Part 573 Safety Recall Report 18V-592

Manufacturer Name : Ford Motor Company
Submission Date : SEP 10, 2018
NHTSA Recall No. : 18V-592
Manufacturer Recall No. : 18S24

Manufacturer Information :

Manufacturer Name : Ford Motor Company
Address : 330 Town Center Drive
Suite 500 Dearborn MI 48126-2738
Company phone : 1-866-436-7332

Population :

Number of potentially involved : 49,197
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2015 Ford C-Max PHEV
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : The 120V Convenience charge cord was introduced into production on September 15, 2011.

On March 14, 2015, an updated 120V Convenience charge cord design that included a thermistor at the plug end was implemented into production. The thermistor provides the capability to identify over-temperature conditions at the Convenience charge cord plug/outlet interface and will discontinue charging until the temperature decreases to an appropriate level.

Production Dates : APR 13, 2012 - MAR 14, 2015
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2013-2015 Ford Fusion PHEV
Vehicle Type : LIGHT VEHICLES
Body Style :
Power Train : NR
Descriptive Information : The 120V Convenience charge cord was introduced into production on September 15, 2011.

On March 14, 2015, an updated 120V Convenience charge cord design that included a thermistor at the plug end was implemented into production. The thermistor provides the capability to identify over-temperature conditions at the Convenience charge cord plug/outlet interface and will discontinue charging until the temperature decreases to an appropriate level.

Production Dates : SEP 04, 2012 - MAR 15, 2015
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2012-2015 Ford Focus Electric
Vehicle Type :	LIGHT VEHICLES
Body Style :	
Power Train :	NR
Descriptive Information :	The 120V Convenience charge cord was introduced into production on September 15, 2011. On March 14, 2015, an updated 120V Convenience charge cord design that included a thermistor at the plug end was implemented into production. The thermistor provides the capability to identify over-temperature conditions at the Convenience charge cord plug/outlet interface and will discontinue charging until the temperature decreases to an appropriate level.
Production Dates :	SEP 15, 2011 - MAR 14, 2015

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Ford identified an elevated rate of allegations of melting and fire involving the 120V Convenience charge cord that did not include a thermistor.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	An electrical interface with increased contact resistance between the subject 120V Convenience charge cord plug and wall outlet can result in increased temperature and potentially lead to a fire.
Description of the Cause :	The 120V Convenience charge cord originally provided with the affected vehicles, when used in combination with a home AC outlet that is not on a dedicated circuit or is damaged, worn or corroded, may be susceptible to increased contact resistance at the Convenience charge cord plug and home AC outlet interface. An increased resistance at the plug/outlet interface can result in increased temperature.
Identification of Any Warning that can Occur :	Incomplete or slow charge cycles or inability to charge can be early indicators. Visible melting damage of the area surrounding the charge cord plug and/or odor.

Supplier Identification :

Component Manufacturer

Name :	Yazaki Automotive
Address :	6801 Haggerty Road Canton MICHIGAN 48187
Country :	United States

Chronology :

In December 2013 and May 2017, Ford's Critical Concern Review Group (CCRG) opened investigations on 120V Convenience charge cord allegations of heat damage. No manufacturing or quality defect was identified during those investigations. Subsequent to the CCRG investigation Ford inspected four fires alleged to involve C-Max vehicles. The exact cause of the fires were not determined. In three of the four fires, extension cords between the wall outlet and Convenience charge cords were identified. Ford instructs customers to not use extension cords or adapters when charging their vehicles. The fourth fire was inspected and the cause of the fire was inconclusive but not believed to be related to the Convenience charge cord.

June-July 2018: In June 2018, NHTSA shared 12 VOQs with a request for Ford's review. Ford reviewed the VOQ information and discussed our findings in a subsequent July meeting. At this meeting, Ford informed the Agency that it would introduce the subject into the July 31, 2018 CCRG meeting for further data analysis and investigation. A comprehensive data review and analysis of vehicles that use the same or similar 120V Convenience charge cords was completed on August 14. Ford analysis identified an elevated rate of melting/ fire reports on 120V Convenience charge cords designed without a thermistor.

On August 17, 2018, Ford's Field Review Committee reviewed the concern and approved a field action.

On August 20, 2018, Ford filed an equipment defect information report with NHTSA.

Note: In a subsequent discussion with NHTSA's Recall Management Division, the Agency asked Ford to change the recall categorization from an equipment recall to a vehicle recall in the online reporting system. On September 10, 2018, Ford resubmitted the defect information report in the online recall reporting system.

Description of Remedy :

Description of Remedy Program :	Owners will be notified by mail and (1) reminded of the requirements for adequate wall outlets and that extension cords should not be used under any circumstance and (2) instructed to take their vehicle to a Ford dealer to have the factory equipped 120V Convenience charge cord replaced with the latest version of the 120V Convenience cord that includes a thermistor. There will be no charge for this service. Ford will forward a copy of the notification letters to dealers to the agency when available.
How Remedy Component Differs from Recalled Component :	Original 120V Convenience charge cords will be replaced with an updated 120V Convenience charge cord design that includes a thermistor at the plug-end. The thermistor provides the capability to identify over-temperature conditions at the plug/outlet interface and will discontinue charging until the temperature decreases to an appropriate level.
Identify How/When Recall Condition was Corrected in Production :	Beginning in March 2015, an updated 120V Convenience charge cord design that included a thermistor at the plug-end was implemented into production.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on August 21, 2018. Mailing of owner notification letters is expected to begin September 17, 2018, and is expected to be completed by September 22, 2018.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported