

FLEET EV FAQ



Quick Tips



Q: How far can I drive on a full battery?

Avoid travelling more than 125 miles from your homebase charger until CMS announces that more fast charging options are in place. Mustang Mach-Es can travel up to 250 miles, in ideal conditions, on a fully charged battery. NOTE: Freezing outdoor temperatures can quickly drain EV batteries. See below for ways to preserve battery life as you travel.

Q: How do I know how many miles of battery life I have left in my Mach-E?



Miles remaining in the battery can be found behind the steering wheel on the left of the dash display, and on the home page of the touch-screen tablet at the center of the dashboard.

Q: What do I do if my Mach-E loses charge and I'm not near a charging source?

Call Ford Roadside Assistance at 800-241-3673 for a tow to the nearest charging station.

Q: Can fleet EVs be charged at Tesla stations?

No, fleet EVs cannot currently be charged at Tesla/NACS charging stations. They are only compatible with CCS1 charger ports. Ford plans to convert to the Tesla charging standard in 2025.

Q: Where can I charge my fleet EV?

- **Daily/Overnight** charge at the Level 2 charging port DOV assigned to your vehicle.
- **Fast/Free Recharging** is available for agencies at the Sangamo Building | Grand & North 9th Street, Springfield. Additional CMS Fast Chargers will be available soon.
- **Public Charging Stations** should only be used in emergencies. Wex fuel cards cannot be used to pay for public charging fees and payment reimbursement is not currently available.

Q: How do I charge and for how long?

The Mach-E charging port is on the driver's side between the front door and front wheel. Insert the charger nozzle into the EV port and click in until the charging indicator light illuminates. Charge for 8–10 hours on your assigned homebase charger or 45 mins–1 hour on DC Fast Chargers.

Q: What are some tips for preserving my battery life?

- During Winter and Summer, precondition the cab and engine temperature before leaving (see the Owner's Manual)
- Use the One-Pedal Driving regenerative braking feature in stop-and-go traffic
- Don't Fast Charge too often • Drive slower • Limit use of the Built-in Navigation feature

Q: What type of maintenance do EVs require?

- No oil changes • Annual inspections, periodic tire rotations and brake fluid replacement required

Email Questions to CMS|DOV at CMS.Fleetreport@illinois.gov

Call for Roadside Assistance when: Out of Charge | Locked Out | Tow is Needed

U.S. ROADSIDE ASSISTANCE

For Complimentary Help, Call 1-800-241-3673

Quick access to the information below gets help to you faster. Know your vehicle's mileage and specific location.

NAME

VIN

Roadside Assistance services are available from the warranty start date and last for 5 years or 60,000 miles whichever comes first.

- ✓ If using your Plug-in Charger, don't forget to unplug it and put it back in your trunk before you leave.
- ✓ The Parking Brake switch looks like the window button and is on the center console.

Springfield Fast Charger | North 9th Street & Grand

