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January 7, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 15B23
Certain 2012-2014 Focus Electric Vehicles
High Voltage Wire Harness Update and Reprogram Powertrain Control Module

PROGRAM TERMS

This program will be in effect through December 31, 2016. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Focus Electric	2012-2014	Michigan Assembly Plant	September 15, 2011 through August 15, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles a “Stop Safely Now” message with a red triangle indicator may appear in the instrument cluster, followed by loss of motive power. The Malfunction Indicator Lamp (MIL) may also illuminate with Diagnostic Trouble Code (DTC) P0A0A-01 present in the Powertrain Control Module (PCM).

SERVICE ACTION

Depending on the build date of the vehicle and based on inspection results, dealers are to perform one of the following:

- Vehicles built before May 19, 2014 - inspect the High Voltage (HV) wire harness and reprogram the PCM.
- Vehicles built before May 19, 2014 - inspect the HV wire harness, update the HV wire harness, and reprogram the PCM.
- Vehicles built on or after May 19, 2014 - clean and apply electrical grease to the Powertrain High Voltage Interlock (PT HVIL) terminal shunt and reprogram the PCM.

The above services must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: To prevent the risk of high-voltage shock, it is strongly recommended the service procedure is performed by a technician that has completed the Hybrid and Electric Vehicle Operation & Diagnosis Classroom Training (course code 39S02T0).

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 25, 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

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

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OASIS ACTIVATED

Yes, OASIS will be activated on January 7, 2016.

FSA VIN LIST ACTIVATED

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on January 7, 2016. Owner names and addresses will be available by February 8, 2016.

NOTE: Your FSA VIN list 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 LABOR TIME AND/OR PARTS

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this repair performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires August 1, 2016.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. 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 diagnosing and repairing PCM DTC P0A0A-01 when the High Voltage Wire Harness was determined to be the causal component.

RENTAL VEHICLES

Dealers are pre-approved for a comparable rental vehicle for 1 day. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day 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 15B23 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.
- Submit refunds on a separate repair line.
 - Program Code: 15B23
 - 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.
- 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".
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Vehicles built before May 19, 2014 - inspect the HV wire harness and reprogram the PCM	15B23B	0.5 Hours
Vehicles built before May 19, 2014 - inspect the HV wire harness, update the HV wire harness, and reprogram the PCM	15B23C	1.1 Hours
Vehicles built on or after May 19, 2014 - clean and apply electrical grease to the PT HVIL terminal shunt and reprogram the PCM	15B23D	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
XG-12	Electrical Grease	1
CM5Z-15K607-A	High Voltage Wire Harness Update Kit (Vehicles Built before May 19, 2014, as required)	1

The DOR/COR number for this program is 51017.

Order your parts requirements through normal order processing channels.

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.