



Carrier Vehicle Operating Guide

*Understanding how to use,
properly transport and resolve
common issues associated with
the*

Ford Mustang Mach-E



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This Guide Will:

- ❖ Define the proper way to operate and transport this vehicle.
- ❖ Explain the proper and safe way to solve common exceptions that may occur during the normal transport of the vehicle.

Reminders:

- ❖ Full instruction on how to repair or service the vehicle is available to authorized technicians in the Ford service manual.

Systems Utilized to Report Issues:

- ❖ Fenkell (Vehi-Trac)
 - No-Start, Mechanical, Wheel, Tire, Glass, and Keys
 - Transportation Damage (off-site repairs)
 - [Link](http://www.fenkell.com/vehitrac) or www.fenkell.com/vehitrac
- ❖ Don't have access? Email: navlqc@ford.com

Proper Way to Ship & Secure the Vehicle:

- ❖ Rail: Bi-level, 5 per deck (min. 4 chocks, pref. 6)
- ❖ Carhaul: Soft-strap over the tire. NO chains.
- ❖ Loading Advisements for Carhaul:
 - **DRIVE ON** orientation only in the forward most position directly over the cab of the truck in the headrack.
 - Transition points on carhaul must be as flat as possible to prevent underbody damage.
 - Adjustable deck-plates on lower deck directly behind the cab must be in the highest position.
- ❖ Mach-E is standard RWD, optional AWD.

Important Things Every Driver Must Know:

- ❖ This is a Battery Electric Vehicle (BEV). The vehicle operates extremely quietly. Observe extra caution for pedestrian traffic as they likely cannot hear you driving.

- ❖ To open the door, push the button that is on the applique above the driver door handle and then gently pull on the handle.



- ❖ **Turn-off the vehicle before exiting (to avoid battery drain).**

- ❖ The cluster still provides typical alerts to the driver, but detailed messages now appear in the center display screen.

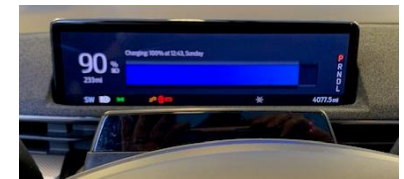


What do I do if...the High Voltage (HV) Battery is Low/Dead?

If the vehicle fails to start, the HV battery could be drained or there may be a fault in the system.

Without the foot on the brake, press the push-button-start onetime to

see what the battery range is.



If the HV battery is depleted, the vehicle will need to receive a charge. If it is not possible to provide charge to the HV battery where it is physically located (i.e. on-rail or in-bay), then it needs to be reported to Fenkell or otherwise pushed, or flat-towed to the nearest charger. Instructions are provided later in this document on how to put this vehicle in neutral along with the proper towing procedure to avoid damage.

To provide charge to the HV battery, push on the charging port door (middle of far-right side of door). Connect the charging cable. The blue light-ring adjacent to the plug should illuminate.



A solid blue segment represents 20% charge. A pulsating segment represents that portion of the battery is now being charged (active charging). If the

indicator (blue) lights fail to appear, the vehicle may also have a failure of the 12V battery. Push the “unlock” button inside the charging ring to remove the plug, then attempt to jump or replace the 12V battery (see future section for instructions). Then attempt charging again. If vehicle still does not accept charge, report to Fenkell.

What do I do if...the 12V Battery is Dead?

The 12V battery provides power to nearly all the systems except for powertrain and climate. It is recharged by the HV battery during normal vehicle operation.

Indicators that the 12V is low/dead?

- Unable to enter the vehicle.
- Able to enter vehicle but vehicle will not start.
- The vehicle will not charge. (12V power facilitates the HV battery charging process.)
 - ❖ If the 12V is low, pull the hood-release latch 2x and proceed to the section on jumping the 12V battery.
 - ❖ If evidence suggests the 12V is depleted, you’ll need an external power supply (such as a jump box). Then follow these steps to provide a jump to the system that will also auto-open the hood so you can then jump the 12V battery.

Remove the cover located at the lower RF side of the front fascia. Press firmly on the top left of the covers edge, then pull the raised section on the bottom right towards you (as seen in picture).



Pull both wires out of the opening to reveal both terminals. Connect the external power supply to the terminals (ensure you match the red positive cable to the red positive terminal and the black negative cable to the black negative terminal). Then, turn on the external power supply.

This will then automatically release the hood e-latch allowing you to open the hood and access the 12V battery. Additionally, this will provide temporary power to allow you to enter the vehicle, (you must double press on the door button) assuming it is unlocked, to gain entry. If locked – report to Fenkell immediately.

Procedure to Jump the 12V & Tow the Vehicle:

Before you can jump the 12V battery, you must remove 2 pieces of the beauty cover panel. Start by removing the top panel and then remove the vehicles’ LH side panel (see pictures). Utilizing an external power supply (such as a jump box),



you can attempt to jump the 12V battery. Ensure that the vehicle that is being jumped is off, and **not** connected to a charging station. Ensure that you match the red positive cable to the red positive terminal and the black negative cable to the negative terminal (see picture). Turn on the external power supply. Ensure that the vehicle that is being jumped is in position “P”. Then, start the vehicle (apply foot on brake and push the push-button-start). The cluster should show **READY** in green. If this is successful, then run for at least 3 more minutes with the power supply connected. Then, the external power supply can be disconnected. Disconnect the cables in reverse order. Vehicle can now be driven.

Instructions to Engage Neutral Lock for Towing:

Does the cluster show “READY” in GREEN?

Operator to: Put foot on brake pedal, change gear from P (Park) to N (Neutral). Then, hold down the “L” (center) button on the rotary gear shift knob until the button starts to flash. Neutral Hold is now engaged for 30 minutes. The cluster will confirm this.

Does the cluster NOT show “READY”?

Operator to: Turn off vehicle. If the 12V was depleted, a jumper box must actively be attached to the 12V battery to manage this process. Start the process by pressing the push-button-start (foot NOT on brake) to enter accessory mode. Press the accelerator **AND** brake all the way down. Shift the vehicle from P (Park) to N (Neutral) while holding both pedals all the way down. Press the “L” button in the center of the rotary dial. The gearbox remains in Neutral for 30 mins.



What to do if the 12V Won’t Take a Charge or I Believe There is a Mechanical Issue with the Vehicle?

If, after following the proper procedure to jump the 12V battery, and the 12V still doesn’t hold a charge, (i.e. needs to be replaced) or you believe there may be mechanical issues with the vehicle, report the exception to Fenkell immediately.

Proper Tow Procedure:

The vehicle must be placed in neutral-lock and e-brake disengaged. If the e-brake is engaged, and the unit has no power, attempt to jump the 12V battery and then disengage the e-brake. If the e-brake remains locked, report the issue to Fenkell for immediate assistance. Failure to put vehicle in neutral-lock and release the e-brake may cause major damage to the vehicles’ components.

