

<b>General Service Bulletin (GSB):</b>	<b>Plug-in Hybrids And Electric Vehicles - Customer Defined Value Charge Concerns</b>
<b>GSB Overview:</b>	This bulletin describes how the value charge feature works.
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

Some Plug-in Hybrid and Electric vehicles may appear to ignore Value Charge settings while charging on-plug. The vehicle will work to always achieve 100% State of Charge, within 24 hours or by the Next Go Time if programmed.

If the vehicle cannot complete charging to 100% in the customer-defined Value Charge window, the vehicle may begin charging immediately. Once the vehicle has determined that enough time remains in the Value Charge window to complete charging to 100%, charging will be paused. Charging will resume at the start time for the Value Charge window to complete charging. In addition, if there is a “Go Time” set that is within the value charge window, this may further increase the amount of charge time required outside of the value charge window. These operations are vehicle characteristic.

Note: Custom Value Charge profiles may introduce more complexity as they allow for more windows at different priority rates. If concern is intermittent, this issue may be related to only 1 charge profile or only occur on days when the battery is plugged in with a lower state of charge, requiring a longer charge time. If a custom Value Charge profile is active, the vehicle will prioritize charging to occur in the lowest cost windows possible but will always prioritize achieving 100% State of Charge.

Example:

Customer Defined Value Charge Window: 2am to 8am  
 Customer Defined Go Time 7am  
 Time required to 100% Charge 8 hours  
 Customer Plug-in Time 9pm

	9pm	10pm	11pm	12pm	1am	2am	3am	4am	5am	6am	7am	8am	
Value Charge Window	SLEEP					would achieve 75% charge in this window							
Hours of Charge						1	2	3	4	5	6		What customer thinks SHOULD happen
Go Time													Go Time further reduces allowable window to 5 hours
Hours of Charge						1	2	3	4	5	XX		
Plug-in to 100%	"Charge Now setting" would start at 9pm and finish at 5am								SLEEP				
Hours of Charge	1	2	3	4	5	6	7	8	XX	XX	XX		What customer thinks IS happening
Actual Charge Profile	CHARGE			SLEEP		VALUE CHARGE					READY		
Hours of Charge	1	2	3	XX	XX	4	5	6	7	8	XX		What ACTUALLY is happening: Strategy charges for 3 hours then goes to sleep and uses allowable 5 hours at low cost

For information on how to program Value Charge windows and Go times, refer to <http://www.owner.ford.com> and select “How To Videos” at the bottom of the page.

MyFord Touch® - Programming your Ford C-MAX Energi Charge Settings Using the Touchscreen  
 MyFord Touch® - Programming your Ford Fusion Energi Charge Settings Using the Touchscreen

To set up Value Charge Windows and Go Times on a vehicle, please visit and register at <http://www.myfordmobile.com>