Notes about Mustang Mach-E

Richard

- No way to tell if charger is busy from Ford interface.
    - No way to tell actual speed or outlet port.
    - Can't always tell if charger is free or costs money.
    - How long will charge take?
        - Especially bad if it is late at night or in an area that the user doesn't deem as safe.
- Ford and chargers have a poor UI, not very user friendly.
    - Filtering for chargers isn't necessarily apparent.
    - Takes a few clicks to find current charge on the dashboard screen.
- Actual car is really cool!
    - Fast acceleration was weird at first.
    - No gears (makes sense in hindsight).
    - No coasting unless user sets it to coast.
    - Had a lot of "well, duh" moments after being told about them.
- Very smooth ride.
- Felt weird that there were no gears shifting.
- Dashboard Navigation was a little clunky. Information about current charge and if the car is charging could be easier to find.
- it felt like necessary information was hidden behind weird barriers.
- Including a charging adapter in the trunk helps with usability for the car and is nice to have.

Kirsten

- UI on the mustang's center console was difficult to navigate and information was hidden.
    - Needs minimal redesign so streamline important information to the user.
- Hard to know if the car was charging even though the charger was plugged in, turns out it wasn't.
- What does the user do while the car is charging? Advertise stuff to do walking distance from their charging car.
- Liked how the mustang drove! Very fast acceleration.

Joe

- Was difficult to know whether or not the car was charging or not.
- The acceleration was impressive.
    - Little to no sound.
    - From 0 to 34-36mph in a second.
    - Felt sturdy, and reliable.
- The UI was also reliable.
    - Navigated smoothly.
    - Clear and easy to understand.

- o For a new EV owner this will be like second nature after a day.

Craig

- Finding and navigating to chargers with the Mustang's built-in interface seems to work well.
- The list of chargers blends together, though, which could make it hard to compare them by charge speed, as an example.
- The charge level of the vehicle was hidden behind three menus, and while this information could also be seen on the dash, it could be more obvious to the user how to find it.
- Once the user arrives at the charger, it may not be obvious which charger is the one they navigated to.
- There can be multiple chargers next to each other, where they could all be different speeds and prices.
- Apps such as ChargePoint have user-provided information that could make this more obvious, but they are not always reliable.
- It was also not immediately obvious if the vehicle was charging or not.

Lucas

- Excellent car, most physical characteristics are designed practically.
- The drawback is the software. The GUI seems very busy.
- some common information like charging rate/progress aren't in the area one would expect.
- Other bits of information just aren't obvious. It is hard to tell when the car is or isn't charging.
- The GUI is full of information. This might be great from an enthusiast's point of view, but the typical consumer may find this overwhelming.
- Despite the density of the interface, it still takes 3 taps of the interface to see the charge on the center console, and that's if you know what buttons to actually press.
- Overall, the car is great, the GUI just needs better usability for a more typical consumer.