

General Service Bulletin (GSB)	Charge Cord Warrantable vs Non-Warrantable
GSB Overview:	Information on Warrantable vs Non-Warrantable conditions with the Electric Vehicle Supply Equipment (EVSE) Charge Cord.
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Workshop Manual (WSM) procedures or technical training or wiring diagram information.	

[This GSB includes information on the following topics:](#)

- Warrantable and non-warrantable EVSE Charger Cord conditions

Examples of Warrantable EVSE charge cords



Figure 1



Figure 2



Figure 3

The EVSE shows no damage from exterior source, the AC wall plug and vehicle plug show no physical damage.
(Figure 1, 2, & 3)

Examples of Warrantable EVSE charge cords



Figure 4



Figure 5



Figure 6

The EVSE with Suffix AF and earlier are warrantable due to thermistor not present.
(Figure 4, 5, &6)

Examples of Non-Warrantable EVSE charge cords



Figure 7



Figure 8



Figure 9



Figure 10

Exterior Damaged to the cord causing wires to be exposed.
(Figure 7, 8, 9, & 10)

Examples of Non-Warrantable EVSE charge cords

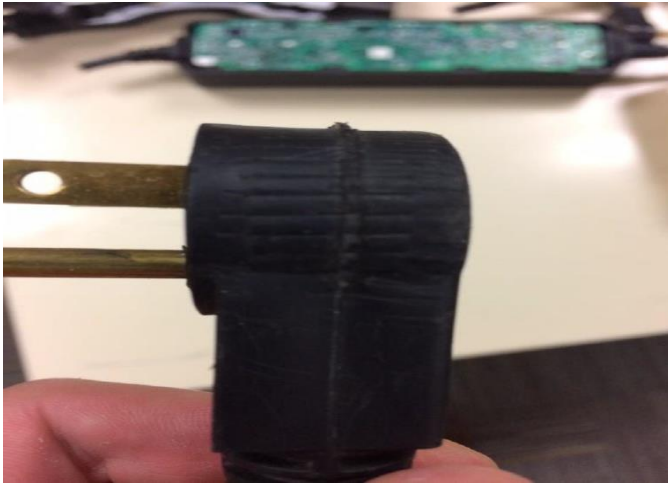


Figure 11



Figure 12



Figure 13



Figure 14

Missing Prong with Plier marks around AC wall outlet plug.
(Figure 11, 12, 13, & 14)

Examples of Non-Warrantable EVSE cords



Figure 15



Figure 16

EVSE vehicle plug shows damage caused by dropping the cord on concrete or running over the cord.
(Figure 15 & 16)

Examples of Non-Warrantable EVSE cords



Figure 17



Figure 18

EVSE Tampered and non-OEM AC plug attached.
(Figure 17 & 18)

Examples of Non-Warrantable EVSE cords



Figure 19



Figure 20

EVSE body damage due to being dropped or run over.
(Figure 19 & 20)

Examples of Non-Warrantable EVSE cords

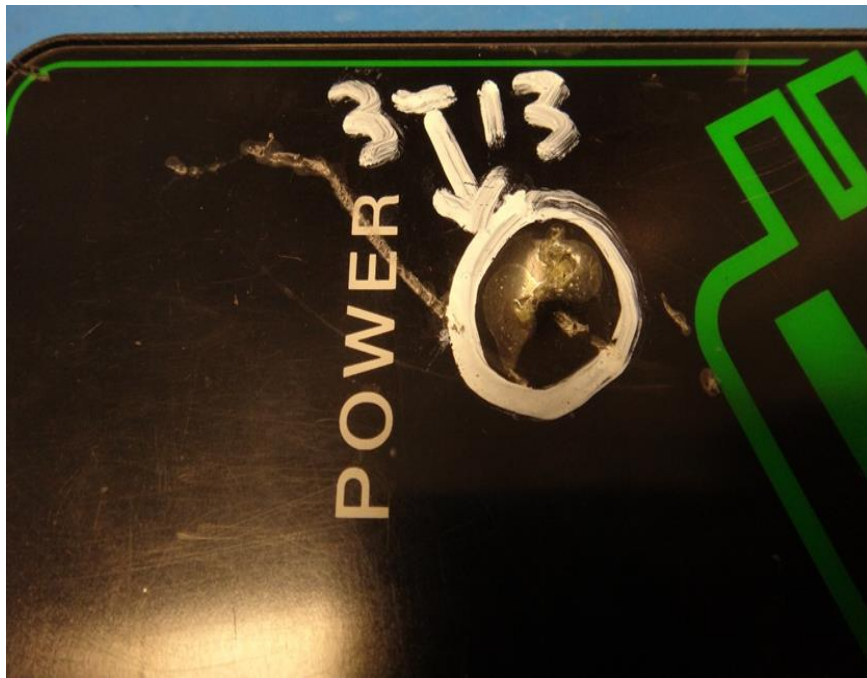


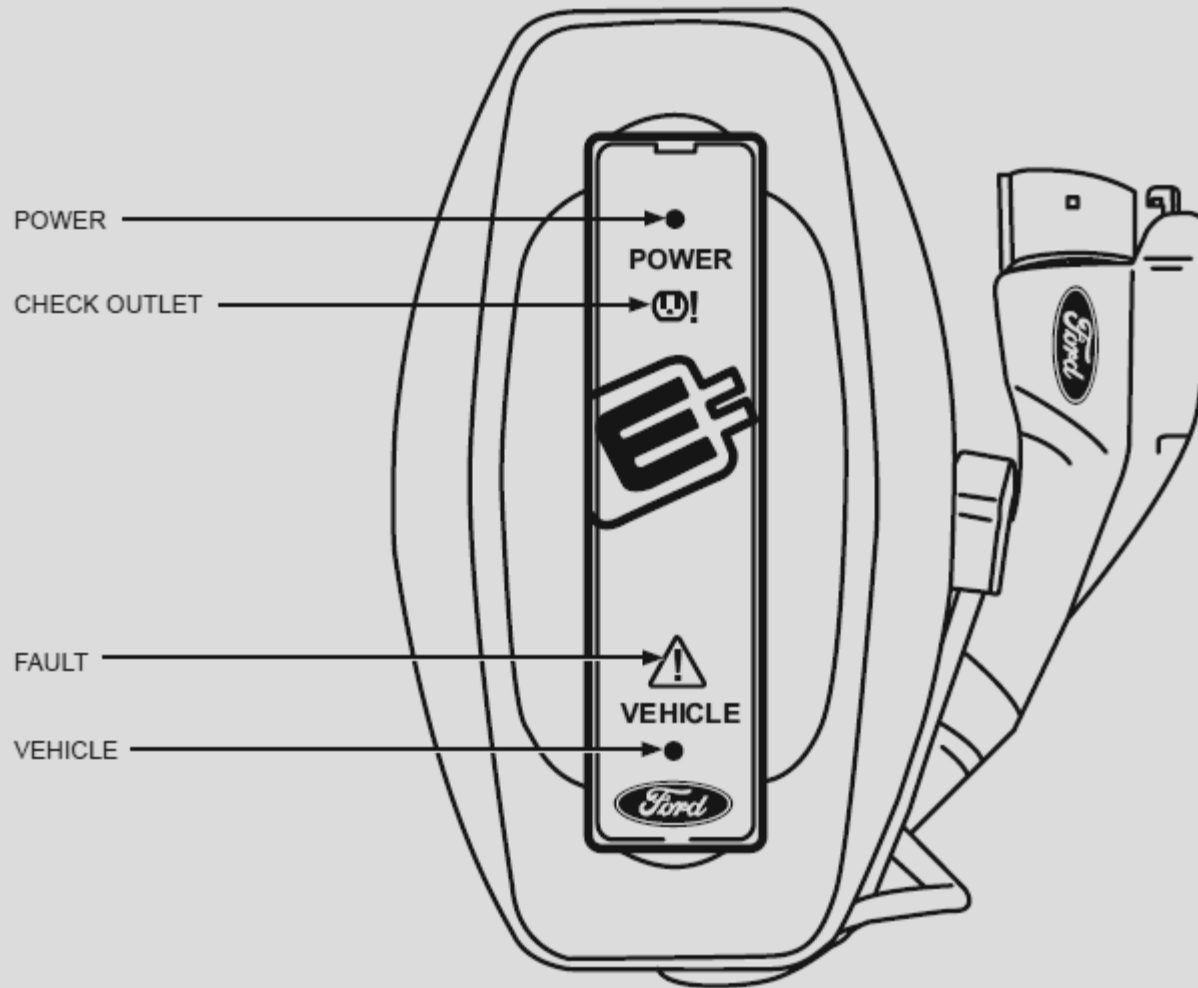
Figure 21



Figure 22

EVSE applique damaged due to sharp object impact.
(figure 21 & 22)

EVSE Additional Troubleshooting Guide For Charge Cord Suffix AG/AH/AJ



Convenience Cord LED Indicator			Status
Check outlet	Fault	Vehicle	
Off	Off	Off	The convenience cord is not connected to your vehicle.
Off	Off	On	The convenience cord is connected, but your vehicle is not charging.
Off	Off	Blink	Your vehicle is charging.
Off	Blink	Off	Ground Fault Circuit Interrupter (GFCI) Fault Detected. The convenience cord is retrying to charge.
Off	On	Off	Ground Fault Circuit Interrupter (GFCI) Fault Detected. The convenience cord has exhausted its retry attempts. Your vehicle is not charging, or there is an internal fault in the charging equipment.
Blink	Off	Off	The convenience cord detected a high temperature at the AC plug and is waiting for the AC plug to return to a normal operating temperature.*
Blink	Off	On	The convenience cord detected a high temperature at the AC plug. The AC plug has returned to a normal operating temperature. Your vehicle is ready to charge at a reduced current.*
Blink	Off	Blink	The convenience cord detected a high temperature at the AC plug. The AC plug has returned to a normal operating temperature. Your vehicle is charging at a reduced current.*
Blink	On	Off	The convenience cord detected a high temperature at the AC plug. Your vehicle is not charging. The convenience cord has exhausted its retry attempts.*
<p>*Have the outlet checked by a qualified electrician and make sure the AC plug fits firmly into the outlet. Contact an authorized EV certified dealer if problem persists.</p>			