precautions as outlined in other AAA/CAA publications and those provided by the manufacturer.
- Use the remote boost posts located under the hood on the driver's side to boost the 12 volt battery
- Ensure that all electrical accessories and the ignition switch are turned OFF and the ignition key is removed from the ignition before connecting jumper cables or a jumper box to the discharged vehicle.
- After disconnecting the booster pack or jumper cables, let the discharged vehicle sit in Ready to Drive mode for several minutes to charge the 12V battery. The vehicle can charge the 12V battery even if the gasoline engine maybe off. The 12V battery will receive power from the high-voltage battery instead.

ELECTRONIC KEY:



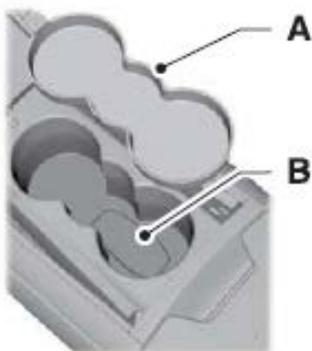
The intelligent access keys operate the power locks and the remote start system. The key must be in the vehicle to activate the push-button start system.

Removable Key Blade: The intelligent access key also contains a removable mechanical key blade that you can use to lock or unlock the driver door.



Slide the release on the back of the remote control and pivot the cover off to access the key blade.

If the key is not detected try the following:



1. Remove the rubber covering (A) in the cupholder. Place the remote in the backup slot (B) at the bottom of the cupholder.
2. With the key in this position, press the brake pedal, then the START button to switch the ignition on and start the vehicle.

Changing Batteries in the Intelligent Access Transmitter

Note: Replacing the battery will not delete the transmitter from the vehicle. The transmitter should operate normally. The remote control uses two coin-type three-volt lithium batteries CR2025 or equivalent.



1. Slide the release on the back of the remote control and pivot the cover off.



2. Insert a coin into the slot and twist to separate the housing.



3. Remove the batteries.
4. Install new batteries with the + facing each other.

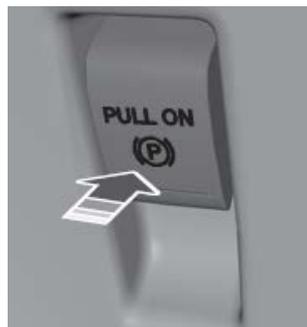
Note: Make sure to replace the label between the two batteries.

5. Reinstall the housing and cover.

ELECTRIC PARKING BRAKE:



Pull to apply the parking brake



Push to release the parking brake

Release the electric parking brake either manually by pressing the bottom of the switch down or automatically.

HOOD RELEASE:



To open the hood: pull the hood release handle located under the left-hand side of the instrument panel and find the secondary release lever, which is located under the front of the hood, near the Lincoln badge.

Additional information:

If the vehicle will start:

If you cannot start the engine after three attempts, wait 10 seconds and follow this procedure:

1. Fully press the brake pedal.
2. Fully press the accelerator pedal and hold it there.
3. Start the engine.

Note:

You can crank the engine for a total of 60 seconds (without the engine starting) before the starting system temporarily disables. The 60 seconds does not have to be all at once. For example, if you crank the engine three times for 20 seconds each time, without the engine starting, you reached the 60-second time limit. A message appears in the information display alerting you that you exceeded the cranking time. You cannot attempt to start the engine for at least 15 minutes. After 15 minutes, you are limited to a 15-second engine cranking time. You need to wait 60 minutes before you can crank the engine for 60 seconds again.