HOW TO SET UP AND USE COMPLIMENTARY CHARGING NETWORK ACCESS
1. Connect your **vehicle modem** to your Ford account:

   A. Either during the purchase process:
      1. Login to the **eCommerce** website to complete your purchase and e-sign all required documents.
      2. Enter your e-signature in the field provided on the FordPass Connect modem activation page and click “Submit”.

   B. Or in the **FordPass App** at delivery:
      1. Login to the FordPass App.
      2. Enter or scan your vehicle identification number (VIN).
      3. Click **Activate your FordPass Connect vehicle modem**.


3. Next, go to **Ford.com/ConnectedServices** to activate your FordPass Charging Network and complimentary 250kWh of fast charging. *Note: You’ll be asked to verify/add a default payment method into your Ford Wallet. This is in case you do any charging that is not free or included in the complimentary fast charging.*

4. Lastly, go to the **FordPass App** and toggle on **“Plug & Charge”** (Vehicle → Manage EV → FordPass Charging Network → Plug and Charge) to automatically charge your default payment method when you plug into participating charging stations.

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**SET UP**

**LOCATE**

**CHARGE**

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**Troubleshooting Tip:** Turn off “pop up blocker” and clear cookies on your internet browser. Make sure you have a credit card added to your “Wallet” in FordPass.
HOW TO SET UP NETWORK ACCESS AND COMPLIMENTARY CHARGING

1. **A.** Connect your vehicle modem during the purchase process online via eCommerce

2. **B.** Or connect your vehicle modem at delivery via the FordPass App

3. **Note:** You’ll be asked to verify/add a default payment method into your Ford Wallet. This is in case you do any charging that is not free or included in the complimentary fast charging.

Troubleshooting Tip: Turn off “pop up blocker” and clear cookies on your internet browser. Make sure you have a credit card added to your “Wallet” in FordPass.
HOW TO LOCATE CHARGERS IN THE FORDPASS APP

1. Click on the “View Nearby Chargers” button on the FordPass App home screen

2. Modify filters for the type of charger you want (default filters are DC Fast Charger, In-Network)

HOW TO LOCATE CHARGERS IN THE MUSTANG MACH-E IN-VEHICLE SCREEN

1. Click on “Navigation” (click upper center button > Nav button will appear in app list below)

2. Click the search icon (labeled “Where To?”)

3. Click “Charging Stations” button

4. Click the “Filters” button at top right to turn on filters such as Fast Charge, Available and Open, In-Ford network
HOW TO CHARGE AND USE COMPLIMENTARY CHARGING NETWORK ACCESS

1. Check your charge level and estimated distance to empty.
2. Access the charging network on your vehicle’s interface.
3. View nearby chargers and select a charger.
4. Activate the charger and follow the prompts to start charging.
5. Confirm details and activate your charge session.
HOW TO USE POWER MY TRIP (EV TRIP PLANNING)

1. Click here to update your route.
ADDITIONAL CHARGE STATION ACTIVATION INFORMATION

1. If at an Electrify America station, simply plug in and your charging starts automatically via the Plug & Charge feature (if you have toggled on this feature in your FordPass App) using your complimentary 250kWh of fast charging; after your complimentary kWh are used, your charging will still start automatically and will bill you at the per kWh or per minute rate mentioned on the charging station.

   A. Electrify America is the only company to offer Plug & Charge at this point in time.

   B. It should be noted that you can also pay for charging at Electrify America using the FordPass App (as described below); your complimentary 250kWh will be used first, and then you’ll be billed at the per kWh rate mentioned on the charging station. If Plug & Charge is enabled but is not working at that Electrify America station, unplug and plug in again and when payment screen appears on station then follow steps below for activation by App.

2. If not at an Electrify America station, plug into the Mustang Mach-E charge port and search for the charger in the FordPass App using the steps above (if subscribed). Click the “Preview Information” panel for the charger you are trying to use. If it is not a FordPass Charging Network station (Not “In-Network” in the FordPass App), then follow instructions at the site.

3. If there are multiple types of chargers (fast charger “DC CCS” or slower charger “J-1772”) at that site, click the port type the vehicle is plugged into.

4. Click “SELECT” near the charge plug icon you are plugged into.

5. Look for the identifier either on the charge station or on the charger screen. In FordPass, click on the charge station with the matching identifier as the one at which you are located.

6. Click “ACTIVATE”