



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

March 22, 2016

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

**SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 16B02**  
Certain 2012-2016 Model Year Focus Electric Vehicles  
High Voltage Lower Battery Connector Corrosion

**PROGRAM TERMS**

This program will be in effect through May 31, 2017. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus Electric	2012-2016	Michigan	September 15, 2011 through December 9, 2015

This Customer Satisfaction Program applies to vehicles originally sold in, or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In the affected vehicles, corrosion on the high voltage lower battery connector may cause deformation of the connector allowing water ingress. Water ingress into the high voltage lower battery could result in a high voltage circuit isolation fault with a "Stop Safely Now" message displayed in the message center. If this occurs, the vehicle may not restart once it has been shut off.

**SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to remove the high voltage lower battery from the vehicle, clean and inspect the high voltage lower battery connector, apply corrosion protection, install a protective shield and reinstall the high voltage lower battery in the vehicle. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** The high voltage lower battery in some vehicles may require shipment to a specialized facility to complete repairs.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Due to capacity constraints to repair the high voltage lower battery, and to assist dealers in managing customer expectations, owners of affected vehicles will be notified in four separate mailings. Mailing will begin by March 28, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

## **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,



Michael A. Berardi

**DELIVERY HOLD - Customer Satisfaction Program 16B02**  
Certain 2012-2016 Model Year Focus Electric Vehicles  
High Voltage Lower Battery Connector Corrosion

**OASIS ACTIVATION**

OASIS will be activated on March 21, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 21, 2016. Owner names and addresses will be available by May 20, 2016.

**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 program 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 service action.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**SOLD VEHICLES**

- 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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

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

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**OWNER REFUNDS**

Refunds are not approved for this program.

**DELIVERY HOLD - Customer Satisfaction Program 16B02**

Certain 2012-2016 Model Year Focus Electric Vehicles

High Voltage Lower Battery Connector Corrosion

**RENTAL VEHICLES**

Dealers are pre-approved for up to 14 days for a comparable rental vehicle if the inspection results determine the high voltage lower battery must be shipped to Piston Group for repair. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for battery repair. Prior approval for more than 14 rental days is required from the SSSC via the SSSC Web Contact Site.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (16B02) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- A parts handling allowance is being provided if the high voltage lower battery is shipped to Piston Group for repair. To claim the allowance, enter \$590.00 as "HANDLG" in the "MISC EXPENSE" area of the claim form.
- An allowance is being provided for locally obtaining Daubert NOX RUST® 7703-W. To claim the allowance, enter up to \$25.00 as "OTHER" in the "MISC EXPENSE" area of the claim form.
- PROGRAM TERMS: This program will be in effect through May 31, 2017. There is no mileage limit for this program.

**DELIVERY HOLD - Customer Satisfaction Program 16B02**

Certain 2012-2016 Model Year Focus Electric Vehicles  
High Voltage Lower Battery Connector Corrosion

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Remove High Voltage Lower Battery, Clean and Inspect Connector (PASSES), Apply Corrosion Protection, Install Connector Shield and Reinstall High Voltage Lower Battery	16B02B	1.8 Hours
Remove High Voltage Lower Battery, Clean and Inspect Connector (FAILS), Ship Battery to Piston Group, Install Connector Shield and Reinstall High Voltage Lower Battery	16B02C	2.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
CM5Z-9916A315-A	High Voltage Lower Battery Connector Shield	1
CM5Z-8A424-A	Coolant Filter (only required if battery repaired)	1 as required
7703-W	Daubert NOX RUST® (available in aerosol spray can) (obtain from <a href="https://www.daubertchemical.com/store/product-list/corrosion-prevention/nox-rust-7703-w">https://www.daubertchemical.com/store/product-list/corrosion-prevention/nox-rust-7703-w</a> )	1 Claim as MISC OTHER

The DOR/COR number for this program is 51027.

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

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

**DEALER PRICE**

For latest prices, refer to DOES II.

**HANDLING ALLOWANCE**

If the high voltage lower battery must be shipped to Piston Group for repairs as part of this program, a handling allowance of \$590.00 may be claimed.

**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 2012-2016 MODEL YEAR FOCUS ELECTRIC VEHICLES — HIGH VOLTAGE LOWER BATTERY CONNECTOR CORROSION

### OVERVIEW

In the affected vehicles, corrosion on the high voltage lower battery connector may cause deformation of the connector allowing water ingress. Water ingress into the high voltage lower battery could result in a high voltage circuit isolation fault with a "Stop Safely Now" message displayed in the message center. If this occurs, the vehicle may not restart once it has been shut off. Dealers are to remove the high voltage lower battery from the vehicle, clean and inspect the high voltage connector, apply corrosion protection, install a protective shield and reinstall the high voltage lower battery in the vehicle.

**NOTE:** The high voltage lower battery in some vehicles may require shipment to a specialized facility to complete repairs.

### SERVICE PROCEDURE

High Voltage Lower Battery Removal and Connector Inspection - (All Vehicles) - Page 2.

Apply Corrosion Protection - (If No Connector Damage Present) - Page 5.

Battery Repair Process - (If Connector Damage Present) - Page 6.

High Voltage Lower Battery Connector Shield Installation - (All Vehicles) - Page 7.

-  **WARNING: Service of the high voltage system on this vehicle is restricted to qualified personnel. The required qualifications vary by region. Always observe local laws and legislative directives regarding electric vehicle service. Failure to follow this instruction may result in serious personal injury or death.**
-  **WARNING: To prevent the risk of high-voltage shock, always follow precisely all warnings and service instructions, including instructions to depower the system. The high-voltage system utilizes approximately 300 volts DC, provided through high-voltage cables to its components and modules. The high-voltage cables and wiring are identified by orange harness tape or orange wire covering. All high-voltage components are marked with high-voltage warning labels with a high-voltage symbol. Failure to follow these instructions may result in serious personal injury or death.**
-  **WARNING: Never install the service disconnect plug when a high-voltage service cover is removed. Always install the cover prior to connecting the service disconnect plug. The cover prevents inadvertent contact with the high voltage which is present at several points under the cover. Failure to follow these instructions may result in serious personal injury or death.**
-  **WARNING: Disconnect the 12 volt battery before servicing the direct current to alternating current (DC-AC) inverter or alternating current (AC) powerpoint to prevent the risk of high voltage shock. Failure to follow this instruction may result in serious personal injury.**



### High Voltage Lower Battery Removal and Connector Inspection (All Vehicles)

1. Remove the high voltage lower battery. Please follow the Workshop Manual (WSM) procedures in Section 414-03A.
2. Inspect the three connectors on the LH side of the high voltage lower battery for cracking. See Figures 1a and 1b.
  - Are cracks present on any of the three connector bodies?
    - YES - The high voltage lower battery must be shipped to Piston Group for repair. Proceed to Battery Repair Process on Page 6.
    - NO - Proceed to Step 3.

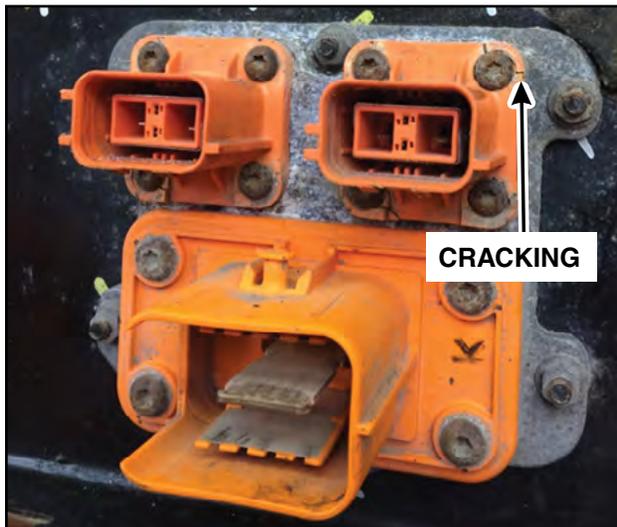


FIGURE 1a

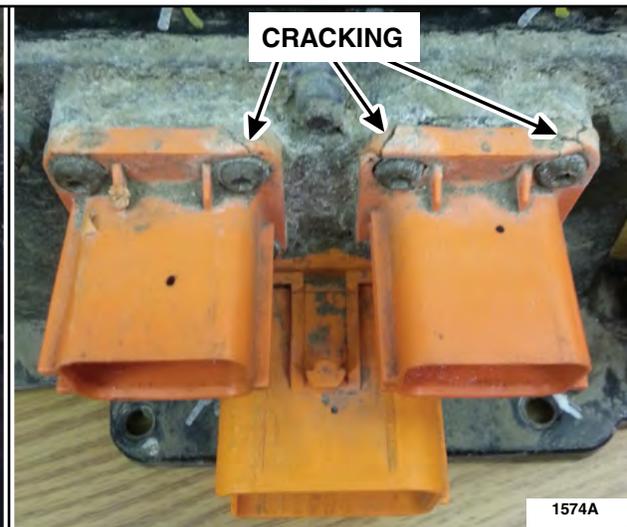


FIGURE 1b

3. Apply tape (masking, electrical or duct) to the connector faces to protect the terminals and keep the connector housing clean. See Figure 2.

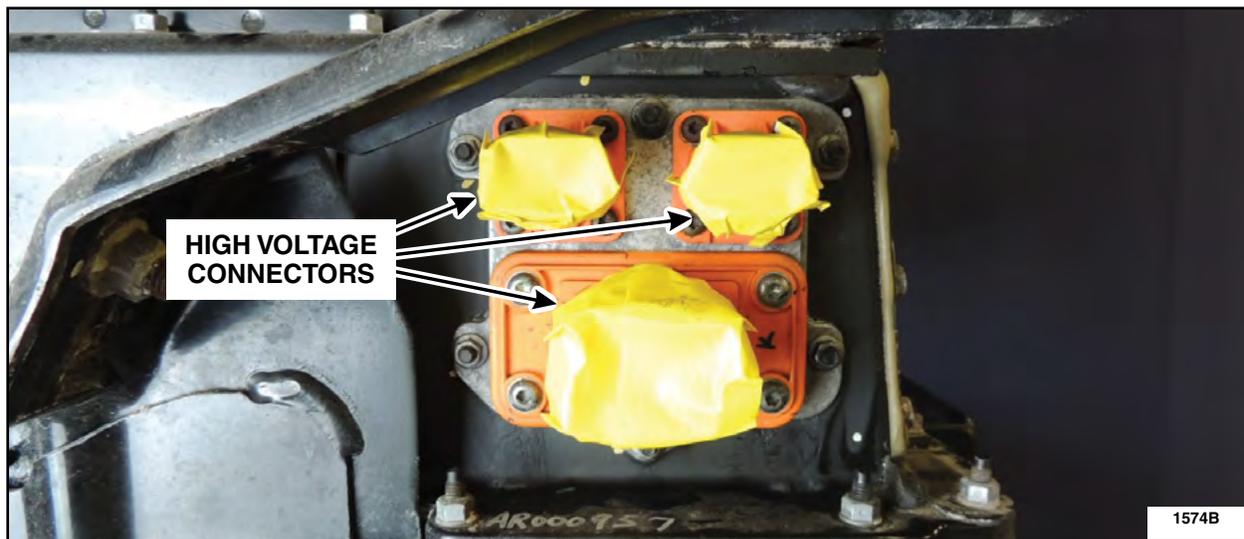


FIGURE 2



- Using a brass wire brush, thoroughly clean the areas surrounding the three high voltage connectors to aluminum plate mating surfaces. Using compressed air, clean the loose debris from the connectors. See Figures 3a and 3b.

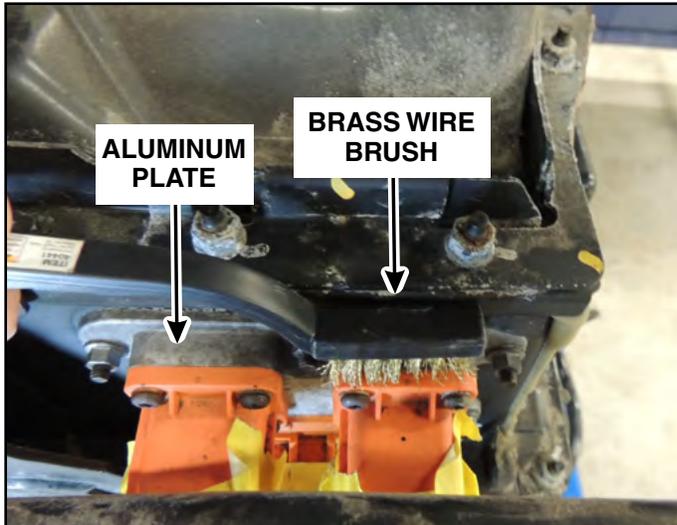


FIGURE 3a

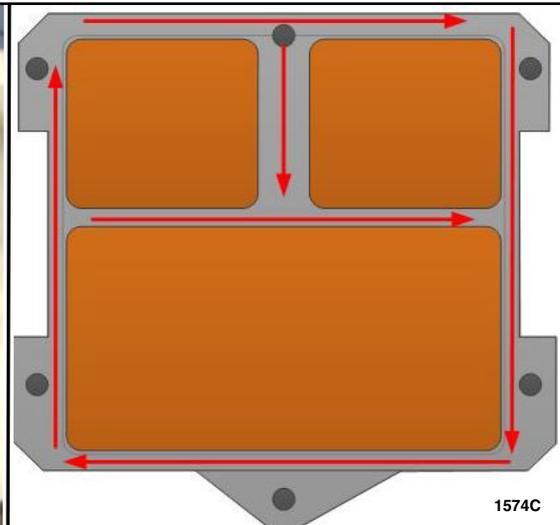


FIGURE 3b

- Attempt to insert a 0.003 in. (0.076 mm) feeler gauge between the aluminum plate and the top and sides of the two smaller high voltage connectors and the sides of the large high voltage connector. See Figures 4a and 4b.

- Does the feeler gauge fit between the aluminum plate and the connectors at one or more of the locations indicated in Figure 4a?
  - YES - The high voltage lower battery must be shipped to Piston Group for repair. Proceed to Battery Repair Process on Page 6.
  - NO - Proceed to Step 6.

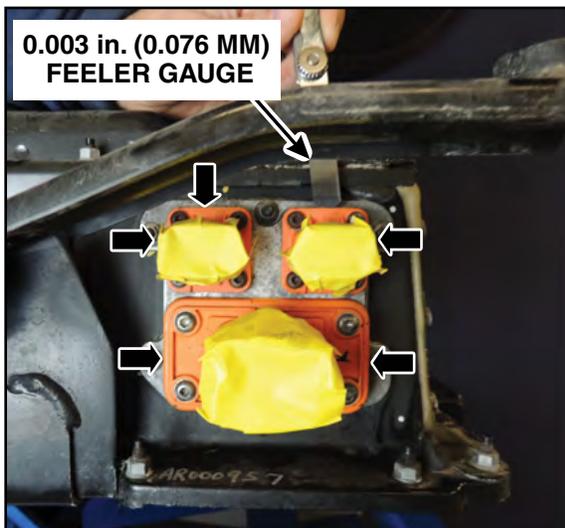


FIGURE 4a

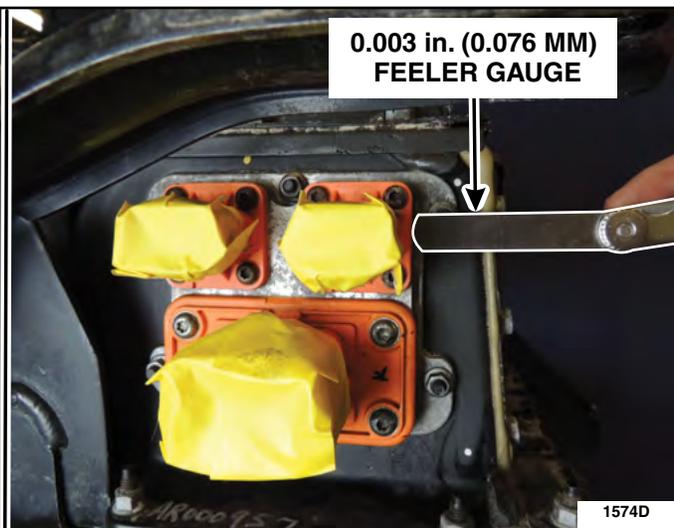


FIGURE 4b



6. Attempt to insert a 0.015 in. (0.380 mm) feeler gauge between the aluminum plate and the top and bottom of the large high voltage connector. See Figure 5.

- Does the feeler gauge fit between the aluminum plate and the large high voltage connector?
  - YES - The high voltage lower battery must be shipped to Piston Group for repair.  
Proceed to Battery Repair Process on Page 6.
  - NO - Proceed to Apply Corrosion Protection below.

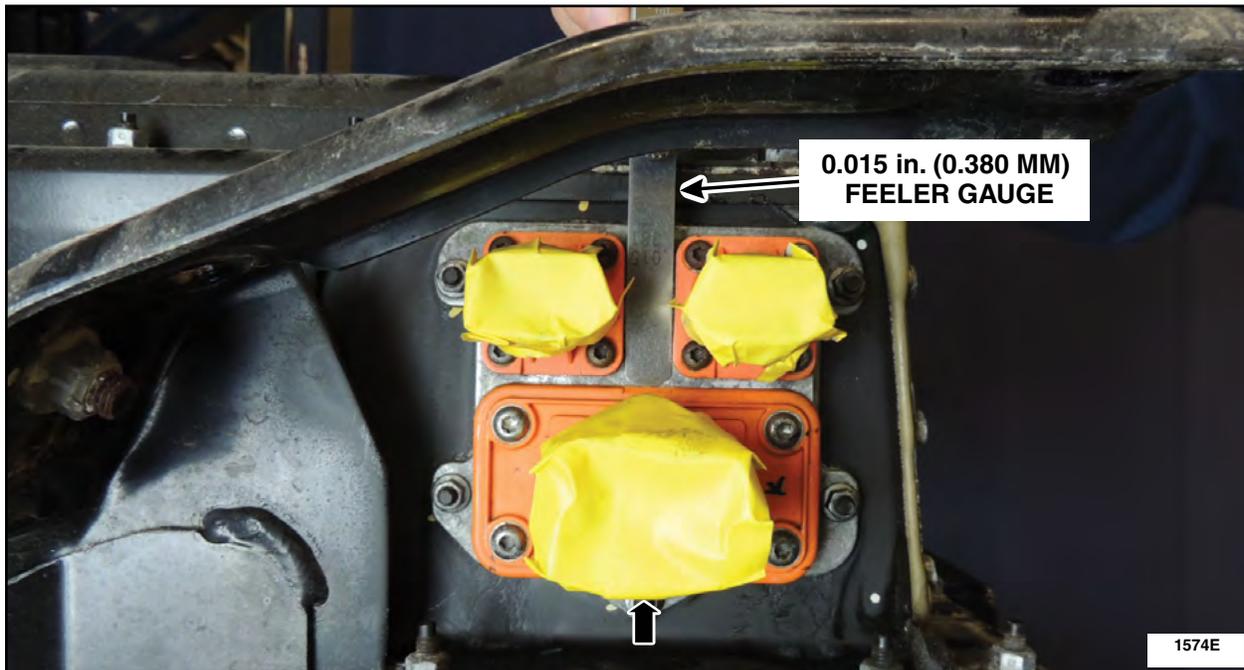


FIGURE 5



### Apply Corrosion Protection (If No Connector Damage Present)

1. Ensure the tape is completely covering the connector faces. See Figure 6a.
2. Spray Daubert NOX-RUST® 7703-W generously around the perimeter of all three connector to aluminum plate mating surfaces. See Figure 6b.
  - Allow the corrosion protection to penetrate for a minimum of ten minutes.
3. Apply a second coat of corrosion protection.
4. Install the high voltage lower battery into the vehicle. Please follow the WSM procedures in Section 414-03A.
5. Proceed to High Voltage Lower Battery Connector Shield Installation on Page 7.



FIGURE 6a

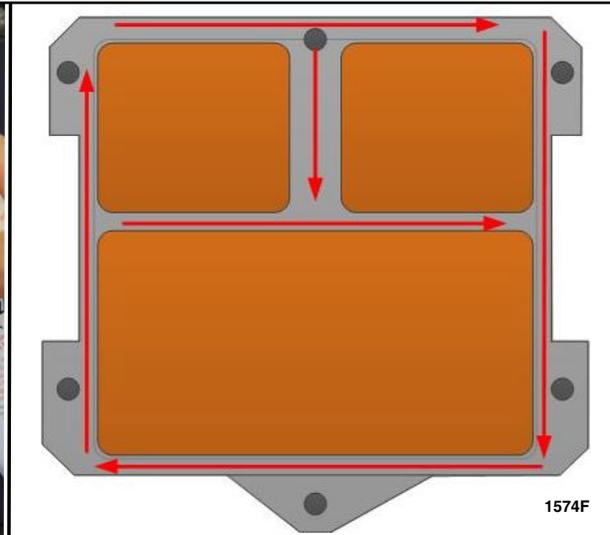


FIGURE 6b



## Battery Repair Process (If Connector Damage Present)

**NOTE:** The battery repair process must only be completed if directed in High Voltage Battery Removal and Connector Inspection steps 2, 5, or 6.

1. Locate and record the high voltage lower battery serial number. See Figure 7.

**NOTE:** The battery serial number and battery connector inspection results will be required when submitting a Battery Repair Approval Request.



**FIGURE 7**

2. Create a Special Service Support Center (SSSC) Battery Repair Approval Request via the SSSC Web Contact Site for battery repair approval and instructions. 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.

**NOTE:** High Voltage Battery Shipping Instructions will be e-mailed or faxed from the SSSC when a battery repair is approved. Please provide a valid e-mail address (preferred) or fax number when submitting a battery repair approval request.

3. Once the repaired battery has been returned from Piston Group to the dealership, install the high voltage lower battery into the vehicle. Please follow the WSM procedures in section 414-03A.

4. Proceed to High Voltage Lower Battery Connector Shield Installation on Page 7.



### High Voltage Lower Battery Connector Shield Installation (All Vehicles)

1. Remove the LH wheel and tire. Please follow the procedures in WSM Section 204-04A.
2. Remove the LH rear fender well splash shield spring clip washer. See Figure 8.

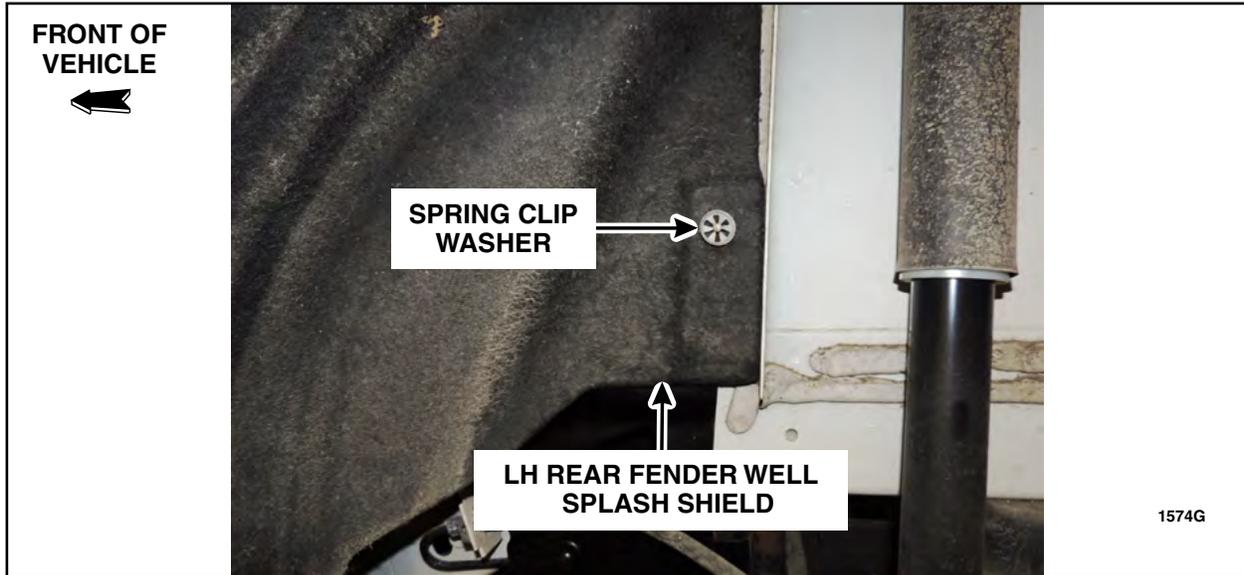


FIGURE 8

3. Remove the bolt thread rubber cap. See Figure 9.

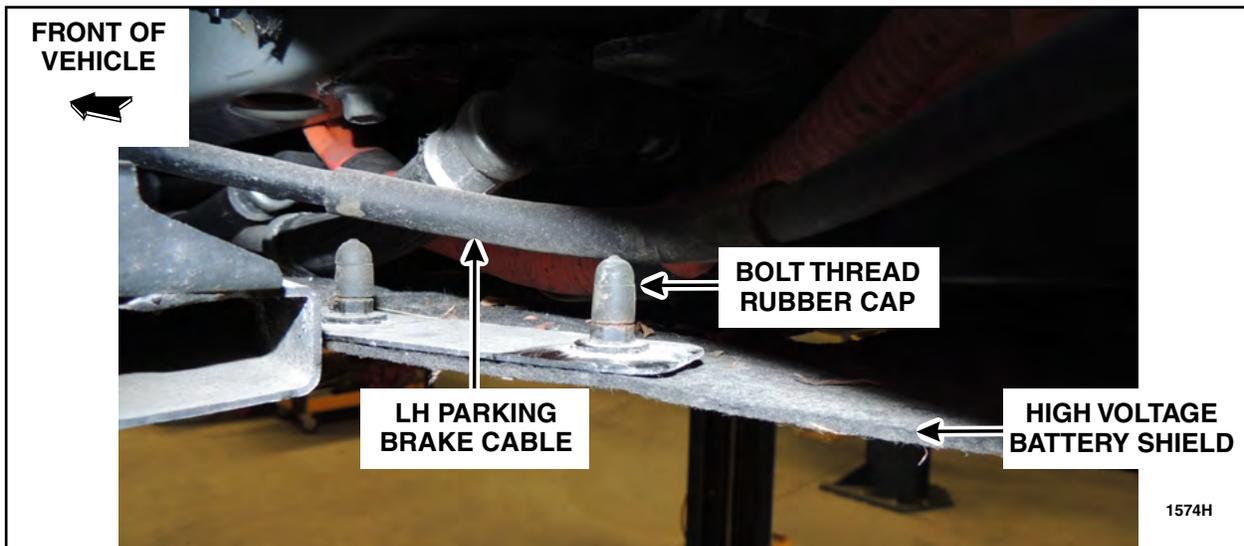


FIGURE 9



4. Remove the high voltage battery shield bolt and push pin. See Figure 10.

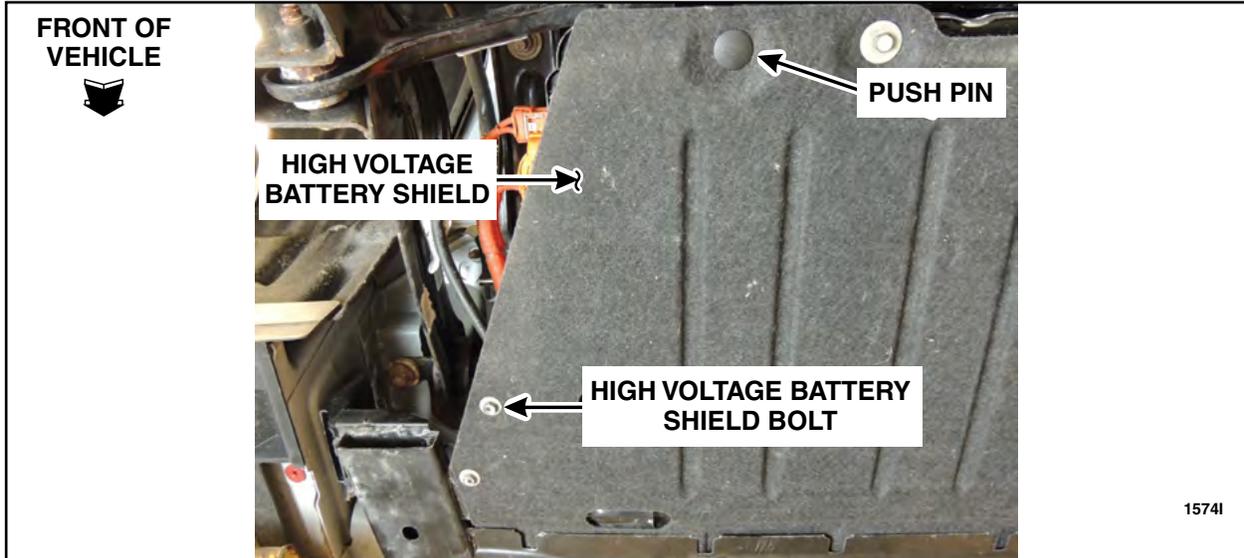


FIGURE 10

5. Position the top of the high voltage battery connector shield behind the LH rear brake hose and trailing arm. See Figure 11.

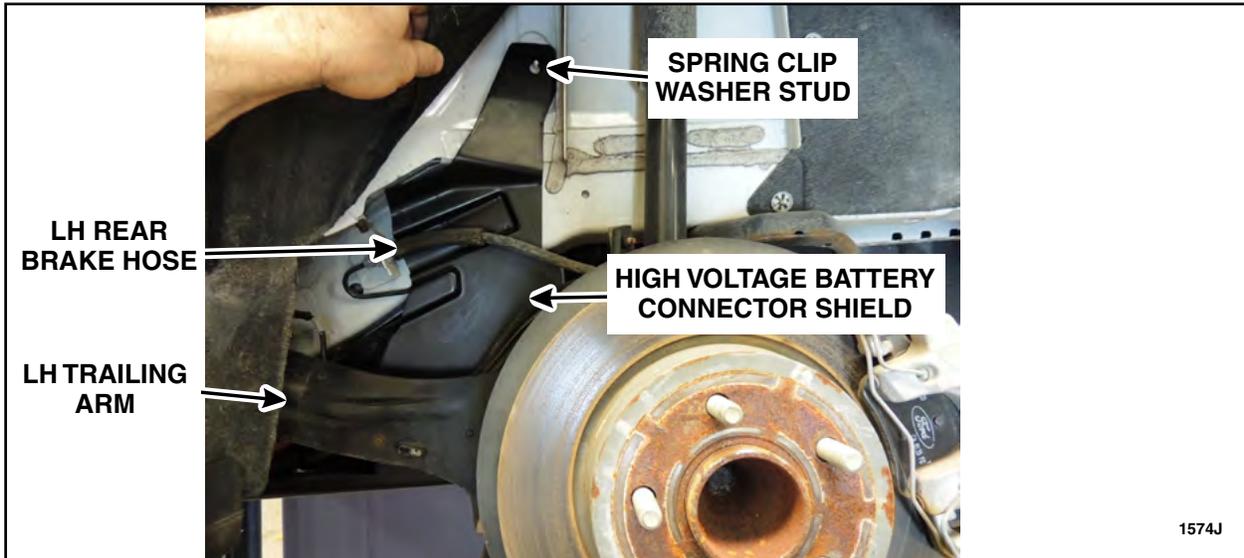


FIGURE 11



6. Install the LH rear fender well splash shield spring clip washer. See Figure 12.

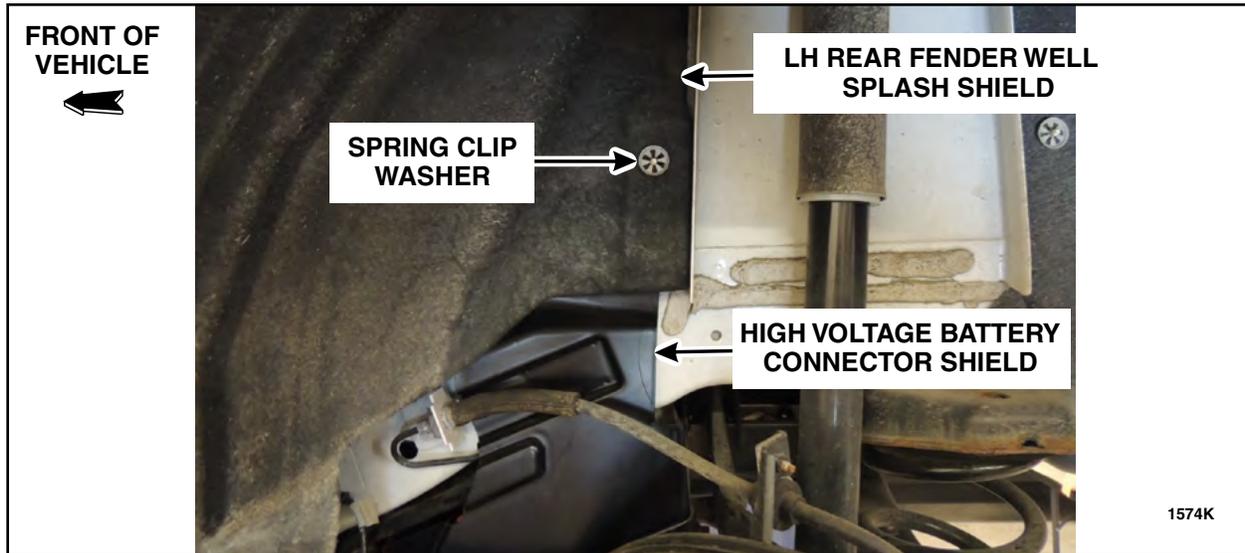


FIGURE 12

7. Install the high voltage battery shield bolt and push pin. See Figure 13.

- Tighten the high voltage battery shield bolt to 20 lb.ft (27 Nm).

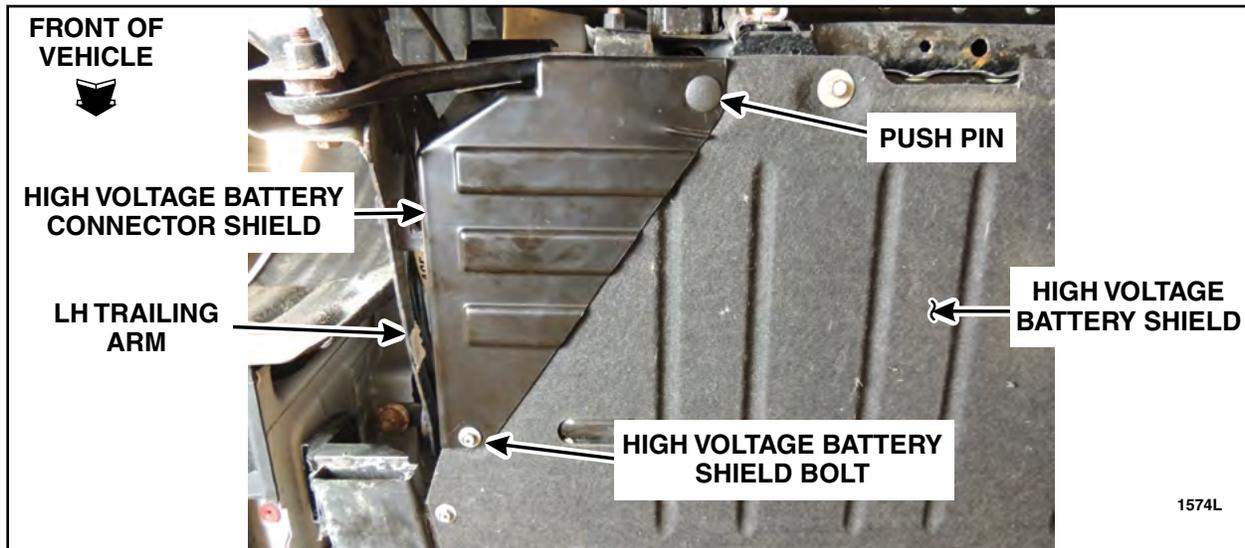


FIGURE 13

**NOTE:** The bolt thread rubber cap must be reinstalled. Failure to install the cap may result in parking brake cable damage.

8. Install the bolt thread rubber cap. See Figure 9.

9. Install the LH wheel and tire. Please follow the procedures in WSM Section 204-04A.





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

March 2016

Customer Satisfaction Program 16B02  
Programa de satisfacción del cliente 16B02

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**



“Stop Safely Now”

On your vehicle, it may be possible for corrosion on the high voltage lower battery connector to cause deformation of the connector allowing water intrusion. Water intrusion into the high voltage lower battery could result in a circuit isolation fault that will cause a “Stop Safely Now” message to display in the message center. If this occurs, you may not be able to restart your vehicle after it has been shut off.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the high voltage lower battery connector and service as required, and then install a protective shield free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until May 31, 2017 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is usually less than one-half day. However, depending on the condition of the high voltage lower battery connector, your dealer may need your vehicle for up to two weeks to complete repairs.

**What should you do?**

Please call your dealer without delay and request a service date for Customer Satisfaction Program 16B02. Provide your dealer with your VIN, which is provided above, and request that your dealer order parts to repair your vehicle.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Do you need a rental vehicle?**

If your dealer determines that the high voltage lower battery connector is damaged, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**Para asistencia en Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Ford Customer Service Division