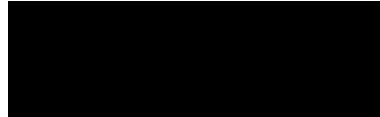




U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590



Bothell, WA

NEF-109 rrr
Ref. No. 11290553

Dear

Thank you for the letter about your model year (MY) 2014 Ford C-Max vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We understand there may have been some confusion that led to you discard the charge cord, which is the defect identified in NHTSA Safety Recall Campaign No. 18V-592. Ford mailed interim recall notification to affected owners of MY 2014 C-Max vehicles in late 2018, to alert them of the defect. The final notifications were mailed in April 2019 and provided instructions for owners to return the defective charging cords when they visit the dealer to complete the recall.

We know that you already contacted Ford for assistance regarding this matter. However, we recommend that you continue to work with Ford and your dealer for an amicable resolution to your problem. They may be willing to offer goodwill or reduce the cost of the charge cord replacement, based on your unique situation. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement