



Tow operators, beware the only winch points on a Ford Mustang Mach-E are forward of the front suspension, shown in **green**. There is a larger hole for a winch or J-hook, and a smaller hole for a tie-down or R-hook. There is no screw-in tow hook on North American models, so the forward winch points must be used.

Do NOT pull, winch, or jack on the ALUMINUM square tubing with holes under the rocker panels, shown in **blue** in the figure. This is the battery guardrail, but is not designed for structural use! If you winch with a hook on this rail, it will tear (below photo) and you will permanently damage the high voltage battery. Tow

operators, be aware the battery costs **\$28,000** to replace after the rails are ripped open, which may exceed your liability insurance. This unfortunate mistake has happened several times now, resulting in large insurance claims against the towing companies that ripped open the rails. Do not even think of putting hooks behind the front wheels on a Mach-E!



Battery Info:

The Mach-E has a high voltage lithium ion (350V) and a low voltage lead acid AGM (12V) battery. The high voltage battery is located under the passenger compartment and is exposed on the bottom of the car. Do not scrape or damage it. The 12V battery is located in the front hood under a plastic cover. If you are called for a dead/stranded Mach-E, please attempt to jump start the 12V battery

first, just like a regular car. Unless the owner drove the car to 0 miles of charge, most dead Mach-E's are actually caused by 12V battery problems. Please use jumper cables as if you were jumping a diesel engine, the small jump packs (JNC) do not always provide enough power to start a Mach-E (30+ amps needed).

Towing Info:

FYI the rear axle is locked with a parking pawl on all models. Vehicles may be RWD or AWD. When using a wheel-lift truck, the other axle (front or rear) must be put on dollies because the electric motors are permanently engaged to the wheels. Mach-E may also be flat-towed at slow speed after being put in [Emergency Tow Mode](#) (see vehicle owner's manual). The maximum speed is **35 MPH** and max distance is **50 mi**. If towing on a flatbed, please put the vehicle in neutral using Temporary Neutral or Emergency Tow Mode before winching. The car will not stay in neutral after you get out (automatic return to park) unless you use these modes. Temporary Neutral (expires in 30 min) may be engaged by shifting into neutral (N) and pressing the low (L) button, turn off and exit. Do not flat tow in Temporary Neutral because the park pawl may engage and lock the rear axle, breaking the rear transmission. Only use Emergency Tow Mode for flat towing.

Jacking Info:

The correct jacking points are on the battery case outboard of the guardrail, show in **yellow** in the figure. Use lift pad extensions if necessary. Again, do not jack or lift on the aluminum guardrail. It may crush under the weight of the vehicle (5,000 lbs).

Links:

- [Wrecker Towing Manual](#)
- [Emergency Response Guide](#)
- [Owner's Manual](#)