



# TECHNICAL SERVICE BULLETIN

## HV Battery Does Not Charge Using Second Generation 120-Volt Charge Cord (EVSE)

**18-2216**  
19 July 2018

### Model:

<b>Ford</b>
2012-2018 Focus Electric
2013-2018 Fusion Energi
2013-2017 C-MAX Hybrid

**Issue:** Some 2012-2018 Focus Electric, 2013-2017 C-Max Energi, and 2013-2018 Fusion Energi plug-in hybrid electric vehicles (PHEV) may exhibit the high voltage (HV) battery failing to charge while connected to the second generation 120-volt electric vehicle service equipment (EVSE) charge cord.

**Action:** Follow the Service Procedure steps to correct the condition.

**Warranty Status:** Information Only.

### Repair/Claim Coding

Causal Part:	IN
Condition Code:	12

## Service Procedure

1. Does the EVSE charge cord fail to charge the HV battery?
  - (1). Yes – proceed to Step 2.
  - (2). No – this article does not apply. Refer to Workshop Manual (WSM), Section 414-03B for normal diagnostics.
2. Does the vehicle utilize a second generation EVSE charge cord; identified by a black vehicle side plug handle? (Figure 1)
  - (1). Yes - proceed to Step 3.
  - (2). No - this article does not apply.

Figure 1



E287260

3. The second generation EVSE charge cord requires a ground. The first generation charge cord, identified by a white section on the vehicle side plug, did not. The ground and power polarity can be verified using an analog 120-volt receptacle tester obtained locally. (Figure 2) The customer/dealership can verify the home power receptacle is wired correctly using the tester and observing the lights on the tester. On the EVSE charge cord, if the power LED is off and the fault indicator is on steady, the wall outlet is not grounded properly. This is a non-warrantable repair.

Figure 2



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#### 4. WSM Section 414-03B has been updated to reflect both versions of EVSE charge cord diagnostics.

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