



# 2022 E-Transit User Guide

# Introducing Ford Pro™ – a Productivity Accelerator for Your Business.

Ford Pro is the global business and brand within Ford dedicated to delivering products and services to commercial customers of all sizes to accelerate productivity. Ford Pro integrates a digitally powered suite of software, charging, service and financing for work vehicles. Ford Pro simplifies the fragmented fleet system and makes it easy for customers – bringing together everything they need in one comprehensive platform built for the digital-first world. Our end-to-end products and services work across gas, electric, and even non-Ford vehicles.



# Table of Contents

This E-Transit User Guide is not an owner's manual covering all vehicle features and settings – it is intended to highlight key features on the 22MY E-Transit, as well as related Ford Pro™ services, that will enable you to have a successful driving experience, including:

1. E-Transit – Key Driver Features
2. Charging the E-Transit
3. E-Transit – Vehicle Charge Settings
4. Energy & Vehicle Management Software
5. Servicing the E-Transit

Thank you for being a valued customer.



# 2022 Model Year E-Transit Specifics

## Purpose-Built Range

- Low Roof – Demonstrated 126 miles\*
- Medium Roof – Projected 116 miles\*\*
- High Roof – Projected 108 miles\*\*

## Uncompromised Capacity

- Up to 487.3 cubic feet of Cargo Space inside High Roof
- Extended Wheelbase

## Power to Get the Job Done

- 266 HP / 198kW of Power
- 317 lb-ft of Torque
- 2.4kW Pro Power Onboard

## Capability - Max Payload

- Cargo Van 3,880 lbs
- Chassis Cab 4,390 lbs
- Cutaway 4,428 lbs

## Peace of Mind

- 8-Year, 100K Mile EV Component Warranty

\*Based on full charge. Demonstrated range reflecting current capability based on testing consistent with US EPA MCT drive cycle methodology ([www.fueleconomy.gov/feg/pdfs/EPA\\_test\\_procedure\\_for\\_EVs-PHEVs-11-14-2017.pdf](http://www.fueleconomy.gov/feg/pdfs/EPA_test_procedure_for_EVs-PHEVs-11-14-2017.pdf)) at ALVW (Adjusted Loaded Vehicle Weight). Actual range varies with conditions such as external environment, vehicle use, upfits and alterations, vehicle maintenance, lithium-ion battery age and state of health.

\*\*Based on full charge. Projected range reflecting capability based on CAE analytical adjustments from tested vehicle, consistent with US EPA MCT drive cycle methodology ([www.fueleconomy.gov/feg/pdfs/EPA\\_test\\_procedure\\_for\\_EVs-PHEVs-11-14-2017.pdf](http://www.fueleconomy.gov/feg/pdfs/EPA_test_procedure_for_EVs-PHEVs-11-14-2017.pdf)) at ALVW (Adjusted Loaded Vehicle Weight). Actual range varies with conditions such as external environment, vehicle use, upfits and alterations, vehicle maintenance, lithium-ion battery age and state of health.






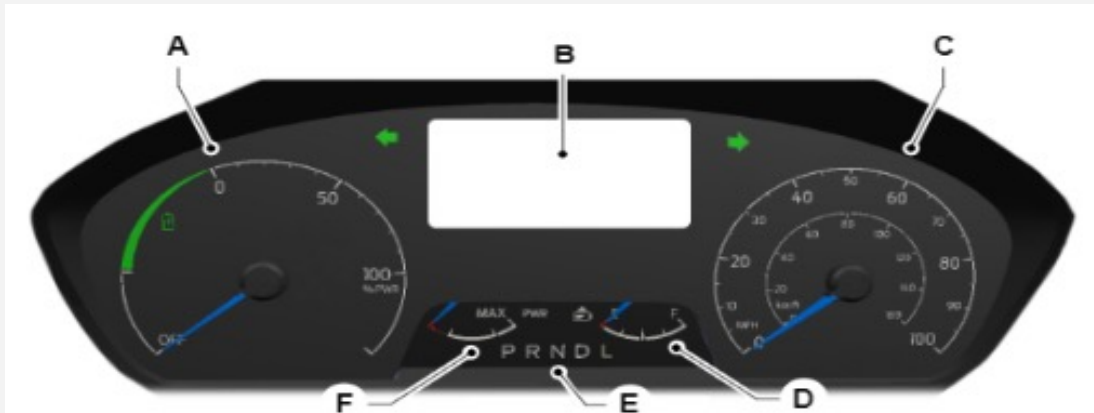
1.

# E-Transit – Key Driver Features

# Navigating the E-Transit Cluster

## Unique E-Transit Lamps

	Red	Electrical Malfunction
	Green	Ready
	Amber	HV Battery Extension Cord is Connected



- A Power gauge.
- B Instrument cluster display.
- C Speedometer.
- D High voltage battery gauge.
- E Automatic transmission position indicators.
- F Power availability.

## Power Gauge



- The gauge shows how much power is being used during acceleration or to maintain a constant speed
- The pointer will move into the green zone when the battery is being charged through regenerative braking

## Battery Charge Gauge



- Replaces the fuel gauge and is an indication of the battery State Of Charge (SOC)
- When a low SOC is reached the Battery lamp will turn amber and a POP-UP warning displayed on the HMI screen

## Power Availability Gauge



- Displays available power to the e-motor
  - Normal operation is within the white area
- When near the red zone there is limited torque/acceleration available. Possible causes:
  - Motor & battery temperature
  - High battery usage
  - Low battery charge
- In the red zone identifies a failure.

# Navigating the SYNC® 4 Home Display

The image shows the SYNC 4 Home Display interface with several callout boxes pointing to specific features:

- Home Button:** Points to the house icon in the top left corner.
- Clock:** Points to the time display (11:23) in the top left.
- Navigation:** Points to the map area showing a route and a blue arrow.
- Soft Climate Bar:** Points to the bottom control bar containing climate and vehicle icons.
- Multimedia Domain:** Points to the top right status bar showing signal strength and temperature (6°).
- Vehicle General Settings:** Points to the Settings icon in the right-hand menu.
- Vehicle Features:** Points to the Features icon in the right-hand menu.
- Mobile Apps:** Points to the Mobile Apps icon in the right-hand menu.
- Phone Domain:** Points to the bottom right area of the screen, including the phone app card and the bottom control bar.

# Setting Your Drive Modes for Range

The system optimizes steering, handling, and powertrain response. It automatically tailors your vehicle configuration for each mode you select.

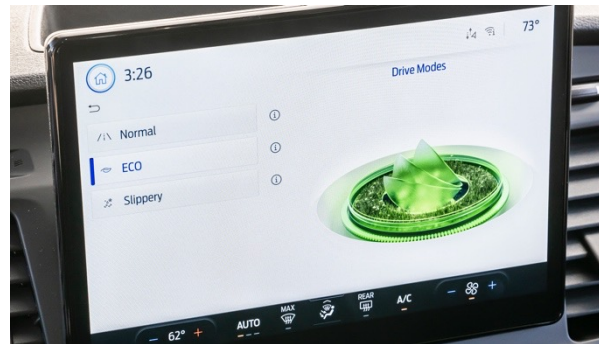
To change the drive mode setting:

1. Press FEATURES on the touchscreen
2. Press DRIVE MODES
3. Select a drive mode



## Normal

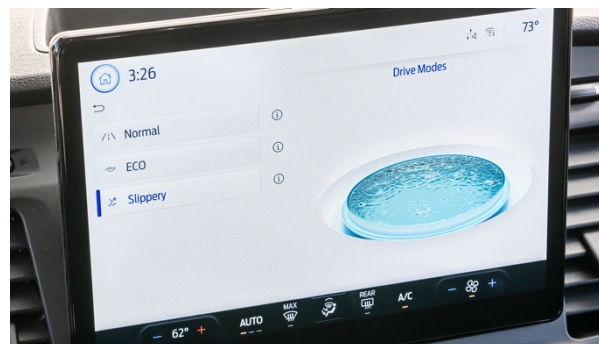
Default drive mode for the vehicle and is tuned for everyday driving, balance, and comfort.



## Eco

Tuned to maximize battery range in exchange for reduced vehicle performance and driver cabin comfort.

- Muted accelerator progression compared to Normal
- Cruise control resume speeds are slower to respond avoiding quick acceleration/deceleration to the target speed
- Mode will stay active after vehicle has been switched off



## Slippery

Improves vehicle traction in low grip road conditions such as snow-covered, icy, or slick roads.

- Tighter traction control and ESC thresholds
- Accelerator progression is dulled to deliver smoother power
- Slower cruise control resume speeds
- Mode will not stay active after vehicle has been switched off

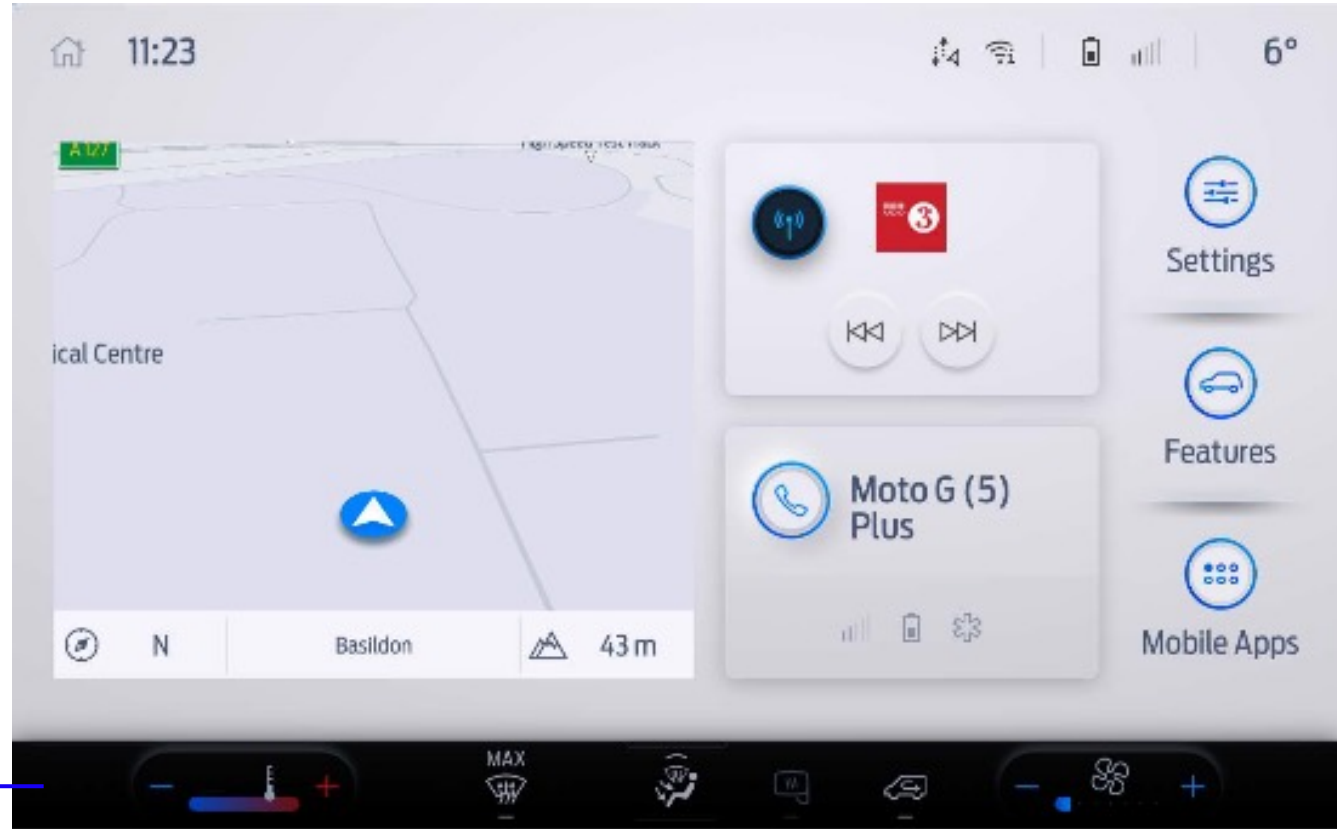


You can press the button on the instrument panel to directly access the drive modes on the touchscreen.




# Navigating the Climate Controls

Climate system is controlled through the SYNC® 4 screen.











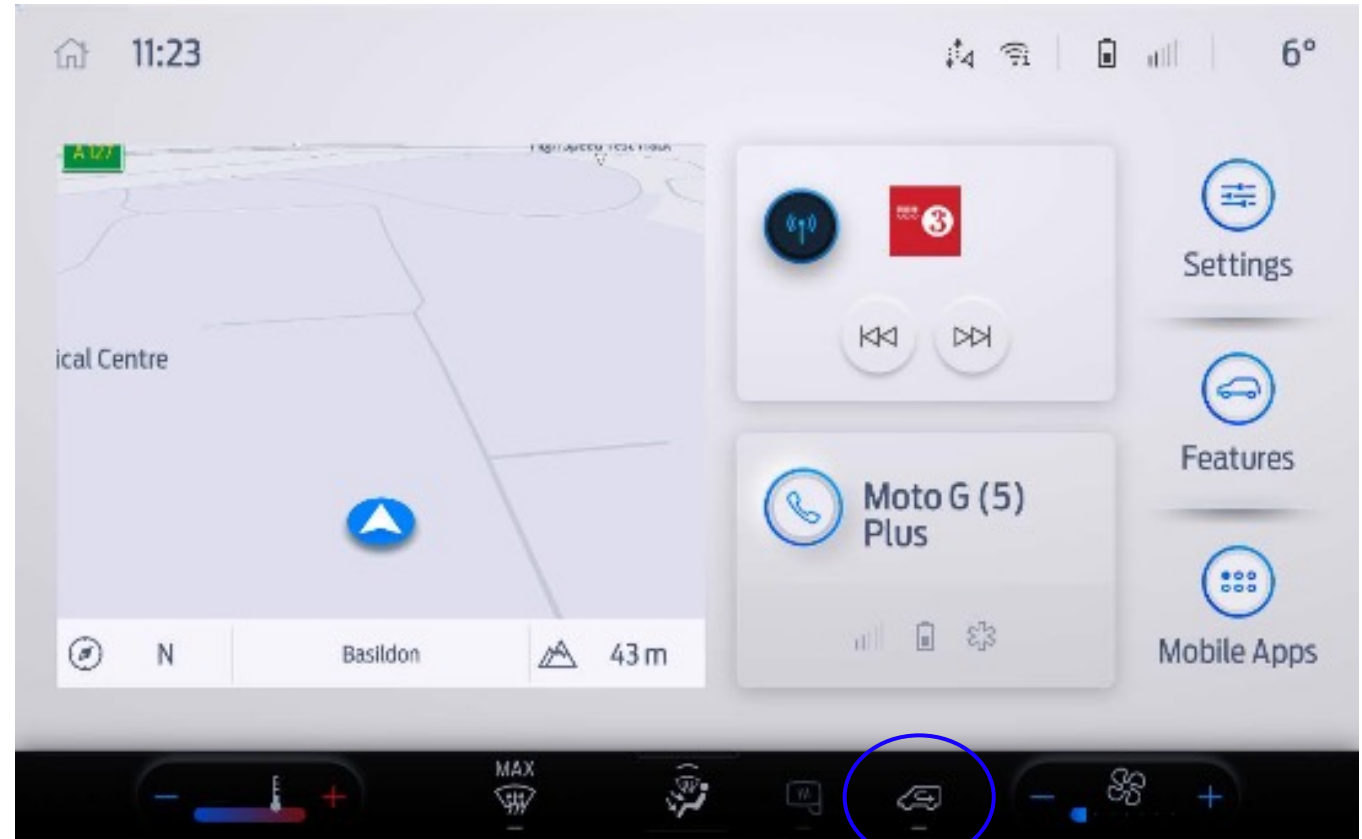
Key functions are always visible on the persistent display at the bottom of the screen.

 Switching the climate system off will increase vehicle range but increase the risk of the windows fogging up.

# Setting Climate Controls for Range

Optimal climate control settings to increase driving range.

1. **Switch the High Voltage Electric Heater Off:**   
  - Press the HEAT  button to switch the heater On or Off
  - **Note:** The low voltage heater will remain active and may take longer to heat the cabin
2. **Switch the Air Conditioning (A/C) Off:**
  - Press the A/C  button to switch the A/C On or Off
  - **Note:** A/C helps with de-fogging during heating
3. **Switch the Recirculated Air On:**   
  - Press the button to activate the selection screen
  - Press the Recirculation button to recirculate air currently in the passenger compartment
  - **Note:** Using recirculation can improve cooling or heating efficiency
  - **Note:** Running in Recirculation mode can increase the risk of the windows fogging. Switch to fresh air if this occurs



# Pairing a Device to SYNC® 4

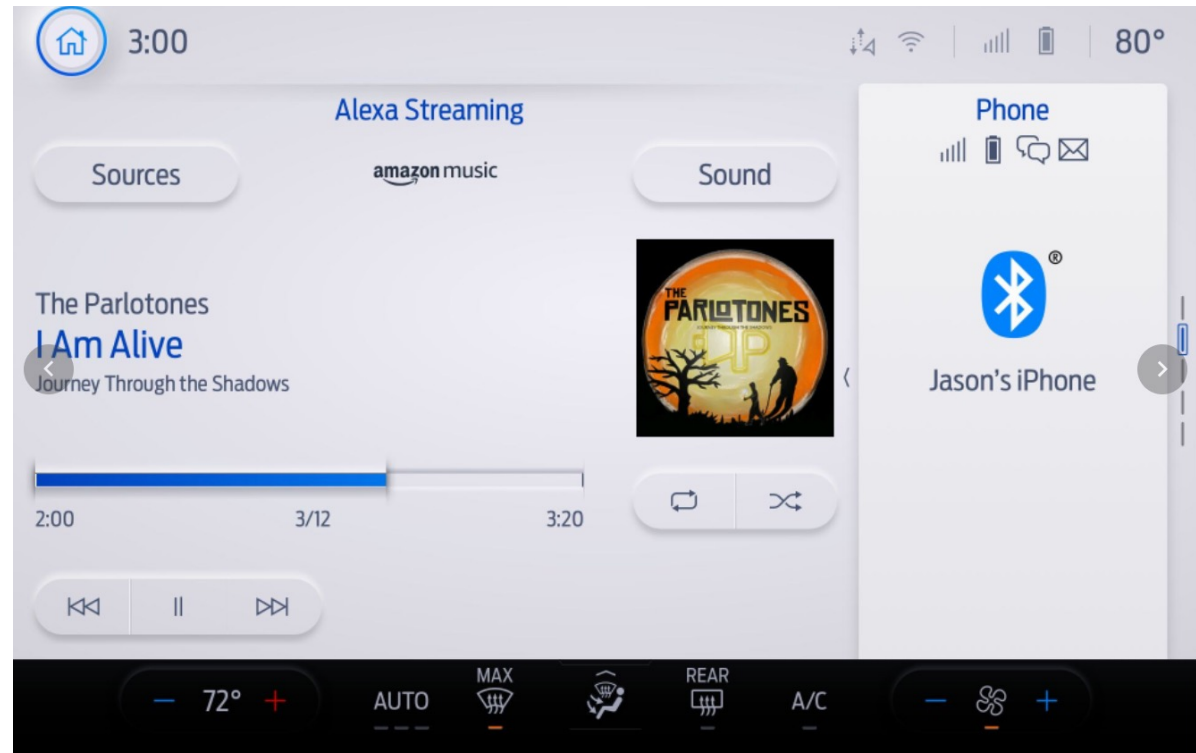
## 1. How to pair a phone with SYNC® 4:

- Switch on ignition and shift transmission into park (P)
- Make sure Bluetooth® is enabled on your smartphone
- Press the **PHONE** icon on your vehicle's SYNC® screen
- Tap **ADD A PHONE** on your vehicle's SYNC® screen and follow the prompts

## 2. How to pair a Bluetooth®-enabled device:

- Enable Bluetooth® on your device
- Press **SETTINGS** on your vehicle's SYNC® screen
- Press **CONNECTIVITY**
- Press **BLUETOOTH®**
- Press **ADD A BLUETOOTH DEVICE**. A prompt will alert you to search for your vehicle on your phone
- Select your vehicle on your device. A number will appear on your phone and your SYNC® screen
- Confirm that the number on your device matches the number on the SYNC® screen

The touchscreen will indicate that you have successfully paired your device.



For your safety, certain features are speed-dependent and restricted when your vehicle is traveling over 3mph (km/h).

# Lift-off Regenerative Braking

## What is Lift-off Regenerative Braking?

- The generator places resistance on rear wheel rotation to slow the vehicle down
- This generates electricity from energy normally lost with coasting or light braking
- Recovered energy is then stored in the traction battery to increase range

## How is it applied to E-Transit?

- Lift-off Regenerative Braking is always active but increased in Low (L)
- Activate this mode by selecting L on the PRNDL
- You can use L at all times, if desired, but improving drivability while descending gradients is the main intent



# Approaching Vehicle Audible System (AVAS)



Due to quiet operation on Electric vehicles at low speeds there exists a higher risk of vehicle/pedestrian collisions.



The purpose of the AVAS is to have the function of a “vehicle sounder” to create pleasing noise to alert pedestrians.



The sound will operate when the vehicle is moving forward at speeds less than 30mph(50kph), in reverse and Ready to Drive.



For North American vehicles, sound will arise until 30mph (50kph), and after that slowly fade away.



# 360-Degree Camera

## Overview

- The 360-Degree Camera with Split-View Display provides the driver a view of what is directly in front of or behind the vehicle, as well as cross-traffic views in front of and behind the vehicle
- In addition, the driver can see a top-down view of the area outside the vehicle, including blind spots.
- The system uses cameras mounted in the front grille, near the tailgate or liftgate handle, and sideview mirrors to give the driver a continuous view of everything around the vehicle. It can also include front and/or rear camera washers

## How to switch the camera on/off

- The 360-degree camera system button is on the instrument panel.

## How it works

The **Split-View Display** allows drivers to toggle through different camera views by pressing the camera button on or near the touchscreen.

- When in Park, Neutral or Drive, only the front images will be displayed when the hard button is pressed
- When in Reverse, only the rear images will be displayed when the button is pressed
- The Keep Out Zone shown on the center-stack screen is represented by the yellow dotted lines running parallel to the vehicle and is designed to provide a view on the ground of the fully extended outside mirror position



# 360-Degree Camera Views

Pressing the small, white vehicle icon displayed on the top-left corner of the center screen will display the vehicle camera view options.

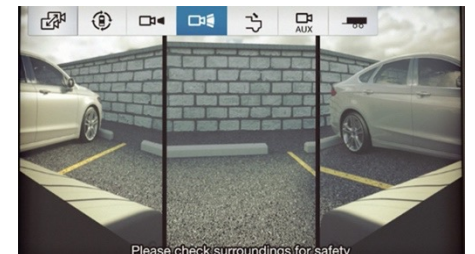
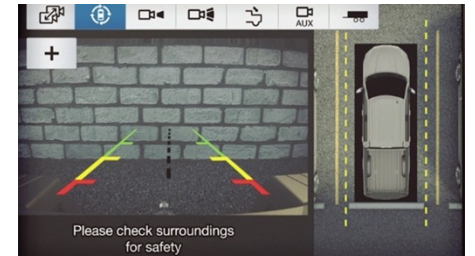
## Front View Options

- 1. Front 360 + Normal View:** Contains the normal front camera view next to a 360-Degree Camera view. This view will appear on the screen when the button is pressed in any gear other than Reverse
- 2. Front Normal View:** Provides an image of what is directly in front of the vehicle. Access this view by pressing the camera button from the Front 360 + Normal View screen
- 3. Front Split View:** Provides an extended view of what is in front of the vehicle. Access this view by pressing the camera button from the Front Normal View screen



## Rear View Options

- 1. Rear 360 + Normal View:** Contains the normal rear camera view next to a 360-Degree Camera view. This view can be accessed by putting the vehicle in Reverse, or by pressing the camera button from the Rear Split-View screen
- 2. Rear Normal View:** Provides an image of what is directly behind the vehicle. Access this view by pressing the camera button from the Rear 360 + Normal View screen
- 3. Rear Split View:** Provides an extended cross-traffic view of what is behind and on either side of the vehicle. Access this view by pressing the camera button from the Rear Normal View screen



# Blind Spot Assist 1.0

Blind Spot Assist 1.0 Includes Blind Spot Information System (BLIS®) with Cross-Traffic Alert and Trailer Coverage to help drivers change lanes or back out of a parking space with confidence. BLIS can alert the driver when a vehicle enters the blind spot zone. Cross-Traffic Alert warns of traffic approaching from the sides when the vehicle is in Reverse (R), such as slowly backing out of a parking space or driveway.

## How BLIS® works

- BLIS is automatically engaged when the vehicle is placed in Drive (D)
- Alerts the driver if another vehicle is detected in the blind spot zone by utilizing two radar sensors located behind each rear wheel
- Corresponding sideview mirror indicator illuminates when a vehicle in an adjacent lane is detected in the blind spot zone from behind
- System can be turned off through the cluster or the center-stack touchscreen, but defaults to “On” when the vehicle is restarted
- **Note:** The system does not operate in park (P) or reverse (R).

## BLIS® Indicators



- When the system detects a vehicle, an alert indicator illuminates in the exterior mirror on the side the approaching vehicle is coming from
- If you turn the turn signals on for that side of your vehicle, the alert indicator flashes

## How Cross-Traffic Alert works

- Automatically engages when vehicle is placed in Reverse (R) to detect moving motorized vehicles approaching from either side of the vehicle
- Utilizes the same radar sensors as BLIS
- Warns the driver if approaching vehicles are detected when slowly backing out of a parking spot or driveway
- Corresponding sideview mirror indicator illuminates and a series of tones sound if an oncoming vehicle is detected
- Depending on the direction of the approaching vehicle, the cluster will display:
  - VEHICLE COMING FROM LEFT
  - VEHICLE COMING FROM RIGHT

## Cross-Traffic Alert indicators



- When the system detects an approaching vehicle a tone sounds, an indicator illuminates in the relevant exterior mirror and direction indicators appear in the center display to show which side the approaching vehicle is coming from.



# Lane Keeping System

The lane keeping system is a driving aid designed to provide temporary steering assistance or steering wheel vibration when it detects an unintended lane departure.

## How does the Lane Keeping System work

- The system is designed to alert you by providing temporary steering assistance or steering wheel vibration when it detects an unintended lane departure.
- The system detects and tracks the road lane markings using a camera mounted behind the interior mirror.
- When you switch the system on, a graphic of lane markings appears in the instrument cluster display.

## Switching the Lane Keeping System On and Off



E270719

Press the button on the turn signal stalk.

## Lane Keeping System Indicators



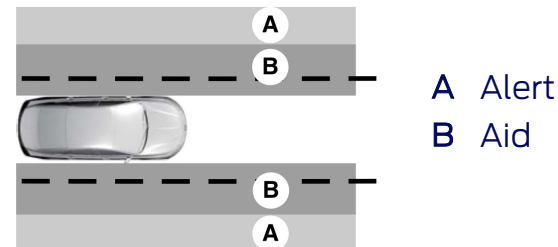
- It illuminates in the instrument cluster display when you switch the system on and aid mode or alert and aide mode are selected.



- It illuminates in the instrument cluster display when you switch the system on and alert mode is selected.

## Alert and Aid Mode

Alert and aid mode provides temporary steering assistance toward the lane center when the system detects an unintended lane departure. If your vehicle continues drifting out of the lane, the steering wheel vibrates



**Note:** The diagram illustrated general zone coverage. It does not provide exact zone parameters.

## Lane Keeping System Limitations

The system only operates when the vehicle speed is greater than approximately 40 mph (65 kph).

# Reverse & Side Sensing System

## Reverse Sensing System

Rear parking sensors detect objects behind your vehicle when in reverse (R). A warning tone sounds when your vehicle approaches an object. As your vehicle moves closer to an object, the rate of the tone increases.

## Side Sensing System

- The Side Sensing feature uses a chime and a visual diagram display on the touchscreen with red, yellow, and green highlights to indicate where the closest object to your vehicle is detected.
- The sensors are on the front and rear bumpers. The sensors are active when the transmission is in any position other than Park (P). The system turns off when the vehicle speed reaches 5 mph.

## Distance Object Indicator & Warning Tone Indicator

- The system provides object distance indication through the information display.
  - **Yellow:** Objects detected between 24 in (60 cm) and 12 in (30 cm)
  - **Red:** Objects detected below 12 in (30 cm)
- As the distance to the object decreases, the indicators illuminate and move towards the vehicle icon
- If there is no object detected, the distance indicator blocks are gray
- A warning tone sounds when your vehicle approaches an object in the yellow zone. The warning tone continuously sounds when an object is 12 in (30 cm) or less



# Pre-Collision Assist w/ Automatic Emergency Braking

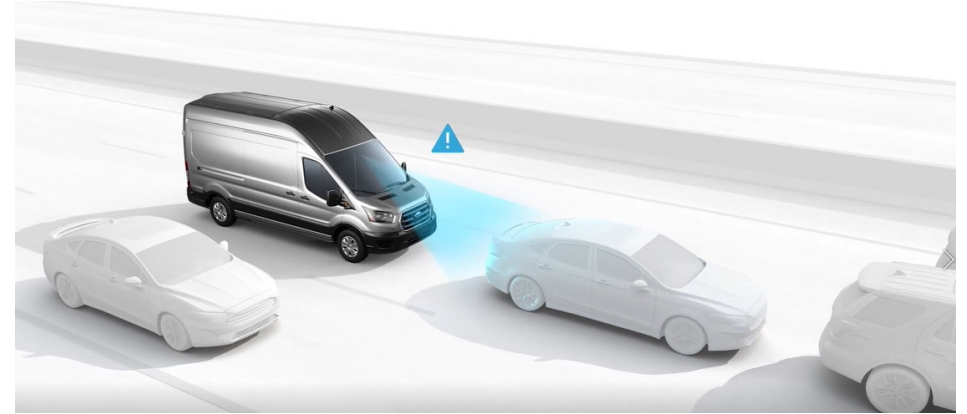
The Pre-Collision Assist feature uses camera technology to detect a potential collision with a vehicle or pedestrian directly in front of yours during day or nighttime driving.

It can help reduce the severity of, and in some cases can eliminate, a frontal collision.

If a potential collision is detected, an alert sound is emitted, and a warning message displays in the message center.

If your response is not sufficient, Automatic Emergency Braking (AEB) will pre-charge and increase brake-assist sensitivity to provide full responsiveness when you do brake.

If you don't take corrective action and a collision is imminent, brakes can apply automatically.



# Post-Collision Braking

Post-Collision Braking automatically applies moderate brake pressure when an initial collision event is detected to reduce the vehicle's speed in order to prevent or reduce the impact of a potential secondary crash.

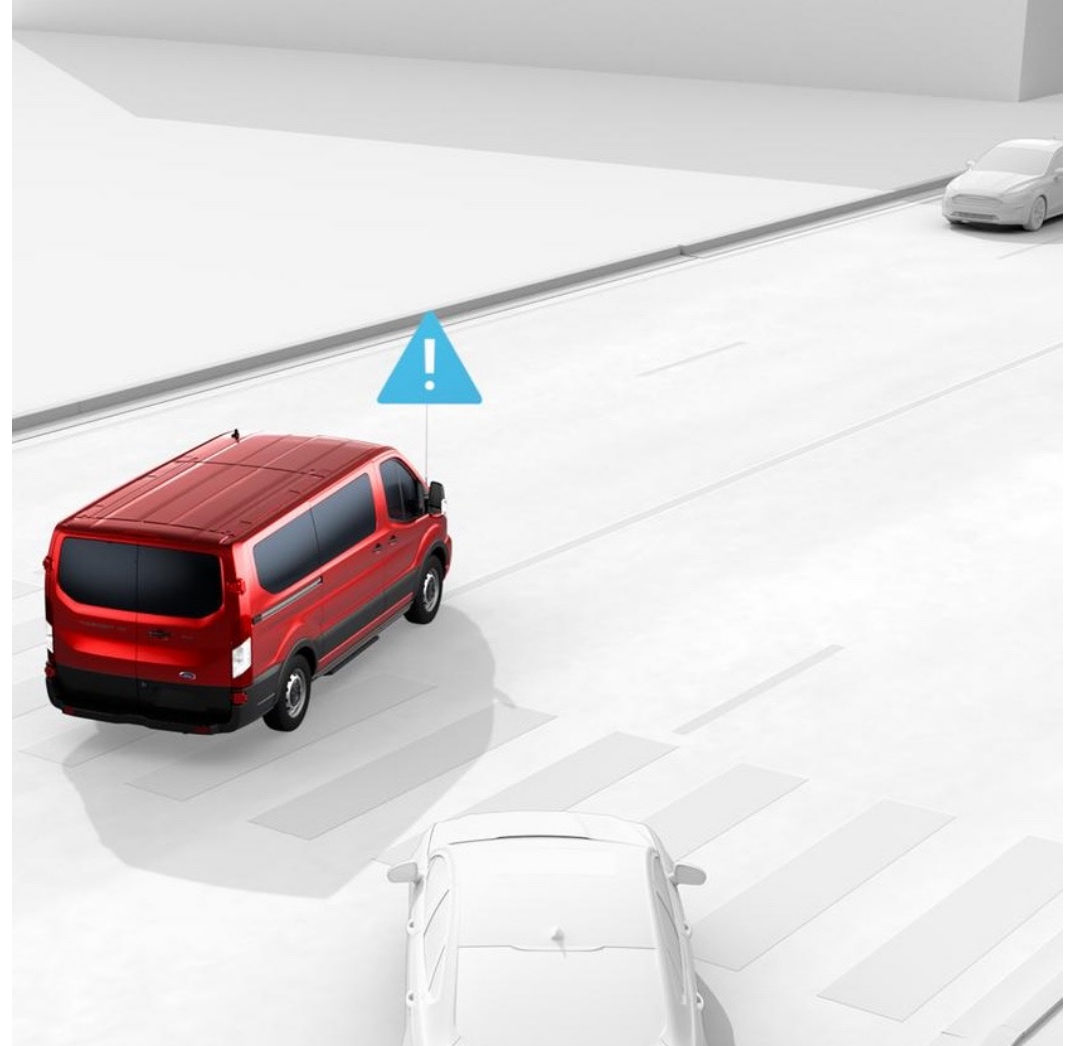
The on-board sensors interact with the restraint module, including whether an airbag was deployed or if the fuel cutoff switch was activated.

Slowing the vehicle can potentially lessen injury to occupants and damage to the vehicle, as well as reduce the severity of a potential secondary collision.

## Post-Impact Braking Indicators



- Indicator flashes when a post impact braking event is occurring



2.

# Charging the E-Transit

# Ford Pro™ Charging

Every business has different charging needs. With depot, home, and public charging solutions enhanced with Ford Pro E-Telematics, fleets of all sizes can stay charged.

## Depot Charging

From planning to charge management and everything in between, we'll work with you to get charging up and running. Plus, every Ford Pro charging solution is easily scalable, meaning it can grow as your fleet expands and charging requirements increase.

## Home Charging

Our variety of home charging options allows your drivers to continue to take their work vehicles home every day to help optimize uptime. Ford Pro E-Telematics can be used to provide charging reports so that fleet managers can reimburse drivers for business energy expenses.

## Public Charging

With the ability to access over 75,000 plugs on the BlueOval™ Charge Network—the largest public charging network from coast to coast—along with mobile tools to help you find where to charge on longer routes, your fleet can stay powered on the road.



# Ford Pro™ Has Charging Covered

Ford Pro offers hardware and software charging solutions at your depot and employees' homes, plus access to the largest public charging network coast to coast, for electrified fleets of all makes and sizes.



## Depot Charging

### Hardware

- Depot Charging Infrastructure
- AC and DC Hardware offering

### Software | Ford Pro™ Intelligence™

- Charge Management System



## Home Charging

### Hardware

- Mobile Charging
- Connected Charging Station
- Ordering & Installation

### Software | Ford Pro™ Intelligence™

- Fleet Alert
- Home Reimbursement Reporting
- Fraud Management



## Public Charging

### Hardware

- Access to public charging stations

### Software | Ford Pro™ Intelligence™

- Central Billing
- Plug and Charge
- Access & Payment
- Public Charge Reporting
- Fraud Management



## Vehicle Management

### Software | Ford Pro™ Intelligence™

- Vehicle Health
- Energy Usage
- Preconditioning
- Charge Alerts
- Range Information
- Charging Insights – Vehicle Charge Logs
- Real-Time Vehicle Insights
- In-Vehicle Driver Coaching

Charging the E-Transit

# E-Transit Charge Times\*

## Ford Connected Charge Station

*240V/48A (Wi-Fi and Bluetooth®-enabled)*

- 15 miles can be added per hour\*\*
- 0 – 100%: 8 hours\*\*\*
- Use: Mid-day refill or overnight charge

## Ford Mobile Power Cord

*240V/32A wall outlet*

- 10 miles can be added per hour\*\*
- 0 – 100%: 12 hours\*\*\*
- Use: Overnight charge

## DC Fast Charging (115 kW)

- 15 – 80% in approx. 34 minutes\*\*\*
- Use: Quick turn-around

\*Charge times shown for low roof configurations.

\*\*Range and charge time based on manufacturer computer engineering simulations and US EPA MCT drive cycle methodology ([www.fueleconomy.gov/feg/pdfs/EPA\\_test\\_procedure\\_for\\_EVs-PHEVs-11-14-2017.pdf](http://www.fueleconomy.gov/feg/pdfs/EPA_test_procedure_for_EVs-PHEVs-11-14-2017.pdf)). The charging rate decreases as battery reaches full capacity. Your results may vary based on peak charging times and battery state of charge. Actual vehicle range varies with conditions such as external elements, driving behaviors, vehicle maintenance, lithium-ion battery age and state of health.

\*\*\*Charge time based on manufacturer computer engineering simulations. The charging rate decreases as battery reaches full capacity. Your results may vary based on peak charging times and battery state of charge.





# Charging the Battery

## 1. Ensure the following before charging

- Handbrake on (recommended)
- Gear selector in Park (P)
- Battery not fully charged

## 2. Access the charge port

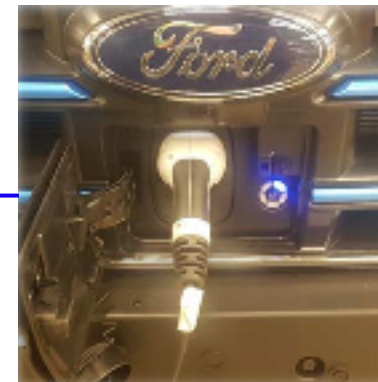
- Located in the front grill
- Open by pressing on the right-hand edge of charge port door

## 3. Plug in the charger

- Remove dust cap
- For DC charging, additional dust cap must be lowered

## 4. Confirm vehicle is charging

- Charge status indicator light will start flashing blue



# Charge Status Indicator Lights (Exterior)

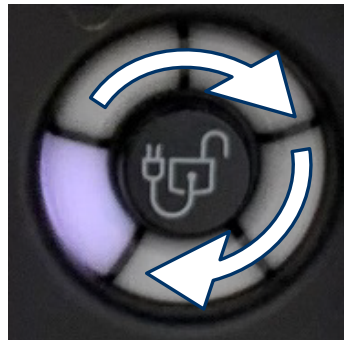
The charge indicator shows charging in 20% increments.

Five solid blue bars indicate 100% charge.



## Blue Light

- Flashing = Charging
- Solid = Charge complete (each bar equals 20% charge)



## White Light

- Single white scrolling = Initializing
- Solid = Courtesy light



## Red Light

- Flashing = Fault
- If this happens, unplug the charge coupler from the vehicle and then plug it back into the charge port

# Disconnecting from a DC Charger

## 1. Push the coupler unlock button on the light ring

- NOTE: Coupler unlock button is ONLY required for DC Fast Charging
- NOTE: Secondary DC charge lock release under hood of vehicle

## 2. Press the latch on the charge coupler and remove it from the vehicle charge port

- 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 unless the vehicle remote is near the vehicle

## 3. Close both dust caps and charging door after you remove the charging coupler



Coupler unlock button on the light ring



DC charge coupler

# Charging with the Mobile Power Cord

Your E-Transit is equipped with a mobile power cord in the event that you need a quick charge. This can be plugged into any household outlet using the supplied plugs and connectors.

The mobile power cord is located under the passenger seat and allows you to charge the vehicle's battery using a standard household outlet. NOTE: you must pull the seat all the way forward, and then remove the cloth covering that is fastened with VELCRO®

## 1. Plug the connector into the control box

- Firmly grasp the connector by the cable or plug and push into the control box until an audible click is heard
- Make sure the connector is fully inserted and flush with the control box before inserting it into the outlet. Improper insertion will cause a longer charge session

## 2. Plug the connector into the household outlet

- The mobile power cord has switchable ends which allows it to be plugged into 120V AC or 240V AC (NEMA 14-50 outlet)

## 3. Plug the coupler into the vehicle charge port

- Snap the pieces together and make sure that it's flush
- The power indicator illuminates blue when the connector is properly inserted into the control box and dedicated wall outlet, and will light red if it is not

Follow the instructions provided with the mobile charger.



# Charge Status on SYNC® 4 Display

To view your charge status from within the vehicle, press **FEATURES** and then **CHARGE SETTINGS** on your SYNC® 4 display.

When charging, the icon and label in Charge Settings will change to alert you to the status (A & B). Charge percentage is also shown (C).

## Icons & Labels



Not Charging Due to Fault



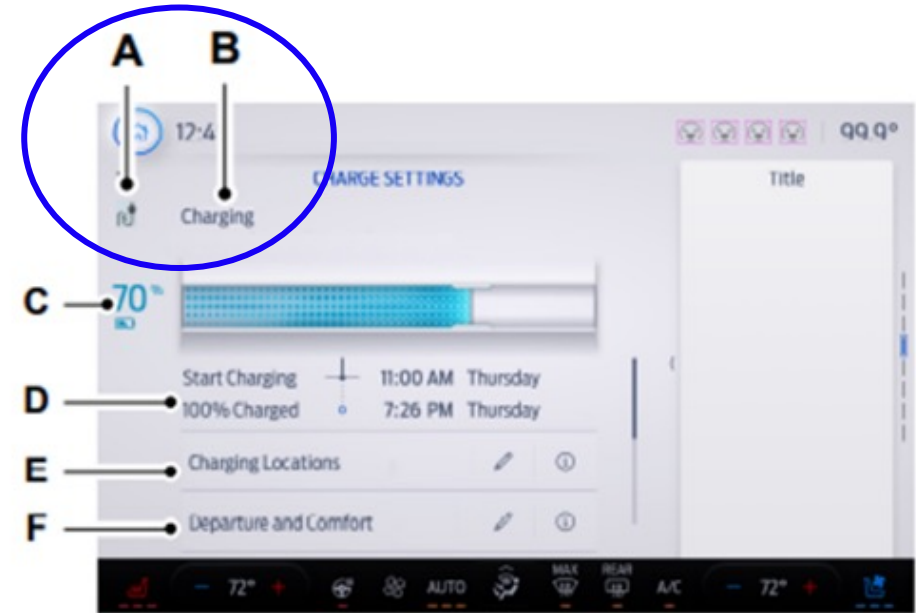
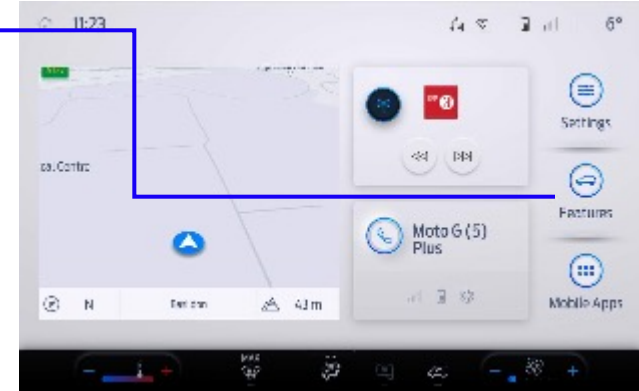
Not Currently Charging



Charging



Waiting to charge based on charge time settings



# Charge Time Information on SYNC® 4 Display

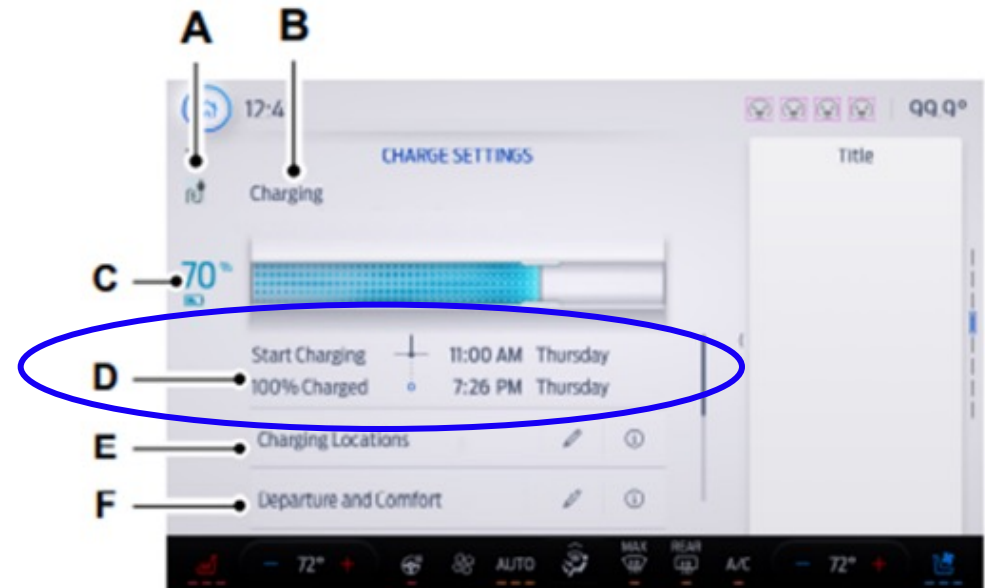
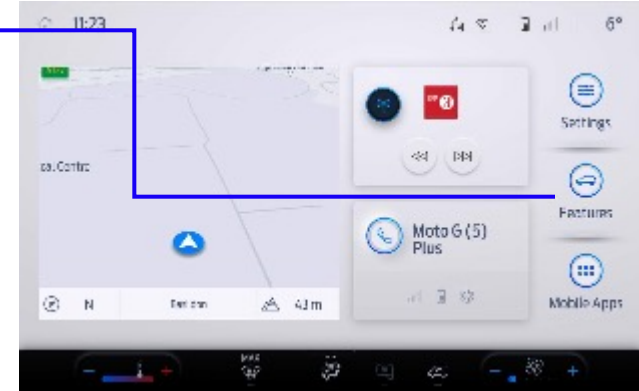
To view your charge status from within the vehicle, press **FEATURES** and then **CHARGE SETTINGS** on your SYNC® 4 display.

When charging, the start and estimated end time is displayed (D).

When DC Fast Charging, the end time is replaced with the estimated time at 80% charge (D). Once 80% is reached, the estimated time at 100% charge will be displayed.

When your vehicle is at a charging location that has been stored in the system, and is not plugged in, the start and end times displayed will be based on known charging infrastructure.

Reference: [Ford Commercial Vehicle Charging Guide for Fleets](#)



# AC & DC Charging

## AC Charging

- Conventional 110/240V Mobile Charger
- Preferred method of charging
- Preserves the health of the battery for longer battery life
- Keep your vehicle plugged in when outside temperatures are very high or low. This enables the system to maintain the vehicle's high voltage battery at the best condition for your next drive.

## DC Charging

- Fastest charging times
- We recommend limiting the amount of DC charges and ending DC charges at 80% state of charge as charging between 80 and 100% can incur high charging costs due to the time to completion
- Frequent use of DC charging could result in reducing your battery's efficiency and lifespan. In cold temperatures, you may notice that DC charging takes longer when the outside temperature drops below 50°F (10°C)
- Keep your vehicle plugged in when the outside temperatures are very high or low. This enables the system to maintain the high voltage battery at the best condition for your next drive
- Note: When the temperature is below freezing, fully turning off cabin heat for the first 10 to 15 minutes of DC charging will allow battery to warm up and could significantly improve the charging rate

## Ford Pro AC Chargers



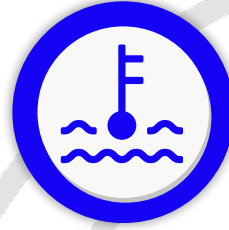
## Ford Pro DC Charger



# Range Key Factors

## Ambient Temperature

- Heating & Cooling Load\*
- Temporary Impact on Battery
- Pre-Conditioning



## Driver Behaviors

- Aggressive Driving
- Acceleration & Deceleration Profile\*
- Vehicle Speed Profile\*
- Exportable Power\*
- Customer Additional Aux Loads\*
- Idle Time\*†
- Trip Length\*



## Vehicle

- Tire Pressure\*
- Weight \*



## Road Characteristics

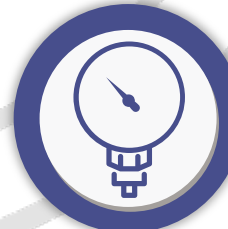
- Grade \*
- Precipitation



## Payload \*\*



## Charging Behaviors



Factors are not ranked

\*Applies to Gas Vehicles as well

\*\*E-Transit is not rated for trailer towing. Never tow a trailer with your vehicle.

† Idle time only affects e-Transit range if HVAC is on



# How to Get the Most Range

The electric vehicle range provides an estimate of how far you can travel with the energy currently available before you need to recharge. The range estimate is based on your energy usage while driving.

The kWh size of your battery pack. Generally, the higher the kWh, the higher the range.



Weight of the vehicle, including cargo.



Climate and temperature.



Driving terrain (flat vs. hilly).



Driving in **D** and ECO with an anticipatory driving style will be the most efficient gear and drive mode for improved range.



Use **L** when traveling down steep gradients to increase regeneration and reduce the need for braking.



Adopt a smooth driving style with no heavy acceleration or deceleration.



Precondition your vehicle to warm or cool your cabin and the high voltage battery when your vehicle is plugged in.



Sealed bulkhead limits how much air is processed by HVAC and only heats and cools the cabin, not the whole cargo area.



Limit the number of electrical accessories on the vehicle, e.g., tools or powering equipment.



Switch off what you aren't using to reduce wasting energy and improve efficiency.

3.

# E-Transit – Vehicle Charge Settings

# Setting Charging Locations

To view your charging locations from within the vehicle, press **FEATURES** and then **CHARGE SETTINGS** on your SYNC® 4 display.

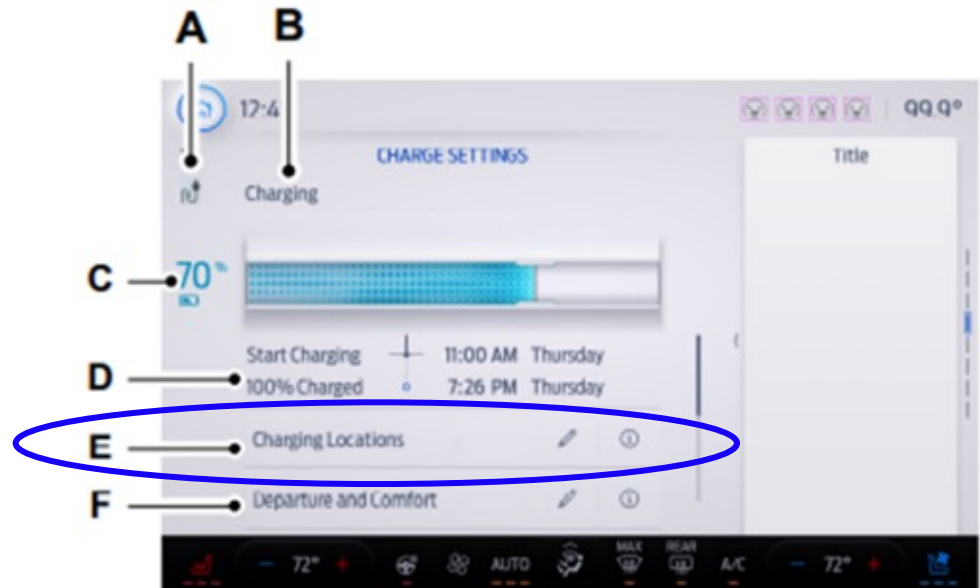
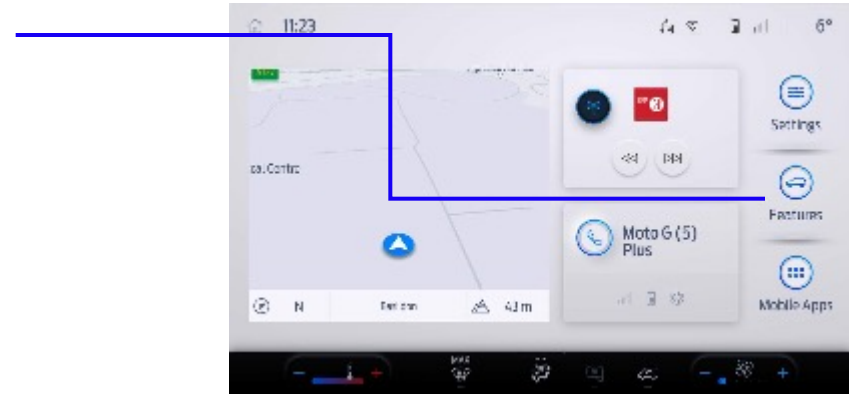
Charging Locations allows you to create saved charging locations that can then be tied to your charging schedule (E).

For example – Once you've charged at your home or depot one time, you can save that location and set when you want the vehicle to charge. You plug in the charger, the vehicle recognizes it, and now it will charge at the time you've selected so you can leave on time and at the charge you desire.

To View or Edit Charging Locations:

1. Press **FEATURES** on the home touchscreen
2. Press **CHARGE SETTINGS** on the touchscreen
3. Press the edit icon next to Charging Locations to set preferred charge times for a specific location

You will need to have initiated a charge event at the charge location before you can store it for future use.



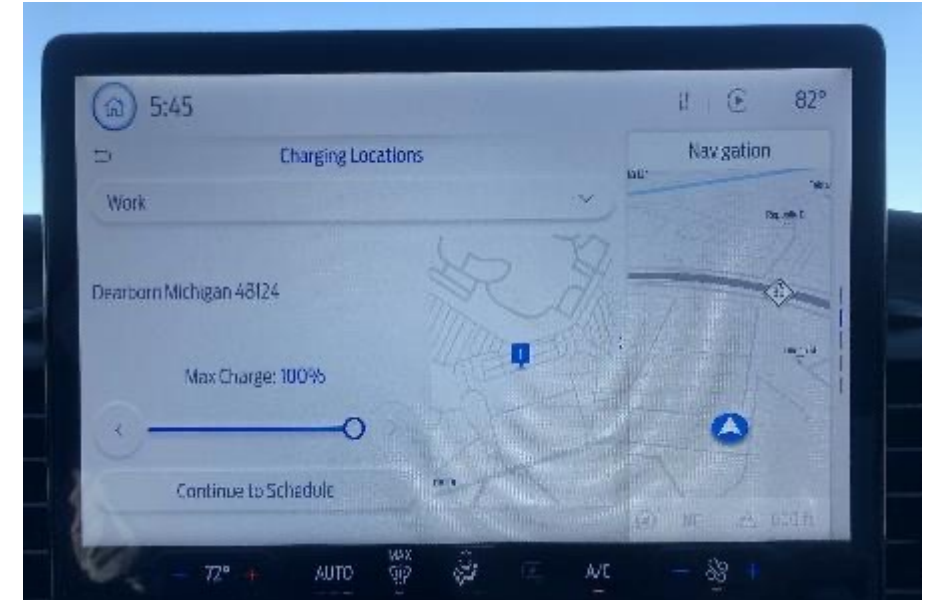
# Adding Charging Locations & Charging Times

Scheduling charging times can allow you 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.

To Add/Modify Charging Locations and Schedule Charging Times:

1. **Select an address from the list of recent charging locations**
  - If the previously saved charge locations are not listed, then you must first select **ADD NEW LOCATION**
  - You can also edit settings for previously saved locations
  - NOTE: In order to save a charge location, the vehicle must have previously charged at that location
2. **Confirm on the map that the pin is in the expected location**
  - Depending on the GPS location, the address on the navigation may not precisely match up with your charging location
3. **Edit the location name if desired and set a maximum charge level**
  - Charging will stop when your vehicle reaches the maximum charge level setting
  - Note: Leaving vehicle plugged in after reaching maximum charge allows vehicle to draw additional power for managing the temperature of the battery or for scheduled preconditioning.
4. **Press NEXT to set preferred charging times for weekdays and/or weekends by tapping and dragging along the 24-hour time wheel**
  - You can set up to two blocks of time (charge windows)
  - Selecting all or none of the 24 hours results in any time of day given equal priority for charging
  - Reaching your max charge level by your next departure time is always the priority. When charge times are set, charging outside your preferred charging time windows could be necessary in order to finish by your next departure time. In this case, the vehicle will typically begin charging right away after plugging in. Charging will pause when the rest of the charge can be done within the preferred charge windows.
5. **Press NEXT and the summary screen will display your settings for this location**
6. **Press SAVE or press the left arrow to go back and make changes**

Whenever your vehicle is at a saved charging location, the charge settings screen will display the location name. Charging times are based on your preferred time settings for that location plus the next departure time.



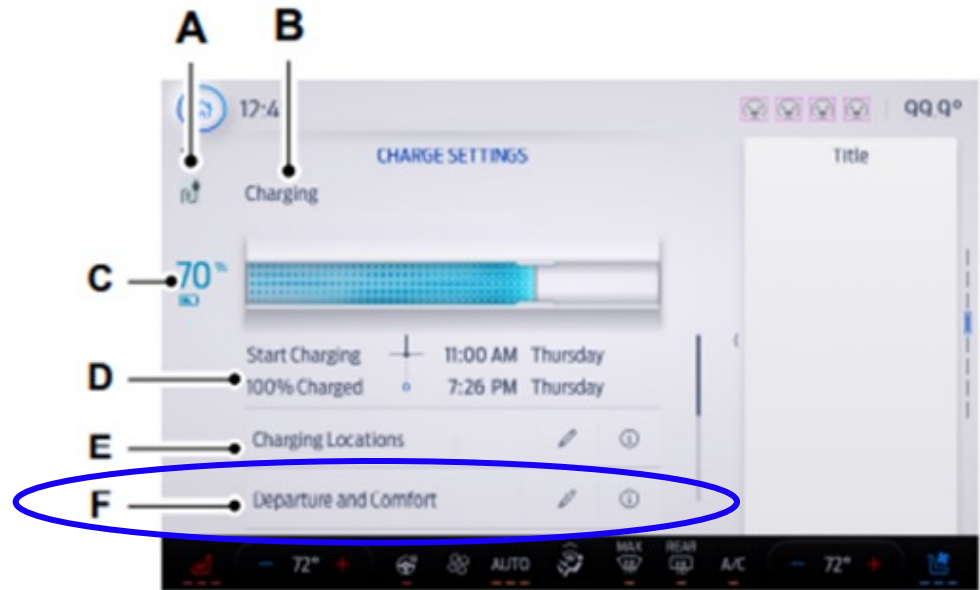
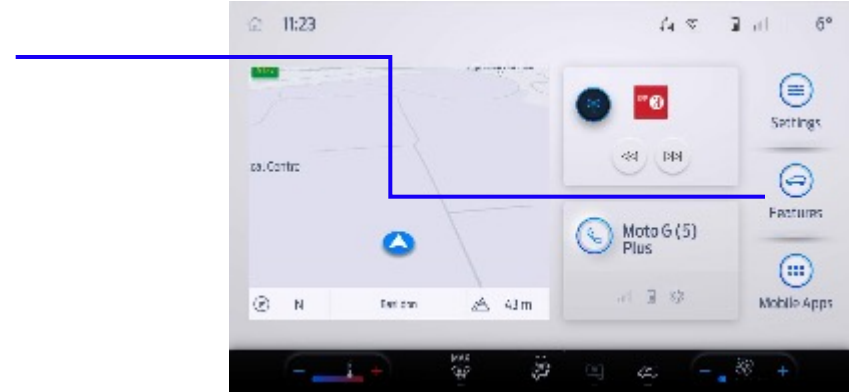
# Preconditioning the Vehicle (Departure & Comfort)

To view your departure and comfort settings from within the vehicle, press **FEATURES** and then either **CHARGE SETTINGS** or **DEPARTURE AND COMFORT** on your SYNC® 4 display.

Departure and Comfort (Preconditioning) enables cabin and propulsion battery temperature optimization, which supports driver comfort, battery efficiency and helps maximize range on the road.

Preconditioning can initiate up to an hour prior to the set departure time.

The vehicle **MUST** be plugged in to initiate Departure Preconditioning.



# Preconditioning the Vehicle (Departure & Comfort)

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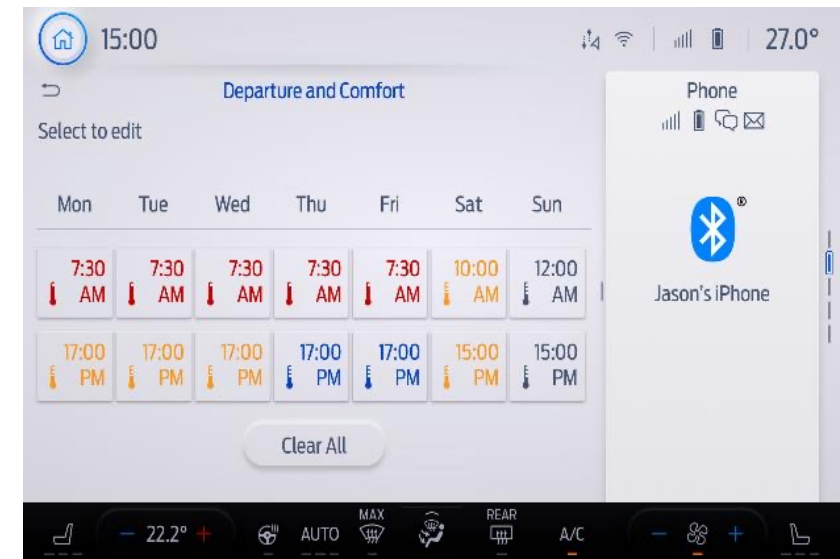
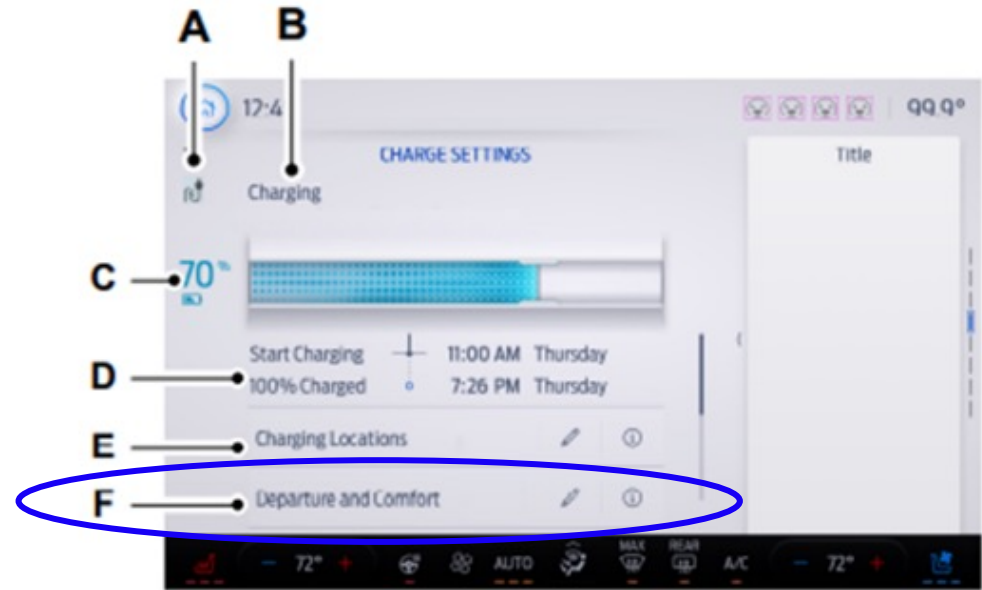
Preconditioning can initiate up to an hour prior to the set departure time and will remain on – and at temperature – for 15 minutes before automatically shutting off.

The vehicle **MUST** be plugged in to initiate Departure Preconditioning.

Ford Pro™ E-Telematics can be used to schedule Departure Preconditioning for multiple vehicles in your fleet.

To schedule from within the vehicle:

1. Press the edit icon next to **Departure and Comfort**
2. Tap any day of the week
3. Set the cabin temperature
  - Red = Warm Temp
  - Yellow = Medium Temp
  - Blue = Cool Temp



# Charge Status Definitions

Charge Status	Action
Will charge when plugged in	The vehicle is unplugged and will start charging once plugged in.
Will wait for preferred charge time	The vehicle is unplugged at a location with charge times enabled. Charging is scheduled to start at the time displayed based on your settings. You must plug in prior to the start time shown for the vehicle to begin charging at that time.
Waiting for preferred charge time	The vehicle is plugged in at a location with charge times enabled. Charging will start at the time displayed, which is based on your charge time settings.
Charging Stopped	The vehicle is plugged in and charging has been stopped through Ford Pro™ E-Telematics.
Charging	The vehicle is plugged in and charging.
Fast Charging	The vehicle is plugged into a DC Fast Charge Station and charging.
Charged	The vehicle has finished charging to the target state of charge setting.
Charging 12V battery	The vehicle is plugged in and charging the 12V battery
Cabin Conditioning	The vehicle is plugged in and the climate control system is operating according to the departure and comfort settings.
Battery conditioning	The vehicle is plugged in and conditioning the high voltage battery.
Vehicle charge fault	The vehicle is plugged in and there is a fault within the charging system. Unplug and plug back in.
Charge station fault	The vehicle is plugged in and a fault has been detected with the charge station or charging cord. Please check the charging cord and charging station or electrical supply.
Charge station paused	The vehicle is plugged in and charging has been paused at the charge station.

4.

# Charging & Vehicle Management Software



# Ford Pro™ Intelligence™

Innovative, cloud-based software solutions that use the power of data to empower your fleet. By combining data from your vehicles, data from your charging hardware and use, along with daily fleet activity, you can access information from one source that only gets smarter, allowing you to make real-time decisions that help keep your vehicles running smoothly.

## Ford Pro™ Telematics Essentials

Real-time vehicle health alerts through engine diagnostic codes, recall information and more. Standard on all modem-equipped Ford vehicles. [Activate yours today.](#)

## Ford Pro™ Telematics

Subscription includes all the benefits of Telematics Essentials plus a robust suite of intelligent features including real-time GPS tracking and geofencing, driver behavior insights, fuel monitoring and a mobile app for drivers. Also available on non-Ford vehicles when using a plug-in device.

## Ford Pro™ E-Telematics

Subscription includes all benefits of Ford Telematics plus features specifically for all-electric vehicles for real-time range and plug-in status, remote preconditioning to maximize battery efficiency and range, and tools to manage driver reimbursement for home charging. Available at no-charge for the first three years of all-electric Ford fleet vehicle ownership.



# Smart Solutions to Drive Efficiency & Performance

Boost productivity through our connected, fleet energy and vehicle management software.



## Public Charge Management

- Ford Charging Network Subscription
- Driver Access & Pay with Central Fleet Billing
  - Pay as You Go
- Public Charge Insights & Logs
- Potential Fraud Management



## Home Charge Management

- Home Charge Fleet Reimbursement Reporting
- Connected Charger Setup
  - Pay as You Go
- Potential Fraud Management



## Ford Pro™ E-Telematics

- Realtime Vehicle Insights (Map/List)
  - Range
  - State-of-Charge
  - Fleet Charge Event Monitoring
- Historical Charge Insights & Logs
- Charging/Battery Settings & Alerts
- Departure Preconditioning



## Ford Pro™ Telematics Drive App

- Daily vehicle inspections
- Issue Reporting with image capture
- Vehicle Health Data: Tire Pressure & Oil Life Remaining Indicators
- Log Book

# Ford Pro™ E-Telematics

Ford Pro E-Telematics makes it easy to electrify your fleet by staying connected to the charging and maintenance needs of your all-electric vehicles.

E-Telematics helps you optimize your charging strategy by providing real time insights. **Delivered at no-charge for the first three years of your all-electric Ford fleet vehicle ownership**, E-Telematics includes all the standard Telematics data, plus it monitors the charging status of every Ford all-electric vehicle in your fleet, in real-time, across depot, public and home charging solutions.\*



\*Eligible vehicles receive a complimentary 3-year trial of E-Telematics services that begins on the new vehicle warranty start date. Requires modem activation. Terms and conditions apply. Telematics service and features, and access to vehicle data, depend on compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features. After the 3-year trial, annual service contract is required for E-Telematics service. Go to <https://fleetaccount.ford.com/customer-signup> or 1-833-811-3673 to activate E-Telematics service.

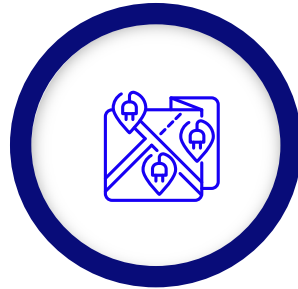
# Ford Pro™ E-Telematics

Get real-time insights and view vehicle status, charge logs and events to maximize performance.



## Remote Preconditioning

Remotely schedule preconditioning while vehicle is plugged in to maximize performance and efficiency.



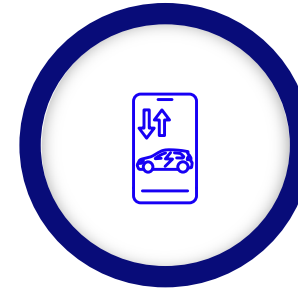
## Range Alerts

Set real-time alerts for vehicles falling below a minimum remaining range.



## Plug-In Status

Receive an alert if vehicle is not plugged in according to schedule.



## Charge Logs

Analyze key factors to gain performance insights: kWh consumption, charge speed, distance to empty, etc.



## Management Tools

Utilize enhanced fleet management tools\* such as live map, driver behavior and vehicle health reports to maximize uptime.

\* Subscription required

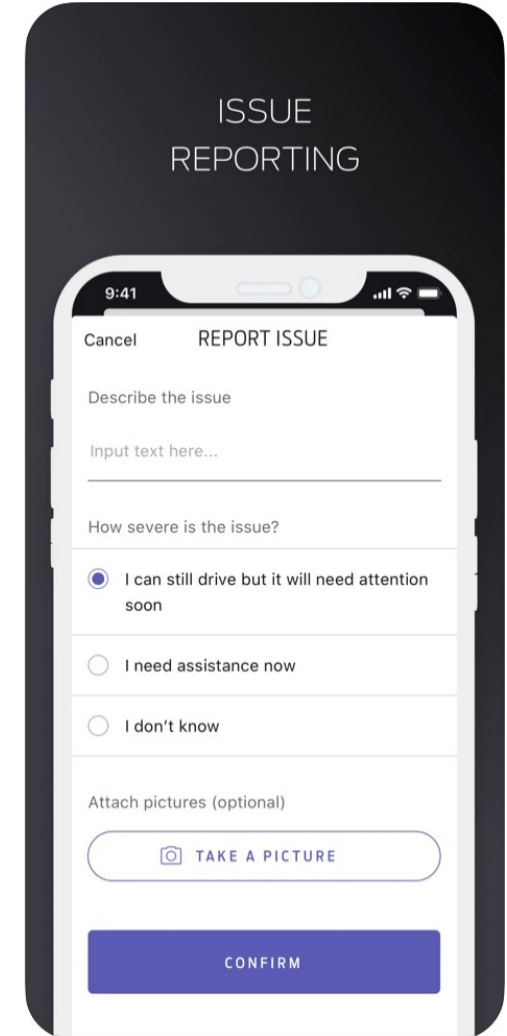
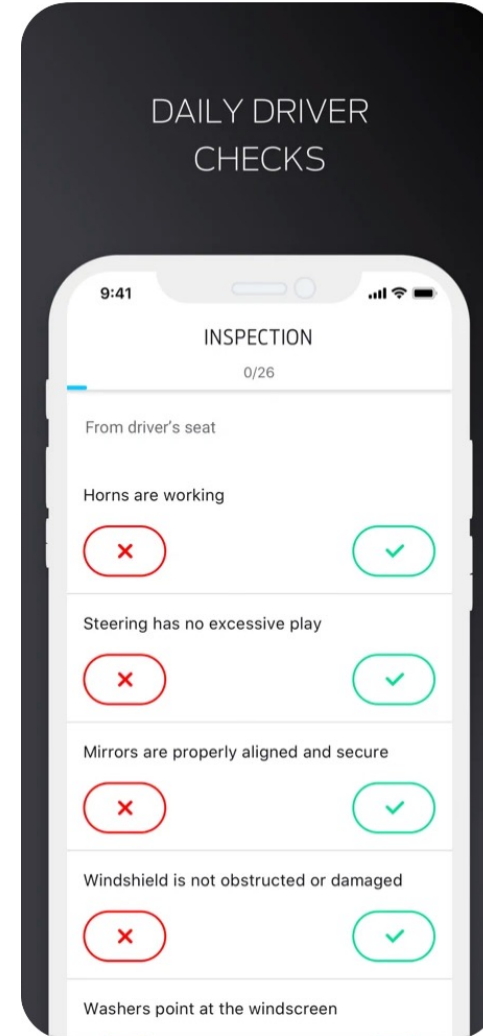
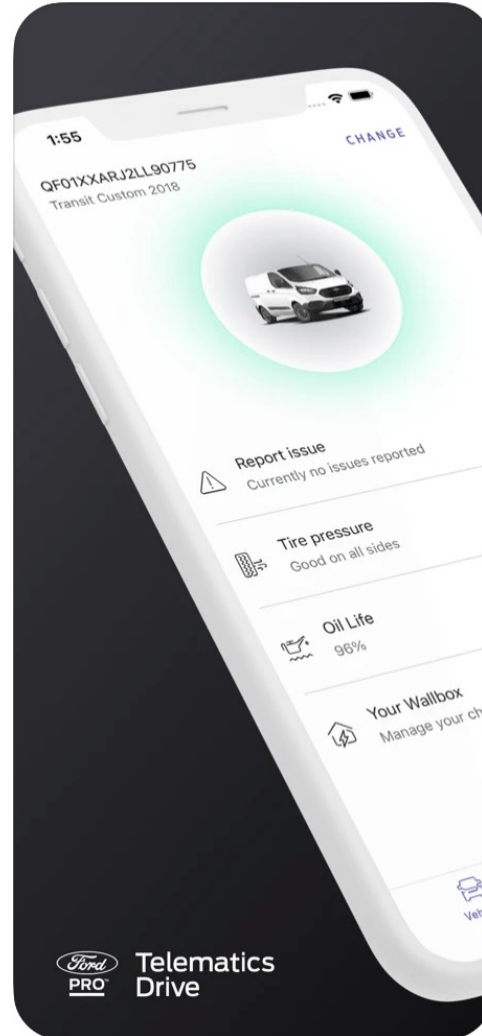
# Ford Pro™ Telematics Drive App

Ford Pro™ Telematics Drive provides your drivers with a quick and simple way to inform you of any issues, so your vehicles can be maintained to the highest standards.

When your driver's login to the app, they will be able to perform the following tasks:

- **Driver to Vehicle Association:** you will be able to see who is driving which vehicle
- **Daily Driver Checks:** Complete a simple checklist to ensure the vehicle is road worthy
- **Issue Reporting:** Quickly and easily report vehicle issues, like a cracked windshield, so you can see them in Ford Pro™ Telematics and take appropriate action
- **Connected Wallbox:** Setup and management only available with Ford Charge Station Pro (available late 2022)

The Ford Pro™ Telematics Drive App is the companion to the Ford Pro™ Telematics software and can be used on both Android and iOS devices.



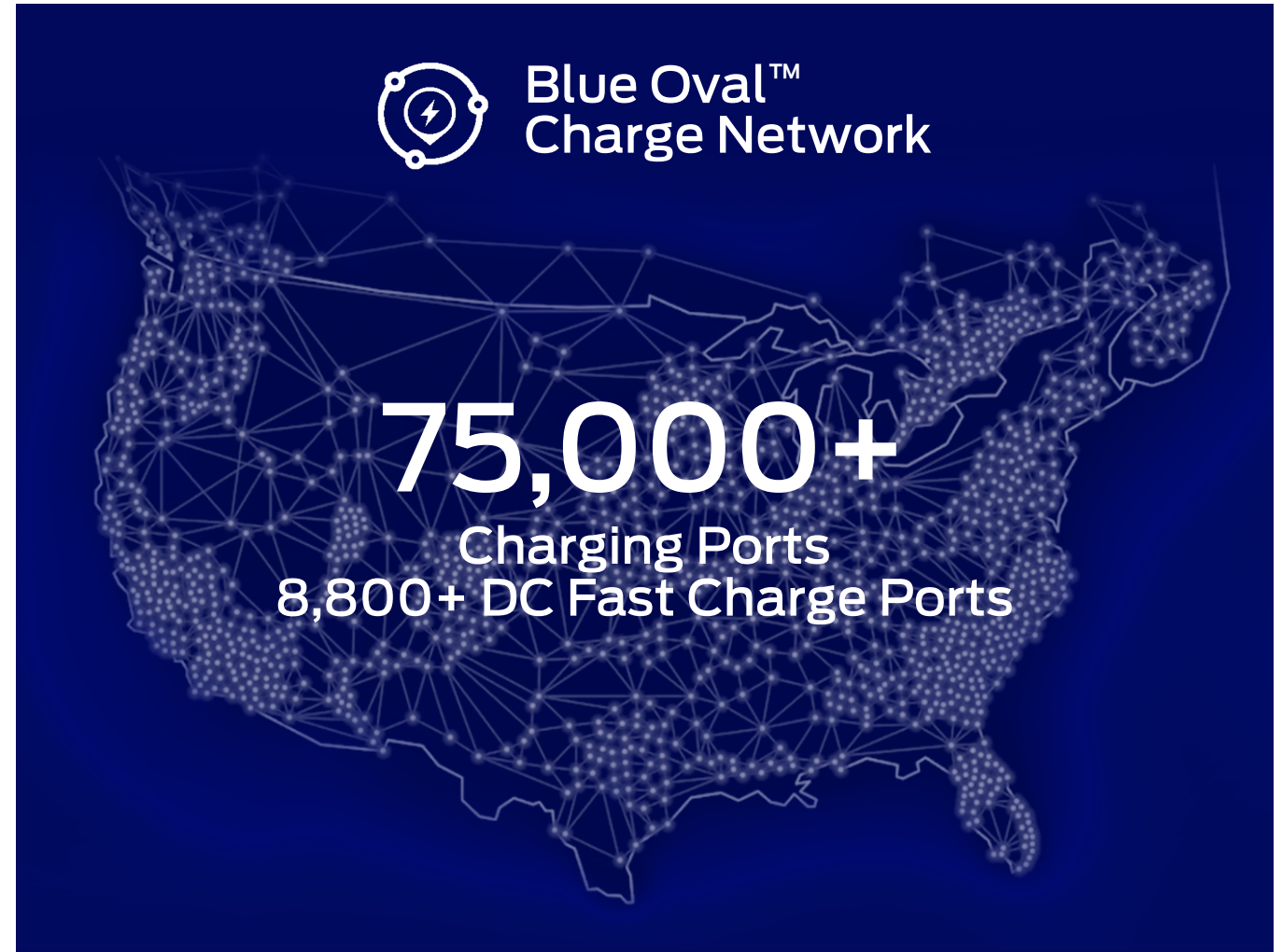
# Accessing the BlueOval™ Charge Network

With the ability to access over 75,000 plugs on the BlueOval™ Charge Network—the largest public charging network from coast to coast—along with mobile tools to help you find where to charge on longer routes\*, your fleet can stay powered on the road.

- On route range notifications
- Navigation assisted charger location
- Realtime charger status updates
- Plug and charge
- Consolidated and simplified billing

You can access the BlueOval™ Charge Network and locate available public chargers via the Charge Assist app from the SYNC® 4 display within the vehicle.

**BlueOval™ Charge Network and Charge Assist require Ford Pro™ Intelligence™ enrollment.**



\*Based on original equipment manufacturers (OEM)/automotive manufacturers that sell all-electric vehicles and have active charging networks. Department of Energy data used. FordPass™, compatible with select smartphone platforms, is available via a download. Message and data rates may apply.

# Using Charge Assist

To access Charge Assist from within the vehicle, press **MOBILE APPS** and then **CHARGE ASSIST** on your SYNC® 4 display.

Drivers can easily locate, access and bill for charging while on the road using Charge Assist.

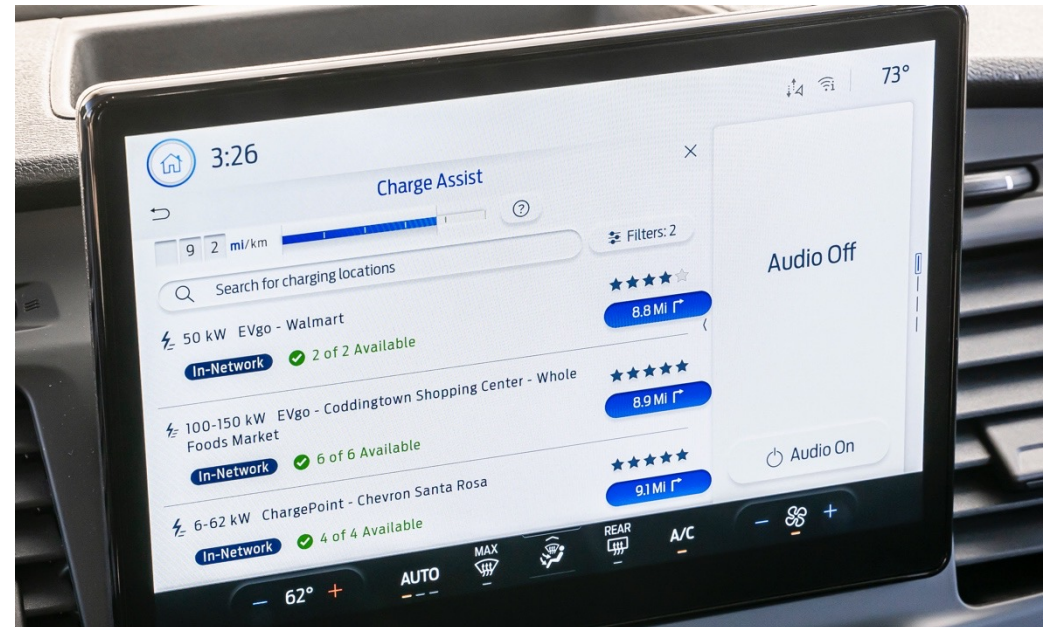
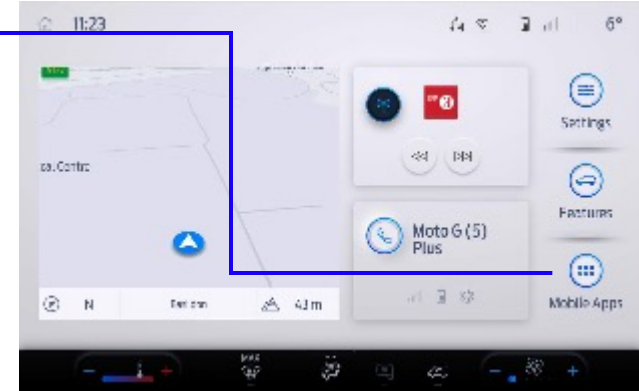
From within the app, drivers can search in-network and out-of-network chargers along the route, see real-time charger availability, and filter specifically for DC Fast Chargers.

1. Press **MOBILE APPS** on the home touchscreen
2. Press **CHARGE ASSIST** on the touchscreen
3. Select the available public charger of your choice
4. You can add filters to narrow your search
5. Select **ACTIVATE**

- Selecting Activate does not reserve the charger. Your driver will need to park at the selected station, plug in their vehicle and select Activate to begin charger
- Payment will be billed to the default fleet billing account, so the driver just needs to plug and charge

**BlueOval™ Charge Network and Charge Assist require Ford Pro™ Intelligence™ enrollment.**

Reference: [Public Charging Troubleshooting Guide](#)



5.

# Servicing the E-Transit



Servicing the E-Transit

# Ford Pro™ Service

Keeping your fleet on the road is essential. That's why we offer over 650 Commercial Vehicle Centers in the country with 90% EV-certified. Plus, over 400 mobile service vans on the road today, and expected to grow to 1,100 by the end of 2022.

## Ford Pro™ Mobile Service

Maximize efficiency by having a mobile service van come to your job site or facility to service multiple vehicles at a time. We're continuing to add mobile units across the country to make getting service even more convenient. [Find Mobile Service near you.](#)

## Dealers & Commercial Vehicle Centers

Wouldn't it be great to get service from centers and dealers that are experts in commercial fleets? We have a nationwide network that does just that. And we're expanding our network of Commercial Vehicle Centers with large-bay service hubs and extended hours so you get your vehicles back to work sooner.

We'll even have a dedicated specialist track your vehicle's progress and give you updates on care and repairs if your vehicle is with us for an extended time. Available now in California and coming soon to your area.



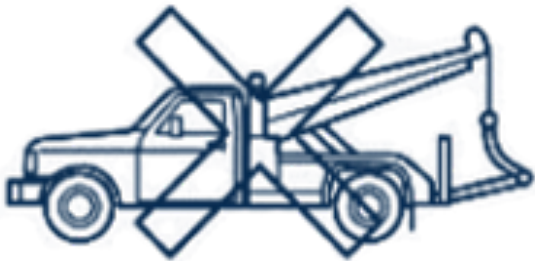
# Recovery and Emergency Towing\*

## Vehicle Recovery

- Contact correct recovery service
- DO NOT flat tow
- Recommended use of a wheel lift and dollies or flatbed recovery
- DO NOT lift or jack on HV Battery Pack

## Emergency Towing

- Only to be performed if no flatbed or wheel dollies options are available
- MAX towing speed is 30 mph / 50 kph
- MAX towing distance is 50 mi / 80 km



\* Refer to Emergency Response Guide for specific instructions on your vehicle model

[https://www.fordservicecontent.com/ford\\_content/catalog/motorcraft/2022-E-Transit-Emergency-Response-Guide.pdf](https://www.fordservicecontent.com/ford_content/catalog/motorcraft/2022-E-Transit-Emergency-Response-Guide.pdf)

