

FLEET EV FAQ 2024



Quick Tips



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

Plan your trip before you go and use the CMS Verified WEX Fast Charger Map to find convenient fast chargers along your route (see QR Code link on the right). 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 touchscreen 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. Fleet EVs are only compatible with CCS1 charger ports (see photo comparison of CCS1 and NACS charger nozzles below). Ford plans to convert to the Tesla charging standard in 2025.

Q: Where can I charge my fleet EV?

- **Daily/Overnight** charge at the AC Level 2 charging port DOV assigned to your vehicle.
- **Fast/Free Recharging** at State DC fast chargers is available for agencies.
- **Public Charging Stations (AC and DC)** Wex RFID EV charging cards can now be tapped at WEX Network EV chargers to pay public charging fees.

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 (see training video for details)
- Use AC (Level 2) chargers as your primary recharging method • 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 are required

Q: How does my agency acquire and pay for EVs and chargers?

- Contact CMS Fleet Operations at CMS.FleetEVSupport@illinois.gov to inquire about obtaining fleet EVs and chargers.
- During FY25, or while supplies last, CMS will fund the purchase of EVs, and agencies will only pay the standard monthly MRP rate for each EV received.
- Agency eligibility for CMS funding of assigned overnight charger purchase/installation will be assessed on a case-by-case basis.

Email Questions and Comments to CMS.FleetEVSupport@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.



CCS1 (Fleet Compatible)



NACS (Tesla Only)

Fast Charger Locations

SCAN THE QR CODE

