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March 14, 2019

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 18S24  
 - Supplement #2**  
 Certain 2012-2015 Model Year Focus Electric and 2013-2015 Model Year C-MAX Energi and Fusion Energi Vehicles  
 Convenience Charge Cord Replacement

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 18S24  
 - Supplement #1**  
 Dated: January 28, 2019

**New! REASON FOR THIS SUPPLEMENT**

*Technical Instructions: Revised to provide direction for 2013 - 2014 Model Year Ford Focus Electric vehicles with a 1<sup>st</sup> generation tire mobility kit.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus Electric	2012-2015	Michigan	September 15, 2011 through March 14, 2015
C-MAX Energi	2013-2015		April 13, 2012 through March 14, 2015
Fusion Energi	2013-2015	Hermosillo	September 4, 2012 through March 5, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

Using the factory equipped 120-volt convenience charge cord may cause burns, property damage, charge cord damage, and may increase the risk of fire if used improperly with any of the following:

- a loose, worn or damaged AC wall outlet
- an extension cord
- a two-prong adapter
- a surge protector
- a timer
- any other adapter

## **SERVICE ACTION**

For **Focus Electric** vehicles, dealers are to inspect the factory equipped 120-volt charge cord set, and if necessary replace with an updated charge cord, which includes a thermistor at the plug to prevent over temperature. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** For customers with multiple charge cords and customers with non-Ford vehicles who have an affected Ford charge cord please refer to the Technical Information to determine if charge cord replacement is required for any additional charge cords. If replacement of additional charge cords is required, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

For **C-MAX Energi** and **Fusion Energi** vehicles, a Dealer Bulletin Supplement will be provided to dealers in the first quarter 2019 when it is anticipated that parts ordering information and repair instructions will be available to complete this recall for these vehicles.

**IMPORTANT: All replaced charge cords must be destroyed as described in the Technical Information.**

## **CUSTOMER NOTIFICATION**

Owners of record were notified via first-class mail the week of August 27, 2018.

- **Focus Electric** owners are expected to be notified the week of January 7, 2019. Dealers should inspect and repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.
- **C-MAX Energi** and **Fusion Energi** owners will be notified in the first quarter of 2019, after repair instructions and parts ordering information have been provided to dealers.

## **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

## **New! ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
*Attachment III: Technical Information – Focus Electric*  
Owner Notification Letter  
Recall Reimbursement Plan

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

**Safety Recall 18S24 - *Supplement #2***

Certain 2012-2015 Model Year Ford *Focus Electric, C-MAX Energi, and Fusion Energi*  
Convenience Charge Cord Replacement

**OASIS ACTIVATION**

OASIS was activated on August 21, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on August 21, 2018. Owner names and addresses will be available for Focus Electric vehicles by January 18, 2019.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this Safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.
- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -****Safety Recall 18S24 - Supplement #2**

Certain 2012-2015 Model Year Ford *Focus Electric, C-MAX Energi, and Fusion Energi*  
Convenience Charge Cord Replacement

**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid convenience charge cord replacement covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the convenience Charge Cord replacement.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For all related damage concerns, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

Replacement of additional charge cord(s) must be claimed as related damage, and require SSSC approval.

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**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry (Ford VINs):** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
    - When entering claims, select claim type 31: Field Service Action. The FSA number (18S24) is the sub code.
    - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
  - **Non-Ford VIN Claim Entry:** Contact the SSSC.
  - **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
    - Replacement of additional charge cord(s) must be claimed as related damage, and require SSSC approval.
- IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
    - Program Code: 18S24
    - Misc. Expense: ADMIN
    - Misc. Expense: REFUND
    - Misc. Expense: 0.2 Hrs.
    - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -****Safety Recall 18S24 - Supplement #2**

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Convenience Charge Cord Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspection of charge cord – <b>PASS</b>	18S24A	0.2 Hours
Inspection of charge cord – <b>DOES NOT PASS</b> Replace 1 vehicle charge cord, (includes destruction of old cord) – <b>Focus Electric</b>	18S24B	0.3 Hours
Replacement of additional charge cord(s) <u>only</u> after Inspection <b>DOES NOT PASS</b> (includes destruction of old cords) – <b>All Ford Vehicles</b>	Claim as Related Damage Requires SSSC Approval MT18S24 (0.2 Hours for each additional charge cord)	
Non-Ford VIN replacement of charge cord. Replacement only after Inspection <b>DOES NOT PASS</b> (includes proper destruction of old cord) – All Non-Ford vehicles	Contact SSSC	

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
HS7Z 10B706-B	Focus Electric service kit - includes charge cord set, vehicle specific foam insert, and customer instruction sheet	1	1
HS7Z-10B706-A	Charge cord set only - for replacement of additional vehicle charge cord(s) only.	Claim as Related Damage Requires SSSC Approval	

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2012-2015 MODEL YEAR FOCUS ELECTRIC AND 2013-2015 MODEL YEAR C-MAX ENERGI AND FUSION ENERGI VEHICLES — CONVENIENCE CHARGE CORD REPLACEMENT

### 2012-2015 FOCUS ELECTRIC TECHNICAL INFORMATION

#### OVERVIEW

Using the factory equipped 120-volt convenience charge cord may cause burns, property damage, charge cord damage, and may increase the risk of fire if used improperly.

For Focus Electric vehicles, dealers are to inspect the factory equipped 120-volt charge cord set, and if necessary replace with an updated charge cord, which includes a thermistor at the plug to prevent over temperature.

**NOTE:** For customers with multiple charge cords and customers with non-Ford vehicles who have an affected Ford charge cord please refer to the Technical Information to determine if charge cord replacement is required for any additional charge cords. If replacement of additional charge cords is required, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**! IMPORTANT:** All replaced charge cords must be destroyed as described in the Technical Information.

#### **NEW !** SERVICE PROCEDURE

##### Recommended Tool List For Replacement:

General Tools
Cable Cutting Pliers

1. Open the liftgate and the load space storage compartment lid. See Figure 1.



FIGURE 1





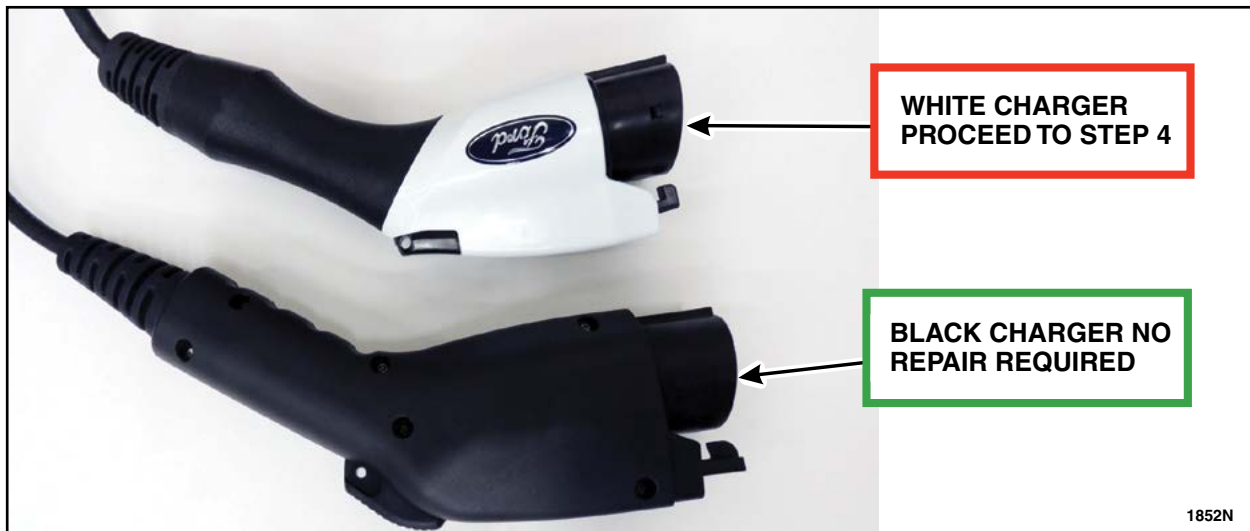
2. Open the convenience charge cord cover. See Figure 2



**FIGURE 2**

3. Inspect convenience charge cord. See Figure 3.

- White Charger - Proceed to Step 4 to inspect part number.
- Black Charger - No repair required.



**FIGURE 3**





4. For **White** chargers, inspect convenience charge cord part number against the table below.  
See Figure 4 and 5.

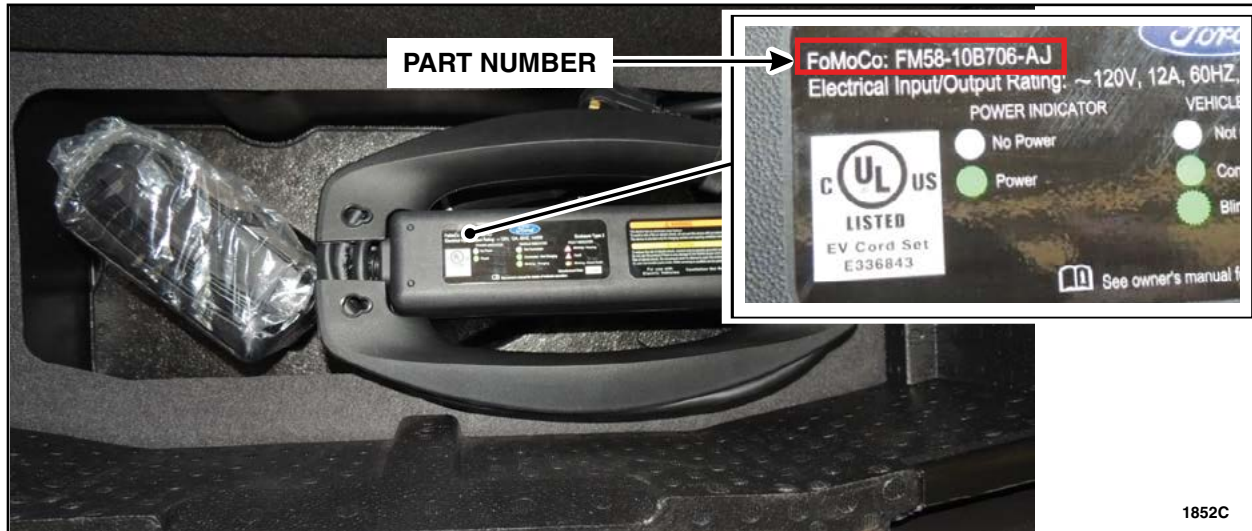


FIGURE 4

<p><b>DOES NOT PASS</b> Recalled Part Numbers</p> <p>FM58-10B706-AA</p> <p>FM58-10B706-AB</p> <p>FM58-10B706-AC</p> <p>FM58-10B706-AD</p> <p>FM58-10B706-AE</p> <p>FM58-10B706-AF</p>	<p><b>PASS</b></p> <p>All Other Part Numbers, No Repair Required</p>
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FIGURE 5



5. Identify if the tire mobility kit is a first or second generation model. See Figure 6.

- First Generation mobility kit - Proceed to Step 6.
- Second Generation mobility kit - Proceed to Step 11.



**FIGURE 6**

6. For vehicles with the first generation tire mobility kit, remove the convenience charge cord and install the new convenience charge cord into the existing foam insert.

**NOTE:** The new convenience charge cord may be wrapped end to end around the power supply as shown in Figure 7 avoiding interference to the tire mobility kit.

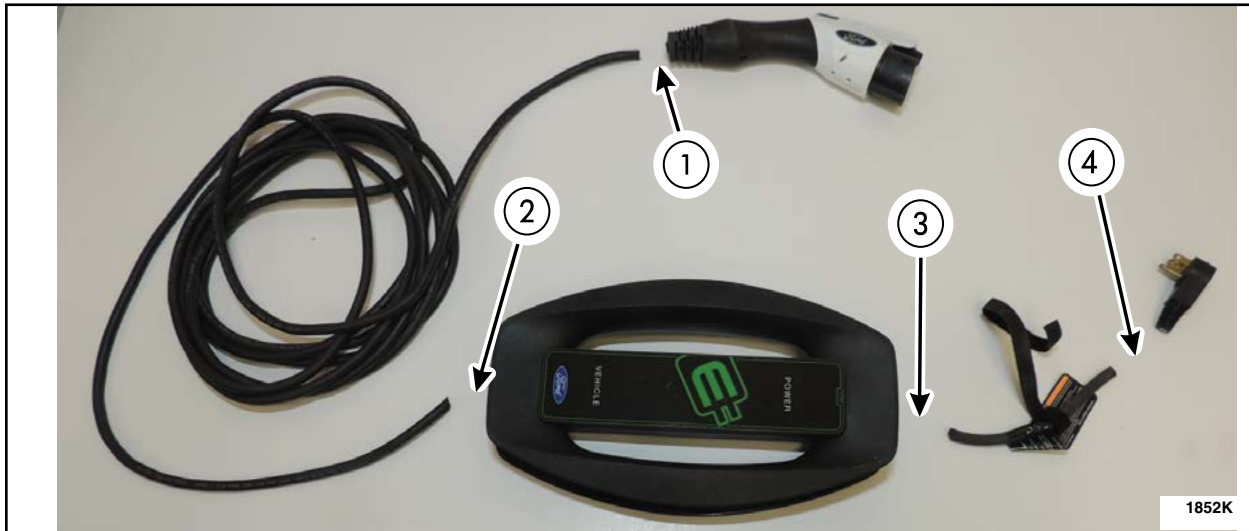


**FIGURE 7**



7. Close the convenience charge cord storage compartment cover. See Figure 2.
8. Close the loadspace storage compartment and liftgate. See Figure 1.
9. Destroy the old convenience charge cord so it cannot be reused. Cut the convenience charge cord in the areas shown. A minimum of 4 cuts as shown in Figure 8.

**⚠ IMPORTANT:** All replaced charge cords must be destroyed as described.



**FIGURE 8**

10. Discard the foam insert from the new service kit if re-using 1st generation mobility kit. This completes the repair.
11. For vehicles with the second generation mobility kit, remove the load space storage compartment. See Figure 9.



**FIGURE 9**





12. Remove the convenience charge cord cover. See Figure 10.



FIGURE 10

13. Remove the convenience charge cord and the foam insert. *Discard the removed foam insert.* See Figure 11.



FIGURE 11



14. Install the *new* convenience charge cord foam insert. See Figure 12.



FIGURE 12

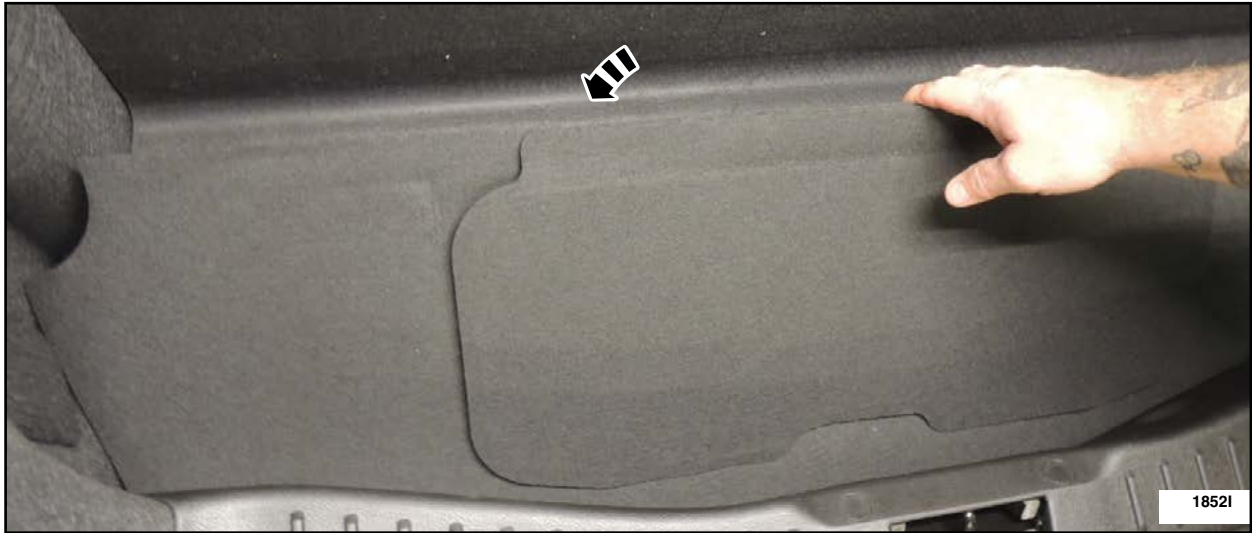
15. Transfer the tire mobility kit, install the *new* convenience charge cord into the *new* foam insert with the customer instruction sheet. See Figure 13.



FIGURE 13



16. Install the convenience charge cord cover. See Figure 14.



**FIGURE 14**

17. Install the load space storage compartment and close the liftgate. See Figure 15.



**FIGURE 15**



18. Destroy the old convenience charge cord so it cannot be reused. Cut the convenience charge cord in the areas shown. A minimum of 4 cuts as shown in Figure 16. *This completes the repair.*

**!** **IMPORTANT:** All replaced charge cords must be destroyed as described.



FIGURE 16





**Ford Motor Company**  
**Recall Reimbursement Plan for 18S24 – Supplement #2**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 18S24, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to April 30, 2019. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

### **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

## **Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.