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November 18, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 15N03**
Certain 2012-2014 Model Year Focus Electric Vehicles
High Voltage Wire Harness Extended Coverage

PROGRAM TERMS

This program provides extended coverage of the High Voltage Wire Harness under certain conditions for 8 years or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair customer satisfaction program. If a vehicle has already exceeded either the time or mileage limits, this extended coverage will last through June 30, 2016. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Focus Electric	2012-2014	Michigan	September 15, 2011 through May 2, 2014

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED COVERAGE

In some of the affected vehicles, a "Stop Safely Now" message with a red triangle indicator may display in the instrument panel cluster. This condition may result from a shield circuit making contact with a power circuit within the High Voltage Wire Harness. When this condition occurs, Diagnostic Trouble Code (DTC) P0AA6:00 will be stored in the Battery Energy Control Module (BECM). Vehicles exhibiting this condition will continue to operate normally, but may fail to restart after the driver shuts the vehicle off.

Note: It is possible for other vehicle components to cause DTC P0AA6:00 to be set in the BECM. Additional hybrid electric unique components not covered by this program already have 8 year / 100,000 mile coverage. Use the Part Coverage tool in OASIS to determine warranty eligibility of the causal part determined to be the root cause.

SERVICE ACTION

If BECM DTC P0AA6:00 is present, Dealers are to perform the Service Procedure in Attachment III to determine if the High Voltage Wire Harness is the cause of the concern. If the High Voltage Wire Harness is found to be the cause of the concern, the extended coverage under this program applies. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed during the first quarter of 2016.

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 ACTIVATION

OASIS will be activated on November 18, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not 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. 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 June 30, 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 performing diagnostics and replacement of the High Voltage Wire Harness when BECM DTC P0AA6:00 was present and the root cause component was determined to be the High Voltage Wire Harness.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the High Voltage Wire Harness under this program, Ford Motor Company will pay for up to 2 days of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the SSSC via the SSSC Web Contact Site. To guarantee the shortest delivery time, an emergency order for parts must be placed.

CLAIMS PREPARATION AND SUBMISSION

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 15N03.
- 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 (15N03) 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: 15N03
 - 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
Perform Service Procedure Diagnostics and Replace the High Voltage Wire Harness	15N03B	4.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
CM5Z-14A318-D	High Voltage Wire Harness	1
CV6Z-00812-A	Bolt – Cross Member Reinforcement Bracket	1

Note: To guarantee the shortest delivery time, an emergency order for parts must be placed.

The DOR/COR number for this program is 51011.

Order your parts requirements through normal order processing channels.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

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.