



THE ALL-ELECTRIC FORD MUSTANG MACH-E



WHAT TO KNOW BEFORE YOU GO

GET CONNECTED,
GET FAMILIAR
AND GET GOING
IN YOUR NEW
MUSTANG MACH-E



STEP 1 SET UP FORDPASS APP

Many of the advanced features on Mustang Mach-E rely on the FordPass⁽¹⁾ App.

WHAT YOU NEED

- Apple iPhone® with iOS 11.0 or newer
- Android™ smartphone with OS 5.0 or newer

1. Download FordPass App

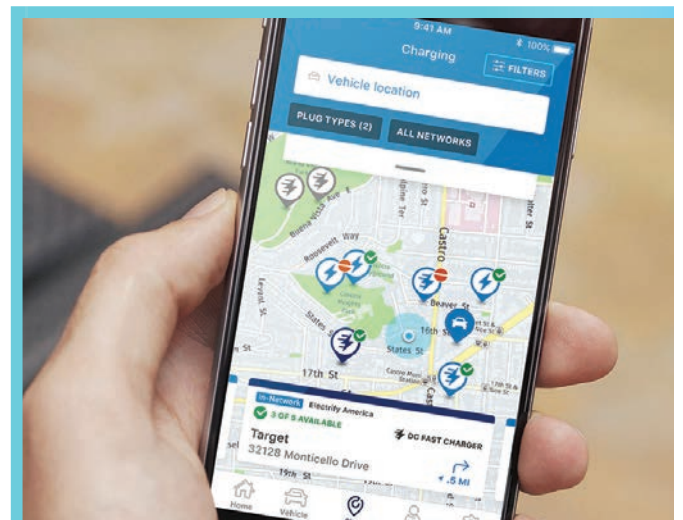
- Available at the Apple App Store® or Google Play™ Store

2. Enroll in FordPass

- Start app and create an Owner Account
- If you have an existing Owner Account, log in using your username and password

3. Add Your Ford Mustang Mach-E to FordPass App

- On the “Add a Vehicle to FordPass” screen, scan the Vehicle Identification Number (VIN) using your smartphone’s camera. The VIN is located on the driver’s door frame or window label. You can also manually type in the VIN



STEP 2

CONNECT TO YOUR MUSTANG MACH-E

1. Activate the Modem

- In the FordPass App, select “*Activate Vehicle*”
- Start Mustang Mach-E by simultaneously pressing the brake pedal and “*Power*” button. Ensure vehicle is in Park
- In the FordPass App, select “*Vehicle Details*”
- In the vehicle, select “*Allow*” when the pop-up message appears on the SYNC touchscreen. It may take a couple of minutes to complete the process
- Need help? On the FordPass App home screen, select “*More*” then “*Guides*”

2. Pair Your Smartphone to Your Mustang Mach-E

- On your smartphone, turn Bluetooth on
- On the Mustang Mach-E 15.5-inch Center-Stack Touchscreen, open “*Apps Drawer*” – the center icon along the top
- Select “*Phone*”
- Follow the instructions on the screen to pair your device

3. Activate Phone As A Key⁽²⁾

Allows you to use your phone in place of a key fob.

- Open the FordPass App on your smartphone
- Follow the prompts to set up Phone As A Key

PREPARE FOR OVER-THE-AIR UPDATES

Once home, connect your Mustang Mach-E to your Wi-Fi network to prepare for Over-the-Air Updates using settings in the 15.5-inch touchscreen. Toggle “*Automatic Updates*” and “*Vehicle Connectivity*” to ON

STEP 3

EXPLORE SYNC® 4A

Check out the key SYNC 4A features below.

1. Set Up a Personal Profile

- On the top-left corner of the touchscreen, tap the Mustang Mach-E icon
- Select “*Settings*,” then “*Personal Profiles*” then “*Add*”
- Follow the onscreen instructions

2. Explore the Apps Drawer

- On the top of the touchscreen, tap the center button
- Try tapping each app to see what it does

3. Check Out Climate Control

- At the bottom of the touchscreen, look for the climate controls
- Most buttons can either be tapped or dragged

4. Explore the Digital Owner’s Manual

- On the top of the touchscreen, touch the center button
- Select the Owner’s Manual application button



STEP 4

ALL ABOUT CHARGING

HOME CHARGING

Your Mustang Mach-E is equipped with the Ford Mobile Charger that comes standard, which will allow you to immediately charge at home, as long as a 120-volt outlet is available. Faster charging may require additional equipment⁽³⁾.

1. Check the Amount of Charge

See what your current charge level is with one of these methods:

- Check the 10.2-inch Instrument Cluster Screen
- On the 15.5-inch Center-Stack Touchscreen, select Vehicle > Settings > Charge
- Use your FordPass App
- While the vehicle is plugged in, check the charge status indicator inside the Charge Port Door

2. Locate the Ford Mobile Charger

- The Ford Mobile Charger is stored in the rear cargo area underneath the adjustable load floor

3. Charge with a Wall Outlet

- To open the Charge Port, press the center right edge of the Charge Port Door (front driver's side) and release
- Plug the Ford Mobile Charger into a 120V wall outlet. If you want to use a 240V outlet, an adapter is located in the bag with the Mobile Charger
- Plug the charger into the charge port receptacle on your vehicle. Make sure the button clicks, confirming that you have completely engaged the charger
- To release the charger, press the button on top of it. The charger will not release unless the button has been pressed

Tip: When charging on DC power, the charger is *always* locked in place when the doors are locked.

PUBLIC CHARGING

Most public charging stations have their own power cords, so all you need to do is make sure the plug is compatible with your charge port.

- Find a Public Charging Station using FordPass or the SYNC 4A System
- To get started, activate your access to the FordPass Charging Network at ford.com/connectedservices and then use the FordPass App to find and activate chargers



STEP 5

GET SUPPORT WHEN YOU NEED IT

FORDPASS ROADSIDE ASSISTANCE AND DIGITAL OWNER'S MANUAL

- If you need Roadside Assistance: In the FordPass App, click the Roadside icon in the upper-right corner
- If you need non-roadside assistance: Click the "Guides" icon
- Roadside Assistance and the Customer Relationship Center are also available at 1-800-392-3673
- Additional help is available at **www.owner.ford.com**
- Digital Owner's Manual: On center display, select "Applications Drawer" (top center icon), then "Owners Manual" application button

(1) FordPass App, compatible with select smartphone platforms, is available via a download. Message and data rates may apply.

(2) Available on select vehicles. Requires feature activation.

(3) The wi-fi and Bluetooth enabled Ford Connected Charge station can charge your car up to 10X faster (average range of 30 miles per charging hour) than a standard wall outlet giving you the confidence of a full charge overnight.* Standard = 120V. Ford Connect Charge Station = 240V. Range and charge time based on manufacturer computer engineering simulations and EPA-estimated range calculation methodology. The charging rate decreases as battery reaches full capacity. Your results may vary based on peak charging times and battery state of charge. Actual vehicle range varies with conditions such as external elements, driving behaviors, vehicle maintenance, lithium-ion battery age and state of health.



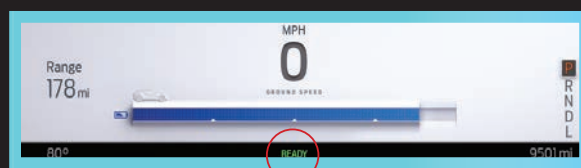
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READY... SET... GET GOING!



READY TO HEAD OUT ONTO THE OPEN ROAD?

- Make sure you have a key fob with you or have activated Phone As A Key
- While the vehicle is in Park, simultaneously press the brake pedal and the Power button
- Because the vehicle is nearly silent when powered on, look for the green "Ready" light in the instrument cluster



Tip: To operate in Accessory Mode, press the Power button without pressing the brake.

