



2021 Ford Mustang Mach-E

Towing & Roadside Highlights



Curb Weight– 4390 - 4920 lbs

Drive architecture– rear wheel drive or all-wheel drive

No spare tire

No mechanical entry with key

Towing connection in front subframe

Free Roll– 30 minute neutral mode

12-Volt entry jump leads at port in front bumper

8-point carrier retention ONLY

Level 1/2/3 charging



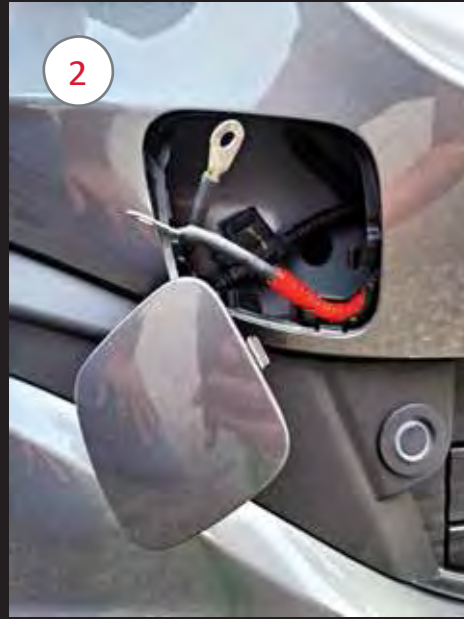
2021 Ford Mustang Mach-E

12-Volt Entry & Jump Start

Entry and jump starting vehicle with dead 12-volt battery



Remove panel in front bumper pressing at top to remove from bumper cover.



Make connections at remote terminals to energize vehicle for entry & open driver door.



Pull front luggage compartment release twice to fully release front cover for opening.



Cowl & driver side trim panels will need to be removed. No tools are required.

Start with cowl panel along rear edge, passenger side.

Remove driver side panel starting at the rear and working forward.

See images 7 & 8 for clip locations to ease in removal.



Remote jump post locations

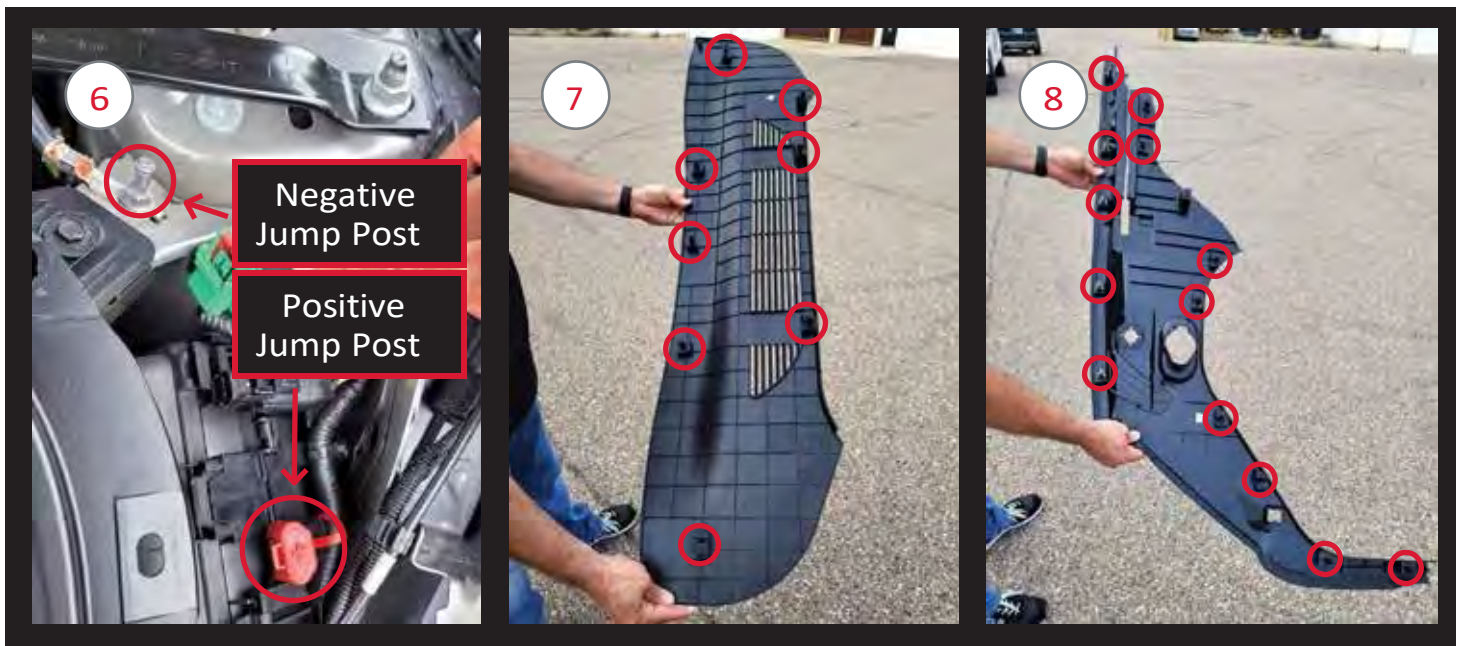


Jump start connection sequence:

1. Connect to positive remote jump post of discharged Mach-E
2. Connect to positive of donor vehicle
3. Connect to negative of donor vehicle
4. Connect to negative remote jump post of discharged Mach-E
5. Verify Mach-E is in park
6. Allow several minutes for donor vehicle to charge 12-volt of Mach-E
7. Switch on drive mode by pressing “ START” button on dash
8. Leave both vehicles connected for three minutes

DO NOT TURN ON HEADLIGHTS WHILE DISCONNECTING CABLES, PEAK VOLTAGE CAN DAMAGE THE BULBS

9. Disconnect cables in reverse order





2021 Ford Mustang Mach-E

Weak Key Fob – Failure to Recognize

When Mach-E proximity key fob batteries become weak, the vehicle may have difficulty acknowledging its presence and not start.

Placing the fob in the designated area will aid in starting the vehicle.

The designated area in Mach-E is in on the front wall of the center console.



Immediately replace the weak key fob battery



2021 Ford Mustang Mach-E

Towing & Neutral Mode

Prior to activating "Neutral Mode" make all connections to tow truck to prevent roll away.



1 Make connections to the disabled Mustang Mach-E at the round openings under front bumper



2 With Key Fob present press 'Start' button to power up vehicle



3 Shift vehicle to 'N' Neutral with rotary shifter in center console



4 Press 'L' in center of rotary shifter



Prior to activating "Neutral Mode" make all connections to tow truck to prevent roll away.



Vehicle will enter "Neutral Mode" for 30 minutes as indicated in dash information display



Load vehicle to flatbed Tow Truck for transport, **8 Point Retention ONLY**

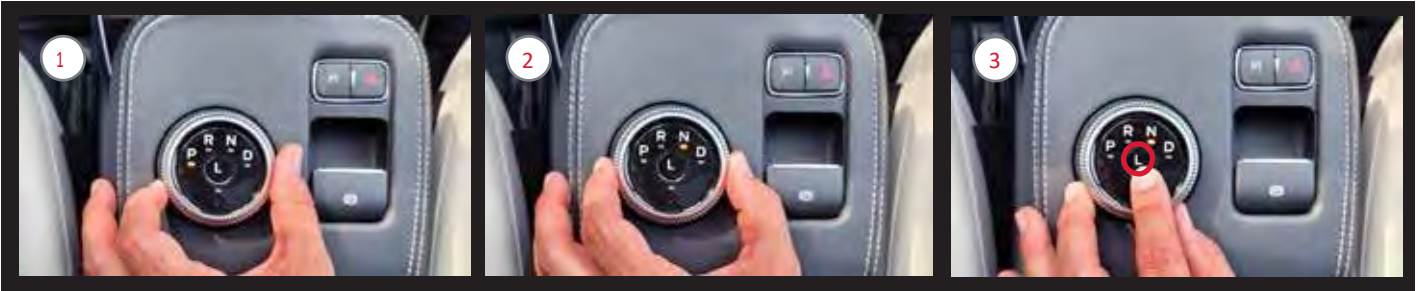
To turn off "Neutral Mode" place vehicle back to **Park**

Select Park and set Park Brake during Transport



2021 Ford Mustang Mach-E Free Rolling Vehicle & Towing

Prior to activating “Neutral Mode” make all connections to tow truck to prevent roll away.



1 Enter vehicle with key fob present and depress foot brake. Shift vehicle to neutral with rotary shifter in center console.

2 The shifter dial and dash cluster will indicate neutral (N)

3 Press (L) button in center of shifter dial



4 Vehicle will remain in neutral for 30 minutes or until returned to park

Select park and set parking brake during transport

Dash cluster will indicate “Neutral Mode”

Prior to activating “Neutral Mode” make all connections to tow truck to prevent roll away.

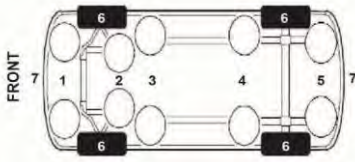


Connection points in front of vehicle



Retain and transport only using 8-point carrier kit

Model-Specific Transport Guidelines



Flatbed
Winch & Tie Down Points

Front Wheel Lift
Without Tow Dolly
Max Speed & Distance

Rear Wheel Lift
Without Tow Dolly
Max Speed & Distance

Special Notes

CARS		Drivetrain	1	2	3	4	5	6	7	Front Wheel Lift	Rear Wheel Lift	Special Notes
Bronco Sport	FWD									50 MPH Unlimited	Not Approved	See footnote M.
	AWD									Not Approved	Not Approved	
Bronco	4x4		Winch: 2							Not Approved	Not Approved	See footnote B.
Mach E	RWD									Not Approved	Not Approved	If the vehicle has been in an accident or has been damaged, refer to Towing, Recovery and Storage of Damaged Ford Motor Company Electric and Hybrid – Electric Vehicles
	AWD									Not Approved	Not Approved	
Corsair	FWD		Winch: 1							50 MPH Unlimited	Not Approved	See Footnote K, M.
	AWD		Tie Down: 2		5	6				Not Approved	Not Approved	
Corsair Hybrid	FWD		Winch: 1							50 MPH Unlimited	Not Approved	If the vehicle has been in an accident or has been damaged, refer to Towing, Recovery and Storage of Damaged Ford Motor Company Electric and Hybrid – Electric Vehicles
	AWD		Tie Down: 2		5	6				Not Approved	Not Approved	
Ford GT			Refer to Addendum I - Ford GT Technical Instructions for Roadside Assistance - Contact Dealer or GT Concierge 1-800-210-5795 if additional assistance is required.									
Continental	FWD									50 MPH Unlimited	Not Approved	
	AWD									Not Approved	Not Approved	
Mustang	6-Sp Man									Not Approved	50 MPH Unlimited	
	6-Sp Auto									Not Approved	50 MPH Unlimited	
Mustang Mach 1			Winch: 2							Not Approved	Not Approved	Transport on flatbed with wheel straps only. Boards or ramps are required for loading. See Footnote G.



Charging Your Vehicle

Information about public charge stations is available through the in-vehicle screen as well as the FordPass app with pricing, power levels, and real time availability. Rates for charging varies by power level, provider, location, and time of day.

Note: When charging your vehicle at a public charge station, follow the directions on the charge station.

STOPPING CHARGING

1. Push the coupler unlock button on the light ring and remove the charge coupler handle from the vehicle.



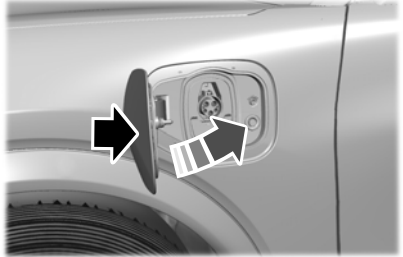
2. Close the dust cap for the additional lower connectors.

Note: Do not attempt to remove the charge coupler before you unlock it. Do not use any kind of tool to try and remove a locked charge coupler. Doing so can lead to damage to your vehicle and the charge coupler.

Note: You cannot unlock the charge coupler handle unless the vehicle remote is near the vehicle.

Note: You can also unlock the cord through the vehicle touchscreen. If the cord still does not unlock, please contact roadside assistance.

Note: You cannot shift your vehicle out of park (P) until you remove the charge coupler handle.



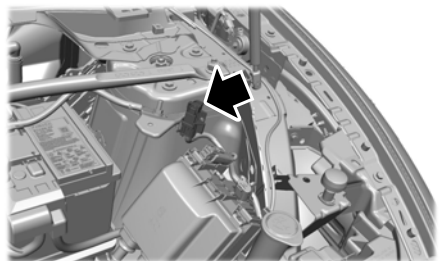
3. Press the center right-hand edge of the charge port door to close.

Charge Coupler Manual Release

If your vehicle does not unlock the charge coupler, you can manually release it.

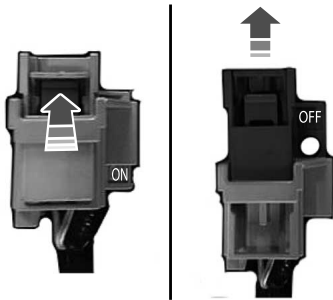
Releasing the charge coupler:

1. Switch off your vehicle.
2. Open the hood.
3. Remove the inner luggage compartment shields and locate the low voltage service disconnect. See **Installing and Removing the Luggage Compartment Cover** (page 277).

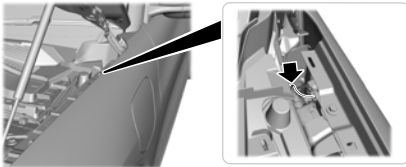


Charging Your Vehicle

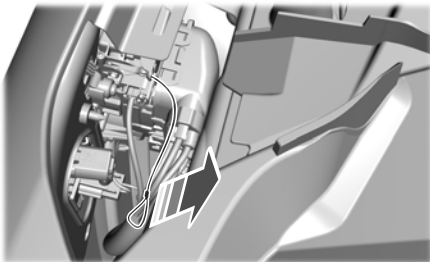
4. Move the low voltage service disconnect to the off position.



5. Locate the manual release mechanism.



6. Between the gap of the hood and windshield, access the manual release mechanism and pull the pull ring firmly, perpendicularly towards the center of your vehicle. Once pulled, make sure you do not tangle the pull ring cord as it resets on the next charge session.



7. Remove the charge coupler from the charge port.

8. Close the low voltage service disconnect.
9. Reinstall the inner luggage compartment shields. See **Installing and Removing the Luggage Compartment Cover** (page 277).
10. Close the hood.

Note: The next time you plug in to charge your vehicle, the locking mechanism re-engages and the pull ring resets.

SETTING THE CHARGING SCHEDULE AND PREFERENCES



You can schedule charging to take advantage of lower-cost electricity rates during off-peak hours if you have signed up for a time of use pricing plan with your utility provider. You can also set an upper charge limit for your battery and a departure time and cabin temperature so your vehicle is ready to go when you are.

Scheduled charging can be set up in the on vehicle display or in the FordPass app.

To view your charge settings:



Access the vehicle drawer on the touchscreen.

1. Press **Settings** on the touchscreen.
2. Press Charge.

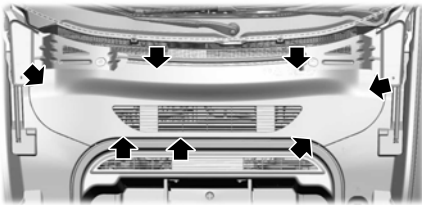
Luggage Compartment

INSTALLING AND REMOVING THE LUGGAGE COMPARTMENT COVER

Remove the luggage compartment covers in the following order:

1. The rear luggage compartment cover.
2. The left-hand luggage compartment cover.
3. The right-hand luggage compartment cover.

Removing the Rear Luggage Compartment Cover



1. Start at the rear edge of the left-hand side.
2. Pull upward at the clip locations shown to release the clips.
3. Remove the cover.
4. To install, reverse the removal procedure.

Removing the Left-Hand Luggage Compartment Cover



1. Start at the rear edge of the left-hand side and work toward the front of the cover.
2. Pull upward at the clip locations shown to release the clips.
3. Remove the cover.
4. To install, reverse the removal procedure.

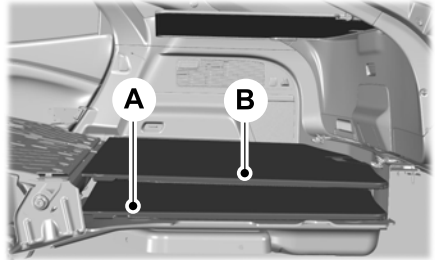
Luggage Compartment

Removing the Right-Hand Luggage Compartment Cover



1. Start at the rear edge of the right hand-side and work toward the front of the cover.
2. Pull upward at the clip locations shown to release the clips.
3. Remove the cover.
4. To install, reverse the removal procedure.

ADJUSTING THE LUGGAGE COMPARTMENT LOAD FLOOR



- A Low load floor position.
- B High load floor position.

The load floor can be adjusted to a higher position to provide a flat load area when the rear seats are folded.

LUGGAGE COMPARTMENT ANCHOR POINTS

LOCATING THE LUGGAGE COMPARTMENT ANCHOR POINTS

