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January 28, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 18S24**
- Supplement #1
 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**
 Dated: December 18, 2018

New! REASON FOR THIS SUPPLEMENT

- **Service Action:** *New claiming instructions are now available for a Non-Ford VIN replacement of a Ford charge cord that has failed the inspection criteria. Contact the SSSC for Non-Ford VIN claiming instructions.*

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

New! 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.

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.

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 #1

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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.

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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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New: 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.

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New LABOR ALLOWANCES

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

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.