



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 24, 2013

Mr. Steve Kenner  
Ford Motor Company  
330 Town Center Drive  
Suite 400  
Dearborn, MI 48126-2738

NVS-215KS  
13V-475

**Subject:** No audible chime with open driver door/ FMVSS 114

Dear Mr. Kenner:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/C-MAX ENERGI/2013  
FORD/C-MAX HYBRID/2013  
FORD/FOCUS ELECTRIC/2012-2013

**Mfr's Report Date:** September 30, 2013

**NHTSA Campaign Number:** 13V-475

**Components:**

ELECTRICAL SYSTEM:IGNITION:ANTI-THEFT CONTROLLER  
EQUIPMENT:ELECTRICAL:ANTI-THEFT DEVICES

**Potential Number of Units Affected:** 23,000

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2012-2013 Focus Electric vehicles and 2013 C-Max vehicles equipped with the Intelligent Access Push Button Start System. In the affected vehicles, there is no audible chime when the vehicle is operational and the driver's door is opened. Thus, these vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 114, "Theft Protection and Rollaway Prevention."

**Consequence:**

Without an audible door chime, a vehicle owner may open the door and exit the vehicle without being reminded that the vehicle is still operational, leaving the vehicle susceptible to theft.

**Remedy:**

Ford will notify owners, and dealers will update the software for the door chime, free of charge. The recall is expected to begin at the end of October 2013. Owners may contact the Ford customer relationship center at 1-866-436-7332. Ford's recall number is 13C07.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).



We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please provide the starting and ending dates of production for the affected vehicles.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement